



# Welcome to Monaro Mobile Preschool

We are excited to partner with you and your child in 2026. These early learning years are a wonderful time for children to explore their world with curiosity, passion and creativity. We share the Early Years Learning Framework's vision for children's learning and seek to provide an environment and educational program for *all children to experience learning that is engaging and builds success for life.*

We have the highest expectations for all children's learning and achieving the following five learning outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

Our Family Handbook provides important information to help you become familiar with our preschool. We are always available to answer your questions and provide more information to help you understand how our service operates.

We look forward to welcoming your family to our preschool and working in partnership with you to support your child's learning, development and wellbeing



## SERVICE PHILOSOPHY

We view all children as capable and competent learners who have natural curiosity and a desire to explore and understand their world, and their place in it. They have the capability and the right to make choices and decisions to influence events and affect their world. We have high expectations for all children regardless of their age, gender, ability, cultural, linguistic or family background.

We understand the power of play in children's learning, development and wellbeing, and the nature of its importance in their lives. Its impact is complex supporting every area of their development. Our staff passionately support a play-based learning environment where children are given opportunities to discover, explore, create, imagine, extend their thinking, develop skills, and engage with others. Learning is supported by teachers and educators who understand the importance of their role in supporting children's learning through play.

As educators our role is to inspire, support and promote all children's learning while fostering their relationships and connections. Relationships of empathy and trust underpin all our practices. We actively engage with children in learning and share decision making with them.

Our teaching practices are intentional and are strongly based on early childhood research, learning theorists, and the Early Years Learning Framework in Australia. We have a duty of care to always provide for the children's safety, health and wellbeing. Our role is to foster a culture of inclusiveness and create a warm welcoming environment for all children and their families. We value and respect all cultures, diverse circumstances, and abilities.

We understand that relationships are essential to children's development. Our staff support the important role of families and community in children's lives. Families are children's first and most influential teachers, playing a key role in their learning and development. We seek to build respectful relationships with families and work collaboratively with them to achieve positive outcomes for their children that include a strong sense of belonging.

A sense of community is also central to the child's belonging and identity. Our service recognises the unique environmental, cultural and community context of each of our preschool's communities. We Endeavor to support and nurture connections between those communities, the children, and their families.

We want children to see themselves as competent learners, to feel safe and know they are valued and welcomed, understood, and listened to. Our aim is to shape partnerships with families, and to build and sustain a sense of community that support children's belonging, their learning and wellbeing.

We believe that children's safety, rights, and best interests are the paramount consideration for all our Service's operations, decisions and functions. Our educators and managers of the Service are committed to ensuring these guide all aspects of our service, and are embedded in our daily practices, policies and procedures.

**Our philosophy is a dynamic document that shapes our practices and adapts to evolving circumstances and emerging ideas. As early childhood educators and teachers we are committed to extending our professional knowledge and sharing that knowledge with families, colleagues and the community.**

## HOURS OF OPERATION

Our hours of operation are from 8.30am – 3pm at each venue.

We operate in accordance with school terms and observe all school and public holidays throughout the year. We will provide families with reminder notices about these holidays.

## CONTACT INFORMATION

Phone: 0429 688 111

Email: [monaromobilepreschool@mfss.org.au](mailto:monaromobilepreschool@mfss.org.au)

## MANAGEMENT STRUCTURE

Approved Provider: Monaro Family Support Service

CEO: Anthony Marshall

Nominated Supervisor: Denise Williams

Director: Denise Williams

Educator: Fiona Orford

Educational Leader: Rhonda Howie

## STAFF & QUALIFICATIONS

Denise Williams: Director/Educator, Graduate Diploma of Early Childhood Services

Fiona Orford: Educator, Diploma of Early Childhood Services

Rhonda Howie: Early Childhood Teacher, Bachelor of Education

All staff hold valid Working with Children Checks and all Responsible Persons (placed in charge of the day-to-day running of the Service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

## OUR COMMITMENT TO CHILD SAFETY

Monaro Mobile Preschool is committed to providing a child safe environment for children and always ensuring the safety and wellbeing of children. Their safety, welfare and wellbeing are paramount in all decision making and actions that affect them. Their safety is non-negotiable..

We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the NSW Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

All staff, educators, volunteers and students employed or engaged with our Service must complete mandatory Child Protection Training and National Child Safety Training. They share responsibility for safeguarding children and are expected to consistently uphold our code of conduct and their child protection responsibilities.

They remain up to date with knowledge of child protection law, their child protection training and carry out their

responsibilities as mandatory reporters.

We ensure our educators are recruited through an extensive screening process to ensure they possess the personal qualities, qualifications and experience required to provide safe, high quality care and supervision for children. This process also includes validating that they have a current Working with Children Check.

We have zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. If you have any concerns, we request that you contact our Nominated Supervisor ( Denise Williams Ph 0429 688 111, [d.williams@mfss.org.au](mailto:d.williams@mfss.org.au) ); or the Approved Provider (through Monaro Family Support Service's CEO, Anothony Marshall [a.marshall@mfss.org.au](mailto:a.marshall@mfss.org.au) ).

We aim to ensure our Service is a tobacco, vape, drug and alcohol-free environment at all times children are educated and cared for in accordance with Education and Care National Law and Regulations, and safety legislation. Smoking or vaping is not permitted in or on surrounding areas of our preschool venues by educators, parents or visitors.

Our Service complies with the legislative requirements for taking images or videos of children and is committed to the safe use of digital technologies & online environments.

Our Service is required to display our quality and compliance history from the past two years. This includes our current National Quality Standard (NQS) rating, any compliance actions, and any prosecution information that's applicable. This information is shared to promote transparency and to help families stay informed about the regulatory compliance of our Service

## CODE OF CONDUCT

Our service has a Code of Conduct that establishes standards of behaviour. All staff are required to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. These values underpin our work ethic and include equality, respect, integrity and responsibility.

## NATIONAL QUALITY FRAMEWORK

Our Service complies with the Australian Government's National Quality Framework (NQF) which consists of the Education and Care Services National Law and National Regulations, the National Quality Standard and an assessment and rating system. Our educational program and curriculum are based on the Australian Early Years Learning Framework (EYLF)

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our Service to identify quality aspects of care and education we are already providing and assists in developing future goals for further improvement. Families are encouraged to provide feedback and suggestions for improvement. Additional information about the NQF can be found at [ACECQA/NQF/about](http://ACECQA/NQF/about).

## REGULATORY AUTHORITY

The NSW Early Learning Commission is the independent Regulatory Authority for all Early Childhood Education and Care services in NSW. To contact our Regulatory Authority, please refer to the contact details below:

Phone: 1800 619 113

[information@earlylearningcommission.nsw.gov.au](mailto:information@earlylearningcommission.nsw.gov.au)

## EDUCATIONAL PROGRAM

Our educational program is based on the Early Years Learning Framework (EYLF) and is designed to spark children's curiosity, encourage their inquiry, and support every child's learning and development. We use conversations, actions and play as the basis for teaching, seeking out children's ideas, opinions, thoughts and questions. We involve the children in interest-based projects to extend their learning and knowledge. The program ensures that every child's voice is heard and that they are given the right to participate in decision making that will make a difference in their world.

Children bring their diverse experiences, home language, family life and culture to their learning. We understand, respect and work with this and each child's unique qualities and capabilities. Children thrive when families and educators work together in partnerships to support their learning. Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. We strongly encourage communication between families and our staff to support continuity in children's learning.

We create a range of short and long-term goals for your child that we program to and observe that are related to the outcomes in the Early Years Learning Framework. These include:

- mutual respect and empathy
- concern, responsibility and care for self and others
- a sense of self worth
- social awareness
- respect for diversity
- importance of sustainability
- self-regulation
- habits of initiative and persistence
- creative intelligence and imagination
- self-confidence as an independent learner
- a love of learning.

Each child has a **Learning Journey** that is maintained and used for evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not used as a means of comparison between children. The **Learning Journey** is always available for you to review and discuss with us.

If we have any areas of concern about your child's development, we will talk to you and share our observations.

We will advise you about follow-up assistance that is available to you. It is always your decision whether to follow up further assistance. Educators are willing to discuss any aspect of learning and development with families and support discussions further with other professionals.

## COMMUNICATION

We like to work in partnership with you and your family. We support and encourage communication with us about your child's unique needs and their general enjoyment of their preschool day. Everybody has a preferred time and method of communication. Mornings and afternoons can be a little difficult and not the best time to discuss your child. Families are encouraged to talk to us to arrange a mutually convenient time to talk further

Our Service uses Kindyhub, an online app for our staff and families to communicate with each other. We can provide real-time updates about your child. Other types of communication we use for families include phone calls, emails, letters, face to face, daily diary, formal meetings.

## ENROLMENT FORM

We require you to complete our online enrolment form prior to your child starting preschool. Please contact us if you need any assistance with this. We will require the following documentation with this:

- a copy of your child's birth certificate or identity documents that contain their birth date and full name.
- an immunisation history statement from the Australian Immunisation Register (This must document that your child is up to date with vaccinations for their age; OR your child is on a recognised vaccine catch up schedule; OR has a medical condition preventing them from being fully vaccinated).
- A completed copy of your Preschool Funding Consent (downloadable on the enrolment form)
- a copy of your low-income card, (if applicable)
- certified copies of any court order, parenting orders or parenting plans (if applicable)
- a copy of your child's NDIS Plan (if applicable)
- completed medical condition documentation (if applicable)

Please note, the names written on the enrolment form must match the names on your child's birth certificate or identity documents.

You will be requested to provide information about authorised nominees on your child's enrolment form. These are people that you authorise to:

- drop off / collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion or regular outing
- provide consent for the administration of medication

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to

enrolment information and update these changes on the enrolment form including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- additional authorised nominee or removing an authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.
- immunisation status
- changes to consent for images & videos of your child

## **FAMILY LAW AND ACCESS**

We request that families keep the Service up to date with any parenting court orders or parenting agreements under Family Law if applicable. Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the Service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

The Service will ensure that any child related documents containing personal information about individuals will only be disclosed with written consent. Individuals may withdraw their consent in writing before any information is disclosed. All documentation relating to custody and access is held and maintained securely in accordance.

## **INCLUSION OF ALL CHILDREN**

We provide a supportive and inclusive environment that allows each child to fully participate in our preschool program. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we will ask for your consent to contact Services and/or therapists who are working with your child to seek information regarding their learning plan. This helps staff to support the continuity of your child's learning and development.

Our Service can seek to apply for additional funding support where applicable to assist your child's access and support in our program.

## **EXCURSIONS and REGULAR OUTINGS**

Excursions are a valuable part of learning in early education. They provide children with a range of different experiences and help them understand the world around them. For any excursion or regular outing in our community, we will complete comprehensive risk assessments to minimise any identified risks for the excursion.. We provide parents with information about the excursion and access to the risk assessment in advance. We require written authorisation for each child to participate in an excursion. Authorisation for regular outings will be required once every 12 months or when any circumstance of the regular outing may change.,.

## PHOTOGRAPHS/SOCIAL MEDIA/PROMOTION

As part of the enrolment process, we will ask for your authorisation to take photographs and videos of your child during normal activities and excursions and discuss how we use these. Photographs and videos are used as part of our observation and programming process and may be shared on our preschool app, Kindyhub. Photographs may also be shared with our parent community through newsletters.

Your authorisation can be withdrawn at any time by updating photo authorisations on your child's enrolment form and informing the Nominated Supervisor in writing. Images and videos will be stored securely at the Service and access only available to the preschool educators. They will be deleted from Kindyhub every month. Any images required for compliance purposes will be retained for a period of up to 3 years after the child's last day of attendance

Our Service complies with the digital safety legislation for the taking of images or videos of children, and ensures that only the preschool issued approved devices e.g. iPads are used to take images or video of children. We have strict protocols for the appropriate storage of images and videos.

We request families comply with our *Safe Use of Digital Technologies & Online Environments* Policy and do not take images or record videos of children whilst at the preschool.

Families are asked to respect that staff are not allowed to share information on any other children, families or staff members, and that staff are requested not to interact with families on social media platforms.

## MEDICAL CONDITIONS- ALLERGIES, ASTHMA, DIABETES OR EPILEPSY

It is vital that we are aware of any child's medical condition including diabetes, epilepsy, allergies, eczema, asthma, and risk of anaphylaxis, and any potential triggers. Families are required to indicate any medical conditions on the enrolment form.

At the enrolment meeting staff will collect information from families about their child's medical condition, discuss his/her needs and inform them of the documentation and authorisations required to be completed, and the process for completing these. They are also required to provide detailed information about your child's medical condition on the Enrolment Form that is completed after the enrolment meeting.

Our Service requires a medical management plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your general practitioner to assist in managing your child's needs. **This must be provided prior to commencement at the Service.** In consultation with the Nominated Supervisor or Early Childhood Teacher you will be asked to develop a risk minimisation plan and communication plan to assist our educators to care for your child's wellbeing. **Any prescribed medication that your child may require must be provided to us each day that he/she attends our Service.**

To ensure the safety and wellbeing of your child, please update your child's medical management plan/ action plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

## SERVICE POLICIES AND PROCEDURES

Monaro Mobile Preschool carries a copy of our Service policies and procedures between venues. These are in a

Policy Folder and are available to families at preschool. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

We review our policies and procedures regularly and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our Service.

## FAMILY CONDUCT GUIDELINES

Families and all staff are expected to communicate openly, respectfully and collaboratively, sharing relevant information to support each child's development and wellbeing. We encourage families to arrange a time away from the learning environment for in-depth discussions, where staff can give families their full attention and make careful considerate decisions. Private meeting areas are available in Jindabyne, Berridale and Cooma.

Families are expected to show respect toward staff, children, and other families, model appropriate behaviour in all interactions, and understand that any threatening conduct cannot be tolerated. To maintain confidentiality, families and staff are responsible for protecting personal information and refraining from sharing sensitive details, or sharing photos on social media

## COMPLAINTS

If you have a complaint or grievance, you are encouraged to:

- contact the Nominated Supervisor or another staff member to arrange a suitable time to discuss the issue, OR
- contact the Monaro Family Support Service CEO, Anthony Marshall email: [a.marshall@mfss.org.au](mailto:a.marshall@mfss.org.au) OR
- contact the Regulatory Authority Ph 1800 619 113 or email:

[information@earlylearningcommission.nsw.gov.au](mailto:information@earlylearningcommission.nsw.gov.au)

[https://education.nsw.gov.au/content/dam/main-education/early-childhood-education/investigationfeedback-and-complaints/media/documents/Raising\\_concerns\\_flyer\\_for\\_families.pdf](https://education.nsw.gov.au/content/dam/main-education/early-childhood-education/investigationfeedback-and-complaints/media/documents/Raising_concerns_flyer_for_families.pdf)

Management will uphold confidentiality unless the complaint involves a notifiable incident, in which case the Regulatory Authority will be informed as required.

## ORIENTATION

Orientation is an important start for your child to become familiar with the preschool, the staff and children. Your child's orientation plan is developed at the enrolment meeting to best suit their needs. This will be implemented in the first days or weeks when your child starts. We want your child to have the best start to preschool and be able to transition between home and preschool confidently. We will also work with you to develop a goodbye plan that suits your child's needs.

## ARRIVAL AND DEPARTURE

Each day your child attends you must complete the Sign In and Sign Out process on our Smart Central Kiosk App. You will receive individualised PIN codes for each authorised person on the enrolment form to use when signing your child in and out of preschool. We are required by legislation to maintain the attendance of children at all times.

Our staff have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, you are required to provide us with the name, address and contact details in writing of the person you authorize to collect your child or update this information on Smart Central and advise the Responsible Person. The Nominated Supervisor or Responsible Person will require this person to provide photo identification as proof of their identity e.g. Driver's License, before your child can be given into their care.

## THE FIRST DAYS

The first days at preschool are a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This can be expected and our staff will assist you and your child through this transition period. There may be tears and extra tight hugs when saying goodbye for the first few weeks but our educators always provide reassurance and genuine care to the children. We understand that this experience can sometimes be more upsetting for the family than the child. We offer support through phone calls during the day, photos and open communication. You can ring us at any time.

## WHAT YOU NEED TO BRING

### Spare Clothing

Every now and then, accidents occur, and it may be necessary for your child to change into other clothes. There are also many times in this region that children require other warmer or cooler clothes. This depends on the day and the season. Please include a complete change of clothes every day which can stay in your child's bag, as well as any extra clothes suited to the weather. Beanies are recommended in winter. Children have easy access to their spare clothes, and additional clothes for comfort. They can access these at any time and make choices for themselves. Staff support them as required and will discuss any additional clothing need with you.

### Drink Bottle

A labelled drink bottle is required every day for water. Children are able to refill their drink bottle, when necessary, throughout the day. We ensure that water is always available to children indoors and outdoors

### Sun Protection

A protective sun hat must be worn every day when playing outside. We require this hat to be a wide brimmed or legionnaire style, which provide the best protection against the sun. We request no singlet tops or thin strapped dresses. Please make sure to include the sunhat in your child's bag every day regardless of the weather condition

## Morning Tea and Lunch

Children need to bring their morning tea and lunch in a plastic/metal lunch box/es with a lid that they can open. These must be placed in the fridge to meet food safety requirements. Please do not send food in a cooler bag, as these are not effective in the fridge. We ask you to clearly mark your child's name on the bottom of the box and lid.

We try to encourage healthy food choices at preschool and request that you provide sandwiches or wraps with nutritious fillings. Sprinkles and chocolate spreads are discouraged. Please do not send chips, lollies/chocolates, highly processed foods, chocolate custards or desserts, flavoured milks, roll ups or other high sugar bars, biscuits or cakes.

For your interest, an information sheet on the *Nutritious Requirements Recommended for 0-5 year old Children* is provided.

We believe mealtimes are an important social part of our day. Educators sit at the tables with the children eating together and sharing conversation in a relaxed and enjoyable atmosphere. These shared experiences support the development of language and social skills, encourage positive attitudes towards food, and help foster a strong sense of belonging within the group.

## TOYS

We ask that children do not bring toys from home. This eliminates toys getting lost or broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

## BEHAVIOUR GUIDANCE

We encourage children to engage in cooperative and pro-social behaviour. We give children the opportunity to self regulate their behaviours during play to develop their confidence and self-esteem. Staff use a positive approach to guiding children's behaviour to help them develop respect for others, for property and respect for themselves. Inappropriate discipline towards any child is strictly prohibited and will not be used under any circumstances.

Educators will identify and implement strategies to guide and support children's behaviour and develop individual behaviour guidance plans as required. However, the Service may review a child's enrolment if their behaviour poses a risk to themselves, others, or continues despite the use of supportive strategies and collaboration with their family. If you require further information on this policy, please talk to us.

## REST AND SLEEP

Rest and sleep routines are individual to each child. We have a rest time each day for 15 to 20 minutes. We aim to make this time a relaxing pleasant time for children to rest or sleep and have several different activities e.g. soft music, stories, books, yoga. We provide sleep mats for children who want to sleep or when families request that they sleep. Your child may wish to bring a security item to have at rest time. Information about your child's rest or sleep needs is collected at enrolment, and families are encouraged to discuss any fluctuating sleep and rest needs as required on a daily basis with staff. If you require your child to sleep, please provide any bedding necessary e.g. sheets, blanket. Staff will never force any child to have a sleep even if a parent requests this

If your child is tired and wants to sleep throughout the day, we provide a quiet place in the room and a sleep mat.

## SUSTAINABILITY

We believe in supporting children to appreciate and care for the environment. We endeavour to apply sustainable practices in the daily operation of our Service and teaching. To improve our sustainability program, we emphasise children's ability to make a difference. We discuss sustainable practices with them, help them develop an appreciation of the natural world, and encourage them to participate in a recycling program to reduce energy and to conserve water. We aim to provide children with the skills and knowledge required to take an active role in caring for the environment and thinking about ways they can contribute to a sustainable future.

## BIRTHDAYS

We welcome birthday celebrations at preschool and a cake for sharing. Families are required to discuss cake options with staff prior to the celebration because we need to monitor food to ensure the safety of all children and staff with allergies and food intolerances. We recommend cupcakes so we can organise a suitable alternative cupcake for those children with allergies. Cupcakes are also a more hygienic celebration with only the birthday child blowing out the candles on their cake.

## PARENT PARTICIPATION AND FEEDBACK

Our Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from.

We encourage relationships among families and our community. We would love you to share aspects of your culture, history, language and celebrations with our preschool. Your involvement helps us to enrich the lives of all our children and families.

We respect that time is limited for most families and we ask that you let us know your preferred way of communication. We seek input from families on all aspects of the Service, particularly your child's goals, observations and program.

If, for any reason you question or don't understand any aspect of the Service or your child's experience, you can raise your concerns with the Nominated Supervisor, Responsible Person or other staff member. We also have a *Dealing with Complaints Policy* that is available for families to consult and use at any time. Copies of our policies are available in the *Policy Folder* at each venue. You are welcome to request a copy to take home and review at your leisure. We have a complaints procedure if you would like to formally raise any concerns, and any of our staff can help you with this.

## ILLNESS

To minimise the spread of infections and diseases, and maintain a healthy environment for all children and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy: Preventing infectious diseases in early childhood education and care services, 6<sup>th</sup> Edition*.

We request that you do not bring your child to preschool if they are unwell. If a child becomes unwell while at preschool, we will do everything we can to comfort them and contact you or an authorised nominee to collect him/her as soon as possible. The Nominated Supervisor or Responsible Person will send you an *Incident Report* via Kindyhub which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to acknowledge this record.

The National Health and Medical Research Council have supplied information regarding minimum exclusion periods for children from an early childhood education and care service. Please inform staff if your child has an infectious disease or illness, and we can provide you with information about exclusion periods. For certain illnesses, a medical clearance certificate may be required before your child returns. Some infectious diseases require us to notify the Public Health Unit and other families of the infectious disease or illness. Staff will always maintain confidentiality.

## MEDICATION

If your child requires medication whilst at preschool, you must complete an Administration of Medication Record to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and has the original label clearly showing your child's name
- before the expiry/use by date.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen®) or Insulin (for diabetes), must accompany the child each day to preschool, or parents must ensure our Service always has adequate supplies of the required medication. Your child cannot attend without medication.

## INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible. However, children can still have accidents in their play. All our educators have current first aid, emergency asthma, anaphylaxis management and CPR qualifications to ensure the consistent provision of first aid.

Parents or authorised nominees will be notified of all occurrences or alleged occurrences of incidents, injuries, trauma or illnesses, and asked to acknowledge the details of this information on the *Incident Record* via Kindyhub. In the event of injury, first aid will be provided by the educators as required.

For minor bumps to the head, families will be contacted by phone to advise of the cause and nature of the injury and asked to make the decision whether they would like to collect their child or have educators continue to closely monitor them. The Responsible Person will maintain communication with you, sharing observations or concerns to support you in making an informed decision about whether collection is needed. If the Responsible Person believes that your child needs collecting, then you must organise to collect them

At any time emergency medical treatment is required following a head injury, the Responsible Person will contact emergency services immediately and then contact a parent or authorised nominee to advise of the situation as soon as practicable.

If any other type of injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor or Responsible Person will contact emergency services immediately, and then contact a parent or an authorised nominee to advise of the situation as soon as practicable.

Please note that ambulance cover is the responsibility of each family. Our Service is required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

## EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of potential emergencies. Throughout the year we follow our policies and procedures to practise emergency and evacuation rehearsals. Our regulations require us to practice emergency and evacuation rehearsals every three months. We will inform you when these rehearsals are occurring.

## DROP OFF AND PICK UP TIME SAFETY

The morning drop off and afternoon pick up times present more safety risks for the children. We ask families to please be extremely mindful of danger when arriving and departing from preschool including:

- Always hold your child's hand in the car park area
- Be alert to reversing drivers in the car park as it is very difficult to see small children
- Never leave a child or infant in the car unattended
- Make sure you close the front entry door and/or gate
- Always do a visual check around your vehicle before driving
- Ensure children do not enter areas in the preschool that are for adults/staff only.

## PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, individuals and families. We have policies in place to ensure strict confidentiality is maintained.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share the personal information of other family members, children or staff members from the Service with anyone, including with other preschool families.

**All Families are not permitted to use or share images obtained from the Service, via Kindyhub.** Families are not permitted to share photographs taken during special events for publishing on any social media site or for sharing in any format. Families are asked to respect that staff are prohibited from sharing information about other children,

families or staff members without expressed written consent to whom the information relates to. Additionally, we request that families do not connect with staff on social media sites.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to maintain and store detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations. We ensure all records are stored in a secure and locked location.

A *Privacy Collection Statement* is provided to families at enrolment. Please speak to the Nominated Supervisor or Responsible Person if you have any questions or concerns about any privacy matter.

***Welcome to Monaro Mobile Preschool. We value our families as key partners of this community. We encourage you to share your ideas, give us your feedback and be part of decisions that help us to make our preschool the best it can be for everyone. We look forward to having you and your child join our community in 2026.***

***We hope this information is helpful and we are keen to hear how we can improve the content of this information for families. Please speak to us at any time about any queries or concerns you have or if you would like more information about our preschool's operation.***