

THE PARENT HANDBOOK



WELCOME TO NAREMBURN

Consider... Connect... Care...

CONSIDER

We value and celebrate the diversity within our community. We respect and embrace each child's identity, culture, background, abilities and learning style, ensuring all children feel safe, included and develop a strong sense of belonging. We believe in equity and inclusion, recognising that every child has the right to access meaningful learning opportunities. Guided by the United Nations Convention on the Rights of the Child, we acknowledge children as capable individuals with rights, voices and perspectives that must be respected.

We support children as active participants in their learning, recognising their strengths, interests and individuality, and fostering their development through intentional and inclusive practices.

CONNECT

We believe strong, respectful relationships are at the heart of quality early childhood education. We build meaningful connections with children, families, educators and the wider community through open communication, trust and collaboration. We recognise families as children's first teachers and value their knowledge, input and partnership.

We actively promote children's voice and agency, empowering them to make choices, express ideas and contribute to their learning. Through this, we support children to develop confidence, independence and a strong sense of identity through intentional and meaningful practices.

We respectfully acknowledge Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and are committed to embedding their perspectives in our curriculum and daily practice.

CARE

We create nurturing, safe and responsive environments where children feel supported, valued and confident to explore and learn. We demonstrate care through kindness, empathy and respect in all interactions.

We support children's emotional wellbeing and guide them in developing positive relationships with others, as well as respect and responsibility for the world around them.

We are advocates for children. We uphold their rights, listen to their voices and ensure they are treated with dignity, fairness and respect.

OUR COMMITMENT

- Children feel safe, respected, heard and empowered
- Families feel valued, included and connected
- Educators feel supported, respected and inspired
- Our community is inclusive, collaborative and strong



CHILD SAFETY COMMITMENT STATEMENT

Naremburn Early Learning Centre acknowledges that all children have the right to be safe and protecting children is a fundamental responsibility for the service, team members, families, and communities.

Child Protection is our main priority.

Our Service is fully committed to creating a safe and supportive environment for all children and young people in our care.

We recognise our responsibility to uphold the National Safe Principles and to implement the child Safe Standards to enhance our ability to prevent and address allegations of child abuse.

The Centre will:

- Advocate the paramount consideration of child safety, wellbeing, and protection in the service and within the community.
- Work collaboratively with child protection agencies, early childhood health agencies, family support services and the Office for Early Childhood Education and Care.
- Ensure all team members have access to annual child protection and child safe training specific to the education and care sector.
- Ensure all staff members have a valid, cleared and verified working with children check prior to commencing work.
- All staff members participate in a thorough induction process prior to the commencement of employment, which includes a detailed overview of our service's child protection policies and their responsibility for mandatory reporting obligations. Provide team members with cultural awareness training to assist in developing an understanding of cross-cultural child protection and child safe issues in Aboriginal and Torres Strait Islander and Culturally and Linguistically
- Review child protection and child safe policy documents to ensure they reflect current best practice, recommended guidelines and legislation.
- Record and report on child protection matters and incidents.
- Ensure the importance of child protection, safety and wellbeing is highlighted in recruitment, selection, and induction processes.
- Provide up to date information and any opportunity to training on the Child Safe Standards

All team members will:

- Ensure the protection, safety, and wellbeing of children are paramount considerations in all decision-making.
- Treat all children with respect and be a positive role model in my conduct with them.
- Use preventative and risk management strategies to minimise harm to children.
- Raise the awareness of child protection matters with families and the community.
- Participate in annual child protection and child safe training and maintain an understanding of the policy.



- Respond quickly, fairly and transparently to any serious complaints made by any child or related to a child.
- Only have physical contact with a child in ways which are appropriate to my professional or agreed roles and responsibilities.
- Strive to continually improve child safety, wellness and protection prevention and management practices.
- Report any incidents of child harm according to policy and legislation requirements immediately to centre management.
- Follow all child safe and child protection policies to ensure child and family information is kept confidential.
- Work collaboratively with families and support them in their parenting role and ensure that children receive any specialist support they require.
- Work collaboratively with families and support them in their parenting role and ensure that children receive any specialist support they require.
- Respect, acknowledge and honour the diversity of children and families and ensure practices are inclusive and equitable, recognising the complex challenges that impact upon families.
- Maintain an awareness and understanding of the cross-cultural issues relating to child abuse and neglect in Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse families.
- Understand the professional, legal, and moral obligations in relation to protecting children.
- Abide by the Mandatory Code of Practice as part of the Children's Guardian Regulation 2022.

Educators will:

- Provide an education and care program that supports children's physical, emotional, social, intellectual, cultural, and familial safety.
- Ensure teaching practices place the safety, wellbeing and best interests of children as the paramount consideration at all times
- Ensure teaching practices incorporate the Child Safe Standards
- Empower and support children who may be experiencing difficulty in their lives with sensitivity, warmth and security.
- Cater for the needs of children who require specialist intervention or have additional needs.
- Ensure practices reflect a 'strengths-based model' that supports children and families and reflect the United Nations Convention on the Rights of the Child.
- In line with the United Nations Convention on the Rights of the Child, we work to educate children about their right to safety and encourage them to speak up if they feel unsafe.
- Empower children to express their views and concerns, ensuring their voices are heard and valued.
- Liaise and collaborate with early intervention and prevention services to provide holistic services that work towards improving outcomes for all children and families.
- Respect each child's right to privacy, dignity, and protection at all times, ensuring confidentiality, providing personal care respectfully, and fostering a safe and supportive environment.

I have read and understood the above mentioned. I agree to uphold the centres Child Safety Commitment Statement and will abide by at all times.



Code of Conduct for the Responsible use of Photos and Media

At Naremburn Early Learning Centre, the safety, dignity, and privacy of all children and families are paramount. In line with the National Quality Framework, Education and Care Services National Law and Regulations, and the National Model Code for Taking Images and Videos of Children, Naremburn Early Learning Centre will have all families read, sign and complete a "Code of Conduct" agreement prior to enrolling that sets clear expectations for how photos and media shared with families may be used. Enrolment may not commence without this form being completed.

Families must not use personal mobile phones or other electronic devices to photograph, video or record children while in the service, including within classrooms and other children's learning environments.



INFANT PROGRAM

Babies thrive when they have carers who can read their cues and respond to their needs. Our nursery staff are experienced in this area and make sure each child receives plenty of individual attention. Staff cuddle, hold, play and talk with children in a warm, unhurried and soothing manner. Within this context of warm and trusting relationships, staff support children's natural desire to learn by providing an environment which is rich in opportunities for exploratory play.

Our staff place a high priority on building a positive, reciprocal relationship with the family.

Open, two-way communication between staff and families enables them to learn from one another and to work towards mutual goals that facilitate the individual child's learning and development.



TODDLER PROGRAM



As your child progresses into our Toddler Rooms, the focus becomes exploring the world around them. Toddlers often strive for independence, which we highly encourage. Children are supported in developing self help skills, whilst having nurturing relationships with their educators to build their confidence.

Toddlers often start to develop their own interests, and these are built into our program to ensure learning is a fun and engaging experience for all children.

We continue to value relationships with families, and will work in partnership with you to ensure your child is supported in some big milestones, such as toilet training, and developing new friendships!



PRESCHOOL PROGRAM



The Preschool rooms are where your child begins their School Readiness journey. Whilst we continue to promote learning through play and children's interests, we also support them in building the skills essential for a smooth transition to school.

From emotional regulation, to developing social skills and confidence, we ensure your child has the skills needed for this next big step. We have links with local Primary Schools to ensure our program fully supports this transition.

We also hold information evenings for families to ensure you are all fully supported as your child gets ready to head off to Big School!



SETTLING YOUR CHILD IN TO THE CENTRE

Coming to childcare for the first time can be a tricky time for a child and also for families too. Most children experience separation anxiety. But this is also a learning time for your child where he / she will develop independence, trust, and security outside the home environment. We also arrange orientation sessions before your child starts to support this process.

Some children may find drop-offs challenging when needing to separate from their families, however often settle after some time when they begin exploring their environments and playing with their friends. Although it can be quite distressing for parents to see their children upset, it is important to realise that separation anxiety is a very normal reaction.

Staff have lots of experience in assisting children through this phase, but if you would like us to handle it in a particular way, don't hesitate to ask. 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 were the case.



WHAT TO BRING



Sun-safe hat



Change of clothes and underwear—at least 2 sets.

Please pack extra's if your child is toilet training



**Wet bag
(to put wet or soiled clothes in)**



**Rest-time comfort item
(if required)**



**Dummy in a sealed, named container
(if required)**



Bed sheet and blanket/sleep suit



**Bottles, formula or expressed milk
(if required)**



Nappy cream



Water bottle with a lid or a sipper cup



Any medications please hand these to a staff member and complete a medication form.

Never leave medications in your child's bag



WHAT TO WEAR



Casual clothes are best as children will be doing lots of exploring in the outdoor environment and engaging in various planned experiences that they may get messy in. We also encourage them to try self-feed at meal times when appropriate, therefore this can also be quite messy, even when wearing bibs and aprons.



Closed-toe shoes are important for active play. Thongs and slip on shoes are not permitted as they are considered unsafe for children during play.



As per sun safety requirements, please ensure clothing covers children's shoulders.



Hats are required all year round..



Older children are encouraged to be independent in dressing and toileting. To help your child experience success in these self-help skills, please avoid buckles, belts and overalls.

LABELLING

It is extremely important to label all your child's belongings, including all clothing, shoes, socks, sheets, drink bottles, hats, teddy bears, dummies and drink bottles. Shoes, socks, jumpers and hats are taken off and put on many times throughout the day. It is important that we are able to identify what belongs to whom, so please label everything!



SIGNING IN & OUT

It is extremely important that each child is signed in and out of the centre every day they attend. This is both a legal requirement under the child care regulations and for you to continue receiving your Child Care Subsidy (CCS). This information is also to ensure your child's safety in case of an emergency evacuation. Signing in and out is via a digital kiosk located in the foyer of each floor.



DEPARTURE ROUTINE

Educators will be present with your children where they can inform you about your child's day. If you have any questions or queries, please don't hesitate to discuss these during your pick-up time. Please collect all your child's belongings, including the cot sheets unless your child is coming the next day. With your child, say goodbye to the educator in charge of the group and sign your child out.

ARRIVAL ROUTINE

Educators will be present within the room to assist you with your arrival routine. After signing in, please take the time to discuss important information including; how they slept, if there is any change in contact phone number for the day or if someone different is picking up / dropping off your child. Each child has an individual locker for storage of their belongings. When you first start, staff will show the location of your child's locker and guide you in what to unpack, where to place things etc. Please ensure that an educator is aware you are dropping your child off and walk them to the area where the staff and other children are.





LATE PICK-UP



It is essential that children have been picked up by closing time. Please inform us if you are going to be late. Late fees will be applied which can be found in our policies. In the event that the child has not been collected by closing time, a staff member on duty will attempt to contact authorised persons on the enrolment form.

If the child has not been collected one hour after closing time, staff will notify the nearest police station and plan for the child to be placed in their care until he/she is collected.



AUTHORISED NOMINEES TO COLLECT CHILDREN



Only parents / guardians and authorised nominees are permitted to collect your child from our centres. Children will not be released into the care of persons not nominated on the enrolment form unless written authorisation is received from the parent. For safety reasons, we will request photo identification from any authorised nominee unknown to our staff.



ABSENCES

Please let us know if your child will not be attending the centre on their usual days because of illness, holidays or other reasons. A quick email or phone call is all that is required to reassure us that your child is safe.

Please note that fees are payable for all absences.

Child Care Subsidy (CCS) will continue to be applied for up to 42 absent days in a financial year. CCS may be available for additional absences provided suitable documentation is provided.

REST & SLEEP

For infants, rest and sleep occurs throughout the day according to each child's individual needs. Toddlers and Preschool aged children are encouraged to have a rest for a period after lunch. Depending on the needs of the child, this will take the form of quiet activities, listening to a taped story, or having a sleep if necessary. Even if your child does not have a sleep during the day, please send a small sheet for rest time.

BREASTFEEDING

At Naremburn Early Learning Centre, we are supportive of mothers who want to keep breastfeeding when their child starts child care. We provide a quiet place for you to breastfeed your child both at drop-off / pick up or at any time during the day. If you wish to leave expressed breast milk at the centre, please provide it in ready-to-use bottles that are clearly labelled with your child's name and use-by date. The milk will be kept refrigerated until ready to be





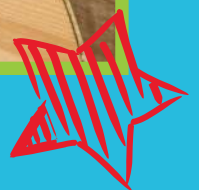
FOOD & NUTRITION

A child's early years are a critical time for physical and mental development. It is also a time when the eating habits of a lifetime are formed. At Naremburn Early Learning Centre, we provide children with food that is fresh and nutritious. Our centre has an onsite cook who plans and prepares meals in accordance with Australian Dietary Guidelines.

Food intolerances due to medical conditions and cultural practices are catered for as and when necessary. Our centre is nut free due to minimise any potential anaphylaxis risks.

Mealtimes provide great opportunities for children to develop self-help skills. Staff members sit with children at mealtimes to offer support and encouragement as children acquire self-help skills in feeding, serving, pouring etc.

Whilst children are encouraged to eat, no child is forced to eat against their will. Children's choice of food is respected.



TOILET TRAINING

Learning to use the toilet is an important step in a child's life. Some children get the knack quickly while others need a little more time and patience. Staff will work with you to support your child through this process. Just let your child's educators know when you start toilet training so that they can discuss strategies that can be followed both at home and the centre.



TOYS FROM HOME

It is advisable that children do not bring toys from home, as they may get broken or lost. In the preschool rooms, children will have the opportunity to bring in their favourite toy or a special item on their designated 'News Day', which is a part of group sharing time. Parents will be informed in advance of their child's news day.

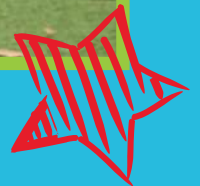
Children in the toddler and nursery rooms are welcome to bring a comforter or toy solely for sleep time, to help them feel settled and secure. These items are not used during group activities.





SPECIAL EVENTS & CELEBRATIONS

We love to celebrate special events in a child's life. These may include things like the birth of a new sibling, birthdays and cultural events. Please let us know of any special celebrations or occasions that are special to you and your familie and we will celebrate and recognise these special days with the children.





HEALTH & SAFETY

ILLNESS

The centre is not the best place for a child who is feeling unwell. Often, they just want to be quiet and with a family member who can provide the extra attention that they need at this time.

Furthermore, the close proximity of children and staff in any childcare centre can increase the risk of cross-infections, in spite of stringent hygiene procedures.

Anyone displaying symptoms of infectious disease, including vomiting, diarrhoea and fevers will be excluded from the centre for 24 hours since last symptoms or, in some cases, until medical clearance is obtained.

It is extremely important that parents inform the centre director if their child has been confirmed to have an infectious disease. This will allow us to implement appropriate strategies to ensure the safety of all users of the service.

A child who has been prescribed antibiotics for an illness is excluded from the centre for 24 hrs from administering the first dosage.

A child who has been administered panadol cannot attend the centre that day.

If your child becomes ill during the day, we will contact you and make the child as comfortable as possible until you can come and collect him/her.

Details of the illness will be recorded on the centre's 'Incident, Injury, Trauma and Illness' form and a copy provided to you for your records





MEDICATIONS

Medications will only be given under the following conditions:

- ☐ The centre medication form is completed and signed by Parent/Guardian, including all relevant details of the medication to be administered.
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- ☐ All medications must be in its original container with a pharmaceutical label clearly showing:
 - ☐ Child's Name
 - ☐ Name of Medication
 - ☐ Specific Administration Instructions
 - ☐ Dispensary and Expiry Date
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Under no circumstances is any type of medication to be left in children's bags or lockers. Please hand all medications to a staff member and complete the medication form.

MEDICAL CONDITIONS

A 'Medical Management Plan' prepared by a Medical Practitioner must be provided to the centre director if your child has a medical condition, including an allergy or asthma. If medication is required as part of the management plan, please ensure it is left at the centre whilst your child is in our care. It is the parent's responsibility to inform the centre director if there is any change to the plan and to update it at least once annually.



ACCIDENTS & INJURIES



Naremburn Early Learning Centre has stringent measures in place to ensure the safety of the children. However, accidents can occur.

In the case of a minor injury, details will be recorded on the centre's 'Incident, Injury, Trauma and Illness' form. A copy will be provided to the parent to read and sign when they come and collect the child.

If the injury is above the shoulders, the staff will call the parent following the incident just as a courtesy to let them what has happened. The parent will only be asked to collect the child if deemed necessary.

In case of an incident that requires treatment beyond basic first aid, every effort will be made to contact parents and/or emergency contacts nominated on the enrolment form. Medical advice, including calling an ambulance, will be sought if necessary.



SAFETY PRACTICES

- ☐ Please shut all doors and gates as you enter and exit the premises
- ☐ Please do not hold open doors and gates as other children may run into unsupervised areas
- ☐ Please exercise caution in the car-park, especially when reversing
- ☐ Please keep hold of your child's hand whilst in the car-park
- ☐ No smoking or alcohol is permitted on the premises, including car-park
- ☐ Our centre is nut-free zones, so please do not send anything containing these products.
- ☐ Please do not bring glass containers and items with sharp edges/points
- ☐ Emergency Evacuation procedures (displayed in each room) are practised at least once a month. Please read these procedures so that you know what to do in the event that you are on the premises during a drill or an emergency





SUN SUNSCREEN SAFETY

SUNSCREEN

We spend as much time as we can playing outdoors, especially during the spring and summer. This means that your child will probably go straight outdoors on arrival.

It is recommended that Sunscreen be applied at least 20 minutes before going out in the sun. Therefore, we request that between October and March children have sunscreen applied before they arrive at the centre.

If you do forget to apply sunscreen on your child at home, it is available for you to apply it at the centre.

We will reapply sunscreen on your child in the afternoon before outdoor play.

If your child is allergic to certain sunscreen brands, we ask you provide a suitable alternative and leave it at the centre for staff to use as and when necessary. Please ensure your child's name is clearly written on the tube.

SUN-SAFE CLOTHING

The centre sun smart policy also requires staff and children to wear appropriate clothing. For all outdoor activities, the following are essential:

- A hat
- Clothing with sleeves (shoulders must be covered)



PARTNERSHIP WITH FAMILIES

We acknowledge, value and respect the uniqueness of each family and the wonderful opportunities this provides the centre. We believe our programs are enriched through the active participation of families. Families are encouraged and supported to be engaged with the Centre through sharing ideas, thoughts, experiences and values. Because home experiences are so significant in a child's life, we feel it is important to maintain continuity between the home and the centre. To this end, open and effective communication between the home and the centre is essential. We see parents as partners in the teaching

COMMUNICATION WITH FAMILIES

Our aim is to have a high rate of mutual communication between parents / caregivers and staff. This helps to provide a partnership, which will benefit your child's development to their maximum potential.

At Naremburn Early Learning Centre, we use an app to keep you informed of your child's day. You will receive daily snapshots including pictures and/or videos of what the children in your child's room got up to throughout the day. At the end of the week, you will receive a more in-depth summary of the planned experiences that were done for the children's learning and development. We try to get them as close to real time as possible, but doesn't always happen depending on needs of the room. Each month you will also be able to access individual planning for your child which includes their goals, observations and experiences done with them throughout the month.

Families can comment and communicate with educators through the app, creating a powerful platform for a truly collaborative approach between home and the centre.





FAMILY FEEDBACK

We welcome any compliments, complaints or suggestions as we believe it helps us to provide a better service for you and your children. We have very clear procedures in place to ensure that any complaints or concerns are dealt with quickly and satisfactorily. If you have a concern or are unhappy about any aspect of the centre it should be brought to our attention immediately. In the first instance, and if the concern is minor, the matter is best brought to the attention of your child's teacher. When an issue is of a more serious nature or if a matter has not been resolved satisfactorily, both the parent and teacher should consult the Nominated Supervisor. The Nominated Supervisor will either resolve the matter immediately or arrange a meeting with the parent to come to a resolution.

Thank you to all the wonderful Naremburn Early Learning children, families and educators who appear in this hand-book. Please do not hesitate to contact us if you would like more information about anything related to your child's care at Naremburn Early Learning Centre, whether it is mentioned in this booklet or not. Follow us on Facebook and Instagram for regular updates on the wonderful things that are happening at Naremburn Early Learning.



WE CAN'T WAIT TO
MEET YOU!



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www.naremburnelc.com.au



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