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Home



At Port Pirie West Children's Centre we are committed to working with families and the community to provide high quality educational services that support and challenge children, educators and families to be confident and involved learners.

We show our respect to you and your child through the positive learning relationships we build with you both. In partnership, we develop collaborative learning plans that focus on your child's strengths, interests and needs, and together we will build a community of life-long learners.

Find out more about our goals and our focus in our philosophy statement (PDF 109KB) (https://www.preschools.sa.gov.au/sites/g/files/net4016/f/portpiriewest_philosophy.pdf).

Getting involved

We support family involvement in decision making about the services and programs offered in our children's centre. This includes becoming a member of the parent engagement group. To find out more contact our community development coordinator or director.

If you'd like to volunteer with us in other ways, we'd love to hear from you. See [volunteering in schools, preschools and children's centres](https://www.education.sa.gov.au/parenting-and-child-care/volunteers/what-volunteers-need-know/volunteering-schools-preschools-and-childrens-centres) (<https://www.education.sa.gov.au/parenting-and-child-care/volunteers/what-volunteers-need-know/volunteering-schools-preschools-and-childrens-centres>) and have a chat to us about how you can get involved.

Acknowledgement of Country

We acknowledge the traditional owners of the land we are on and pay our respects to their Elders past and present, and extend that respect to other Aboriginal people who are present today.

Immunisations

When you enrol your child with any of our services or programs you will be asked to provide evidence of their immunisation status

(<https://www.education.sa.gov.au/supporting-students/health-e-safety-and-wellbeing/early-childhood-services-immunisation-requirements>).

Contact us

Preschool director: Mrs Nathalie Hayes

Phone: (08) 8633 0077

Fax: (08) 8633 2621

Email: dl.6615.leaders@schools.sa.edu.au

Street address: First Street Port Pirie SA 5540

Postal address: First Street Port Pirie SA 5540

Learning and care

We offer a number of programs and services to support your child's early years learning

(<https://www.education.sa.gov.au/teaching/curriculum-and-teaching/primary-and-secondary-curriculum/curriculum-taught-south-australia>).

Preschool

We invite you to join the governing council, which meets twice a term to make sure the centre runs smoothly. Read through what a governing council does

(<https://www.decd.sa.gov.au/sites-and-facilities/governing-councils/understanding-governing-councils/what-governing-council-does>) and speak to us to register your interest.

When your child can start preschool

All children are entitled to access at least 1 year of preschool. If your child turns 4 before 1 May, they can start preschool at the beginning of the year. If your child turns 4 on or after 1 May, they can start the next year.

If you want to delay your child's start to preschool or you're not sure about when they should start, please talk to us about your options.

If your child is Aboriginal or under guardianship (in care) they are eligible for 12 hours of preschool after they turn 3. They will then be eligible for 15 hours per week of preschool in the year before they start school.

Early entry

Your child may be able to come to preschool up to 2 terms earlier if they:

- have additional needs or disability
- are learning English as an additional language or dialect
- are at significant risk because of family circumstances.

Early entry is for up to 3 hours per week in the first term, and up to 6 hours per week in the second term, if places are available.

Access is decided on a case-by-case basis.

Please contact us if you want more information about early entry.

Enrolling your child

You can register your interest to enrol your child with us by using the preschool registration of interest form (<https://www.education.sa.gov.au/doc/preschool-registration-interest-form>). This form is also available from us.

Try to register your interest by 30 June, but you can do this any time during the year.

Priority will be given to children living in our catchment area (<https://www.preschools.sa.gov.au/port-pirie-west-childrens-centre#location>). If you don't live in our catchment area you should indicate at least 2 other preschool options on your form.

If we can give your child a place with us we'll send you an offer letter in term 3 (<http://www.decd.sa.gov.au/teaching/south-australian-state-schools-term-dates>). You can accept the offer by filling in and sending back the acceptance slip by the due date.

Before your child starts

We will contact you about an orientation session. This will be a 1-hour session in term 4 where you can ask questions.

Before they start preschool your child can come to pre-entry transition visits. These will be in term 4 (<http://www.decd.sa.gov.au/teaching/south-australian-state-schools-term-dates>) and will be a chance for your child to meet the staff and other children.

Fees

We ask you to contribute towards the cost of your child attending preschool.

The parent contribution is \$320 per year. You can choose to pay the total amount at the beginning of the year or to pay instalments of \$80 each term (<http://www.decd.sa.gov.au/teaching/south-australian-state-schools-term-dates>).

A concession of \$70 per term or \$280 per year is available if you have a health care card.

When to pay

We will invoice you by week 3 via your child's news pocket, which is located in the foyer.

Payments are due by week 5.

Please contact us if you are having difficulty paying.

How to pay

Cash or EFTPOS

You can pay cash or via EFTPOS at our reception desk. For cash payments, please put the correct money in a sealed envelope with your child's name on the front and put the envelope in our fees box (envelopes are next to the fees box).

EFT information

You can pay by direct deposit.

BSB: 065509

Account number: 10217694

Please put your child's name in the notes as the reference.

Preschool session times

Your child can attend preschool for up to 15 hours per week. They will attend 5 days per fortnight.

Monday	Tuesday	Wednesday	Thursday	Friday
9.00am to 3.00pm	9.00am to 3.00pm	9.00am to 3.00pm alternate weeks	–	–

What to bring

Children need to bring these items each day:

- bag
- change of clothes
- SunSmart hat with no cord (left on the hat rack)
- drink bottle containing water only
- healthy packed lunch, such as a sandwich, roll or wrap.

Read what clothes and hat style (PDF 72KB)

(https://www.preschools.sa.gov.au/sites/g/files/net4016/f/portpiriewest_clothing.pdf) your child should wear.

Please put sunscreen on your child before arriving and we will help your child to re-apply.

A list of healthy lunch ideas is included in your enrolment pack, and we have a healthy recipe folder for you to look through. You are welcome to take a copy of any recipes you'd like to try.

Please write your child's name on all their belongings, and check our lost property box often.

What not to bring

Children should not bring these things:

- food containing nuts including muesli bars (some children have nut allergies that can be dangerous)
- unhealthy food (chips, lollies, chocolate, chocolate chip cookies)
- unhealthy drinks (soft drinks and juice)
- toys from home, unless it is a special treasure they wish to share with us.

You don't need to pack your child any snacks. We will offer them fruit, cereal, bread and milk.

Additional information

We often need extra items for children's making activities. See what you can bring in and how you can be involved (PDF 32KB)

(https://www.preschools.sa.gov.au/sites/g/files/net4016/f/portpiriewest_parents.pdf).

Please let us know if your child will be absent and the reason. This is very important if they have a contagious illness such as chicken pox, whooping cough, mumps, skin complaints or head lice.

Dental services are available to preschool children through the school dental service

(<https://www.sa.gov.au/topics/education-and-learning/health-wellbeing-and-special-needs/school-dental-service>).

To respect the rights of all families, we ask that you do not take photos or video of any children (other than your own).

Playgroup

Playgroup is an interactive, fun opportunity for children and parents to play and learn together. Playgroups are usually supported by an early childhood professional who will give support, information and advice about children's health, learning and development.

We welcome you and your family to our supported playgroup. We offer experiences for children aged birth to 5 years, and we also have lots of ideas for you to try at home.

Times

Wednesday, 10.00am until 11.30am during term time.

Cost

Free.

What to bring

If required, please bring nappies and a change of clothes for your child.

We supply fruit, milk and water.

Additional information

If you are unable to attend playgroup due to a lack of transport, we may be able to provide you with a free taxi. Please contact us (<https://www.preschools.sa.gov.au/port-pirie-west-childrens-centre#contact-us>) to discuss your needs.

We may offer additional playgroups each term such as twins or baby playgroup, depending on the needs of families.

Special playgroup events are regularly posted on our Facebook (<https://www.facebook.com/Port-Pirie-West-Childrens-Centre-2007959766170874/>) page.

Disability support

There is support available for children with disability (<https://www.education.sa.gov.au/supporting-students/children-disability-and-special-needs>). Talk to us for more information.

Health and wellbeing

Family practitioner

Our family practitioner works alongside vulnerable families and children to help them better understand and respond to their child's needs. They work with parents, our staff and other organisations to help families find relevant services to maintain safe, caring and resilient relationships for child development.

Family practitioners can provide short-term counselling for families to help with:

- domestic violence
- housing
- drug and alcohol problems
- mental health
- follow up and advocacy.

Please contact us if you think you need help from a family practitioner.

Community services

Community health and wellbeing options for South Australian families include:

Child and Family Health Services (CaFHS) (<http://www.cyh.com/Content.aspx?p=361>)

Child and Adolescent Mental Health Services (CAMHS)
(<http://www.wch.sa.gov.au/services/az/divisions/mentalhealth/index.html>)

Disability Services (<https://www.sa.gov.au/topics/care-and-support/disability>) / NDIS
(<https://www.ndis.gov.au/index.html>)

Parenting SA (<https://www.education.sa.gov.au/parenting-and-child-care/parenting/parenting-sa>)

Women's and Children's Health Network
(
<http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/our+local+health+networks/womens+and+childrens+health+network>)

Greatstart parenting information
(<https://www.education.sa.gov.au/parenting-and-child-care/parenting/learning-your-child-greatstart>)

Community engagement

Community development

Our community development coordinator works with a range of local services. They will support and encourage you to participate in our centre's activities
(<https://www.preschools.sa.gov.au/port-pirie-west-childrens-centre/our-centre/whats-happening>).

Free crèche is offered during many of our programs and free transport can be arranged.

Contact us (<https://www.preschools.sa.gov.au/port-pirie-west-childrens-centre#contact-us>) for more information and check out our Facebook
(<https://www.facebook.com/Port-Pirie-West-Childrens-Centre-2007959766170874/>) page.

Reports and plans

National Quality Standard rating

Our services are assessed and rated against 7 quality areas of the National Quality Standard.



Overall Rating: Exceeding NQS

Quality Area Ratings

- 1 Educational program and practice:** Exceeding NQS
- 2 Children's health and safety:** Meeting NQS
- 3 Physical environment:** Exceeding NQS
- 4 Staffing arrangements:** Exceeding NQS
- 5 Relationships with children:** Exceeding NQS
- 6 Partnerships with families and communities:** Exceeding NQS
- 7 Leadership and service management:** Exceeding NQS

Rating for: Port Pirie West Children's Centre for Early Child Development and Parenting

Rating issued: November 2017

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Quality improvement plan

An assessment of the programs we offer against the National Quality Standard and national regulations. It identifies areas for improvement and includes our philosophy statement.

Quality improvement plan (PDF 1,304KB)

(https://www.preschools.sa.gov.au/sites/default/files/portpiriewestcc_qip.pdf)

Annual report

A report on our progress, achievements, highlights and challenges for the year.

Annual report (PDF) (http://docs.decd.sa.gov.au/Sites/AnnualReports/6615_AnnualReport.pdf)

Family support

Giving your child a strong start in the early years

Research tells us that quality education and care early in life leads to better health, education and job outcomes in adulthood. Children are learning and growing from the time they are born. The greatest influence on a child's future health, development and happiness is in the first 5 years of life.

We're working with families to take a 'learning together' approach about child development in the early years.

Parenting resources

Several early childhood parenting resources are available to help your child learn and grow right from the start.

Little Big Book Club (<http://www.thelittlebigbookclub.com.au/>) supports parents to read, sing and play with their children from birth, with access to book recommendations, reading packs and resources.

Dad's Read (<http://dadsread.org.au/>) offers advice for fathers to encourage reading together with their child.

Parenting SA (<https://www.education.sa.gov.au/parenting-and-child-care/parenting/parenting-sa>) has free parenting factsheets, videos and upcoming seminars on many parenting topics.

Positive Parenting program (<http://www.triplep-parenting.net.au/au-uken/find-help/triple-p-parenting-in-south-australia/?itb=bc37e109d92bdc1ea71da6c919d54907>) has free seminars, workshops and one-on-one sessions for parents of children aged 3 to 12 years.

Learning with your child (GreatStart) (<https://www.education.sa.gov.au/parenting-and-child-care/parenting/learning-your-child-greatstart>) gives parents everyday learning ideas and activities to help build their child's maths and language skills.

Raising Children Network (<http://raisingchildren.net.au/>) provides up-to-date, evidence-based, scientifically validated information about raising children and caring for yourself as a parent or carer.

Special Needs

As part of DECD, the preschool is able to access assessment and support services for children with a range of additional needs (e.g. Speech Pathology).

If you have any concerns about your child's development, please do not hesitate to discuss this with the educators and together a decision may be made to refer your child for further assessment and advice.

Skin Protection Policy

POLICY STATEMENT:

- To ensure that all children attending the Port Pirie West Children's Centre are protected from skin damage caused by the harmful ultraviolet rays of the sun and to help educate them for life long safe practices.

EDUCATORS WILL:

- Be encouraged to keep up to date with new information and resources from the Cancer Council SA
- Be encouraged to apply SPF 50+ broad-spectrum water resistant sunscreen
- Encourage families to be good role models for their children
- Understand and be aware of their responsibilities in relation to the Centre's Sun Smart Policy
- Ensure that children have access to water throughout the day
- Be responsible role models who practice sun smart and skin protective behaviour. Hats must be worn all year round, tops must have sleeves and backless footwear is not allowed
- Incorporate sun and skin awareness activities into the Centre's program
- Monitor UV levels through the months of May to August accessing information from <http://www.bom.gov.au/places/sa/portpirie/forecast>
- Ensure that all children are wearing broad-brim bucket hats while outside all year round
- Apply SPF50+ broad-spectrum water resistant sunscreen to all children 20 minutes prior to outdoor play (around 2 hourly or sooner, if involved in water activities).

FAMILIES WILL:

- Purchase a broad-brim hat for their child/ren to be kept at the kindy.
- Provide appropriate clothing which protects the skin
- Parents are asked to apply SPF 30+ broad-spectrum water resistant sunscreen to their child/ren before they attend their session. Sunscreen will be available to apply to their child/ren before they leave their child at the centre.

Policy Approved:

Next Review Date:

PPWCC PHILOSOPHY

Every child, family and educator has the opportunity, respect and support to reach their full potential.

Staff and educators will strive to:

- make each and every person that walks through the door feel welcomed
 - provide the best education possible for children
 - value each person's backstory and culture.

“First seek to understand before being understood”

How can I be involved?

- Volunteer your skills/interests, e.g. photocopying, cooking with children, gardening, playing a musical instrument, covering books, making resources, handy person tasks etc.
- Come on excursions
- Join our Governing Council – no experience needed to become a member

Materials to extend children's creativity

The items below are always in demand by the Children. Please save and bring along anything you believe may be useful.

- cardboard cartons - plastic containers
- cotton reels - wool scraps
- tin lids - material scraps
- soft wood off cuts - wallpaper
- ribbons, lace etc - cardboard rolls
- greeting cards - feathers, gumnuts etc.
- gift wrap - corks
- plastic lids

Hot Weather Policy

POLICY STATEMENT:

The policy will recognise that children are at greater risk of suffering from heat illness than adults. A child's ability to respond to environmental heat and acclimatise to heat is due to physiological differences.

"Children sweat less and get less evaporative cooling than adults. In warm and hot weather they have greater difficulty getting rid of heat; they look flushed, and feel hotter and more stressed than adults"

Source "Sports Medicine Australia"

SHADE:

- Children will be encouraged to avoid direct exposure to the sun between 10a.m. and 2p.m. (11 - 3 daylight saving time) by playing in shaded outdoor areas, where possible.
- The Port Pirie West Children's Centre staff makes sure there is a sufficient number of shelters and trees providing shade in the outdoor area.
- The availability of shade is considered when planning excursions and all other outdoor activities.

CLOTHING:

- Parents are to be encouraged to dress children in clothing that minimises heat gain, in layers that can be easily removed during activity and of a type that is sun safe.
- Children who do not have appropriate hats or outdoor clothing are asked to play in the shade or a suitable area protected from the sun.
- Children are required to wear a hat outside all year round.

LUNCH:

- Parents are asked to place children's lunches in the provided fridge located by the kitchen bench on arrival.

DRINKS:

- Children are to be frequently offered water or fluids. Drinking water is to be accessible to children, educators and families at all times.

EXTREME WEATHER:

- On days where the predicted temperature is 36 degrees or above, the following procedure will apply:
 - The verandah will only be used at the teachers/directors discretion
 - There may be no outside play offered to the children

If the temperature is 36 degrees or above and there is a power failure, families will be contacted and the children will need to be collected.

Policy Approved:

Next Review Date:

Healthy Food Supply & Nutrition Policy

POLICY STATEMENT:

- Food provided at Port Pirie West Children's Centre will be nutritious and varied. Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits. Parents/caregivers will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs.

FOOD AVAILABLE TO CHILDREN AT THE CENTRE

- Healthy fruit, cereals, bread and milk are available for children to access in the mornings as required.
- Fruit, yoghurt and cheese are offered to all children attending crèche at the Children's Centre.

PARENTS/CAREGIVERS ARE REQUIRED TO PACK:

- For lunch a healthy selection of nutritious food including meat and salad sandwiches, rolls or wraps, yoghurt, fruit, cheese. See poster on fridge door for options.

NB. Staff will not heat food, so please do not pack foods that need to be heated

- NO chips, lollies, chocolate (including chocolate chip cookies or chocolate coated muesli bars), soft drink or juice.

WHAT HAPPENS IF A CHILD IS NOT HUNGRY AT LUNCH TIME?

- We recognize that each child has a different appetite and that their appetite may vary from day to day. Children are never made to eat if they do not want to and if a child is hungry between the regular meal/snack schedule they are offered breads, cereals or a piece of fruit. If a child does not eat well during the day, the Team Leader will discuss this with his/her parents when they arrive to collect their child.

WHAT HAPPENS WHEN A CHILD IS REALLY HUNGRY?

- Children will be offered fruit, bread or cereal in addition to their packed lunch.

FOOD THAT IS SAFE:

- We understand and implement the Food Safety legislation under the Food Act 2001. We believe that meal times should be a pleasant experience and we provide developmentally appropriate foods in a safe eating environment for children where they will be more likely to eat well and be more accepting of new foods.

The Port Pirie West Children's Centre aims to be nut free

OTHER OCCASIONS:

- We do however have specific days each year where we have a special lunch e.g. Harmony day, Multicultural day etc, the children are encouraged to participate in some of the food prepared for these days e.g. damper,

cookies, soup. We also encourage the rooms to be decorated e.g. balloons, streamers, making hats, culturally diverse music is played on these occasions.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures):

- Snack times will be treated as social occasions and will occur at least once during the day. Snacks are offered during the morning session and are not compulsory.
- Drinking water and clean cups will always be available and accessible to staff and children.
- Children will be encouraged to try different food but will never be forced to eat. Their food likes and dislikes and their family's religious and cultural beliefs regarding food will always be respected.
- Where children are on special diets, the parents/caregivers may be asked to provide a list of suitable and unsuitable foods and their child's food preferences or to supply special food.
- The importance of healthy food will be discussed with children during snack and lunch time, as appropriate.
- Information on nutrition, food handling and storage will be available to parents.
- When food is prepared as part of the children's program of activities, the ingredients and preparation techniques used will be hygienic and safe and contribute to children's nutritional needs.

For more information regarding the DECD – Right Bite Healthy Food and Drink supply Strategy please visit www.decd.sa.gov.au/eatwellsa

Policy Approved:

Next Review Date:

Health

Children do not enjoy preschool when they are unwell and need to be kept at home until they recover.

Children must be excluded from the centre, under DECD guidelines, when they are suffering from some conditions (eg Chickenpox). Further information is available from the staff, upon request, regarding specific illnesses and exclusion times.
<https://www.sahealth.sa.gov.au/...diseases/exclusion+from+childcare+preschool+schoo>

As part of the enrolment process, a number of questions are often asked regarding medical conditions. It is important that medical information about children (eg allergies) recorded at the centre is always kept up to date.

Please note that no medication will be given or medical procedures undertaken by staff unless specific training, detailed management plans and specific written medical and parental authorisation has been given.

Medication which is brought to the centre must be in its original container, clearly labelled with the child's name, dosage etc. and placed in a sealed plastic bag. A daily permission to administer medication should also be signed. All medication should be handed to the Preschool Director on arrival for each preschool session.
Please do not leave medication in children's bags.

Should any child become unwell at the Children's Centre, parents or people nominated by parents will be contacted.

Parents/caregivers must collect unwell children as soon as possible after phone contact to minimise the spread of infection and the risk to other children and staff.

Arrivals and Departures

The Centre's kindy session begins at 9:00am each day. If you bring your child earlier, please ensure that you stay with your child until the session starts. You are welcome to join in with an activity or stay and have breakfast with your child.

We expect families to make every effort possible to collect their children by or at 3:45pm when the kindy session ends. Families are to ring and notify the Centre if they are running late to pick up their child.

For safety reasons it is essential that the educators are aware of who is going to be collecting your child. If a person unknown to the staff is going to be collecting your child we ask that you please bring that person to the centre and introduce them to us or alternatively contact the centre and notify staff who is coming.

If at any time a Family Court Order is made, the Director must be advised immediately and provided with a copy of any such order. No information will be given to persons over the telephone if their identity cannot be established by staff.

Preschool Curriculum/Program

Curriculum planning at Port Pirie West Children's Centre Kindy is based on the skills, interests, strengths, needs and dispositions of the individual children who attend the centre and the national Early Years Learning Framework. When children arrive at preschool, they bring with them a wide range of abilities, experiences and values. Our role as educators is to provide an environment which will support, stimulate and structure the learning for each child in a safe, caring and nurturing setting. We aim to do a lot more than 'keep our children amused' while they are with us.

The national Early Years Learning Framework, '*Belonging, Being and Becoming*' is used by centre staff to support curriculum planning at our centre. This framework has a specific emphasis on play-based learning. When children play, they learn about themselves, other people and the world around them. They develop their ability to communicate, develop and practise physical skills, and they learn to solve a multitude of problems. The Early Years Learning Framework recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development for all young children. An outline of our centre program is always displayed in the centre.

Working in partnership with families is a high priority for staff in our centre. As part of our commitment to providing the best possible learning environment for each child, we ask parents to complete a 'Child Profile' when children commence preschool. The staff will use the information that you provide on this profile together with observations we make and 'work' samples that we collect to help plan an interesting and relevant program for your child.

Preschool staff are committed to sharing information with you about your child's learning journey. This happens in a number of ways. Firstly, staff are always more than happy to have face to face discussions with you – either brief informal conversations when you come to the centre or longer formal discussions by appointment. Secondly, a brief written report is provided at the end of each preschool term (for children attending fulltime preschool sessions). A comprehensive written report is also provided at the end of the year as children transition to school.

Signed: _____

Chairperson

Meeting Approved:

Review Date: 22.6.19

Dealing with complaints – Policy/Procedure

POLICY STATEMENT:

At the Port Pirie West Children's Centre we believe regular two-way communication between parents/carers/guardians is essential in supporting children to be powerful learners.

We are committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence and that it will be heard and responded to in an appropriate and timely manner.

DEFINITIONS

Children's Centre: The Port Pirie West Children's Centre includes a preschool and a range of parenting and community services.

Parent: This term includes all parents/carers/guardians involved in the Children's Centre. This term also includes a guardian and every person who has parental responsibilities for the child including parental responsibility under the Commonwealth Family Law Act 1975 and any person with whom a child normally or regularly resides. This includes all parents involved with the Children's Centre including preschool and the parenting groups.

Concern: an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation

Complaint: an expression of grievance or issue where the parent has a concern

PROCEDURE

Please refer to 'Raising a complaint with DECD' pamphlet by Department for Education and Child Development for an overall guide to resolving any complaints or issues you may have in DECD schools and early childhood services.

Step 1

If your concern or complaint relates to an issue concerning your child's education or experiences, you should talk to your child's teacher or the relevant Children's Centre community staff member. We try and resolve all complaints at a local level where possible.

Our staff will:

- Listen to the complaint
- Record what you say, offer a copy of what has been recorded

- Identify actions to resolve the concern
- Set a timeframe for action and follow-up
- If appropriate, refer the matter to the Children’s Centre Director.

Step 2

If your concern has not been resolved following discussions with the staff member, you may choose to contact the Children’s Centre Director.

The Director will:

- Acknowledge receipt of the complaint as soon as reasonably possible (within 5 pre-school days)
- Listen to you
- Provide support to you if necessary while the complaint is being considered
- Investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- Consider relevant legislation, DECD policy and guidelines, preschool procedures
- Inform you if there is a delay in the process
- Ensure your complaint and the outcome is documented
- Ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing including the right to refer the matter to the Educational Director, District Office, Dean Angus: (08) 8632 0602 or 0427 006 094.

Step 3

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from the complaints resolution services:

Complaints about education and early childhood services

Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

Step 4

If we can’t resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will influence whether this option is available.

External agency contact point:

SA Ombudsman

Toll free: 1800 182 150

Phone: 8226 8699

Email: ombudsman@ombudsman.sa.gov.au

www.ombudsman.sa.gov.au

Please note: Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with us. Please contact the Director, Nathalie Hayes (08) 8633 0077 for assistance.

Sourced: Raising a complaint with DECD, Department for Education and Child Development
Consumer Complaints Management and Resolution Policy/Procedure, Department for Education and Child Development

Regular newsletters are distributed in parent pockets as well as our Centre Facebook book which has up to date information about our current programs and activities.

How will I know what's going on at Kindy?

- Talk with your child
- Talk with your child's primary teacher
- Look at their profile book – (your child will have a profile book which will be available for you and your child to look at any time. This will be given to your child to keep once they leave kindy.)
- Look at the Noticeboard
- Read the Newsletter
- Like our Facebook page – (Port Pirie West Children's Centre)

What to wear

Children need to have their shoulders covered as per sun smart guidelines, therefore strappy dresses and singlet tops are not recommended. Please ensure that all clothing is comfortable and allows children to participate in all kindergarten activities fully and safely. Clothing and footwear (eg flowing dresses and thongs) which can be caught up in climbing equipment are not recommended. A spare set of clothes 'just in case of accidents' is recommended.

Please note: Kindy shirts can also be purchased from the Centre for \$20.00

Hats

All kindergarten children need a 'sun smart' legionnaire style, 'bucket' or wide brimmed hat (without cord) for outdoor play. We adopt a 'no sun smart hat no outdoor play' policy in this centre (i.e. children who do not have a hat as recommended by the Cancer Council are asked to play inside or under the verandah).

Hats are to be left at our centre in the allocated children's hat rack, next to their picture. (Hats can be purchased from the Centre for \$10.00).

Please ensure that all belongings including bags, hats and shoes are **clearly named!**

Sunscreen

Parents/guardians are encouraged to apply sunscreen to children before bringing them to preschool in the morning.

Staff will support and assist children to apply sunscreen (to their face, neck and limbs) during the day when UV Index levels are moderate and above. This will generally occur as part of regular preschool 'lunchtime' routines during term 1 and 4 and as deemed warranted during terms 2 and 3. All sunscreen made available for children by the Children's Centre is recommended by the Cancer Council SA (generally 'Kids Sunscreen SPF30+' – a gentle fragrance free product).

Interactions with Children Policy

Our Policy is based on:

- the Centre's Philosophy ; "Together, we are building a community of learners who believe in themselves, each other and the future"
- 'Commitments To Action' (the Early Childhood Australia, Code of Ethics)

All Staff will:

- Act in the best interests of all children
- Create and maintain safe, healthy, inclusive environments that support children's agency and enhance their learning
- Provide a meaningful curriculum to enrich children's learning, balancing child and educator initiated experiences
- Understand and be able to explain to others how play and leisure enhance children's learning, development and wellbeing
- Ensure childhood is a time for being in the here and now and not solely about preparation for the future
- Collaborate with children as global citizens in learning about our shared responsibilities to the environment and humanity
- Value the relationship between children and their families and enhance these relationships through practice
- Ensure that children are not discriminated against on the basis of gender, sexuality, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture, or national origin
- Negotiate children's participation in research, by taking into account their safety, privacy, levels of fatigue and interest
- Respect children as capable learners by including their perspectives in teaching, learning and assessment
- Safeguard the security of information and documentation about children, particularly when shared on digital platforms.

By focusing on what the child CAN do rather than what they can't, we aim to support all children to develop the confidence and skills to:

1. Treat themselves and others with RESPECT

- Care for each other
- Greet and welcome each other
- Value each other's property and belongings
- Care for the Kindy environment and resources
- Learn that verbal abuse i.e. threats, racial taunts and name calling are not okay

2. Show RESPONSIBILITY towards themselves, others and the environment

- Share and take turns
- Look after equipment and resources
- Help others
- Healthy and safe practises i.e. hand washing, healthy food options and playing safely
- Learn that biting, hitting, kicking, spitting, hurting, bullying, pushing, pinching, throwing sand, toys or stones etc. is not okay

3. Demonstrate the PERSISTENCE needed to develop and maintain positive relationships

- Use appropriate social language and behaviours e.g. saying “please stop it, I don’t like it” and holding up hand as a stop signal
- Keep on trying even if it is hard

STRATEGIES TO SUPPORT AND GUIDE CHILDREN WILL INCLUDE

1. Re-directing the play or the child
2. Offering choices
3. Talking about the problem
4. Using ‘time in’ by sitting with or near the child until they are in control of their emotions. This does not mean giving into them. It means supporting them to manage their own anger/frustration/sadness etc.
5. Using visual aids e.g. pictures and social stories to support children’s learning
6. The Port Pirie West Children’s Centre Supervision Plan (see attachment).
7. Child Protection Curriculum. Implementing the Department of Education, Child Protection Curriculum.

Staff will also:

- Model appropriate behaviour
- Provide opportunities to take risks and experience success
- Be positive
- Value children as individuals
- Encourage children to accept responsibility
- Provide opportunities for problem solving
- Help children to recognise and manage their feelings
- Be fair, patient and consistent
- Discuss each child’s social/emotional wellbeing and development with the family at the parent teacher meetings in Terms 1 and 3.
- Organise further meetings, referrals or services as needed to ensure each individual child is supported in the best possible way.

Sourced from: *Il Nido Children’s Centre for Early Childhood Development and Parenting, Code of Ethics, Early Childhood Australia, A voice for*

Policy Approved:
Next Review Date: