



2022 Fish Creek Kindergarten Family Handbook



This Handbook is designed to be both an initial read for new families and a handy reference.

Prom Coast Centres for Children acknowledges the traditional owners of the land on which we play and learn. We respectfully recognise all elders, past and present and extend that respect to other Indigenous Australians who are present in our communities.

CONTACT US

Prom Coast Centres for Children Inc. is an Early Years Manager operated by a volunteer Committee of Management (CoM). ABN: 70 956 155 799

Prom Coast Centres for Children, 30-32 Pioneer Street, Foster

Email - admin@pccc.net.au

Phone - 5683.9800

Fish Creek Kindergarten, 6 Ryan Street, Fish Creek

Email - fish.creek.kin@kindergarten.vic.gov.au

Phone - 5683.2437

Toora Kindergarten, 25 Grey Street, Toora

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Phone - 5686.2487

Welshpool Kindergarten, 15 Main Street, Welshpool.

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All of our Centres operate under separate Licences issued by the

Victorian Department of Education and Training



Education
and Training

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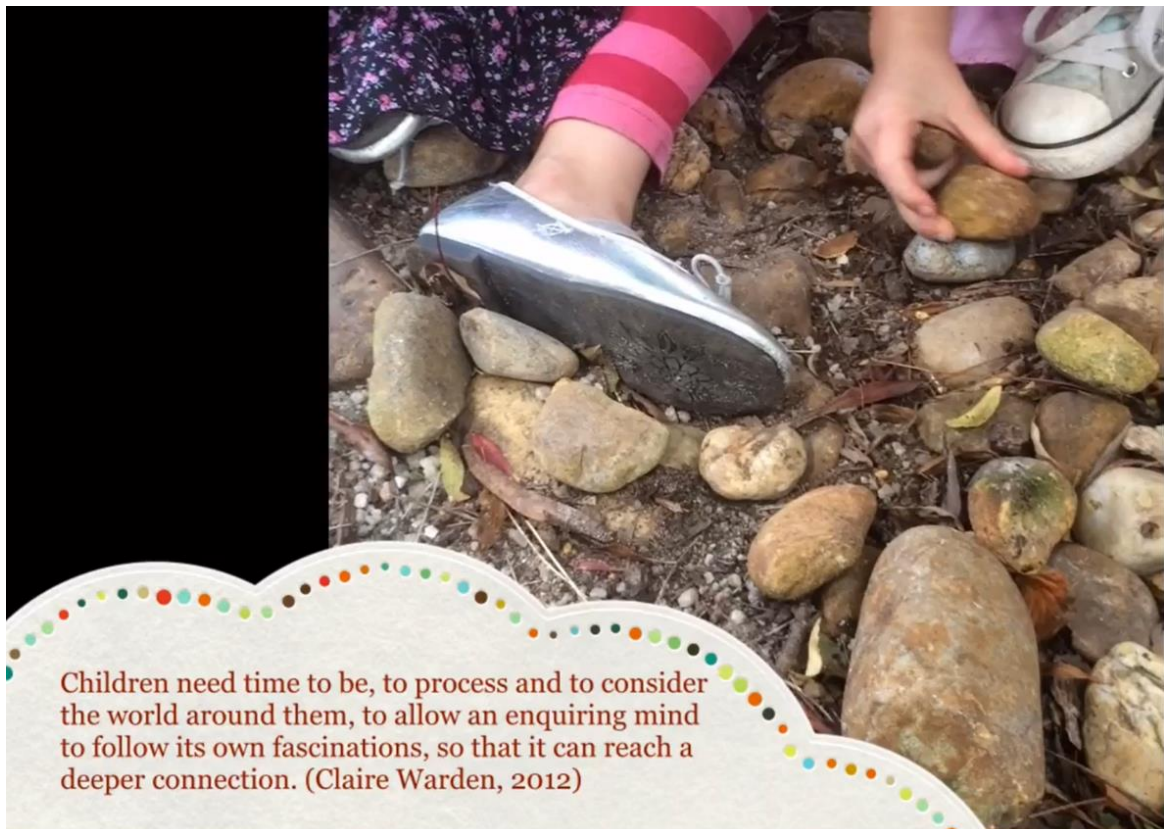
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1. How We Operate

PCCC Inc. Committee of Management

Fish Creek Kindergarten is operated under the Prom Coast Centres for Children Committee of Management (COM). The COM meet once a month. The COM is the legal entity that takes overall responsibility for the running of the affairs of PCCC. The Committee of Management takes responsibility for the governance, strategic directions and overall monitoring of its services.

The key functions of the Committee of Management are:

- Monitor the overall management of PCCC through ongoing evaluation and strategic planning;
- Ensure PCCC operates effectively with regular documented communication, and in line with its policies
- Plan, monitor and manage the finances of PCCC
- Ensure PCCC complies with all relevant rules, regulations, service and funding agreements
- Maintain accurate records in line with legal and financial legislative record keeping requirements
- Employ staff in line with current industrial obligations
- Develop and review policy in collaboration with families and staff, relevant stakeholder, peak bodies and regulatory authorities
- Encourage the involvement of all families at PCCC
- Promote community management and sub-committees
- Negotiate with outside bodies regarding funding, grants etc.
- Ensure the tasks of any sub-committees are carried out in an effective way and in a manner that encourages input and involvement from both families and staff
- Ensure meetings are planned appropriately, and that record keeping systems are in place, working closely with the Centres Director.

To ensure good communication from all areas of the Corner Inlet community it is preferable (although not mandated) that a parent/guardian of a user of each Centre be elected to the committee as ordinary committee members each year.

Committee members are requested to participate on one of the subcommittees of PCCC, and/or to be an active member of one of the Parent Activity Group of a centre that their child attends.

COM Members are elected annually at the PCCC AGM which is held in April each year.

2021/2022 Committee of Management Members

President: Moyha Davies

Vice President: Ralph Hubbert

Secretary: Lucy Allsop

Treasurer: Victoria Truscott

Ordinary Members: Lisa Fitzgerald, Julia Allott, Luke Haustorfer

Early Years Management

Prom Coast Centres for Children Inc is an Early Years Management organisation.

Early Years Management (EYM) is designed to reduce the management and administrative burden to support Kindergartens so they can continually increase their service standards. EYM is built on a four way partnership, where partners work together to deliver a quality early education experience for all children. The partners are;

- Families
- Prom Coast Centre for Children Kindergarten Services
- South Gippsland Shire
- Department of Education and Training

Each partner has a unique role in supporting the learning and development of the children and improving educational outcomes. Families can choose to actively engage with the EYM by participating in a Parent Activity Group (PAG). This provides families with an opportunity to focus on enhancing their child's experience and connection with their child's Kindergarten program and the broader community.



Welcome to Fish Creek Kindergarten

At Fish Creek we promote an emerging curriculum for 3 & 4 year old kindergarten children, this means:

- That subject areas emerge from children's interests and are taught through hands on experiences.
- That each child is an individual therefore each child needs a program that is stimulating and challenging to them.
- Programs are planned after careful observation of children's skills and interests
- These observations are transferred to written documentation – descriptions of what the child is doing, these actions are analysed in relation to Early Year's Frameworks and then a further plan to support learning and development is written.
- The educators at Fish Creek Kindergarten contribute to children's learning by watching, listening and talking. We help children become aware of their actions, offer suggestions and think about where to next.
- We hope you think of Kindergarten as an extension of home. We welcome family input and look forward to all families being part of our program.

The Kindergarten offers a play-based, emergent curriculum in line with the Victorian Early Years Learning and Development Framework (VEYL&DF) and the national Early Years Learning Framework (EYLF)

Meet the Educators



Kim Smith

Bachelor Of Early Childhood Education (ECE)

I have been a part of the Fish Creek Kindergarten community for over 13 years

I live in Korumburra with my husband and two teenage boys.

I love running play based nature inspired programs and can always see the wonder and learning these programs provide the children



Amanda Carnes

Diploma of Early Childhood Education and Care

I feel very fortunate to work with children during their kindergarten years. I love the natural curiosity and eagerness to learn that children possess.

I really enjoy all aspects of my work, in particular the outdoors, gardening and being creative. I have 2 daughters, 14 & 9. We all love sport, friends, family, camping and exploring our country.



Bridget Wilson

Diploma of Early Childhood Education and Care

I live near the beach and love taking my dog Harvey for walks alongside my daughter who rides her horse!!

I love spending time with my family. I love running, swimming, hiking and being in nature.

I love working at Fish Creek kindergarten. Nurturing children and supporting them emerge in the nature of our yard is so rewarding.

Philosophy

Fish Creek Kindergarten is surrounded by an amazing natural environment it is this that guides our philosophy.

We believe educating children is like growing a garden; the objective is to provide each child with their needs to coax out the potential that they have. Just like a garden, children require:

Earth – *A connectedness with the natural environment.*

We believe play in nature allows children to develop advanced motor fitness including coordination balance and agility. Children who are able to play in nature are sick less often; their play is more diverse with use of imagination and creative play that fosters language and collaborative skills.

Nature play improves children's cognitive development by improving their awareness, reasoning and observational skills. We believe nature play reduces stress in children and helps them deal with adversity. Our affinity to and love of nature, along with our positive environmental ethic promote a sense of wonder and wonder is an important motivator for lifelong learning.

Water (Belonging): *like a mirror water gives us a picture of self.*

The United Nations Convention on the Rights of the Child (1989) affirms that every child has the right to an identity. We recognise children continue to develop a sense of self through their relationships with others. We promote belonging which encourages children to feel secure and comfortable within our program. This builds confidence and self-esteem and forges relationships.

We believe relationships underpin children's learning and development. Positive, warm interactions among educators and children promote best outcomes for children.

Sun (Being): *The sun is the warmth of unconditional joy.*

We recognise the importance of being, this is a child's right to be a child and experience the joy of childhood. Play is this joy – the opportunity to relish the moment, to imagine, interact, and engage with the world. We believe play experiences are the foundation for future success; they enhance children's development enabling them to become competent and confident. We believe it is our responsibility as educators to be actively involved in children's play, to be deliberate, purposeful and reflective to extend children's knowledge and development.

Air (Becoming): *Is the space and time to grow.*

We believe in the development of the whole child and cater for the needs, interests and differences of children, educators, families and our community. We acknowledge the growth and development that happens in childhood and the importance of nurturing each child's wellbeing and learning.



Learning in nature, with nature is embedded within our practice and philosophy.

2. Educational Program

Play Based Learning

Play provides the means for children to explore and make sense of their social worlds, as they engage actively with people, objects and representations.

Play based are the best vehicle for young children's learning, providing the best stimulus for healthy brain development. The National Early Years Learning Framework (EYLF) and the Victorian Early Years Learning and Development Framework (VEYLDF) also recognise the importance of communication and language, including early literacy and numeracy, along with social and emotional development.

The Framework outline the highest expectations for all children's learning from birth to eight years. It identifies five learning outcomes;

1. Children have a strong sense of identity
2. Childre are connected with and contribute to their world
3. Children have strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators



Play provides a context for learning that;

- Allows for individual expression
- Enhance curiosity and creativity
- Enables children to make connections between experiences
- Assists children to develop relationships and concepts that are essential stepping stones to more formal reading and writing learning that happens at school
- Stimulates a sense of wellbeing

It is during play that children learn and expand on life skills such as confidence, relationship building, emotional regulation, problem solving, empathy and resilience.

The National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvements for each early childhood service.

The NQF includes;

- The National Law and National Regulations
- The National Quality Standard
- An Assessment and Quality Rating process
- National Learning Framework

The National Quality Framework raises quality and drives continuous improvement within the service. The NQS brings together the seven key quality areas that are important to outcomes for children;

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

Services are assessed and rated by their regulatory authority against the NQS, and given a rating for each of the seven quality areas and an overall rating based on results.

The service is required to have a Quality Improvement Plan (QIP). The aim of a QIP is to help services self-assess their performance in delivering quality education and care and to plan future improvements. The QIP is a document that identifies the service's strengths and goals for quality improvement and notes strategies for achieving those goals. It assists everyone at the service to remain focused on the improvements and on implementing the strategies needed to achieve the goals.

We encourage all families to be involved in the development of the QIP and contribute to achieving the goals outlined in this.

The QIP is on display in the foyer of the service and we welcome all input into this. Your child's teacher will be happy to discuss your ideas, hopes and goals for the service and families' assistance with the development of this year's QIP.



Your Child's Learning and Development

There are formal and informal ways we communicate about your child's learning and development throughout the Kindergarten year. In addition to the opportunities outlined below, parents and guardians are welcome at any time to schedule a meeting with their teacher regarding their child's wellbeing, learning and development.

Kindergarten Sharing Day

We begin with our Kindergarten Sharing Day. This day is scheduled before your child's first Kindergarten session. Families are invited to attend in small groups to spend time with your child's educator at the kindergarten. We gather and consolidate information about your child and your family to support us in planning our program. Parents complete a goal they wish their child to work towards at kindergarten and your child is invited to draw a picture and tell us a little about themselves. Any outstanding documentation that has not been submitted for enrolment is completed at this session.

Individual Portfolios

Each child has an Individual Portfolio, and these are stored within the kindergarten room and are available at any time for families to look through. They contain information on your child's experiences and development throughout the year.

Individual Observations

Throughout the year our educators record Individual Observations of your child's learning and development which informs the planning of the program, (the experiences offered throughout the session) to extend learning and development. These observations are stored confidentially at the service and are available for review by families on request.

Group Program Book

The Group Program Book is on display on entry to the service for families to view at any time. The Group Program Book contains the group plan (experiences that are offered throughout the session), an overview of our day at kindergarten and possible ideas of where the educational program will extend on the children's current learning. We welcome families to contribute their thoughts, ideas and suggestions on our Program through the Group Program Book.

Children's Voice Book

The Children's Voice Book is a record of projects and discussions with the children and records the children's voices, ideas and thoughts about what is happening at kindergarten. It is available at all times for children and families to access.

Midyear Learning Summary

At the commencement of 3rd term parents and guardians are invited to meet with your child's teacher to discuss their learning and development. Before this meeting you will receive an **Assessment of Learning Summary** of your child's progress and have the opportunity to discuss this with the teacher.

Transition to School Learning and Development Statement

The Transition to School Learning and Development Statements are completed for children attending 4 year old kindergarten. The statements summarises the child's abilities towards the end of the Kindergarten year and identifies their individual approaches to learning. It is completed in term four by your child's teacher, with input from the family and is passed on to the child's future school via the Insight Assessment Platform.

Appointments with Teachers

Teachers are available at mutually convenient out of session times should you wish to make an appointment to discuss your child's development or any other issues related to the kindergarten program. During session times, all educators are required to supervise and interact with children in order to ensure that a high quality program is maintained, particularly at delivery and collection times.

Excursions, Visitors and Incursions

The children will go to a beyond site, we call this our 'wilderness' site. This is a short five-minute walk from the kindergarten. This is a place for the children to connect with nature. This site is linked to our home kindergarten program.

As part of our program we take the children into the community, along the rail trail, to the community garden, shopping in the main street. These experiences are linked to the children's program and are part of their learning.

To enhance our Kindergarten program, from time to time visitors will be invited to provide additional learning experiences for the children.

Visiting Services that Support our Kindergarten

Pre School Field Officer (PSFO)

The Pre School Field Officer supports the educators and families and the inclusion of all children in kindergarten programs. The Pre School Field Officer can also conduct school readiness assessments. If you have a concern about any area of your child's development talk to your Early Childhood Teacher regarding a referral to the Pre School Field Officer.

Speech and Occupational Therapist – Allied Health Gippsland Southern Health

During term one the Kindergarten will be visited by a Speech and Occupational Therapist; this visit allows children who have been nominated by the teacher or their family to have a speech and physical development assessment. These assessments provide the kindergarten teacher and family with information regarding the child's development and is used to assist in goal setting and assessing children's ongoing needs. Families who are nominated are requested to fill out a permission form prior to assessment.

Koori Pre School Assistant (KPSA)

There is a Koori Pre School Assistant who covers each local government area to work with services in order to enhance access and participation of Aboriginal children, to ensure the program is inclusive and to provide support to Aboriginal families. The KPSA role is to assist the service to promote involvement and participation of Aboriginal families and carers in the development of the kindergarten program that embrace Aboriginal culture.



School Readiness Funding

School Readiness Funding is designed to give all Victorian children an equal chance to thrive by providing kindergartens with extra resourcing to improve educational outcomes for children. All Prom Coast Centres for Children services with a kindergarten program will benefit from this funding designed to support the cohort of children in their program, with an initial focus on three priority areas that are essential for children's learning and development being; Communication (language development), Wellbeing (social and emotional) and Access and Inclusion.

Transition to School

At each service the Transition to School program is developed in conjunction with the local primary school. An important aspect of each child's transition to school will be the Transition Learning and Development statement completed by the child's teacher and family. A child's transition learning and development statement summarises the child's abilities as they start school and identifies their individual approaches to learning. It is passed on to the child's future school via the Insight Assessment Platform in term four.



3. Getting Started

2022 Fish Creek Kindergarten Program

Cost: \$400 per term (unless eligible for a subsidised place ie. Health Care Card/Pension Card)

Monday: 9:00am – 3:00pm

Tuesday: 9:00am – 3:00pm

Wednesday: 9:00am – 12:00pm

2022 Fish Creek Extended Care Program

Wednesday: 12:00pm – 3.00pm

2022 Kindergarten Term Dates

Term 1: Friday 28 January – Friday 8 April

Term 2: Tuesday 26 April – Friday 24 June

Term 3: Monday 11 July – Friday 16 September

Term 4: Monday 3 October – Tuesday 20 December

2022 Public Holiday Dates

Fish Creek Kindergarten will be **CLOSED** on the following public holidays.

- Monday 14 March (Labour Day)
- Monday 18 April (Easter Monday)
- Monday 25 April (ANZAC Day)
- Monday 13 June (Queens Birthday)
- Tuesday 1 November (Melbourne Cup Day)

Fees

Prom Coast Centres For Children Inc. Fees and Payments Policy details the provide clear guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Prom Coast Centres for Children Inc., by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Prom Coast Centres for Children.

PROGRAM	FEES	
Kindergarten Program (15 hours per week)	Per Term \$400	Annual \$1600
Extended Care (3 Hours per week)	Per Term \$270	Annual \$1080

Heath Care Card/Pensioner Card holders are eligible for a full fee subsidisation of their 3 & 4 Year Old Kindergarten program. The Prom Coast Centres for Children Fees and Payment Policy outlines the detailed Fees and Payments Fee subsidies available and all procedures relating to Fees and Payments linked to your Kindergarten place.

Billing

Families will be invoiced for their term fees prior to the commencement of each kindergarten term.

Payment Options

Fees are payable by direct debit from your nominated bank account or credit card.

Unpaid Fees

It is the responsibility of the parent/guardian to pay the Kindergarten fees associated with your child's attendance at Kindergarten. Repeated non-payment of fees **can result in exclusion from Kindergarten**. If you are having difficulty with the payment of fees please speak to the Early Years Manager or Centres Administrator as soon as possible.

Extended Care Program

In line with the Prom Coast Centres for Children Inc. (PCCC) Strategic Plan to explore extended operation hours at sessional kindergartens, PCCC will offer an extended after kindergarten care at Fish Creek kindergarten in 2022.

Extended Care will be offered every Wednesday from 12.00pm - 3.00pm.

Priority of Access

To access the Extended Care Program, families will need to book for the term in advance and casual bookings will not be available. Places in the program will be subject to the following Priority of Access Criteria:

1. Working Families (evidence of working status may be requested)
2. Families OSHC at Fish Creek Primary School
3. Any other child

The extended care program is not eligible for any commonwealth or state funding subsidies and PCCC Inc. have considered this in setting the program fee.

Before and After Kindergarten Care


Prom Coast Centres for Children works with Fish Creek Primary School to support our children accessing Before and After Kindergarten Care at the Fish Primary School, through their funded Outside School Hours Care Program (OSHC). OSHC is accessible to kindergarten children when they turn 4 years of age.

The OSHC Program is delivered by TheirCare and operates from the Fish Creek Primary School. The Program delivers a great range of fun activities for children to engage and participate in with their peers.

For children accessing the OSHC before kindergarten 7.00-9.00am, the primary school teachers walk the children down to Kindergarten. When kindergarten finishes in the afternoon at 3pm our kindergarten educators walk the children back to the Primary School.

The OSHC Program supports working families and those families interested in a fun activity based program that supports positive peer building relationships for their child. It is great value for families, we have attached some information for you to consider.


If you are interested and would like to know more, please do not hesitate to reach out to Fish Creek Primary School Principal Dale Banks on 56 832 271.



TheirCare
Where Kids love to be!

Amazing Before + After School Care Programs

Fish Creek Primary School



About the program

TheirCare provides a stimulating and safe environment for all children and an environment where children come and enjoy their time in their program. During sessions children develop life skills, friendships, confidence and creativity through play.

Fish Creek Primary School has partnered with TheirCare to provide quality care, flexibility and commitment to deliver on our promise to your school community.

Operation Times	Fees*	Out of Pocket	Average^
Before School Care 7:00am – 8:45am	\$19.00	\$3.13 - \$19.00	\$3.13
After School Care 3:30pm – 6:00pm	\$26.00	\$3.90 - \$26.00	\$3.90
Pupil Free Day 7:00am – 6:00pm	\$70.00	\$10.50 - \$70.00	\$10.50
Cancellation / Late Booking Within 48 hours	\$5.00	\$5.00	
Cancellation Fee Same Day	Full Fee	See BSC/ASC	

Service Phone Number: 0457 555 261 Your service coordinator will be available during session times. TheirCare support is available during office hours if required on 1300 072 410.

How to Enrol
Visit TheirCare website: www.theircare.com.au and click on 'Book Now' in the top right-hand corner to register your child's details.

*Standard fees excluding Insurance / excursion costs
^Based on ABS published average family income for the suburb the school is located

Wet Bags

Wet bags are available for purchase. We encourage each child to have their own wet bag for the storage of wet clothing.



Uniform

While it is not compulsory for children to wear a uniform, Prom Coast Centre for Children T-Shirts are available to purchase.

Hats

Every child is provided with a sun hat; this hat stays at the kindergarten to be used throughout the year.

On Your First Kindergarten Day

Our typical routine;

- On arrival we encourage parents to have their child carry their own bag into the lockers and hang this up.
- Children will be given the information from educators if we will be beginning our day inside, outside or both, (this changes from time to time)
- Parents are encouraged to stay for as long or as little time as they like. We ask that if you are staying you enjoy the program and keep an eye on younger siblings.
- Children can access their snack throughout the morning. We will all sit together to enjoy lunch in the middle of the session.
- Just before home time children will gather together so that at 3:00pm the doors will be opened and parents can enter to collect their child.

What to bring

Each child will need to bring – we ask all belongings are named, we teach children to care for their own belongings but this does take time.

- A carry bag/backpack
- A lunch box with lunch and snacks for the day (Nude Food Preferable)
***Foods that contain nuts are discouraged at Prom Coast Centre for Children. Should your child have food allergies please notify the teacher on enrolment they will support you in completing required paperwork to support your child's needs**
- Drink bottle
- A spare change of clothes
- For colder days; coats, beanies, gumboots.
- Gumboots need to be worn every session of the wilderness program no matter the weather.

Clothing

We run a nature program at Fish Creek Kindergarten, this involves being out in the mud, dirt, sand and water. Please dress your child in comfortable clothes that allow them to fully participate in activities such as climbing and running. Shoulders should be covered and good fitting shoes that are secure on your child's foot, such as sneakers/runners or covered in sandals are essential. Thongs/Clogs/Croc/Slip-ons/Sandles are not to be worn as they can make engagement in some kindergarten activities unsafe)



Arrivals and Departures

At Fish Creek Kindergarten educators work to ensure that arrivals and departures are enjoyable and stress-free occasions. All siblings are the responsibility of the parent and parents need to ensure these children also follow the basic rules of the kindergarten – do not enter the fire circle, sit on chairs, care for and respect all kindergarten equipment.

Arrival

Each time you bring your child to Fish Creek Kindergarten you will need to fill out the attendance book, the details when your child arrives when she/he will be picked up and by whom. Please make sure you write a full name and not mum, dad, pop, grandma.

Departures

When you pick up your child/children you will be required to sign the attendance book again and fill in the departure time. For the safety of all the children, please ensure that only the children in your care leave with you and check that the all doors and gates are closed properly.

COVID-19 Management

Prom Coast Centres for Children Inc. follow the Department of Education's COVIDSafe ECEC Settings Guide for Early Childhood Education and Care Services. The guide is updated regularly and provides COVIDSafe advice for Early Childhood Education and Care Services. This information guides us in the development of our COVIDSafe action plans and service provision.

At times the COVID-19 management advice for primary and secondary schools can differ to what is expected in early childhood settings and we ask for families consideration and understanding of the PCCC Inc. priority to be inclusive and protect the safety, health and wellbeing of our staff, children and families.

4. Parent Involvement

Fish Creek Parent Advisory Group - PAG

Prom Coast Centres for Children values and welcomes the important contribution that families make to the direction of our services. If you are interested in being involved, your commitment can be a little or a lot. Every parent, guardian and carer are encouraged to be involved in their child's early learning experience. Being actively involved in your child's service is a great way for families to engage and get to know each other.

Purpose

The role of the Parent Advisory Group (PAG) is to ensure that families accessing our services have an opportunity to actively contribute to the delivery of quality early childhood education and care within the Fish Creek community.

Primary activities of PAGs include:

- Social Connections and Activities
- Working Bees, Lawn Mowing
- Fundraising
- General Maintenance
- Liaison for the PCCC policies and procedures.

The first point of contact for the PAG is the Fish Creek Kindergarten Teachers. Discussions around priorities and needs for the service should be discussed as a group together at the commencement of the educational year.

Membership

The PAG predominately is made up of families enrolled at/or participating at Fish Creek Kindergarten. There is also opportunity for community representation outside the participants of the service.

Meetings

It is recommended the PAGs meet once a term. These meetings can be scheduled at the Kindergarten. In order for the Kindergarten Teacher to participate in the meetings it is recommended the meetings occur outside of session time.

Accountability

Each PAG is required to nominate a convener. The convener will be the liaison with the teacher and the PCCC Early Years Manager in Foster.

PAG members will work collaboratively with educators to represent Fish Creek Kindergarten in relation to their activities.

The 2022 PAG Convenor for Fish Creek Kindergarten:

Name: _____

Contact Email: _____

Contact Phone: _____

Date: _____



5. Policy

Policy Folder

All Early childhood education and care services must have in place policies and procedures as outlined in the Education and Care Services National Regulations 2011. Copies of all Prom Coast Centre for Children Policies are contained in a folder in the foyer area at the Kindergarten.

Late Collection

Parents/guardians are strongly urged to give the service a courtesy call in advance if they or the authorised person is going to be late to collect their child from kindergarten.

The Delivery and Collection of Children Policy will be followed (Appendix 4) for the late collection of children.



Complaints

At Fish Creek Kindergarten we are committed to treating complaints seriously, dealing with them quickly and learning from them. Complaints serve as important feedback and help us to identify aspects of our centre and its operations that can be improved. All complaints are treated confidentially and professionally.

How to make a complaint:

Below are the steps that can be taken to have your complaint resolved:

- Step 1** Discuss your complaint with an educator and attempt to resolve the issue together.
- Step 2** If you felt that your complaint was not adequately dealt with by the educator or if you are not comfortable discussing your complaint directly with an educator you need to speak with our Early Years Manager, who is located at our Foster Centre. The Early Years Manager will attempt to resolve your complaint, earlyyears@pccc.net.au or 5683.9800
- Step 3** If you feel that your complaint was not adequately dealt with by the Centres Director, you can speak with a Committee of Management Member (CoM). An email can be sent to the President, at: jmdavies@wideband.net.au

- Step 4** If you feel your complaint has still not been adequately resolved you can contact:

Department of Education and Training
Gippsland office
Telephone 03 5172 0400
Email Gippsland.gar@edumail.vic.gov.au



Accident/Injury

If an accident occurs at Fish Creek Kindergarten involving a child the following procedure will be adhered to:

Initially the educator assesses the child involved in the accident and makes a decision as to whether the child requires urgent medical assistance.

Urgent Medical Assistance:

1: If the child requires urgent medical attention an ambulance is called to take the child to hospital.
2: The child parents or emergency contact is notified
3: The Responsible Person at the Service will delegate an adult (if available) to travel to hospital with the child if the child's emergency contacts have not arrived.
4: If the child parents cannot be contacted, the Responsible Person will continue trying to make contact, firstly with the parents and secondly with emergency contacts.
5: The Responsible Person will contact the DET to report the accident, usually within 24hrs

Non-Urgent Medical Assistance:

1: Injury is treated as necessary by educator
2: Parent is notified of accident by phone, if deemed necessary
3: Minor injury is to be recorded for parent signature on the Incident, Injury Trauma and Illness Form.

Medication

Medications that are to be administered at the Service must be clearly labelled in their original container with your child's name, administration instructions and expiry date. Information about the medication must be recorded on the Prom Coast Centre for Children's medication form. Medication must be handed to an educator and instructions given about appropriate storage. Unused medications must be taken home by the parent/guardian at the end of each session.

- Please note: the medication will not be administered if the Medication Record has not been filled in correctly.
- Prescribed medications must have a prescription label with your child's name and date of issue
- We are not permitted to give the first dose of medication to your child.
- Each dose given by the educator must be recorded on the Medication Record and co-signed by another educator, thus acknowledging that they have sighted the correct dose and witnessed the medication being administered.
- When collecting your child at the end of the day you must again sign the Medication Record to acknowledge the dose given by the educator.

Disclosure of Personal Information, including Health Information

We may disclose some personal information held about an individual to:

- Government Departments or agencies as part of our legal and or funding obligations
- Local government in relation to enrolment details for planning purposes.
- Organisations providing service related to staff entitlements and employment.
- Insurance providers in relation to specific claims
- Debt collection and recovery agencies (such as solicitors, debt collectors and the like), as well as adjudicating bodies such as Magistrates Court of Victoria if a matter proceeds to litigation.
- Law enforcement agencies.
- Health organizations and/or families/ authorised persons in circumstances where a person requires the urgent medical assistance and is incapable of giving permission.
- Students
- Organisations providing services related to employee entitlements and employment.
- Anyone to whom the individual authorises us to disclose information to.

Management & Security of Information

In order to protect personal information from misuse, loss, unauthorized access, modification or disclosure, the committee and educator will ensure that, in relation to personal information.

- Access will be limited to licensee representatives/educators or Committee members who require this information in order to fulfil their responsibilities and duties.
- Personal or health information will not be left in areas that allow for unauthorized access.
- The physical storage of all materials will be in a secure cabinet and/or area.
- Computerised records containing personal or health information will be equipped with password access.
- There will be security in transmission:
 - Emails will only be sent to a person authorised to receive the material contained in them.
 - Telephone: Only limited personal information will be provided over the telephone to persons authorized to receive information.



Code of Conduct

For parents/guardians, students, volunteers, contractors and visitors

I commit to contributing to creating an environment at Prom Coast Centres for Children that:

- respects the rights of the child and values diversity
- acknowledges the vulnerability of Aboriginal children, children from a culturally and linguistically diverse background and children with a disability and has zero tolerance of discrimination
- maintains a duty of care towards all children at the service
- is committed to the safety and wellbeing of each child and all staff at the service
- provides an open, welcoming environment in which everyone's contribution is valued and respected
- is committed to communicating openly and honestly
- is committed to continually learning how to be inclusive and respectful of cultural needs
- encourages parents/guardians, volunteers, students and community members to support and participate in the program and activities of the service.

Relationships with children

In our relationships with children, I commit to:

- being a positive role model at all times
- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- speaking to children in an encouraging and positive manner
- giving each child positive guidance and encouraging appropriate behaviour
- regarding all children equally, and with respect, dignity and culture
- respecting individual difference including age, physical and intellectual development, and catering for the abilities of each child at the service.

Relationships with the Approved Provider, Persons with Management and Control, Nominated Supervisor, staff and others

In my relationships with the Approved Provider, Nominated Supervisor, staff, other parents/guardians, volunteers and visitors I commit to:

- reading and abiding by the *Code of Conduct Policy*
- developing relationships based on mutual respect
- working in partnership in a courteous, respectful and encouraging manner
- valuing the input of others and respecting the rights of others as individuals
- sharing our expertise and knowledge in a considered manner
- giving encouraging and constructive feedback, and respecting the value of different professional approaches
- respecting the privacy of children and their families and only disclosing information to people who have a need to know as required under the Privacy and Confidentiality policy
- treating the service environment with respect
- raising any concerns, including concerns about safety, as soon as possible with staff to ensure that they can be resolved efficiently
- raising any complaints or grievances in accordance with the *Complaints and Grievances Policy*.

Our Commitment to Child Safety

Prom Coast Centres for Children is committed to safety and wellbeing of all children and young people. This will be the primary focus of our care and decision-making.

Prom Coast Centres for Children has zero tolerance for child abuse.

Prom Coast Centres for Children is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

Every person involved in Prom Coast Centres for Children has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

“In our planning, decision making and operations Prom Coast Centres for Children will:

1. Take a preventative, proactive and participatory approach to child safety;
2. Value and empower children to participate in decisions which affect their lives;
3. Foster a culture of openness that supports all persons to safely disclose risks of harm to children;
4. Respect diversity in cultures and child rearing practices while keeping child safety paramount;
5. Provide written guidance on appropriate conduct and behaviour towards children;
6. Engage only the most suitable people to work with children and have high quality staff and volunteer supervision and professional development;
7. Ensure children know who to talk with if they are worried or are feeling unsafe, and that they are comfortable and encouraged to raise such issues;
8. Report suspected abuse, neglect or mistreatment promptly to the appropriate authorities;
9. Share information appropriately and lawfully with other organisations where the safety and wellbeing of children is at risk; and
10. Value the input of and communicate regularly with families and carers.



6. Other

Visitor's Book

At Prom Coast Centres for Children services all visitors must sign in and out in the service's visitors book. This is a regulatory requirement and is important for the security of children, parents and educators. Visitors include any maintenance personnel, local council employees, government representatives, specialists, parents assisting / sharing for the day, etc. All visitors are required to hold a valid Working with Children Check. This will be checked and verified as up to date.

The visitor's book provides a record of visitors on the premises in the event of an emergency evacuation.

Communication

At Prom Coast Centres for Children we are working towards using electronic forms of communications to provide information to parents. Notifications will be emailed unless alternate arrangements have been made.

You can also subscribe to our Facebook page where we:

- Share and promote local community information and services relating to early years and families
- Share information about the early childhood sector
- Celebrate events and achievements at each of our services

<https://www.facebook.com/PromCoastCentresforChildren>

Birthdays

Birthdays are a special celebration for children;

- We ask if you are celebrating your child's birthday with a party, invitations NOT given out to individual children during the session. We ask you look at invitations with your child in the privacy of your car or home.
- We always enjoy celebrating children's birthdays with them but are mindful of healthy food choices, while cupcakes are one option there are many other ways you can consider celebrating. Fruit and savory muffins, watermelon balls, fruit kebabs, sliced fruit, vegetable sticks and dips, boiled eggs, the list is endless.
- Celebrating a child's birthday with them at kindergarten is not an expectation. Families may choose to do this or not

Lost Property

While we teach children to look after and take care of their belongings, this takes time so we ask you please label as much as you can. All lost items will be placed in the lost property basket for families to look through and collect.

Kindergarten Photos

During the year we engage Foons Photographic to visit the service; Foons specialise in Kindergarten photos. The photographer spends the day at the service taking photos of each child, these photos are offered to families for purchase.



Community Services

Maternal Child Health Centre 30 – 32 Pioneer Street Foster 5682 2241	Manna Gum Community House Corner of Court Street and Station Road Foster 5682 1101
South Gippsland Secondary College Corner of Pioneer Street and Hoddle Rd Foster 5682 2066	Fish Creek & District Primary School Hoddle Road Fish Creek 5683.2271
West Gippsland Regional Library Corporation Main Street Foster (Tuesday, Thursday, Friday) 5682 1735	Community Health Centre 87 Station Rd, Foster 5683 9780
Foster Medical Centre 97 Station St, Foster 5682 2088	Nurse on Call 1800 022 222