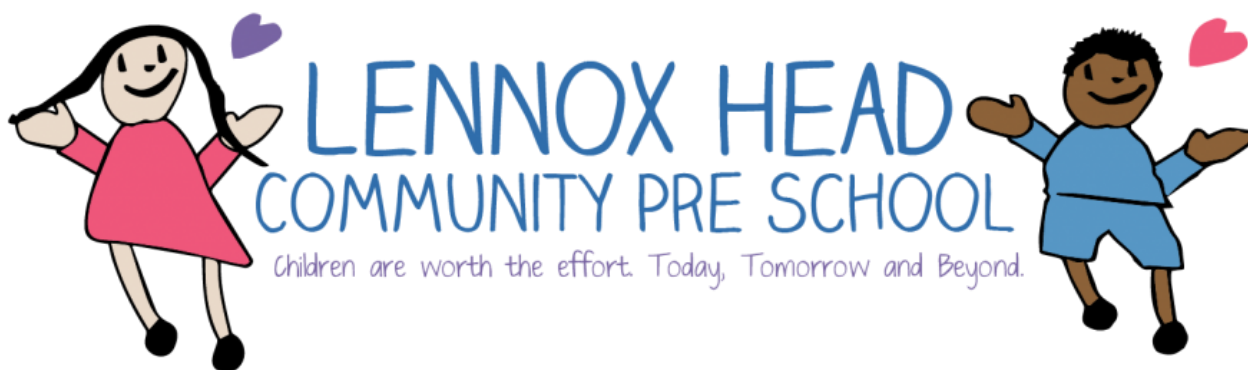




INFORMATION BOOK





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Lennox Head Community Preschool

Hours and contact

Open

8.00 am - 4.00 pm

Operational for children

Mon-Tues and Thurs-Fri: 8.15 am - 3.45 pm

Wednesday: 8.45 am - 3.15 pm

Office hours

Wednesday-Thursday: 8.00 am - 3.00 pm

Phone

02 6687 7105 (business hours)

Mobile

0455 877 105

Email

mail@lennoxheadcommunitypreschool.com.au

Website

www.lennoxheadcommunitypreschool.com.au

Hierarchy

Framework

Educational & Care Services

National Law and regulation

Service provider

Management Committee

Service approval #: SE-00008134

Provider approval #: P.R-00004558

Nominated Supervisor/s

Tara Wood

Sophie Leonard

Educational Leader

Tara Wood

Sophie Leonard

Responsible Persons

Tara is the responsible person. In her absence, Sophie is the responsible person. In their absence, Rebecca Hardy, Tracy Collier and Felisa Early are approved Responsible Persons.



WELCOME

The Management and staff of Lennox Head Community Preschool warmly welcome you, your child and your family. We are proud to be a community-managed, not-for-profit preschool for children aged 3 to 5 years.

Our child-centred program provides active, stimulating and open-ended learning environments. Planning builds on each child's strengths, developing areas and interests.

Families and carers have an important role in each child's development. We encourage collaboration in all preschool experiences through our communication procedures. Please use our website and OWNA, which are updated regularly, to stay informed.

OUR PHILOSOPHY



We, Lennox Head Preschool Educators and Management, acknowledge the Nyangbal people of the Bundjalung nation upon which we live, learn and play.

We pay our respect to the original custodians of this land and pledge to work together sharing the true history, culture and perspectives of our local and broader Australian Indigenous communities.

We pledge to care for the land upon which we have been shared and pay homage to the deep history it holds.

Our service was built on the deep roots within our community. Our building, a home donated by a local family, and the preschool, the result of strength and commitment in 1982 to provide an early education service for our small town. Today, our continued passion, commitment and pride for our community and families allows our team to continue this legacy of a service that emulates our communities' values. The service continuously draws from our unique natural environment, connections to country, mother earth and our ability to harmoniously work together to create a sustained future and engage children in the process.

Our experienced educators understand that these roots form the foundation of strong, trusting partnerships with our community and families creating a robust sense of belonging. Our educators see each child's family as their first and most influential teacher throughout life. We recognise the challenges that families face and commit to working collaboratively, sharing knowledge, empowering one another, and learning together while providing an understanding and safe space to all which in turn allows us to personalise learning to embrace each child's unique needs, values and beliefs.

Our Natural Playground is more than just a space; it's the heart of our community, a living, breathing sanctuary that inspires wonder, joy, and deep connection. It is one of our greatest treasures, offering limitless opportunities to play, explore, and truly come alive through all five senses. Here, children don't just learn; they *feel*, *discover*, and *belong*. Nature Play nurtures a profound bond with the earth, allowing our children to grow through hands-on experiences that awaken curiosity and imagination. In every leaf, stone, and breeze, they find a lesson, a story, a spark of discovery.

Our team of educators take pride in really getting to know each individual child, engaging in present and purposeful interactions that builds the foundation for all programming and planning. These authentic relationships support the children to feel safe, secure and respected while also providing an environment conducive to learning and engagement.

What truly sets our preschool apart is the gentle rhythm and intentional routine that shapes each day; creating a safe, predictable foundation from which children can confidently stretch, explore, and take meaningful risks. Our thoughtfully designed environment balances open-ended play with purposeful, structured moments, allowing children to feel both empowered and secure. Within this rhythm, children gain a deep sense of ownership over their spaces, enriching their sense of belonging and identity. Familiarity in routine doesn't limit exploration, it invites it. It provides the emotional safety children need to engage with challenges they might otherwise avoid, encouraging resilience, curiosity, and self-discovery. Whether indoors, outdoors, or out in our community, our daily flow supports each child's unique journey, fostering a joyful and enduring love of learning.

Children are supported to face their own challenges, take risks and get out of their comfort zone allowing them to experience a sense of achievement in overcoming fears or barriers they may face. Educators are passionate about sharing the pride and excitement of each journey, supporting children to see the value in making mistakes, continuing to try and taking opportunities to persist even when the path may be tricky.

Children are encouraged to celebrate each other and their unique cultures, perspectives and ideas while also creating an understanding of who they are, valuing their own self-worth. The children are supported to reflect on our actions and how these impact others and the world we live in. We believe children have the right to inherit a world that is reflective of our past in creating a better future. They deserve a life full of wonder, inclusivity and equity.

At the essence of our service

We aim to support children to know their value, feel confident in who they are, and understand that their capabilities are infinite.

MANAGEMENT

Management is the Approved Provider and consists of at least seven parents and/or community members. Members volunteer to represent preschool families and govern service operations in accordance with Department of Education and Care Laws and Regulations.

- The group is elected each February at the Annual General Meeting (AGM).
- Management meets monthly to review, develop and maintain service standards.
- The Nominated Supervisor/s reports to Management about day-to-day operations, concerns and service matters.
- All parents are invited to attend meetings and support the smooth running of the preschool.
- Meeting dates are shared in newsletters and on the website. Minutes are displayed on the website and in the locker areas.

Management calendar

Term 1 - February: AGM (nomination and election boards are displayed during weeks 1-4).

Terms 2-4: Trivia Night (bi-annual event), Love Lennox Festival. Community events or items that arise at meetings

Term 1 of the following year: orientation evening for current and new parents.



TEACHERS and EDUCATORS

Profiles for our preschool Educators and Teachers are available on our website, including their qualifications, experience and background. Please take time to learn about your team.



Miss Bec



Miss Fee



Miss Kellie



Miss Mel



Miss Rylee



Miss Sam



Miss Sophie



Miss Tara



Miss Tracy



AIMS OF OUR PRESCHOOL

Our aim is to support children to develop enthusiastic, independent, confident and inquisitive self-identities while encouraging their individuality. Children are encouraged to be active and creative explorers who are not afraid to investigate their thoughts and ideas. We aim to develop understanding and respect for all people within our community.

Our programming and planning are based on the Early Years Learning Framework, which describes childhood as a time of:

Belonging

Knowing where and with whom you belong.

Being

Living in the here and now.

Becoming

The rapid and significant change that occurs in the early years as young children learn and grow.

We do this by:

- Providing choices and encouraging conversation and responsibility.
- Helping children value persistence and perseverance when things are hard.
- Giving children opportunities to explore their own ideas and develop problem-solving skills.
- Supporting children to investigate their own learning.
- Supporting emotional development through ongoing conversations and a safe place to discuss and explore the full range of emotions.
- Providing age-appropriate equipment to further develop skills and confidence.
- Helping children build relationships with others while maintaining their individuality.
- Encouraging children to work within routines in preparation for school.
- Creating a space where every child belongs.
- Providing an inclusive environment enriched by diverse values and experiences.
- Giving children opportunities to understand and engage with peers whose needs may differ from their own.

Play is the foundation through which children learn. Exploration helps them understand their world.

Sensitive and thoughtful planning, intervention and participation by Teachers and Educators strengthens each child's learning within the play environment. The preschool also works with local primary schools through formal and informal shared activities.



PROGRAMMING and PLANNING

The service philosophy and policies are guided by the National Laws and Regulations and the National Quality Standards.

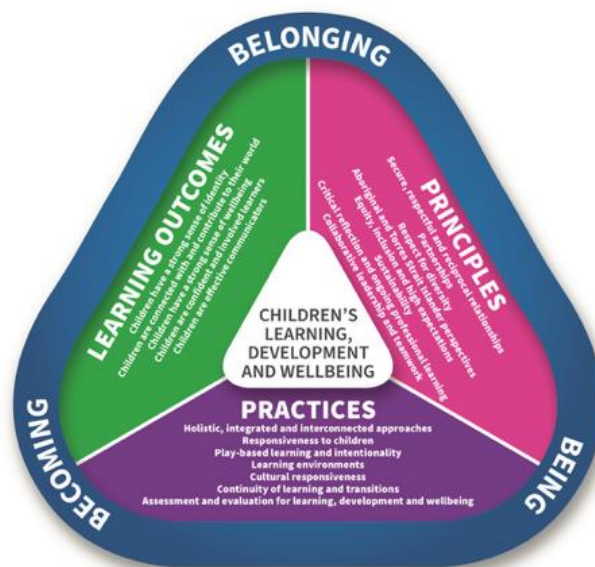
Staff, Management, Parents and Compliance Officers use the National Quality Standards to rate the service across seven quality areas:

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. Leadership and Service Management

Service ratings are displayed at the entrances. Teachers, Educators and Management continually reflect on practice to maintain and improve the service in each quality area.

Programming and planning are guided by the Early Years Learning Framework. Its vision is that all children engage in learning that supports confident and creative individuals and successful lifelong learners.

Children are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islander perspectives.



The diagram shows the integrated connections between the vision, Principles, Practices and Learning Outcomes, centred on children's learning, development and wellbeing. Being, Belonging and Becoming overlap all these elements.

Teachers guide Educators through a reflective cycle. Observations are reviewed through the lenses of the EYLF and Child Development Theory. Plans are then created and implemented to support the holistic development of all children at preschool.

YOUR CHILD'S DAY AT PRESCHOOL

Each day includes open-ended free play, intentional activities, and small-group times for music, stories and investigation.

Activities change from day to day to provide a holistic range of challenges to enrich their experiences. Familiar and consistent areas also allow children to connect socially and recreate or extend their ideas and abilities. Educators and Teachers use many teaching methods, including modelling and scaffolding, to support each child throughout the day and across their learning journey.

A relaxation period is included in the afternoon. It is not necessarily a sleep time, although tired children may choose to nap. If your child currently sleeps during the day and needs a nap, please speak with your Educator. Quiet options include reading, relaxation music, stories and quiet play.

Children in Years 5 and 6 at Lennox Head Public School visit as "Readers" to play language games and read with preschool children. Preschool staff introduce the games, and the program supports children as they transition to school. This will continue while the school shares our boundary but unfortunately will most likely cease in mid 2027.

Observing children at play provides the basis for planning that meets individual developmental needs and promotes specific interests and skills. Family collaboration is encouraged and appreciated. Every family and child is part of our community, and we aim to enrich this diversity within the preschool setting.

GROUPS



There are two locker areas and groups: the Whales group enters on the western side of the building, and the Dolphin group enters on the eastern side.



Many factors are considered when creating groups. Where possible, we aim for a balance of boys and girls, keep established friendships together when we know about them, and group children who are expected to attend the same "big" school. These decisions help children build and strengthen relationships as they transition into preschool and later into school. Please tell us if your school choice changes so we can help your child build relationships they can take with them.

ALL ABOUT ME

During enrolment, every family is asked to complete an "All about me" information page. This supports a smooth and successful transition into preschool. It gives Teachers and Educators a starting point for building relationships with your child and suggests play areas that may help them feel comfortable. It is also where each family and child can establish their goals for their time at preschool.

SETTING AND REVIEWING GOALS

You establish goals for your child on the 'All about me' page. Educators and Teachers support these goals through program design. As children grow and change, goals are reviewed with you and the children. Together, we can create new goals and support your child on the journey towards achieving them.



TRANSITION TO BIG SCHOOL

The preschool works closely with local schools and provides a fluent, in-depth transition-to-school process. This supports continuity of learning and helps children have the best possible start. Please keep us informed about which school your child will attend and tell us of any changes as soon as possible. During Terms 3 and 4, families, children and staff complete forms and have meetings to share with the child's future school.



HOURS

Preschool hours vary for each group. Families are encouraged to have children at preschool between 9.00 am and 3.00 pm.

Group	Attendance hours
Wednesday group	Drop-off from 8:45 am; collection by 3:15 pm.
Monday/Tuesday and Thursday/Friday groups	Drop-off starts from 8.15 am; all children need to be collected by 3.45 pm.

We encourage families to link collection with picking up other children from local schools. Please keep drop-off and pick-up brief so every family can safely collect their child and staff have time for preparation and parent interviews.

If you are unexpectedly delayed, phone the preschool so staff can reassure your child. If you have a newborn under six weeks old or a sick child, please arrange in advance for staff to bring your preschool child to your car at the rear of the preschool.

Licensed operating hours

Children cannot remain on the premises outside the licensed hours.

Changes to Operational Hours

If a natural disaster or other circumstance changes these hours, information will be shared through OWNA and direct text messages to the primary contact.



ARRIVAL AND DEPARTURE

- Children must wash their hands on arrival.
- Apply sunscreen to your child in line with the Sun Safety Policy.
- Make sure your child is left in the care of a staff member.
- Every child must be signed in and out by their carer/guardian.



LOCKERS

Each child has a locker for their belongings and keeps the same locker for the year. At the end of every day, help your child check the locker for belongings and collect craftwork from the box at the top of the locker.



Steps for arrival: Jobs for your child in the morning

Support your child with these jobs during Term 1. By Term 2, they should be able to complete them more independently.

- Put their bag in their locker and take out their Crunch 'n' Sip, lunch and afternoon snack.
- Place lunch on the fridge shelf. Put afternoon tea in the crisper at the bottom of the fridge. Put Crunch 'n' Sip in the craft box.

- For two-day children: place the library bag, with the book inside, in the Library Box. On your child's news day, place news in the group news bucket.
- Together, check that their hat and footwear are ready to use or stored in the locker.
- Make sure sunscreen has been applied. Sunscreen is available at the sign-in area.

Authorised collection only

When someone other than a parent or authorised nominee will collect your child, you **MUST** notify the Nominated Supervisor or Room Leader in advance. Emailing before the day is the most effective method. Unauthorised people will not be permitted to collect a child. No person under 16 years may sign a child in or out, unless that person is a parent.

CONFIDENTIALITY

Please respect every family's right to confidentiality during drop-off and pick-up. A small moment you see at these times may not accurately represent that family's or child's whole day.

SETTLING YOUR CHILD INTO PRESCHOOL

PARKING

Parking is always challenging. Please walk where possible or use the Community Centre carpark. The driveway beside the Scout Hall is an emergency access road and must not be used for parking.

Starting preschool can be challenging for some children and parents. These steps can make the transition between home and preschool easier:

- Take part in the orientation program or visit the preschool before your child starts.
- Stay for about five minutes while your child becomes familiar with the surroundings.
- Always tell staff when you are leaving so they can offer extra support if needed.
- When it is time to go, do not prolong the farewell. Say when you will return, give your child a kiss, say goodbye and leave. Begin your goodbye only when you are ready to go.
- Do not sneak away. This can affect your child's trust and sense of security.
- Arrive on time for collection; a few minutes can feel very long to a waiting child.
- Greet your child and appreciate the work they want to show you. Make collection time about your child; even a short conversation with a friend can feel like 'forever' to them.
- Avoid pressuring your child to explain their day. Let them talk in their own time. Use the daily reflection on OWNA to begin gentle conversations, such as 'I read that you...' or 'Tell me about...'.
 - Look through your child's profile book to reflect on their preschool experiences.
- A child may appear settled and then find separation difficult again after a few weeks. We will continue helping them feel safe. Speak with your teacher if you need extra support.
- Every child responds differently. Follow the parent/staff communication procedures to discuss concerns or family needs.

IN CASE OF EMERGENCY



In the unlikely event of an emergency at preschool

Please remain away from the preschool. There is one road access for emergency vehicles and professionals, and it must be kept clear. Trust that the children are safe. We will contact families through our communication procedures when it is safe to collect children and will tell you where collection will occur. This has never happened, but we must be prepared and work together.

📦 CHILDREN'S REQUIREMENTS AT PRESCHOOL

ALL ITEMS MUST BE LABELLED

Clear labels help children and staff return belongings to the right family.

Your child needs to bring:

- Shoes or sandals. If they are not worn to preschool, include a labelled pair in the bag.
- A labelled bag large enough to hold all belongings.
- A change of clothes and underwear. Include a jumper because afternoons can become chilly, and a labelled reusable bag for wet or dirty clothing. All children need to be toilet trained; accidents are expected.
- For two-day groups (Monday/Tuesday and Thursday/Friday): the library bag supplied and painted at preschool. We encourage children to change their book at least once a week.
- For two-day children: an item for news on the allocated news day.

👕 CLOTHING FOR CHILDREN

Clothing should be easy for your child to manage as they develop independence and use the toilet. Children work with messy materials, so choose clothing that is easy to wash and can withstand wear and tear. 'Good clothes' can discourage children from fully joining in.

Clothing must also allow safe running, jumping, climbing and swinging. Please provide options for changing temperatures, such as short and long sleeves, jumpers, long and short pants, and enclosed shoes in winter. Enclosed shoes should be worn with socks for health and hygiene.

Sun-safe clothing

All clothing must cover the neck and shoulders. Strap tops and singlet tops are not suitable. Please also include a wet bag or another bag for soiled or messy clothes.

🔍 LOST PROPERTY

The best way to reduce lost property is to label every item brought to preschool. It can be a tedious job, but it is worth the effort.

☀️ SUN PROTECTION

Research shows that most skin damage occurs in early childhood and that good protection at this time can significantly reduce the risk of skin cancer later in life. Children are encouraged to wear a wide-brim hat outside. Outdoor activities are planned around daily weather conditions and available shade.

- The preschool provides every child with a suitable sun-safe hat. It is labelled and remains theirs while they attend preschool.
- SPF 30+ sunscreen is available for parents to apply each morning.
- Educators support children to reapply sunscreen during the day.
- Every child must wear clothing that covers the shoulders. Strap tops and singlet tops are not permitted.

🍴 MEAL TIMES

Where food goes

Place lunch and afternoon tea in the fridge. Lunch goes on the shelf and afternoon tea goes in the crisper. Put the vegetable Crunch 'n' Sip snack in your child's craft box.



Do not use insulated fridge bags as it reduced. Spoons, forks and other utensils are not required. Refer to the Preschool Food Guide at the end of this book for more help with packing food.

PRESCHOOL IS ALSO A PEANUT FREE ZONE.

Please supply:

- Afternoon tea: fruit and/or yoghurt in a small labelled container, placed in the fridge crisper. We discourage squeeze yoghurts to reduce waste.
- Lunch: a small lunch box with a wholesome, nourishing meal, such as a sandwich or equivalent, plus fruit, cheese or yoghurt. Label the lunch box with your child's name. Do not include lollies, chips, roll-ups or fruit sticks. Nutritious lunch ideas are available on the NSW Health website and in the Healthy Food Guide at the end of this book.
- Crunch 'n' Sip: a mid-morning crunchy snack, preferably some crunchy vegetables.
- No food will be heated or cooked at preschool for work health and safety reasons.
- Drinks are not required because iced water is supplied throughout the day. A drink bottle is optional.
- Preschool children may order from Lennox Head Primary School Canteen through the Spriggy app.
- Please keep packaged foods and sometimes foods at home (refer to the food guide at the end of this book)

BIRTHDAYS

Birthdays are important in a child's life, and we like to make the day special. Families are welcome to bring something special to celebrate. Families with dietary needs should provide an appropriate substitute to keep in the preschool freezer so their child can take part in celebrations.

HEALTH

The preschool has a comprehensive Health Policy covering the exclusion of sick children, immunisation, medication, children with special health needs and hygiene practices. The policy is available on the website or from the office on request. Important points include:

- **MEDICATION** - If a doctor prescribes medication that is essential during the day, give it directly to a staff member and complete a Medication Authority form. Never leave medication in your child's bag. Only medication prescribed by a medical practitioner will be administered, including asthma medication. A child must not attend preschool for at least 24 hours after the illness is identified and medication begins.
- Children with asthma and/or anaphylaxis must have an up-to-date plan.
- **DIETARY NEEDS** - Tell staff about any allergies or food intolerances so we can support your child's safety.

IMMUNISATION:

Under the Public Health Act, parents/guardians must provide documentation showing the enrolled child's immunisation is up to date. Unimmunised children with a medical exemption must provide paperwork prepared in consultation with a doctor.

Parents/guardians are required to:

- Provide documented proof at enrolment so the enrolment can be confirmed.
- Understand that, during an outbreak of an infectious disease, unimmunised children will be excluded in line with Department of Health guidelines. Fees will still be charged during the exclusion period.
- Provide an updated immunisation record within one month of the due date shown on the statement, or confirm that an appointment has been booked, to maintain the child's position at preschool.

A SICK CHILD



Keep your child at home

A child who is sent home from preschool must not return for 24 hours. If you are unsure, phone the preschool before attending.

Keep your child at home in the following circumstances:

- They have a high temperature or have been unwell during the previous 24 hours.
- A doctor has prescribed medication or antibiotics. Your child must stay home until they have been taking the medication for at least 24 hours.
- Vomiting or diarrhoea - keep your child home for 24 hours after the last episode.
- Conjunctivitis - the eye is red and inflamed and may have discharge. This is highly infectious.
- Bronchitis - this often begins with a cough and a slight temperature.
- Croup - symptoms begin like a common cold and develop into a harsh, barking cough, often described as sounding like a seal.
- A rash or skin irritation that you cannot identify and that has not been diagnosed by a doctor.
- Impetigo (school sores) - small spots become blisters that break and ooze thick, sticky, yellow fluid. This is highly infectious.
- A cold or runny nose with custard-coloured to green mucus.
- Head lice - the hair must be treated and all lice and eggs removed.
- They appear sick without obvious symptoms, such as being irritable, unusually tired, pale or lethargic, or having an undiagnosed persistent cough.
- They require medicine and need to be monitored at home. This includes Panadol and Nurofen. A child who has had either medicine must remain home for 24 hours.
- They have an infectious disease such as mumps, measles or whooping cough. The exclusion period will follow Health Department guidelines, which are available on request.

HEALTH POLICIES ARE TO PROTECT EVERYONE

Please read the preschool's Health Policy on the website. IF YOU ARE NOT SURE, PHONE THE PRESCHOOL FIRST.

EXCURSIONS

Routine excursions - Staff may take children on walks to Lennox Head Public School and/or Lennox Head Library as part of the program and within Children's Services Laws and Regulations. Permission is included in the enrolment form. Parents are informed through the sign-in sheet and OWNA.

All other excursions - Families will be notified and asked for permission at the sign-in area or through OWNA. Parent/guardian helpers are sometimes required.

CHILDREN'S NEWS

Children in the two-day groups are encouraged to bring news once a week. Each child is allocated a day based on their locker number. Sharing news helps children build confidence in speaking, listening and asking questions.

Children are encouraged to share experiences and family outings, books, photos, drawings and nature items. Toys and toy magazines are discouraged, except after a birthday.



BORROWING LIBRARY

Book, reading and early literacy have been proven time and time again to be the foundation of our children's intelligence later in life. Reading with your children is not only about their learning it is an important connection time for all involved.

- Children in the two-day groups make their own library bag at preschool and are encouraged to use the preschool library.
- Children may borrow one book at a time.
- A previously borrowed book must be returned before another is taken. Books may be changed each day or at least once a week.
- Protect library books by keeping them in your child's library bag when they are not being read.
- Encourage your child to respect books and store them safely, such as by hanging the library bag on a bedroom doorknob.



PARENT/GUARDIAN COMMUNICATION with Staff

- Important events and activities are communicated through notes, newsletters, OWNA and text messages.
- Check your preschool mailbox every day your child attends.
- For informal collaboration, use the suggestion box at the sign-in area or the Conversations function in OWNA. Tell your group leader when you have used either method. Informal responses will usually be provided within the week. For urgent matters, speak with your Room Leader upon pick up and drop off or send an email/text message at the earliest time.
- Send formal requests and queries for Management or the Nominated Supervisor by email. Formal requests will be addressed within a fortnight.
- Short, informal conversations with Educators and Teachers about your child are encouraged. If staff are busy, use email or OWNA. When using OWNA, tell your Room Leader because it is not monitored continuously and notifications may be missed. Staff will respond in person or within the week if a reply is needed. You can also text or email the preschool.
- We encourage children and families to share their beliefs, customs, cultural knowledge and interests.
- Emails requiring a response will be attended to within a fortnight, in line with the allocated office time of the Educational Leader and Nominated Supervisor.



PARENT/GUARDIANS INFORMATION

Information on a wide range of topics relevant to young children and families is available on request or on the website. Staff can also source and share current information with families.



INTERVIEWS

Parents/Guardians are invited to make an appointment with staff to discuss their child's progress or any concerns. Staff are committed to individualised support and can best meet each child's needs through collaboration with families.

- Interviews are by appointment and require at least one week of notice.
- The child is to attend the interview.
- Terms 2 and 3 are recommended for families who have not already arranged a meeting. This supports learning, goal setting and Transition to Big School.
- Children moving to big school the following year receive a half-yearly developmental summary and take part in a meeting with their teacher to support ongoing planning and goal setting.



PARENT/GUARDIANS SHARING



PARENT/GUARDIANS SKILLS, HOBBIES & CULTURE

Every family is encouraged to share skills, hobbies and culture with the preschool. Arrange a time and plan with your Room Leader before attending. Possibilities include cooking, dancing, travel, sewing, gardening, languages or cultural activities. Your attendance is a special event for your child.

Non-enrolled children cannot attend

This avoids distractions and supports the safety of younger children and the children enrolled at preschool. If you have a toddler, consider swapping sibling care with another family on the phone tree so you can both attend on different days, or use your support networks.



Sharing the day and information with families:

OWNA is our main communication platform. It is used to share what happened during the day and reminders about upcoming events. The website provides newsletters, Management meeting minutes and the calendar.



FEES



ENROLMENT FEE

The registration fee is non-refundable and covers the administration required to confirm your child's position each year. It also covers the library bag and pencil case that your child will make at the beginning of the year.

No cash is kept on the premises

All payments must be made by internet banking.

The NSW Department of Education provides funding to support our operational costs and to ensure fees are as low as possible for our families.

NSW Department of Education fee relief 2026

If the fee-relief program remains available for 2026, every family will receive a form to choose the service from which they wish to receive fee relief.

2027 has some big changes for our funding and unfortunately, we have no idea what this looks like yet. Once we know what our funding will be we will be able to set our budget and establish our fees.



(BE) LEVY

The BE levy (Building and Excursion Levy) was introduced to provide a fair and equitable arrangement for all families. It pays for excursions, incursions and special events or activities during the year, reducing the need for ongoing invoices and extra costs.

Attendance pattern	Current BE levy
One-day children	\$50 per term
Two-day children	\$100 per term

Payment due

All Fees and Levies must be paid in advance unless another arrangement has been agreed. If levies fall into arrears without an agreed payment plan, the child will be unable to begin the next term.

PAYMENTS

Payments must be made by online bank transfer. Use the enrolled child's name, attendance days and group as the reference, for example: Ruby Brian MTD (Monday/Tuesday Dolphins).

PRESCHOOL BANKING DETAILS

Bank	COMMONWEALTH BANK
BSB	062-502
Account	1029 6489
Reference	Your child's name and day of attendance (e.g. Fred Smith MTW)

CHANGE OF INFORMATION

Please notify the office when contact details change

Tell the preschool about any change to address, phone number, place of work, health information or other important details. Up-to-date information is vital in an emergency. Provide the change by email or in writing. Also, do not forget to update your details in OWNA. This can be done via the App or the Website.

CUSTODY

In a custody dispute, staff cannot refuse access to a child unless the preschool has documentation of guardianship and/or access arrangements. Provide all relevant court orders at enrolment and update them whenever necessary.

For shared parenting arrangements, both parents must identify one primary contact before the child starts. All preschool correspondence is to be shared between the parents through the nominated primary contact.

GRIEVANCES AND COMPLAINTS

We see complaints as an opportunity to improve the quality of education and care. We reflect on every complaint and identify issues or areas for service improvement. Our aim is for families to feel confident that concerns will be handled promptly and professionally.

Complaints can be made in line with the displayed Hierarchy and the process in the Grievances and Complaints Policy. The first step is to speak with your Room Leader and/or Director.

TERM DATES

The preschool follows NSW school term dates. Pupil-free days are included in the yearly program to support ongoing staff professional development.

STAFF PROFESSIONAL DEVELOPMENT DAYS

In line with NSW Department of Education school development days, the preschool provides staff and leaders with opportunities to improve their knowledge, skills and professional capacity so programming and planning remain at a high standard.

There is one pupil-free professional development day each term.



POLICY BOOK

The preschool continually develops and updates policies covering a wide range of procedures and practices. A Policy Book is available on the preschool website. Families are encouraged to read it at a convenient time. Questions and input about policies or the running of the preschool are encouraged through the preschool communication format or through attending preschool meetings or chatting with your management representative.

Current preschool policies:

Acceptance and Refusal of Authorizations Policy	Medical Conditions Policy
Administration of First Aid Policy	Nutrition, Food, Beverages and Dietary Requirements Policy
Behaviour Guidance Policy	Physical Activity
Child Protection Policy	Program Policy
Child Supervision and Safety Policy	Providing a Child Safe Environment Policy
Communication Policy	Related Party Transaction Policy
Confidentiality and Custody Policy	Road Safety
Dealing with Infectious Diseases Policy	Safe Arrival of Children Policy
Delivery and Collection of Children Policy	Safe Transportation of Children Policy
Emergency Management Policy	Safe use of digital technologies & online environments policy
Enrolment and Orientation Policy	Sleep and Rest Policy
Excursion Policy	Staff Policy
Fees Policy	Staff Recruitment Policy
Grievances and Complaints Policy	Student/Volunteer Policy
Governance and Management	Sun Safety Policy
Health Policy	Sustainability and Environmental Policy

We look forward to sharing your preschool journey

We hope you feel as much a part of our family as we intend. Your child and their wellbeing, safety and security are our priority. We will work with you to support your child and their transition.

NSW FOUNDATION STYLE WRITING GUIDE

When your child begins to write their name, use the style below. Use a capital letter for the first letter only and follow with lower case letters. Write their name this way on every item they own so they learn it consistently and do not need to relearn it later.



NSW Foundation Style writing guide

a b c d e f

g h i j k l m

n o p q r s t

u v w x y z

A B C D E F

G H I J K L M

N O P Q R S T

U V W X Y Z

0 1 2 3 4 5 6 7 8 9

The NSW Foundation Style writing guide and activities have been included as things you can do with your child before they start school.

There are no specific skills your child needs to have before starting Kindergarten.



PRESCHOOL FOOD GUIDE

Choose a variety of foods from each food group to build your child's lunch box.



CRUNCH 'N' SIP

A serve of fruit or vegetables. This is specifically a crunchy snack.

LUNCH

Choose a variety of foods from each food group above to build your child's lunch box.

SNACK

A variety of the foods shown above.

- When packing lunch boxes, think rainbow foods.
- NO PEANUT OR PEANUT PRODUCTS ARE TO BE INCLUDED AT PRESCHOOL.
- The preschool is working towards being a plastic-free environment.
- Use non-insulated lunch boxes as the insulated bags cannot go in the fridge
- Fresh water is always available. There is no need to provide a drink bottle.
- Refer to the 'What is Preschool Food?' guide for suitable preschool foods.
- Foods high in sugar are not good 'always' choices because they increase the risk of tooth decay. Keep high-sugar foods as 'sometimes' foods.
- The preschool provides fruit, crisp breads and yoghurt when a child needs a little extra food. Staff will discuss this with the family if it becomes necessary.
- Birthday cakes are encouraged for special occasions.
- Arrange a meeting with your Room Leader to discuss concerns. Refer to the Communication Policy for the communication processes and procedures.
- For safety, remove canned foods from the tin before sending them to preschool.
- Preschool recommendations are based on NSW Health and Munch & Move Program guidelines.

WHAT IS PRESCHOOL FOOD?

Sustained energy food choices and foods best left out of the lunch box are illustrated below. When discussing food at preschool we talk about how much energy the food will give us and for how long. We encourage children to consider choosing foods that will sustain them for a longer period of time.

- ✓ Pikelets
- ✓ Fruit bread
- ✓ Plain rice cakes
- ✓ Air-popped popcorn
- ✓ Wholegrain crackers
- ✓ Reduced fat yoghurt
- ✓ Reduced fat cheese

- ✓ Vegetable sticks eg celery, carrot, capsicum
- ✓ Cherry tomatoes
- ✓ Corn cob
- ✓ Cucumber
- ✓ Fruit (whole or sliced) eg grapes, orange segments, kiwi fruit, mango slices, pear, apple, banana

- ✗ Muffins and cakes
- ✗ Sweet biscuits
- ✗ Savoury biscuits
- ✗ Muesli bars
- ✗ Sweet rice bars
- ✗ Fruit straps
- ✗ Chocolate
- ✗ Lollies

- ✗ Potato chips
- ✗ Corn chips
- ✗ Processed cheese & biscuits
- ✗ Soft drink
- ✗ Flavoured milk
- ✗ Fruit drinks



Preschool is a peanut product free zone

Thank you for supporting one another and protecting the health of every child.



Community Support Contact List

Service	Contact
AMBULANCE, FIRE, POLICE	000
AMBULANCE	131233
Ballina	(02) 66 862033
FIRE BRIGADE	000
Ballina	(02) 66 862038
POLICE	000
Ballina	(02) 66 818699
Family and Community Services	(02) 9377 6000
Ballina	(02) 66 861999
Keeping Them Safe	http://www.keepthemsafe.nsw.gov.au/
ACECQA (Australian Children's Education & Care Quality Authority)	1300 422 327
BALLINA HOSPITAL	(02) 66 20 64 00
Ballina Community Health	(02) 66 20 62 00
Ballina Community Dental Clinic	1300 651 625
NDIS	1800 522 679
ASPECT (Autism Spectrum Australia) - North Coast	(02) 66 28 36 60
HIV prevention and support	(02) 66 22 15 55
Brighter futures north coast	(02) 66 82 43 32
Alcoholics Anonymous	1300 222 222
Alcohol and Drug Information Service	(02) 66 207608
Domestic Violence Line	1800 656 463
Child Protection Helpline	13 21 11
Community Services Centre (Ballina)	(02) 66 86 19 99
Court Service Centre	1300 679 272
HealthDirect Australia (24hr telephone health advice from a registered nurse)	1800 022 222
Lifeline	13 11 14
Link2home Homelessness	1800 152 152
National Domestic Family and Sexual Violence Counselling	1800 RESPECT (1800 737 732)
Mental Health Line	1300 789 978
Relationships Australia	1300 364 277
Narcotics Anonymous	1300 652 820
NSW Victims Access Line	1800633063

Service	Contact
Poisons Information Centre	13 11 26
S.E.S State Emergency Services	132 500
Translating & Interpreting Serv	131 450
Wildlife Care & Rescue	13000WIRES
Women's Refuge Lismore	66 21 2685