



Parent Handbook 2025-26

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LEARN & PLAY KINDERGARTEN

LOCALLY OWNED AND OPERATED

14A Tarakan Street
BUNDABERG QLD 4670

LICENSEE DETAILS

Kindy Phone No.: 07 4152 4096

(Owners/Approved Providers)

Chris Mobile: 0428 535 065

Allison Mobile: 0458 927 082

CONTACT DETAILS

Email: info@learnandplaykindy.com.au

website: www.learnandplaykindy.com.au

1 Welcome to our centre

We extend a warm welcome to you and your child at Learn & Play Kindergarten. Learn and Play Kindergarten is Family owned and has been operating for over 45 years. We aim to provide a warm, caring and stimulating environment where your child can feel happy and secure. We strive to create a loving, exciting and engaging environment, which fosters positive attitudes towards learning, high self-esteem, self-confidence and independence. We aim to make these years some of the best years of your child's life.

This handbook has been developed to help parents and guardians become familiar with our Kindergarten and the service that we provide.

If you have any further questions or feedback that you would like to discuss, please see our friendly office staff, Trudy (Director) or Courtney (Assistant Director and Teacher).

2 Kindy Dates and Times

Our centre is open from 6am to 6pm. This includes time for preparation, setting up equipment, packing away and cleaning. Most children attend between 8 am and 4pm.

Kindy Sessions run daily from 8.00am to 3.30pm. They are designed within appropriate age groupings to meet the individual needs of your child for maximum physical, social, emotional and intellectual development.

Our 2025 Kindergarten year finishes on Friday the 12th of December and we are closed for 3 weeks over the Christmas and new year holiday. The 2026 Kindergarten year begins when we re-open on Monday the 5th of January 2026 and finishes on Friday the 14th of December 2026.

3 Information about our Rooms

Giraffe Room (2-3.5 years)

Learn and Play Kindergarten strives to provide a fun and stimulating environment to enhance your child's learning in their early years. We believe that play is the foundation of the Early years Learning Framework therefore we provide a program based on the importance of play. Our fantastic outdoor environment allows our educators to encourage the children to connect with nature in the outdoors while developing strong physical skills like leaping, running and jumping while taking calculated risks such as climbing trees. Creativity is encouraged in the sand pit, while manipulative skills are strengthened by riding the bikes, pushing the swing and building with blocks. A variety of experiences are also offered to develop their critical thinking, communication, imagination, creativity, interactions with others and active learning process while being supported in a safe and caring environment by fully qualified educators. These are all valuable skills which help young children grow and develop. In the Giraffe room we have a qualified teacher - Miss Jenny who has dedicated the past 17 years to creating fun learning environments within the Giraffe room and Learn and Play Kindergarten.

Zebra Room (Kindergarten 3.5 to school age)

At Learn and Play Kindergarten, our university qualified teacher delivers an outstanding Kindergarten program that aims at providing many opportunities to prepare your child for a positive start to their schooling years. This program teaches the children a wide variety of numeracy and literacy skills, including identification of simple numbers and shapes, how to identify and write their name, recognition skills such as identifying their school bag and lunch box, and a range of communication skills, tools and tactics to build relationships with their peers. while still focusing on attentive care and play-based learning our caring educators strike a balance between teacher-led and child-initiated activities, which will foster your child's natural desire to engage with education programs for life.

This program will provide in assisting the development of confidence, independence, social skills and learning ability; creating a smooth transition to school when the time comes. In the Zebra room we have a qualified teacher - Miss Courtney who has dedicated the past 10 years to creating fun learning environments within the Zebra room and Learn and Play Kindergarten.

4 Our Philosophy

At Learn and Play Kindergarten, we believe that each child is a unique individual with a wealth of prior knowledge and learning that has been influenced by family, social, cultural and community experiences. Our staff respect and value this prior knowledge and learning ensuring that programming planning builds on this shared information between parents and staff. This creates a link between past experiences, familiar cultural practices and future experiences.

At Learn and Play Kindergarten, we believe that a positive self-concept is the foundation for successful future learning. We are committed to enhancing children's self-esteem through daily interactions, developmentally appropriate experiences and relationships based on mutual trust and respect. We strive to create a loving, caring and stimulating environment, which fosters positive attitudes towards learning, high self-esteem, self-confidence and independence.

At Learn and Play Kindergarten, we recognise that play is central to an effective early childhood curriculum. We plan and provide learning experiences that allow children to explore, create, experience, make choices and achieve a sense of independence, we recognise and support each child's intrinsic motivation, natural curiosity, active involvement and desire to learn more about the world around them.

By providing a comprehensive developmentally appropriate program, staff assist and encourage each child to develop to their highest potential in relation to strong sense of identity, connecting with and contributing to their world, having a strong sense of wellbeing, being confident and involved learners and effective communicators.

We recognise staff as our most precious resource. We believe that together, the staff and parents create partnerships that provides for the best interests of young children and families. We strive to develop positive, supportive relationships with families based on open communication and sharing of knowledge and skills.

All children at our centre are treated with respect and dignity. We reflect a multicultural perspective and show acceptance of all people as equal. We aim to foster within all children awareness and acceptance of each other, of other cultures, and of special needs groups. We seek to recognise, appreciate and respect the uniqueness of each child, and to pave the way for each individual to begin to achieve their life goals.

At Learn and Play Kindergarten, our philosophy has been developed in consultation with staff and parents. It truly reflects the values and beliefs that guide our attitudes, behaviours and practices, in relation to high quality practices and early childhood education.

5 Staff & Qualifications

Chris Toft • Diploma in Children Services	Owner/Administration/Handyman
Allison Toft • Diploma in Children Services	Owner/Administration/Educator
Trudy Kronk • Advanced Diploma in Children Services	Director
Jennifer Wallace • Bachelor of Education in Early Childhood	Teacher
Courtney Clarke • Diploma in Children's Services • Bachelor of Education (Early Childhood teaching)	Assistant Director/Teacher/ Educational Leader
Tegan Bonnett • Certificate III in Children's Services • Studying Diploma in Children's Services.	Educator (Currently on Maternity Leave)
Tahlya Gray • Studying Certificate III in Children's Services	Educator
Meg Beatson • Studying Certificate III in Children's Services	Educator (Currently on Maternity Leave)
Olivia Anderson • Certificate III in Children's Services • Studying Diploma in Children's Services.	Educator
Amelia Nicholson • Studying Master of Teaching	Educator
Keyarna Stockwell • Studying Certificate III in Children's Services	Educator
Jessie Oszlovits • Studying Master of Teaching	Educator
Jessica Goobanko • Certificate III in Children's Services	Educator
Shantelle Hawkins • Certificate III in Children's Services	Educator
Aimee Blackley • Studying Certificate III in Children's Services	Educator
Lily Steindl • Studying Certificate III in Children's Services	Educator

All staff at Learn and Play Kindergarten are either fully qualified or are studying to attain all certificates necessary for State Licensing and National Quality Standards. The teachers of each group work as a team, all contributing to the smooth running of the group. All staff attend many in service training sessions throughout the year in order to stay completely up to date with all the latest in Early Childhood Education.

National Staff Requirements for Children aged 2yrs of age is 1 staff Member to 5 Children, and for Children aged 3yrs-school age are 1 Staff Member to 11 Children.

Notices stating current information about our groups and staffing at Learn and Play are displayed near the sign in areas of both rooms. Please also note that the daily programs are also displayed there for your perusal.

By building a strong, friendly warm relationship with all of our staff, we have been able to maintain our motto: Happy Staff = Happy Children = Happy Families.

80% of our staff have been with us for six years or more.

Our Teachers, Miss Courtney has been with us for over 10 years, and Miss Jenny has been with us for over 16 years.

Our Director Miss Trudy has been with us for over 10 years.

6 Our Program

At Learn and Play Kindergarten our program revolves around the Early Years Learning Framework (EYLF) and the Queensland Kindergarten Program. This framework and Program is developed to assist educators in providing young children with opportunities to maximise their potential and develop a foundation for future success in learning. It has specific emphasis on play-based learning and recognises the importance of communication, language, social and emotional development.

The Framework and Kindergarten Program are a view of children's lives as characterised by:

- **Belonging** - knowing where and with whom you belong,
- **Being** - recognising the significance of the here and now and
- **Becoming** - children's identities, knowledge, understanding, capabilities, skills, relationships change during childhood.

The EYLF and Kindergarten Program reflect on five Learning Outcomes that are designed to capture the integrated and complex learning and development of all children across the birth to five age range. These outcomes are referred to throughout our Kindergartens programs. The outcomes are as follows:

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

While the EYLF focuses on children from birth to 5 years, the Queensland Kindergarten learning guidelines aim to specifically enrich children's learning in the Kindergarten year. The QLD Kindergarten Guidelines Learning and Development areas are:

1. Identity
2. Connectedness
3. Wellbeing
4. Active learning
5. Communicating

Our programs also refer to the three phases of learning and development.

- **Emerging** - In a familiar situation with explicit support
- **Exploring** - In a familiar situation with occasional support or prompting
- **Extending** - In a new situation with occasional support or prompting, which are differentiated by the child's level of familiarity with the learning situation and level of support required to demonstrate learning.

7 Goals we hope to achieve

- To assist each child in the separation process and establish a feeling of friendship, trust and security.
- To treat each child as an individual, within a very positive environment, promoting high self- esteem and a feeling of competence and worth within our group.
- To develop in each child a desire to experiment, create and explore through 'hands-on' experience, which will foster the total development of each child at his/her own rate.
- To develop social skills and independence by gently guiding children and encouraging sharing, kind thoughtful behaviour and the ability to make choices on their own.
- To communicate with all parents, so that we can share a partnership and a sense of trust in caring for the well-being of your child.
- To allow each child to be connected with their community and have sense of belonging.
- To encourage each child to explore sustainable practices and show respect and understanding towards our environments we live in.

Our Aim

In order to achieve our goals and provide the highest quality care, some of our methods are to provide: -

- A program that is child initiated, based on individual interests and goals, flexible and developmentally based.
- Written monitoring of each child's development, recording progress and setting new goals, throughout the year.
- A home like environment, that provides a balance between safety, interest and challenge.
- Each child with the best quality of education that assists them in a smooth transition into their further learning and development.

8 Child Management Techniques

All children at our centre are treated with dignity and respect. We believe that the most important aspect in a child's development is a positive self-image. He/she must feel good about him/herself. They must feel secure and valued within the group.

Positive guidance is used by all staff to help children cope with feelings (frustration, anger, hurt, etc.) and express these feelings in a socially acceptable manner. Children are encouraged to make decisions and substitute appropriate behaviour instead of inappropriate behaviour. If an inappropriate behaviour is consistent, the child is withdrawn from the activity for a few minutes and assisted by the teacher to develop new strategies.

It may take time, but in these early years we aim to work with children to develop self-discipline and to achieve positive behaviour, whilst encouraging their individuality and confidence, and never lowering their self-esteem.

Please let us know if you have any specific requirements or expectations in relation to how your child's behaviour is managed whilst at the centre. In this way, we can work together to develop common goals and techniques which are workable and effective in the group situation.

9 Parent Involvement

We encourage parents to be a part of our centre and to recognise the vital role we both play in the development of your child. Numerous special dates will be set, which include Mother's/Father's Day Afternoon Tea, Various Theme Days (such as Australia Day, Chinese New Year etc.), Excursions, Disco nights, Christmas Party etc.

There is no formal parent participation roster. We do however wish to encourage parental interest in the children's development, interests, needs and abilities. If you do have a free day and would like to spend some time with your child's group please feel free to do so.

Our main forms of communication with parents are via email, the Zebra and Giraffe's daily information boards and your "communication pocket". Please ensure that you check these areas regularly for new events and reminders, so that you stay in touch with all the activities at our centre. We also produce a quarterly newsletter for all parents, so please make sure you check your emails or collect your copy from your communication pocket.

Parent Communication Book- This is used throughout the year to record any comments or suggestions made by parents. We keep this at reception and encourage all parents to comment on any issues, events, policies or positive feedback on daily events.

10 Children's Journals

All children will have a Journal. This will stay at Kindy until the end of the year and record various activities undertaken during the year. Learn and Play will provide these books for each child then will be given to parents at end of Kindy year.

Children show great pride in these "Journals" and enjoy looking through them as the year progresses. Parents also have commented very favourably about the lovely collection of children's work, photographs, checklists and individual observations of their child/children's growing abilities throughout the year.

Through parent surveys each year, we have received wonderful praise for the fantastic amount of work by each staff member that was involved in compiling these journals for each child and also love the journal as they give a complete picture of their child's development.

Journals - Included in these are:

- Artwork that shows a variety of creativity.
- Artwork depicting changes in development (dated).
- Specifically planned work sheets that show a thinking process, problem solving skills or fine motor skill (e.g. Cutting, manipulation pen/brushes etc., knowledge of shapes or colours, etc).
- Photographs of children's development, playing with friends, group projects and other constructions sand blocks, equipment, play dough).
- Records of play experiences
- Formal observations and evaluations on children's development.

11 Developmental Profiles of all Children

Enrolment Forms - Completed by parents and provide an excellent background in getting to know each individual child's likes, dislikes, interests, strengths and weaknesses. This information is stored with each child's profile and allows staff to get to know children quickly to plan for their needs and interests in settling them in to Kindy. By reviewing this over the year we can also see how we are meeting parent's expectations for their child. Cultural information is also included. Staff with children from different countries or cultural backgrounds etc., must ensure they have read up on culture, beliefs, child rearing practices etc. Teachers share some background information at staff meetings as soon as possible after the child has entered the centre. Written information is filed into their Child Profile for future reference.

12 Your Child's Profiles

Please feel free to discuss your child's progress with the group Teacher at any time. If you or your child have any problems at all, please mention them or arrange a suitable time for a chat. Likewise, if we feel that your child needs help in any area or with a special skill, we will mention it to you and advise on the best way to go about it.

We try to keep you up to date on your child's progress by exchanging information daily.

13 Fees and Child Care Subsidy

GIRAFFE Room \$125.00 per day

ZEBRA Room \$125.00 per day

The Federal Government offers a system of Child Care Subsidy where a payment is made to approved childcare services so that they can reduce the fees paid by low and middle-income families for quality childcare. Families who wish to claim Child Care Subsidy (CCS) must have their income assessed by Services Australia. You can access Services Australia online at <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy> ph. 136150 or personally at Centrelink.

Families who wish to claim CCS should apply prior to starting at Learn and Play Kindergarten, and confirm their enrolment at Learn and Play Kindergarten through the MyGov account. We are then able to reduce fees from the day your child/children start care.

All eligible children enrolled in our Zebra Room are eligible for the Queensland Government Free Kindergarten for 15hrs per week for 40 weeks. This will substantially reduce your out-of-pocket expenses. Please see our friendly office staff for more information about the free Kindy Subsidy.

** these fees may be reviewed at the start the beginning of the new year and/or each financial year.*

Please see or friendly office staff to calculate a more accurate payment, depending on your child care subsidy.

When you enroll your child at Learn and Play Kindergarten, we collect your personal information via our enrolment forms and share this information with other government departments, like Services Australia. Without collecting this information and sharing it we cannot provide CCS (Childcare subsidy).

Signing the enrollment confirms that you understand we are collecting your personal information, and that you understand and give consent that we will share this information with other government departments.

PLEASE NOTE:

Children must be 2 years of age or older to attend Learn and Play Kindergarten

**IF YOUR CHILD IS ABSENT (sick or on holidays) OR THIER
NORMAL DAY OF ATTENDANCE FALLS ON A PUBLIC HOLIDAY,
FEES MUST STILL BE PAID.**

This is in line with policies sent out to all centres for Child Care Subsidy.

Booking Fee

In order to enrol your child at Learn & Play, a booking fee of \$50.00 per child/per year is charged. This fee confirms your child's placement and must be paid in cash when returning your enrolment form for each year. If this is not paid, your child's place cannot be held open for you. This is not refundable.

Payment of Fees

On commencement of the Kindergarten year, please decide if you will be paying weekly, fortnightly, monthly or for the full term. Accounts must be kept **one week in advance at all times**. It is your responsibility to regularly check with the office staff to ensure that your account is up to date. A family statement of fees paid will be emailed to you or placed in your 'communications pocket' monthly. Fees are payable via bank transfer, please see the office to collect our bank details so that you can set up a direct deposit into our account, as we **do not have eftpos facilities**.

If you are experiencing problems with paying fees at any time, please come in and see us.

You should be aware that our Kindergarten operates on the basis of utilising maximum child bookings for the efficient operation of the centre and so as to ensure that fees are maintained at a minimal level. With that aim in mind, you acknowledge and agree that it will take a period of time for any terminated child care agreement to be replaced. Accordingly, two weeks' notice will be required if you wish to cancel your booking. Failure to do so will require parents to pay two weeks full fees. Full fees will also be charged if your child does not attend on their last booked day. If your child does not attend over a two-week period and you have not informed the centre of the reason (e.g. Holidays, sickness, etc.) your child's place can be cancelled and given to another child on our booking list. You also confirm you will raise any concerns or issues regarding fees and or their payment with representatives of the kindergarten, and in particular agree that if you fail to make payment of fees, that that will adversely impact upon the continued efficient operation of the kindergarten. Accordingly, you agree that any failure to make payment of fees will necessarily incur administrative mercantile, enforcement, service, and potentially court fees for the proprietors of the kindergarten. All of those fees and any out of pocket expenses incurred by the proprietors are specifically recoverable from you should you fail to make payment of fees or expenses due under the terms of your enrolment form and agreement. You hereby acknowledge and agree that all properly incurred fees by the kindergarten shall be recoverable from you as a debt due and owing and or as damages for loss incurred in enforcing the terms of your enrolment agreement.

All accounts must be finalised one week prior to your last day of attendance, any outstanding accounts will be referred to a debt collection agent. Any fees that need to be recovered by a third party will incur the cost associated with the recovery of these fees.

Sessions

The number of days and session times that you will be able to attend per week will depend on how many eligible hours you receive. Services Australia will let you know what your entitlement is when they receive all your details. If the allocated hours you are given by Services Australia are not sufficient for your requirements, you will need to contact their office.

Once you have agreed to days and sessions with us these will be your Routine days and sessions. We are able to offer flexible care if you require the occasional extra day etc. please see us to arrange this.

Please inform us if your eligible hours change as this will affect what days and sessions you can attend. Likewise, if your needs change please speak with us so that we can arrange an alternative.

We have a number of sessions on offer to accommodate your needs and eligible hours. Session times are as follows:

Session hours: 12 hours 10 hours 9 hours

Please Note:

Parents are required to drop off and collect their child within their session times, A grace period of 15 minutes either side of your session will be allowed on occasions for exceptional circumstances, if however, this becomes a regular pattern a fee of \$20.00 will be charged to your account per ½ hour for any time before/after your session time starts/finishes, and your session hours will need to be changed and will affect your amount of subsidy received from the government.

Late Collection of Children

Two staff are required to be at the Centre at any time, even if only one child is in attendance. Parents are required to collect their child before 6pm, a late pick-up fee of \$40.00 will be charged per 15 mins for any time after 6pm.

14 Arrival and Department Procedures

On arrival at our Kindergarten, parents are requested to sign their child in using the iPad at the sign in area within the rooms. Help your child to place his/her bag in the pigeon holes provided and place their lunch and drink bottle in the fridge.

Our Zebra group commence their day outdoors at 8:30am. The Giraffe group commence their day in their rooms at 8.30am. If your child arrives early, they will join in combined outdoor play until the children move inside with a staff member. In semester 2 the groups may swap morning routines.

Please ensure that your child is left with an authorised staff member on your departure.

Signing In and Out

It is of utmost importance and a legal requirement, that a Parent/ Guardian sign their child In on Arrival and Out on Departure each time they attend. It is also important that you sign for any days which your child is absent. Government officials can audit these records at any time. It is illegal not to sign your child in and out and your child is not covered by our insurance if they have not been signed in. Centrelink will NOT pay fee relief if an attendance is not signed IN and OUT or if and absence has not been signed for. Records on the iPad are uploaded to the government weekly to claim your child care subsidy.

Please see staff if you require and help signing your child In or Out.

Parents are required to inform the centre of their child's absence and record it by signing their signature on the iPad on your next visit. Child Care Subsidy will not be paid, if parents have not done this.

Your child will only be released to **YOU** or **authorised** people on the enrolment form, unless specific arrangements have been made with office staff or a teacher. If, for any reason, you cannot collect your child, you must advise office staff or a teacher of the authorised person to replace you. **Authorised people must be at least 18 years of age to collect a child from the service.** This procedure is essential for the safety of all children. If the authorised person is unknown to staff, photo identification will be asked for.

Please remember that when you come to collect your child, their siblings must follow the same Kindy rules for their safety as well as the children attending the Centre. Supervision of older and younger siblings not attending the Centre is the **Parent's** responsibility.

15 Daily Requirements for your Child to bring to Kindy

- ✓ Kindy bag or backpack (Named)
- ✓ Lunch Box (Named)-Drink bottle
- ✓ Kindy hat (Named)
- ✓ Spare set of clothes (Named)
- ✓ Sheet Bag (Named) containing small pillow or cushion and a cot sheet. Mattress measures 125cm/60cm if you would like to insert elastic into corners.
- ✓ Nappies/pull ups if required
- ✓ Any comforters that your child might require (Named)
- ✓ Please note we are unable to heat up food or bottles

ALL ITEMS MUST BE CLEARLY NAMED

Hats, T-shirts and Sleep Bags

We have "Learn and Play" hats and T-shirts for purchase. T-shirts are \$20 and Hats are \$15, or you can choose a package deal for \$50 which includes 2 Kindy shirts and one hat.

We also have sleeping bags containing one pillow, fitted sheet, flat sheet and bag that can be purchased from \$45. Please see office staff if you wish to purchase a hat, T-shirt or sleep bag.

Sleeping

Please discuss any sleeping patterns with us. Children are encouraged to lie quietly, listen to music and simply 'turn off' for half an hour. We try to make this a really relaxing time for each child, so please include any noiseless, soft favourite toy or book, if your child needs this.

Towards the end of rest time, children who are awake and have rested, are asked to pack away their sleep items and invited to watch part of a movie or do a quiet activity.

16 Birthdays

Your child's birthday is a special event. If you would like to send in a cake. Please ensure that it can be cut into small pieces so it can be shared amongst the group. Check with your child's teacher as to how many pieces will be needed as we would all like to celebrate this special occasion. (Cupcakes are a great option).

17 Nutrition and Dental Health Policy

Nutrition

Our Policy at Learn and Play is to emphasise nutritious food and good eating habits. Staff sit at tables during snack times to interact and talk with children. We encourage good eating habits and an appreciation of a variety of different foods. We suggest eating "body building" food first, and compliment children on their choices (e.g. fruits, vegetables, dairy products, rice cakes etc.). Cold water is supplied for children to fill up their water bottles throughout the day. If a child does not have a water bottle for the day, they will be given a plastic cup to use. Emphasis is given always about drinking from their own water bottles or from a clean kindy cup.

At various times throughout the year we have a "Good Food week" to encourage children to try a variety of healthy foods.

A wide range of resources are available to parents that provide up to date information on nutrition, age-appropriate diet, dental health, food handling and storage. These are displayed and included in newsletters throughout the year.

Nut Aware Policy

Learn and Play Kindergarten aims to provide a safe learning environment for all children. To help protect children in our service who may have allergy's and to reduce the risk of a potentially serious reaction we encourage all parents to provide a nut free lunch for their child while at the Kindy. This includes all nuts, peanut paste, Nutella, some muesli bars and any packages that state "contains traces of nuts". If you are unsure of food containing nuts, please contact ASCIA- Australian Society of Clinical Immunology and Allergy www.allergy.org.au

Dental Health

In the interest of better dental health:

We discourage:

- Cordial and fruit juice and flavoured milk poppers because of the high level of sugar.
- Health food bars that are high in sugar and fat content.
- Lollies and sticky sweet treats.

We favour:

- Water, plain milk, fresh fruit and vegetables, sandwiches, spaghetti, cheese and crackers.

We would like to encourage a routine where children finish off their lunch, by drinking water to rinse their mouths then by eating a cube of cheese or slice of cheese. The calcium protein in cheese remineralizes and strengthens tooth enamel, thus helping to fight tooth decay.

18 Injuries, Illness and Infectious Diseases

All Staff at Learn and Play Kindy have current First Aid, Anaphylaxis and Asthma Certificates and renew their CPR yearly. If your child has an accident which we feel you may like to have checked, we notify you immediately, or if more serious, we call an ambulance, travel with the child to the hospital and contact you to meet us there (as per your enrolment form). Please ensure that information such as address or telephone number given on your enrolment form remains current *at all times*.

All injuries, falls and other accidents are always notified to you on an injury/incident form, which you are required to sign when picking up your child that day.

Likewise, if your child becomes ill, you will be notified. Your child will be isolated from other children and closely watched and looked after, so that we can relay all symptoms to you.

Children with infectious diseases must be excluded for the appropriate period of time. Please phone the Centre, as there are very strict guidelines in this regard, and some infectious diseases must be reported to Queensland Health.

Immunisation

As of January 1st, 2016, a new Queensland law relating to childhood immunisation came into effect. This law means Learn and Play Kindergarten can cancel refuse or place conditions on enrolment or attendance of children whose immunisations are not up to date.

Learn and Play Kindergarten supports this legislation, and we are committed to the health and well-being of our staff, children and families. **Children must be immunised and have all vaccinations up to date to attend Learn and Play Kindergarten.** Before attending we require an immunisation history statement showing your child's immunisation status being up to date.

19 Medication

Medication can be administered to children by staff at the centre. **MEDICATION MUST HAVE A LABEL FROM YOUR PHARMACIST.** This will only be given under Doctor's instructions and written permission from you. All medication must be handed to staff to be stored in a locked container or in the teacher's fridge if required, and the appropriate form must be completed and signed by you.

20 Infection Control

To prevent the spread of infection, all staff and children adopt very careful hand washing procedures. All staff are fully trained in diligent cleaning and disinfection procedures and have strict rules for personal protection of all children and themselves, by the use of gloves.

The exclusion of contagious children and staff is also a major method of preventing the introduction of infections into the centre. Parents will be notified if there is an outbreak of an infectious illness. We follow the "Recommended minimum periods of exclusion for cases of and contact with infectious diseases" from the National Health and Medical Research Council. This is always on display at the centre.

21. Sun Smart Policy

50+ sunscreen is available at the centre so please advise staff if your child has any allergies. Parents are encouraged to apply sunscreen at home though, for optimum effect. We would like to see all parents applying sunscreen before Kindy morning session, and then we will re-apply at lunch time before we go outdoors.

Our policy is: **NO HAT-NO OUTSIDE PLAY**

We recommend:

- Hats on for out-doors at all times. Please have your child check that there is a hat (with name clearly marked) in his/her Kindy bag every day.
- Loose fitting clothes that covers as much skin as possible, especially over the shoulders and arms.

Not Recommended:

- Singlets or sundresses with singlet or spaghetti straps.

Spare hats will be provided so that no child is outdoors without a hat. These will be laundered after use

22. Health and Safety

Tissues are provided in all areas for children's use. We prefer this to a handkerchief. Toileting and hand-washing procedures are strictly followed. Soap dispensers and disposable paper towels are provided at each basin, and children are encouraged to use them often.

Severe Weather Warnings

Your child's safety is our number one priority therefore we request that in the event of severe inclement weather, (E.g. storms & cyclones etc.) you collect your child from the centre before it becomes unsafe to do so. If you are unsure please contact us immediately for advice.

Evacuation Procedures

Fire safety and evacuation procedures are displayed in both indoor areas and outdoor areas, and children are trained in this regard. It is a requirement under the National Regulations that emergency and evacuation procedures are rehearsed regularly. Once again, we must emphasise the importance of signing your child in on the iPad so that his/her name will be called in the event of a fire/emergency.

23. Excursions

From time to time we undertake excursions to places of interest. We may travel by bus or walk to nearby areas. We always ensure we provide adequate supervision at all times; Safety is our priority. You will be advised of these excursions and requested to sign a parent permission form at the time. We always put out a notice a few weeks in advance so that you know exactly what is happening. You will also find this information in your newsletters. At times we ask for parent helpers, so if you can make it, we would love you to come along. Please note: **Excursions are only for children in the Zebra Room.**

Giraffe children will get to have their turn to go on excursion once they move up to the Zebra Room.

24. Students and Volunteers

From time to time, universities and TAFE colleges request the placement of student teachers at our Centre, as part of their training process. We welcome this opportunity to contribute to the training of future teachers.

At all times, these students are under supervision by the teachers as well as their college supervisors. They must also hold a current suitability card to work with young children.

25. National Quality Framework for Early Childhood Education and Care

We are an Approved Service under the Nation Quality Standards for Early Childhood Education and Care. This is an ongoing rating system which ensure services are providing quality care across the seven quality areas and overall.

Copies of the Centre's full Policies and Procedures are available to parents at all times. These are under constant review by staff and parents so you will be asked for your input throughout the year.

26. Communicating with all families

If any parent is experiencing literacy difficulties and problems reading English, we are able to have our policies and newsletters translated into your home language or can meet with you to explain these. We like to keep all parents well informed at all times via our 'communications pockets', **we often place important information in these 'pockets' and we kindly request that you check these daily.**

Our Policy is to provide non-discriminatory access to all children. We do not exclude children from other races or cultural backgrounds, or those that have physical disabilities or special needs.

27. Statement of commitment to the safety and wellbeing of children and the protection of children from harm

Our service supports the rights of children and young people and is committed to providing a safe and supportive service environment directed at ensuring their safety and wellbeing.

In order to support this commitment, we are dedicated to our child and youth risk management strategy and our policies and procedures which are in place to effectively address the safety and wellbeing of children and young people in our care.

All employees, students, volunteers, visitors, children, families, and authorised contacts must comply with the codes of conduct in outlined in this strategy and all service policies as a condition of attendance at the service.

28. Code of conduct for children and young people

Children and young people who attend our service are asked to contribute to our commitment to a safe and supportive environment by (age appropriately):

- respecting other children, young people and adults,
- cooperating and playing by the rules,
- listening and receiving instructions,
- trying to remain calm and controlling their emotions,
- having a say about what they are involved in,
- speaking up if we are worried or concerned about something,
- not being a bully or accept any bullying from others,
- being a good friend and supporting each other,
- not hurting other children or adults,
- using appropriate language.

This is a condition of enrolment. We reserve the right to suspend or cancel an enrolment which puts the safety or wellbeing of others at risk.

29. Code of conduct for families and authorised contacts

Families and authorised contacts of a child attending our service are expected to share in our commitment to a safe and supportive environment by:

- respecting the rights, dignity and worth of every person, regardless of their abilities, gender, religion, or cultural background
- respecting the decisions of employees/management and teach children to do likewise
- focussing on and encouraging children's efforts
- supporting all efforts to remove any form of abuse in this organisation and encourage a safe and supportive service environment
- using appropriate language at all times when communicating with both children and adults
- following the service "Grievance Resolution Policy and Procedure" and raising concerns in a calm and appropriate manner
- not treating any child or young person in an unfair, unjust, or discriminatory manner
- not smoking on the organisation's premises
- not drinking alcohol or using illicit substances while on the organisation's premises
- working with service educators and management to provide a supportive learning environment
- participating at the service where possible
- taking an interest in their child's learning journey
- sharing relevant information about their child with educators
- maintaining confidentiality about other children, families, educators, and the service
- using social media to celebrate the centre and not refer to the centre, its staff, owners, or management in a negative way on social media or in the wider community
- not volunteer at the service if they are a restricted person

This is a condition of enrolment. We reserve the right to suspend or cancel an enrolment which puts the safety or wellbeing of others at risk.

30. Tobacco, Drug and Alcohol-Free Environment

Changes to the Education and Care National Regulations commence on 1 September 2025 including that services must be free from the use of vaping substances and vaping devices.

https://www.acecqa.gov.au/sites/default/files/2025-06/InformationSheet_CS4.pdf

Smoking is not permitted by families, employees or any other person within the confines of the building, grounds (including all car parks) or within 5 meters of the boundary fence or in entrance ways at any time including weekends, public holiday, during and after operational hours.

Smoking restrictions extends to all smoking products and can include tobacco products, herbal cigarettes, loose smoking blend, personal vaporisers (such as [electronic or e-cigarettes](#), e-cigars, vapes) and personal vaporiser related products (e-liquids and e-cigarette parts).

No alcohol is to be consumed on the premises while education and care is being provided to children, and parents are not to be under the influence of alcohol whilst attending the premises.

31. Safe use of Digital Technologies and Online Environments

The service adopts and implements the recommended National Model Code for restrictions on digital imagery of children, and this states parents, caregivers and any persons attending the service are not permitted to take photographs, audios or videos of children at the service other than their own child/Children.

32. Complaints and Grievances

If a parent has any concerns regarding the care of their child, please approach your child's Teacher and/or Trudy to discuss the matter. If you feel that your concerns have not been met or that you feel uncomfortable discussing them, please feel free to see Chris or Allison privately. Small problems or misunderstandings are always worked out more easily if approached in the early stages.

The Office for Early Childhood Education & Care is the licensing body controlling Child Care Centres in Queensland. They ensure that all regulations are adhered to. If you have any further concerns about the quality of care that your child is receiving, please contact a Resource Officer at:

Office for Early Childhood Education and Care, Department of Education, Training and Employment

PO Box 142

Maryborough, QLD, 4650

Telephone : (07) 41 220 814

CONFIDENTIALITY OF ALL CHILDREN'S RECORDS

All forms filled in by parents and staff are stored in a locked filing cabinet. No information is given or shown to any other person other than the child's parents and staff involved.

No information is discussed outside the centre.

In closing, we would like to welcome your input into how we educate and care for your children. Please feel free to discuss with us any suggestions you have as to how we can best meet your needs. For instance, how well do you think this booklet answers your queries, and is there anything further we need to add or change?

We hope your child's time at Learn and Play Kindergarten is both stimulating and rewarding, as our aim is to make these years some of the best years of your Child's life.

Chris & Allison Toft and "THE TEAM" at Learn & Play Kindergarten.

Reviewed and Revised: July 2026