



Springwood and District
**PRESCHOOL
KINDERGARTEN Inc.**

PARENT HANDBOOK 2019

9 Macquarie Rd, Springwood 2777

PO BOX 93, Springwood 2777

Telephone: 02 47513360

Fax: 02 47513220

E-mail: admin@springwoodpreschool.org.au

Website: www.springwoodpreschool.org.au



Like us on Facebook: www.facebook.com/springwoodpreschool



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Springwood & District Preschool Kindergarten acknowledge the traditional custodians of the land on which we live and work, and pay our respects to Elders past and present.



Springwood Preschool

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WELCOME TO OUR PRESCHOOL

Welcome to our preschool. We do hope you enjoy your time with us at our service. We hope your family's time here will be happy and rewarding. We welcome your contributions of ideas, time, resources and family experiences so we can work together as an effective team for the benefit of your child.

This booklet outlines issues you will need to be aware of over the time you are a part of our preschool. It is important that you read over this booklet and ask questions about matters you do not understand.

GENERAL INFORMATION

Springwood Preschool is a 'Not for Profit' Community Based Preschool. We have had over 40 years of experience delivering a preschool experience for many families within the local community since 1975. We provide a high quality program that is guided by *Being, Belonging and Becoming*, known as 'The Early Years Learning Framework' (EYLF). The vision of the EYLF at Springwood Preschool is for all children to experience & engage in play based learning to build success for life. Where children are encouraged and supported to develop a strong sense of identity, connections with the world, a strong sense of wellbeing, confidence and involvement in learning and effective communication skills.

Springwood Preschool has been awarded an overall rating of



The main sources of finance for the preschool are from our fees and funding we receive from DEC (Department Education & Communities).

The Preschool is licensed for up to 54 places per day for children aged 3 to 5 years. We operate two classrooms: the Wombat Room and the Possum Room, and both run to a similar routine. The age range and group composition in both of these rooms varies each year according to enrolment patterns, known friendships, family and community needs. Each room caters for between 20 to 30 children daily and has above ratio of staff to promote high quality education by supporting small group work and supporting any children with additional needs. This helps ensure all children have a successful preschool experience that helps support a smooth transition to primary school.

The preschools facilities include:

- Two large, fully equipped teaching rooms
- An additional room utilised for small group programming
- Reverse cycle air conditioning for year round comfort.

Our Preschool operates in accordance with the requirements of the Department of Education and the Parent Committee.



HOURS OF OPERATION

The Preschool is open five days a week during school terms between the hours of 8.45am – 3.20pm (8am access for limited positions may be arranged at an additional fee) and is closed for school holidays and general public holidays. Families are not charged fees for school holidays or public holidays.

COMMUNICATION

We do most of our communication by email. General newsletters are sent each month and the occasional email is sent for a specific event or a health warning such as the outbreak of chicken pox. For this reason it is very important that we have a current email address that you check regularly. We request that any fee enquiries are sent by email so that there is a written record if needed. We also have Parent folders (identified with your surname) found next to the sign in/out bench shown in the picture below for any paper-based communication, for example, forms that require signing or where no email address is available. There is also a noticeboard we use to “grab” your attention on the way in at the front door and a table outside the office for general information, brochures, etc. Important dates will be put into a Preschool calendar found on the Preschool website as well as mentioned in newsletters and emailed class room communication.



Steps 4yr old Vision Screening

StEPS will visit Preschool

annually. This is an initiative of NSW Health and offers all 4 year old children free vision screening prior to starting school. **When this occurs we will provide you with consent forms for you to complete and return to the Preschool.**

Screening takes about 5 to 10 minutes. Children that don't usually attend on the scheduled day of screening can be brought in by their parent for screening on the day.

<p>What is StEPS?</p> <p>The StEPS program is an initiative of NSW Health and offers all 4 year old children free vision screening.</p> <p>Why would my child need their vision screened?</p> <ul style="list-style-type: none"> Children rarely complain of eye problems. Children may not realise they can't see well. Some children can see well with one eye but have very poor vision in the other eye. Children's eyes may look OK, but parents may notice that their child can see well but some children might not have a vision problem. The only way to tell if a child has a vision problem is to have their vision screened before they start school. 	<p>Did you know?</p> <ul style="list-style-type: none"> If a child has a 'lazy eye' it may lead to severe vision loss or blindness in that eye if not treated. If a child has a vision problem, the sooner the problem is detected and treated the better the vision outcome. If parents ever (noticed) that vision problems occurred from childhood, more likely to have vision screening for their child. After eight years of age some childhood vision problems can occur in adults and if the child will have poor vision for the rest of their life - glasses won't help. Just carry weight, Astopia and Kitten with neurological conditions and a possible risk of developing eye problems. <p>Does my child need their vision screened?</p> <p>Most children, without any obvious eye health or family circumstances that at 4 year old children participate in the vision screening program.</p> <p>How can my child access the StEPS program?</p> <p>Your local Area Health Service will target community outreach eye services to offer all four year old children a free vision screening. To have your child's vision screened you will need to complete a consent form and return it to your child's preschool/childcare centre. You can also have your four year old child vision screened for free through your local Child & Family Health Service. Contact details for your local Child & Family Health Service are on the back of the pamphlet.</p>	 <p>How will I know if my child has a vision problem?</p> <p>Some symptoms of a vision problem from a vision screening will be obvious to the results of their child's vision screening worksheet. Should a vision problem be detected you will be contacted by your local Area Health Service or if asked to have your child's eyes fully tested by an eye health professional. An eye health professional will examine your child's eyes and if necessary refer to an optometrist or ophthalmologist for further assessment.</p> <p>The StEPS program is a vision screening program and does not offer a full diagnostic assessment. If you have any concerns about your child's vision you are recommended to have your child's vision tested fully by an eye health professional.</p>
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Statement of Philosophy

Legislation:

Education and Care Services National Law Act 2010

Education and Care Services National Regulation 2011

United Nations Convention on the Rights of the Child 1989

At Springwood Preschool we strive to honour children and families in all that we do. We provide a service in which children and families feel that they **belong**. We advocate childhood as a unique and special time of life in which children have the right to play, learn and express individualism & uniqueness as well as enjoying **being** children. We believe that we are all (children, caregivers and educators) on a continuous journey of learning and **becoming**. Genuine, respectful and reciprocal relationships are the foundations of our service.

We provide a program for 3-5 year olds that is exciting, challenging, stimulating, safe and inclusive, drawing upon the needs and interests of the children, families and educators. Our program supports and reflects the Early Years Learning Framework and its outcomes, and provides experiences and play based activities that encourage and foster learning and growth in the developmental areas: social, emotional, physical, cognitive, language and cultural diversity.

The environment at Springwood Preschool facilitates and enhances our program. Therefore our indoor/ outdoor learning environments are well thought out and carefully planned. Our indoor environments are designed into learning centres to foster social emotional development, pre-reading, pre- writing and pre-maths skills, creativity, self-identity and esteem, cognitive development, problem solving skills and critical thinking. Physical development, gross motor play and healthy eating habits are also embedded in our program. We firmly acknowledge the importance and presence of play, and the use of technology, discovery, experimentation, investigation, creation, problem solving and free choice within an early childhood environment. We believe in providing children with the opportunity to be responsible for their own learning. Consequently our environment is flexible and provides choice and encourages autonomy and self-reliance. We endeavour always to provide a safe and loving environment that provides the security necessary for the development of positive relationships between children, educators and families.

We believe parents/ caregivers are the most important people in their children's lives, their first and foremost teachers/educators. Families are welcomed into our program at all times and are encouraged to provide feedback. We value diversity and welcome families and their ethnic backgrounds. We are grateful for the enrichment this diversity adds to our program and service. There are many ways for parents/caregivers to become involved in our service. This involvement is encouraged and supported by the team of educators employed at Springwood Preschool.

Our program is provided by a team of highly experienced and caring educators. This experience is enriched by a commitment to continuous improvement and updating of knowledge and skills. These educators are committed to the wellbeing of the children in their care and firmly acknowledge that children learn best when they have formed secure relationships with caring adults. The educators at Springwood Preschool are caring adults who constantly work at building and maintaining trusting relationships with the children.

Springwood Preschool is committed to excellence. We seek to continually refine and improve the service we deliver to the community by keeping informed of current research and putting best practice in early childhood into action.



MANAGEMENT

The management of the preschool is the responsibility of the Management Committee, consisting of elected volunteer parents attending the preschool. The Management Committee is made up of a President, Vice-President, Treasurer, Secretary, and ordinary members. The committee is actively involved in all decisions being made within the preschool; parents are invited to become management committee members. The Director attends to the day to day running of the preschool with the cooperation of the staff and parents, with everyone working together as a team for our preschool for the benefit of the children. Committee meetings are held in school terms and are currently on the second Thursday of each month at 9.30am, days may change in 2019 at the discretion of the Committee. All parents are invited to attend meetings and become actively involved in the decision making of their child's Early Childhood Education.

Annual General Meeting - AGM

Springwood Preschool will hold its Annual General Meeting at preschool, during **March 2019 at 9:15am**, final date to be advised.

All are welcome.



POLICIES AND PROCEDURES

We have a comprehensive Policy and Procedure manual that the Parent Management Committee is involved in developing and reviewing. It reflects current best practice, and legislative requirements and individual policies can be emailed upon request. A current contents list is available on the website.

TOBACCO, ILLICIT DRUGS AND ALCOHOL FREE ZONE

The Preschool is a smoke free, illicit drugs, and alcohol free zone.

COMPLAINTS PROCEDURE

Springwood Preschool Kindergarten is accountable to clients and to the wider community. Consumers' rights to complain and have complaints addressed effectively are protected by the Community Services Complaints, Appeals and Monitoring Act 1993.

Springwood Preschool Kindergarten supports consumer rights to receive a high quality service. Parents have a right to have a say in their child's care and be satisfied with the service received. We also recognise their right to complain about or appeal against any action or decision that has consequences for themselves or their children.

All complaints will be treated as confidential.

The complaints procedure has three levels:

1. Internal – simple, straightforward complaints should be referred to and resolved wherever possible by the staff concerned. Staff should record and refer records of all complaints to the Director (Nominated Supervisor).
2. Formal – more complex or serious matters should be made in writing and referred to the Director (Nominated Supervisor) or most senior staff member available. All such complaints will be passed on to the *Management Committee*.

External – if complaints cannot be resolved internally, the complainant should be Complaints,



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incidents and serious incidents must be notified to the regulatory authority through the [National Quality Agenda IT System \(NQA IT System\)](#).

Contact Details Below

Mailing address to contact;
NSW Early Childhood & Care Directorate
Department of Education & Communities
Locked Bag 5107
Parramatta NSW, 2124

Website: www.det.nsw.edu.au
Email ececd@det.nsw.edu.au
Phone: 1800619113
Fax 86331810

NSW Ombudsman 1800 451 524 Community Services Commission

Level 3, 128 Chalmers St Surry Hills NSW
Phone - (02) 9384 4999 (Sydney metro)
Toll free 1800 060 409 (NSW country)
Fax - (02) 9384 4948
TTY - (02) 9384 4984
Email: mail@csc.nsw.gov.au

MANDATORY REPORTING

Springwood Preschool Kindergarten is committed to the NSW Government goal of 'Keep Them Safe' in that 'all children in NSW are healthy, happy and safe, and grow up belonging in families and communities where they have opportunities to reach their full potential'. 'All children have the right to be safe and to receive loving care and support. Children also have a right to receive the services they need to enable them to succeed in life. Parents have the primary responsibility for raising their children, and ensuring that these rights are upheld.' *National Framework for Protecting Australia's Children 2009-2020*.

If there is some doubt about whether reporting should occur, the Director should consult with the Mandatory Reporters Community Services, phone: 133 627 or they may contact the Non Government Support Line (9am-5pm): 1800 772 479.

Government's Human Services website, at <http://www.hsnet.nsw.gov.au> or on the Families NSW website at <http://www.nswfamilyservices.asn.au>

ELECTRONIC MEDIA

Our preschool prefers to use electronic methods to communicate with our families. Monthly newsletters are sent out to families so please ensure you provide us with any email changes. If families wish to communicate with their room teachers please feel free to ring during the day. Alternatively, you can email your child's room.

Office: admin@springwoodpreschool.org.au

Jessica: director@springwoodpreschool.org.au

Possum Room: possum@springwoodpreschool.org.au

Wombat Room: wombat@springwoodpreschool.org.au

Website: www.springwoodpreschool.org.au

Please keep an eye on our webpage and skoolbag app for up to date information & events.



Like us on Facebook: www.facebook.com/springwoodpreschool



Download the Skoolbag app. Search for **Springwood and District Preschool** on the app store today.



Follow us on Twitter @Sprwd_Preschool



PARENT INVOLVEMENT

Parents who want to contribute to the Preschool and would like to have a say in the strategic directions of the service are encouraged to join the Parent Management Committee. The Committee helps ensure the Preschool is meeting the needs of their child and the community, and the Committee makes all key decisions about what is happening and how the Preschool is managed.

Also, as part of the partnership, we are consistently looking to support communication between home and the Preschool. We do this currently via regular room update emails from your child's teachers that keep you informed of what has been happening during the day, with explanations of the current focus of the program and photos. We also encourage active involvement with our program, such as coming to play guitar and sing with your child's group, bringing in a new baby to bathe, cooking demonstration of a family dish, bringing in a pet, or doing a favorite craft activity with the children.

There are also a number of events throughout the year that we hope you will participate in as a family. The Preschool newsletters will keep you updated on what is happening in the service as well as the community at large.

ENROLMENT

The conditions of enrolment are clearly stated on the enrolment form which parents are asked to sign. Please read it carefully as the signatures you are giving us are legal authorisations.

SECURITY DEPOSIT

\$150 refundable security deposit is required to secure your child's position once enrolment has been confirmed. When your child leaves to go to school or your child leaves with two weeks notice and all fees are paid in full, this deposit is refunded.

ENROLMENT AND ASSOCIATION FEE

This fee is to cover the cost associated with processing enrolments and your membership to the Parent Association. This is a one off payment and is currently \$1 per year.

CHANGE IN SITUATION/DETAILS

Please inform the Preschool ASAP if your family situation changes in any way. This includes change of address, contact numbers, email addresses, work place, family status, custody, etc. This is to ensure that we can contact you in case of emergency.

COURT/FINAL ORDERS

Parents have joint legal responsibilities for their child unless there is a Court or Final Order determining otherwise. The Preschool needs a copy of any Access Orders as this is a requirement of the licensing regulation. We are not legally able to allow children to leave the Preschool without the permission of the custodial parent. When situations change, a new copy of the Custody Order must be provided to the Preschool.

BIRTH CERTIFICATE

Upon enrolment, licensing regulations requires all parents to provide the Preschool with your child's full birth certificate which will be copied and kept in your child's file.



PROOF OF IMMUNISATION

IMMUNISATION RECORDS

It is very important to provide preschool with the most up to date copy of your child's immunisation records at all times. It is imperative that we know the current status of immunisation of all children within our Preschool. The Government have also clamped down on records kept at Preschool hence the reason we have requested current ACIR Immunisation History Statements from all families. **The 'blue book' is no longer acceptable.** You can obtain a statement at any time by contacting Medicare:

- By telephone on **1800 653 809**
- By email on acir@medicareaustralia.gov.au
- Online at www.medicareaustralia.gov.au/online
- In person at your local Medicare office, Centrelink office or Child Support Service Centre.
- For more information go to http://www.health.nsw.gov.au/immunisation/pages/provider_ga.aspx



WAITING LIST:

VITAL INFORMATION FOR: Siblings enrolment:

Please enrol your siblings onto our preschool waiting list as quickly as possible so we can try to ensure we are able to support our existing families. You need to submit their details on the waitlist through our hubworks site. To do this please go straight to the link below or on our website and click on the link on the front page under the heading **Join our Waiting list today**, complete the online waiting list/enrolment application form and click submit when you have finished the form online. The completed form will be sent directly to our office. NB: Children's names can be placed on the waiting list from birth. <https://springwood.hubworks.com.au/registrations/register?waitlist=true>

Upon successfully submitting your form, you should see the message below on your screen;



Fees for 2019



Attendance Fees from the 1st of January 2019 are as follows:

- **4yr old attending a 5 day fortnight: \$150/fortnight,**
- **3 or 4yr old with a health care or pension card and attending a 5 day fortnight: \$125/fortnight,**
- **3 or 4yr old attending 1 day per week: \$48/day (\$96/fortnight)**
- **3 yr old attending 3 days per fortnight: \$135/fortnight**
- **3 yr old attending 5 days per fortnight: \$195/fortnight**

Economic subsidies are available for low income families and health care card holders. Please contact the office for further information.

Please also be advised that in addition to the attendance fees, families are required to pay an Equipment Levy of **\$15.00 per family per term**, Fundraising levy of **\$5 per family per term** and a Membership to Preschool Association fee of **\$20 per family per year**.



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Fees can be paid by **Direct Debit Authority** from a bank account or Credit Card (direct debit authority can be set up online through your Hubworks enrolment). If direct debit is difficult for you please speak to the office.

Fees **must be 2 weeks in advance** at all times, this means payment at the start of the week, fortnight or month and not at the end.

Please ensure that your nominated account has sufficient funds available. **Dishonour fees are charged to families on failed direct debit payments** (see Direct Debit fee schedule pg 10).

Your prompt payment of fees is greatly appreciated. Remember you can login to Hubworks at any time to check your fee status; <https://springwood.hubworks.com.au/>
If you have forgotten your login details please let us know and they will be resent to you.

RECURRENT LATE PAYMENT OF FEES:

In an effort to eliminate recurrent late payments, the following point is noted from the Preschools procedures for payment of fees;

Should late payments become a recurring problem with a child's fees during a term, parents will be asked to complete a Direct Debit set up prior to the commencement of the next term. As a consequence of defaulting on the Preschools policy of remaining in advance with fee payments at all times, Direct Debit setup will give Preschool authority to debit fees from a nominated bank account or credit card on a regular schedule to eliminate future late payments. As the Preschool is a non-profit community based Preschool, we rely heavily on the payment of fees for the successful running of the service, hence the need to adhere strictly to payment procedures.

The Preschool operates on a non-profit basis which means that lost fees impact upon the service and its ongoing viability. Therefore it is important that all fees are kept up-to-date.

FEE PAYMENTS – DIRECT DEBIT:

Our Preschool is a non-profit organisation financed by attendance fees and a small amount of government funding. Fees are required to be two (2) weeks in advance at all times. Fees can be paid by **Direct Debit authority** from a bank account or credit card. The preschool is a **CASH FREE** service, **no cash or cheques will be accepted at the office.**

We do not have facilities to accept credit card at the office, however you can use your credit card with a direct debit authority.

Authority for setting up your Direct Debit is given online through your child's Hubworks enrolment. Please be aware that when using a credit card there is a small service fee charged by Hubdebit as per the schedule shown below. Direct Debits are not automatically paused over school holidays, payments will continue as per the nominated schedule unless you advise us otherwise. If you wish for the payments to be stopped over any holiday break please give sufficient notice prior to the scheduled date of the debit. If you continue to pay through the holidays (when fees are not charged) the credit you accumulate will be paid forward towards fees in the following term.

HubDebit		
Direct Debit Fee Schedule		
Direct Debit Fees		
Bank Account	Per transaction	\$0.75
Visa / Mastercard	Calculated on transaction value	0.90% + \$0.75
Amex	Calculated on transaction value	3.85% + \$0.75
Failed Transaction	Per failed or returned transaction attempt	\$2.75
Claim / Chargeback	Only charged when payment is reversed	\$33.00
Refund	Per refund (credit / debit card only)	\$2.75
<small>HUBHELLO CHILDCARE (for Credit Card or Debit Card debits) or HUBHELLO CCARE (for bank account (BSB & Account No. listed) debits) will appear as the transaction reference on customer account statement.</small>		



SETTING UP DIRECT DEBIT

Step by step;

- Login to Hubworks <https://springwood.hubworks.com.au/> using your HubWorks username and password.
- Click the profile button in the top right corner (shown below).



- Click 'Formal' from the menu on the left and then click on the iPay button  to change it from red to green. Tick the box to indicate if you accept the terms and conditions. You can also download a copy of the iPay Request Service Agreement here too.

My World	Email	<input type="text" value="admin@springwoodpreschool.org.au"/>
Formal	Time Zone	(GMT+10:00) Canberra, Melbourne, Sydney
	Password	
	Change Password	
	iPay	
	<input type="checkbox"/> By clicking this box, you have understood and agreed to the terms and conditions governing the debit arrangements between you, HubHello Pty Ltd and linked services as set out in this Request and in your iPay Request Service Agreement .	

- Click  to select either Credit/Debit card or Bank Account then enter your details.

Payment Method	
Credit/Debit Card	
Name on Card	<input type="text"/>
Card Number	<input type="text" value="0000 0000 0000 0000"/> 
Expiry	<input type="text" value="MM/YYYY"/>
Bank Account	
Bank Name	<input type="text"/>
Branch	<input type="text"/>
Branch Number (BSB)	<input type="text"/>
Account Number	<input type="text"/>
Linked Services	
Payments for selected linked services below will be processed via iPay.	
	Springwood and District Preschool Kindergarten Inc



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- Under 'Linked Services' click  to change the button green to select Springwood and District Preschool Kindergarten Inc.
- Click **Save** at the bottom right corner when you have finished.
- Once you have activated your Direct Debit please contact the office by phone or email to let us know the frequency you would like your direct debit set to; options are weekly, fortnightly or monthly. Thank you.

FEE PROCEDURES

1. Upon acceptance of your letter of offer for a Preschool position, a Security Deposit of **\$150.00 is payable to confirm** and hold this position. This is classed as a fully refundable deposit and can be returned to parents via direct deposit to a nominated bank account once the correct notice of withdrawal from the Preschool is given and all fees are paid in full.
2. **Fees are payable two weeks in advance upon commencement** at Preschool. Direct debit schedules will be set up to debit fees at the beginning of the fortnight and not at the end. Once your child starts at Preschool, fees must then be kept 2 weeks in advance for the duration of the year.
3. For families continuing at Preschool, fees must be up to date before the new Preschool year and must also stay 2 weeks in advance for the year. No family will be able to start a new year at Preschool where fees are outstanding for the previous year. No sibling will be able to commence preschool where fees are outstanding for a brother or sister who has already left the preschool.
4. A fee statement will be issued each fortnight by email via Hubworks or into your parent file where email is not available. Receipts will be issued also by email or placed in your parent file and we ask that you check them on a regular basis. It is your responsibility to be aware whether your fees are paid up to date or not. You can go login at springwood.hubworks.com.au with your parent username and password to check on your fee status.
5. Fees are payable for all holidays taken *during* school term. Fees are **not** charged for gazetted school holidays or public holidays. If you notify the office in advance of your absence and where the Preschool has no other vacancies, if the vacant day/s **is** filled you **will not** be charged fees for that day/s. If the absence period **is not** filled you **will** be charged fees as usual.
6. Fees may be waived for serious illness, or prolonged hospital treatment, at the discretion of the Committee, on receipt of written notification with a Doctor's certificate attached.
7. **2019 Fee schedules are below;**
 - **4yr old attending a 5 day fortnight: \$150/fortnight,**
 - **3 or 4yr old with a health care or pension card and attending a 5 day fortnight: \$125/fortnight,**
 - **3 or 4yr old attending 1 day per week: \$48/day (\$96/fortnight)**
 - **3 yr old attending 3 days per fortnight: \$135/fortnight**
 - **3 yr old attending 5 days per fortnight: \$195/fortnight**

The following charges are in addition to attendances fees;

\$20.00 per year Membership to Preschool Association

\$15.00 per term equipment levy

\$5.00 per term fundraising levy



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8. Springwood Preschool is a **CASH FREE** service and **preferred payment is by Direct Debit Authority**. Springwood Preschool uses a facility called **Hubdebit**. Your options for payment through Hubdebit are from a bank account or credit card. You can request your payments to be debited weekly, fortnightly or monthly but must be in advance at all times.
9. Should a payment be dishonored by our bank or Direct Debit facility for any reason the fee incurred by the preschool for the dishonored payment will be added to your child's fees. Please ensure that your nominated account has sufficient funds for your Direct Debit.
10. If you fall into arrears with the payment of your fees (i.e. are not 2 weeks in advance) then you will receive a reminder letter from the Preschool. If you don't respond to the letter a phone call from the Treasurer requiring you to bring them up to date will occur. If, one week after you have been contacted by the Treasurer fees have not been brought up to date, you will receive a letter advising that unless the fees are brought up to date within 7 days your child's place may be declared vacant.
11. If your child is leaving preschool, notice in writing must be given **two weeks** in advance, or two weeks fees will be charged in lieu of notice. The correct notice and full payment of fees is required to allow for refund of the Security Deposit paid upon commencement.
12. **Fee subsidies are available for families who hold a *Health Care card or Pension card***. Please bring your card to the office so that a copy may be taken for our records.
13. If you are experiencing any difficulties in the payment of fees at any time throughout the year, please feel free to come and discuss it with us. You will not know if we can help, unless you ask.

PRESCHOOL FEES

Fees are payable when your child is sick, away on holidays during the term and partial days.

Fees are not payable for pupil free days, school holidays or general public holidays. At these times, fees for the shortened week will be calculated according to the daily rate.

A receipt will be issued for all fees paid which will include child's full name, date of care, date of payment, amount, etc. This complies with the Government requirements. Please retain your receipts, as they are your proof of payment in cases of dispute and there may be an administration charge required for reprinting your receipts if you require them to claim childcare benefit.

If you are withdrawing from the Preschool, please ensure all your fees have been paid up to date and that you have provided the Preschool with two weeks' notice in writing (email is fine) during term time so that your Security Deposit can be refunded. If we are not provided with two weeks' notice during term time your Security deposit will be retained and used to pay for the vacancy until we are able to enrol a new child.

Please keep your HubWorks information



up to date

It is extremely important that we have the most up to date information about your children available in the HubWorks enrolment system. It will ensure we can provide the best possible care for your child.

There have been a number of incidents recently where we have not been able to contact a parent regarding their child, the telephone numbers have not been connected or the number has been changed. Please update ALL information. This includes updating or checking that the information is filled in for emergency pickups, medical information, health concerns, allergies etc. HubWorks is an online system which is accessible 24/7.

If you do not have your login details please let us know and we can resend them. If you are having any trouble with your login or would like any further information about how to update your details please feel free to call the office or email us. Go to <https://springwood.hubworks.com.au/> then click on **Login** as shown opposite. Thank you for your assistance.



SKOOLBAG APP

As one of our communication methods our preschool uses the Skoolbag app.

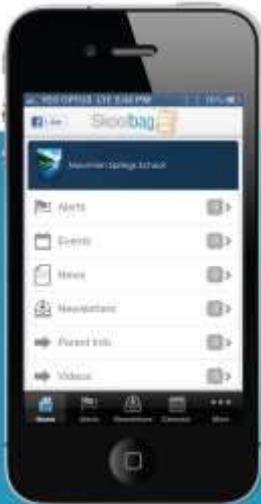
The Skoolbag app allows us to send you reminders, newsletter, alerts, calendar events and text messages directly to your smartphone or android device. With technology at your fingertips you will never miss a thing!!!!

Below are instructions on how to load the app onto your smartphone or android device.

Please note - If you don't want to download the app you will need to contact the office to ensure you are added to our email list. Also if you are having any problems downloading the app please feel free to call Kellie or Jessica.



Thank you all for your support and we hope this is another way for us to stay in touch with families and give you up to date information.



Skoolbag

Smartphone school to parent communication

Skoolbag is a mobile App for your school to communicate directly to both parents and students. It works through both smart phones and smart devices (such as iPads and Android Tablets). Ideal for:

- > School, free push notification alerts
- > School events
- > School newsletters
- > School documents
- > School RSS feeds
- > School social media (Facebook, Twitter)

Skoolbag delivers school notices directly to parents and students



How To Install Skoolbag On Your Smartphone

iPhone & iPad Users

1. Click the "App Store" icon on your Apple device.
2. Type your school name in the search, using suburb name will help.
3. If iPhone, you will see your school appear, click "Free" then "install".
4. If iPad, change the drop list to "iPhone Apps", your school will then be visible; click "Free" then "install".
5. When installed click "Open"
6. Select "OK" to receive push notifications, when asked.
7. Click the "More" button on the bottom right of the App, then "Setup".
8. Toggle on the Push Categories that are applicable for you.



Android Users

You must first have signed up with a Google Account before installing the app.

1. Click the "Play Store" button on your Android Device
2. Click the magnifying glass icon at the top and type in your school name, using suburb name will help.
3. Click the school name when it appears in the search.
4. Click the "Install" button.
5. Click "Accept" for various permissions (please note, we do not modify any of your personal data on your device).
6. Click "Open" when installed.
7. Click the "More" button on the bottom right of the App, then "Setup".
8. Toggle on the Push Categories that are applicable for you.



Don't forget to like us on Facebook! 

Find out more at www.skoolbag.com.au

Skoolbag delivers school notices directly to parents and students





THE SPRINGWOOD TEAM

Springwood Preschool is fortunate to have a team of highly experienced staff. They are professional, passionate about children's learning and dedicated to early childhood education. All teaching staff hold current first aid, anaphylaxis and asthma qualifications.

<p>Jessica Jefferies is the Director of both <u>Springwood & Glenbrook Preschools</u></p> <p>❖ Bachelor of Education - Early Childhood Graduate.</p> <p> Diploma of Management. <u>Springwood Preschool</u> days: Monday, Tuesday, Thursday and Friday 11.30-3.30pm (Half day)</p> <p> <u>Glenbrook preschool</u> days : Monday, Tuesday, Thursday and Friday 8am-11.30am (Half day)</p>	<p>Office</p> <p>Kellie Power</p> <p>Tuesdays to Fridays 9:00am to 3:00pm</p> <hr/> <p>Educational Leader</p> <p>Lisa De La Mare</p> <p>Bachelor of Teaching (Early Childhood)</p> <p>(Guides the Programing practises for the entire preschool)</p>
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Wombat Classroom

Lisa:

Bachelor of Teaching (Early Childhood)

Wombat Team leader Tuesday to Friday

Annette:

Tuesday to Friday

Jenny:

Monday to Wednesday

Deb S:

Monday

Bec:

Monday, Thursday and Friday

Steve:

Music - Monday afternoon





Possum Team

Meredith:

Bachelor of Education (Early Childhood)

Possum Team Leader: Monday, Tuesday and Wednesday

Debby G:

Monday to Friday

Steve:

Monday, Tuesday and Wednesday

Jenny:

Thursday and Friday

Deb S:

Thursday and Friday



Staffing for Additional Needs

Our staffing per group is above licensing requirements to allow us to do additional work with children with additional needs. Most children will have a need for additional support at different times during their learning and development. This can include emotional wellbeing and resilience, language and articulation, gross or fine motor movement, social skills or learning challenges. We believe that early intervention benefits all children, as their brains are so elastic at this time, so any potential concerns can be addressed more easily at this age and in this context.

Because of this, we will work closely with you to identify any areas for additional focus and we may approach you to discuss applying for additional funding to allow us to maintain this higher level of additional support for the children. This may include having assessments completed by outside specialist agencies, and the individual programs are then incorporated into the Preschool's program.



SAMPLE DAILY ROUTINES

The Preschool's routine is flexible and allows for changing moods, weather, energy levels and interests both of the children and staff. Routines may change to reflect changing needs at various times of the year and the development level of the children. The following is a guide to how the day may be structured.

Winter

9am onwards	Arrival This is a relaxed free play transition time where parents and children can arrive at the time that suits them.
9.30 - 10.30 am	Indoor Activities Programmed activities include art/craft; reading corner; dramatic play; manipulative play; puzzles and other pre-math's and pre-reading games and science discovery area.
10.30 - 10.40	Pack Away All children are encouraged to help and be responsible for tidying the room.
10.40 - 11	Group Time This can include music, dancing/free movement, drama and organised games. Children can either be in a small or large group.
11 - 11.30	Morning Tea
11.30 - 12.30 pm	Outside Activities Programmed activities can include the fixed equipment e.g. fort, sandpit, cubby and climbing frames; moveable equipment e.g. bikes; art/craft; mix and mess, etc.
12.30 - 12.40	Pack Away
12.40 - 1	Literacy This can include finger plays, songs, rhymes and stories.
1 - 1.30	Lunch
1.30 - 2.00	Quiet Time This gives children a chance to rest and an opportunity for quieter learning experiences.
2.00-2.30	Afternoon activities May be indoor, group games, or outdoor according to what has been programmed, weather and the children.
2.30 - 3.00	Preparation to go home and gradual departure E.g. Putting on socks and shoes and putting their art works in their bags. This is again a relaxed free play transition time where parents and children can depart at the time that suits them.

Summer

Summer routine changes mainly in having outdoor time first thing in the morning, as this is when the sun and heat are less intense.





ARRIVALS AND DEPARTURES

On arrival please:

- Sign in and note the time on the daily attendance roll as this is a licensing regulation. Also note if anyone else will be picking up your child in the comments section.
- Notify your child's teacher of his/her arrival so that your child can be welcomed.
- Help your child find a hook for their bag near their room, then remind them to put their drink bottle in the drink basket and lunch box in the fridge.
- Apply sunscreen on your child (if you have not already done so before leaving home) and ensure that s/he is wearing a hat before sending them off to play.
- When you are ready to go, say your goodbyes to your child and let them know when you will return.

If you are in anyway concerned about how your child has settled after you left, please ring the Preschool during the day to chat with either your child's teacher or Director.

On departure please:

- Sign out and note the time.
- Notify your child's teacher of your departure so the staff member can confirm who is collecting your child.
- Collect your child's bag and artwork for the day.

To ensure the safety and welfare of your child, please inform the Preschool if someone other than the authorised person (i.e. those nominated on the enrolment form) is collecting your child. Alternative arrangements must have been made prior to your child being permitted to leave the Preschool. If they have not been made, your child will not be allowed to leave until we have been able to contact you to confirm. Photo identification e.g. a driver's licence, will be required from any unrecognized person/s collecting your child. Please ensure that whoever is collecting your child has been informed of this and comes prepared with an ID. The minimum age for a collector is 14 years of age.



LATE PICK UPS



Please remember that our closing time is 3:20pm. LATE FEES APPLY FROM 3:20PM

We understand that everyone is busy and there is always a lot going on but **you must** be within the preschool grounds before 3:15pm to collect your child by our closing time of 3:20pm so that the preschool can adhere to its regulations and close our doors promptly at 3:20pm. Our preschool is only licensed for the operating hours of **8:45am to 3:20pm**, Monday to Friday. It would be greatly appreciated if you could also remind any other adults who are authorised to pick up your child of these times too.

We do not wish to appear unsympathetic or unfair however our operational hours must be enforced for license and insurance reasons. When children are not collected from the service by 3:20pm, the Preschool is breaching the conditions of its license which can lead to our license being revoked. Furthermore, the preschool's public liability insurance only covers accident claims in conjunction with



the conditions or our license, i.e. between the hours as stated above.

Late fees will apply from 3:20pm and will be charged at \$20 from 3:20 to 3:30pm, then \$5 for each 5 minutes from 3:30pm onward as two staff are required to be paid overtime to remain with children after our closing times. This amount will be added to your account.

We thank you for your attention and understanding.



Things to remember

Hats – Hats are a compulsory item which the children need to bring. You can supply your own or you can purchase a preschool hat, see Kellie in the office to add it to your account.



Sunscreen - You need to apply this to your child each morning either at home or when you arrive. Sunscreen is provided at the sign in sheets in the foyer.

Sleeveless Dresses/shirts - Please be aware that children need sleeves to protect their shoulders. Please wear t-shirts under sleeveless dresses as well to protect shoulders. Footwear like 'party' shoes and thongs (even with elastic at the back) can pose safety risks. So we prefer sandals or closed in shoes for comfort and safety.

Also note that some of the messier activities may cause clothing to become soiled though generally all the paints and glues we use will wash out in cold water. However, as a precaution, we ask that children come dressed in clothing that allows them to enjoy their day without worrying about getting it dirty.

Naming Belongings – Please be sure to name items in your child's lunch/morning tea as we have had a few mix ups with poppers and yogurts etc. As children put their lunch/morning tea down on the table after opening, it is easy to lose track of who each one belongs to especially if children have similar products. Also as a side note we would prefer water bottles instead of poppers at preschool, as recommended by the Health Department.

A **complete change of spare clothes** appropriate for both hot and cold weather

A **healthy morning tea and lunch**. It is important for children to learn nutritious eating habits. We request that you do not send items such as lollies, chocolates, chips, or fizzy drinks. These are sometimes treats to have at home.

Sandwiches, fruit, vegetable sticks and yoghurt are healthier alternatives, and children are often willing to try things here with their new friends that they may not at home. Also, when packing your lunch box, consider if the food packaging is easy for your child to open and if it is recyclable.

A **refillable, stable, easily opened plastic bottle** of drinking water.



LOST PROPERTY

Please **label** all your child's clothing and belongings. We cannot guarantee that anything that is unlabeled will return home. All lost property will be displayed outside of the office area or room and is kept for a short period of time only before being donate to charity.

TOYS

Children are encouraged to leave their toys at home E.g. cars, dolls, swords, guns, etc. We find that children may be excited to bring in these special things, but only want their friends to look, and not touch. They can find it very difficult to share, and to remember to look after the item. Tears from broken or lost toys usually result. If your child particularly wants to bring something in for news, then their teacher will put it in a 'safe' place. Comforter toys are fine. Just discuss and practice with your child that the comforter toy must be put in their bag to have a 'sleep' when they are not playing with it.



BIRTHDAYS

If you wish to celebrate your child's birthday with a cake or special treat for his/her room, you are welcome to bring it in on the day but please advise your child's teacher the day or week before as we may have children with allergies and food/additive intolerances to plan for. Also cup cakes are best so that there is a separate cupcake to 'blow' on.

DEVELOPMENTAL RECORDS

We keep extensive written and photographic records on each child and we email updates to families regarding the class events each week. We use this information to plan on a weekly basis, the range of activities and learning opportunities that are provided. We will discuss with you any areas we may wish to focus on, but conversely, if you have any concerns or questions about your child, please speak to your child's teacher or the Director. We do not hold formal teacher-parent interviews, but if you wish to have a longer conversation than the morning or afternoon "Hello's" and "Goodbyes", we are happy to meet with you after 3.30 pm at a mutually convenient day.

ROUTINES OF THE POSSUM & WOMBAT CLASSES DAY

Each room in the preschool displays the rooms routine which covers approximate times for activities such as indoor, outdoor play, group times, roll, morning tea, lunch & news. Routines will vary from time to time according to the needs of the group and individual children. For further information about your child's routines please see the team in your child's room.

INDIVIDUALISED PROGRAM PLANNING

Each team within the rooms are responsible for planning an early childhood program which reflects a child centered approach, this is developmentally appropriate and is based on the children's observed interests. Staff observe each individual child on a regular basis recording these observations and work samples are used to develop individual objectives for each child. These are then incorporated into the overall group program of activities and learning experiences. A wide variety of early childhood curriculum and developmental areas are provided for within the indoor and outdoor play environments including cognitive, physical (gross and fine motor), social and emotional development, language and literature, art and craft, music, science, maths and number, drama, movement and dance and construction .Parents are welcome to discuss their child's development at any time by seeing your child's teacher.



BEHAVIOUR MANAGEMENT

Our aim is for the children to gain maximum benefit from the Preschool program through the fostering of positive behaviour that will lead to the development of self-discipline and self-direction and an understanding of how individual behaviour affects others. This involves helping children understand the limits to acceptable behaviour, and the reasons for these limits.

Children are presented with models of acceptable behaviour and staff role model appropriate expression of feelings. Staff and curriculum expectations are designed to be developmentally suitable. Intervention, explanation, constructive solutions and positive guidance are the main strategies used. Observing to identify the possible triggers and to provide individual teaching and support are also critical. We know that acceptable behaviour takes time to learn, and we actively teach skills such as sharing, as part of the curriculum. Rules are simple and positive. Be kind to each other, look after our things, and listen to your teacher. Children are supported to verbalise and negotiate, as interactions with each other provide the most consistent challenges for children at this age.

HEALTH AND SAFETY FOR CHILDREN



ATTENTION: PRESCHOOL IS A NUT FREE ZONE.

Please be aware children in our service have been diagnosed with **ANAPHYLAXIS**. This means;

NO nuts or nut products

Thank you for your co-operation

SICK CHILDREN

As we have many first time families to the Preschool environment we would like to remind all families not to bring your child to Preschool if they are sick. A clear indicator is if you need to administer Panadol to your child on the morning that they are to attend Preschool then it is best not to bring them as; 1) Panadol masks bugs and does not fix bugs, 2) the sick germs pass to 20 other children and 4 staff in the room. **PLEASE** be kind to our teachers and children and keep your child at home!!! Children have limited hygiene awareness at this age and it is a daily occurrence for children with colds to sneeze in other children's & teachers faces. Do not be surprised to receive a phone call from us if your child is unwell or has a green nose and is spreading mucus to others.





INFECTIOUS DISEASE/ILLNESS

Children will be excluded from the Preschool if they have an infectious illness. Information is available regarding various infectious diseases. Please see the Director if you require specific information.

Children will not be accepted at the Preschool if they arrive with an elevated temperature, as this is an indicator that your child is fighting an infection. The most effective means of minimising cross infection and supporting your child to get better is for them to be at home resting. If your child becomes unwell during the day, you will be contacted and asked to collect your child.

PROCEDURE FOR RETURNING TO THE PRESCHOOL FOLLOWING A CONTAGIOUS ILLNESS

Please advise the Preschool ASAP if your child will be absent due to a contagious illness. On returning to the Preschool, a medical clearance certificate from your Doctor will be required. If no clearance certificate is available, your child can be refused care until such a time as one can be produced.

Below is a list of contagious diseases requiring **exclusion** from Preschool:

- chicken pox
- conjunctivitis
- diarrhea
- diphtheria
- hand, foot and mouth disease
- hepatitis A
- head lice
- giardiasis
- influenza (type B)
- impetigo
- leprosy
- measles
- meningitis
- meningococcal
- mumps
- poliomyelitis
- ringworm
- rubella (German measles)
- salmonella
- streptococcal infection
- tuberculosis
- whooping cough

ADMINISTRATION OF MEDICATION

- Medication (prescription or otherwise) will only be given if a Medication sheet completed and signed by you. (Medication forms are in the medication folder in your child's classroom).
- Prescription medication has to be in its **original** packaging with your child's name and dosage clearly labeled.
- Please give the medication to your child's teacher so that it can be stored away from accidental ingestion by other children.

LONG TERM MEDICATION (E.G. ASTHMA)

Please see your teacher as soon as possible if your child is an asthmatic, as a management plan needs to be developed and implemented and staff informed and trained appropriately Allergies If your child suffers from any allergies or intolerances e.g. nut, bee, sunscreen, etc, please note this on the enrolment form and bring it to the office and your teacher's attention as a management plan is required before they start.

Asthma

- **Upon enrolment** families are asked to bring support medical **documentation PRIOR to the child's first preschool day**. So staff can ensure all procedures are clearly in place.
- If a child has asthma management instructions different to standard asthma management this must be identified and a copy attached to the Child Asthma record. A notice will be displayed in an appropriate location at Springwood Preschool Kindergarten detailing these individual child instructions.
- Parents will be asked to ensure their child has an adequate supply of appropriate medication



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clearly labeled with the child's name and including expiry dates. Medication forms as per Springwood Preschool Kindergarten's Medication Policy must be completed and signed by the parent.

- At all times at least one educator at Springwood Preschool Kindergarten, whether or not there is a child diagnosed with asthma attending Springwood Preschool Kindergarten, is present at all times and undertakes training in Emergency Asthma Management and record this in the staff records. .
- A mobile Asthma Emergency Kit for used on excursions outside the preschool
- A parent will be asked to replace the spacer in the preschools emergency kit if used by their child.
- Parents will be asked to complete an assessment of the potential for accidental exposure to asthma triggers while children are at preschool and develop a *Risk Minimisation Plan*
- A *Communications Plan* for educators to ensure all are informed about the medical conditions policy and risk minimisation plan for the child.
- A *Communications Plan* for the parents to ensure any changes to the medical management plan and risk management plan for their child at preschool is communicated efficiently and effectively.
- Administer emergency management treatment if required accordingly to each child's Asthma Record
- Parents must provide up to date information to the preschool community about resources and support for managing asthma, if this does not occur then enrolment of the child may occur until all appropriate forms are given to the preschool.

ACCIDENTS AND FIRST AID

In the event of an emergency or a serious accident happening to your child whilst at Preschool, you will be contacted immediately. If every effort to contact you fails, emergency contacts will be called and staff will arrange for your child to see the nearest doctor available or hospital.

There will always be at least one staff member with a current first aid certificate on the premises at times.

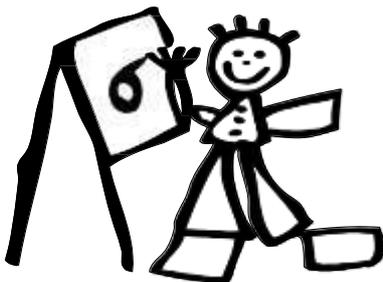
Minor accidents will be dealt with by staff in a manner appropriate to the injury and an accident report will be completed. This accident report will be shown to you when you collect your child and you will be required to sign this.

FIRE DRILLS

Springwood Preschool Kindergarten acknowledges that situations will arise where an emergency evacuation is necessary for the safety and well being of the children and educators at the preschool. It is important that all educators working at Springwood Preschool Kindergarten are aware of the procedures for an effective and safe evacuation to occur and that all persons on the premises at the time of the emergency evacuation, including families, volunteers and students are aware of the procedures to follow.

Evacuation procedures/policy are displayed by major exits.

SCHOOL READINESS



Children can commence school if they are 5 years old on or before July 31 of that year.

There is no magic pill that makes children ready for school, no magic program which can instantly switch on the brain. School is for a long time, and it is important to ensure that we send our children to school when they are ready and have the ability and interest to grow, and learn in a group of children.

The NSW Education Department has a website for parents: Schools A-Z (<http://www.schoolatoz.nsw.edu.au/>). There is a lot of information available from homework guides to lunch box menus.

By following the links you can also view a video about readiness for school. The video features teachers talking about what they expect from children starting school.



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(<http://www.schoolatoz.nsw.edu.au/wellbeing/development/is-my-child-ready-to-start-school>). This is a worthwhile site to visit if your child has not turned 5 until after the February at the beginning of the new school year. If you are in doubt please feel free to discuss your child's readiness for school with his/her class teams.

Please remember that children develop as individuals, there is no right or wrong. Not all children develop at the same pace.

PARENT SUPPORT

As a community based non-profit Preschool we rely on your support to keep the Preschool functioning within the community and to keep fees low. If the parent committee chooses to do fundraising, there may be requests for support with fundraising events.

If you have any particular skills that you are happy to use on our behalf that is also greatly appreciated. We particularly look for parents who can sew, paint, and have IT skills to help us when we occasionally need it. If you would be happy to help out, please email us.

SAFETY ISSUES WHEN EXITING PRESCHOOL & CARPARK

Dear families

We would like to address some important safety issues which are vital given one of the busiest times at preschool is between 2:45 & 3:15pm and we need your help to ensure all children make a safe exit of the preschool.

- *We require your assistance regarding ALL children in our preschool- please be mindful **when you exit to only allow your own child through the gate!***
- *As you are aware the parking area is always busy so please use the footpath where possible to keep the area clear for cars to leave. Please take care with children around moving vehicles and **ALWAYS** hold your child or children's hands until you reach your car.*
- *We would like to take this opportunity also to kindly ask all parents and carers not to leave children unattended in any vehicle in our car park. The safety issues around this practice, leaves our Preschool, children and parents open to potentially serious consequences.*
- *It is **against the law in NSW to leave a child unattended in a vehicle** and it is the duty of care of the Preschool to uphold this law.*
- ***Car parking areas can present a huge risk of harm to a child**, please use caution at all times. Thank you for your assistance in this matter. Hold My Hand*
-

Watching children is not enough.



The best way to protect children near traffic is to hold their hands. Young children do not make effective use of their hearing and vision, and lack the skills to make safe decisions when in the road traffic environment.

- Young children need adult support. Wherever you are, on a quiet road or busy one, in a car park or on a footpath, hold each child's hand securely.



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- If an adult's hand is not available, help children to hold onto a pram, your bag or clothing. If possible, put your hand over the child's hand for added security, for example, push the pram or stroller together.
- Give lots of positive feedback and encouragement when children hold your hand.
- Children may be able to tell you how to cross the road but this does not mean they have the skills and understanding to cross safely without an adult's supervision.
- Children may be able to recite road safety messages but not understand what they mean nor put them into practice.
- Listen to what children say about pedestrian safety. You may need to change the words you use with children to make your meaning clearer.
- Be a safe role model yourself and talk with the children in your care about all road safety.



Thank you for all your support

END OF YEAR CELEBRATION

We usually have an end of year celebration where the children share favorite songs or stories that they have done with you. We attempt to keep this low key to minimise the concept of a "performance", and grandparents and other family members are welcome.



The last week of preschool is party week and we have a jumping castle at preschool all week. Please pack a party lunch for your child, the preschool provides fairy bread and watermelon for morning tea.

We hope this handbook is helpful and relevant for your family when your child starts our preschool. If there is any further information you seek please feel free to ask any staff member. Furthermore we are always seeking input from parents so if you have any information that may need to be added to this handbook please see Jessica or Kellie in the office.

Thank you.

The Springwood Preschool team.