



FAMILY HANDBOOK



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7:30am – 6:00pm





Welcome to Dulwich Hill Early Learning Centre and Preschool. We hope you and your child enjoy your time with us.

This handbook is an informational resource that is intended to guide you through your child's educational journey at Dulwich Hill Early Learning Centre (ELC) and Preschool.

Please read this handbook thoroughly and feel free to ask us about anything that you do not fully understand.

Please sign and date the accompanying documents with this booklet that specify that you have read and understood the Family Handbook and Enrolment Form.

Our service has an open door policy, which means that you and your family are welcome to visit the service at any time.

All of our policies are available in the Dulwich Hill ELC and Preschool Policy Manual, which is located at the parent sign in area in the front entrance. Please feel free to look and comment on our policies at any time.



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Who We Are

Dulwich Hill Early Learning Centre and Preschool

The way we teach in the early years must always be done with an eye to the future learning and wellbeing of our children as they travel through their schooling. We want children to develop skills that will last a lifetime, upon which a life will grow and thrive.

Dulwich Hill ELC and Preschool provides a vibrant and stimulating world of education and care. Our focus is on developing each child's self-discovery, social awareness and interest in learning.

The nurturing environment of Dulwich Hill ELC and Preschool provides children with an effortless transition to our School Readiness program, which commences the year before children leave for Kindergarten. Our experienced educators aim to provide children with access to learning about their health and wellbeing, lay the foundations for early literacy and numeracy skills, provide access to technology and facilitate opportunities for community and social interactions.

At Dulwich Hill ELC and Preschool, children will participate in investigations as co-creators of understanding. They will develop a sense of wonder about the world and an ability to contribute to the generation of knowledge.

The focus at Dulwich Hill ELC and Preschool is on harnessing the unique spirit of each child to ensure that they come to see learning as a worthwhile activity with its own rewards. Children will engage in a wide range of activities designed to promote inquisitiveness, creativity, imagination, and self-reflection.



Our Operating Hours

Dulwich Hill Early Learning Centre (children aged 6 months – 3 years) operates between the hours of 7:30am – 6:00pm.

The Preschool (children aged 3 – 6 years) operates between the hours of 8:00am – 5:30pm. Preschool families have the option of before/after preschool care between the hours of 7:30am – 6:00pm for an additional fee. During this time, preschool children will be in family groupings in the Early Learning Centre.

Dulwich Hill Early Learning Centre and Preschool operates Monday to Friday – excluding public holidays.

Our Fees

Fees are payable for every day of your child's reserved days including sick days, holidays and public holidays.

Fees are not charged during the Christmas/New Year period when the service is closed.

Dulwich Hill Early Learning Centre and Preschool's fees are:

- Enrolment Fee: \$105.00
- Bond: \$400.00
- Daily fee 6 months – 2 years: \$153.00
2 – 3 years: \$143.00
3 – 6 years: \$113.00 per day
(\$123.00 extended hours care)

Enrolment and Bond

A non-refundable \$105.00 enrolment fee is required when enrolling your child at the service. The fee is paid in two parts: \$55 is payable upon joining the waitlist; the balance of \$50 is paid upon acceptance of the offer of enrolment.

A \$400.00 bond is also required upon acceptance of offer of enrolment, securing your child's position at the service. The bond will be credited towards



your family's account and will come off the fees owing when ending your child's enrolment.

A family will forfeit both the \$105.00 non-refundable enrolment fee and \$400.00 bond if they choose not to proceed with their child's enrolment. Both the bond and the balance of the enrolment fee will be paid via direct debit.

Daily Fees

Daily fees can only be paid by direct debit. Fees must be paid two weeks in advance. Families are to ensure that their fees are not in arrears.

Accounts in arrears may result in your child's place being deemed vacant. Parents having difficulties meeting fee commitments are encouraged to discuss this with the Director.

A fee statement is issued to families every two weeks. Statements are emailed to families the week before a fee debit is actioned, with fees debited from the nominated account on the following Sunday night.

Decreasing Days / Notice of Withdrawal

Four weeks written notice is required if you wish to decrease the days your child is enrolled at the service, or withdraw your child from the service. Fees must be paid in full during this period, regardless of whether your child attends the service.

Families who intend on ending their child's enrolment at the end of the year are required to continue with their child's enrolment until the service's final week for the year. As such, no December end dates are permitted before the service's Christmas/New Year closure begins.

Late Collection of Child / Late Fees

Parents/Carers who arrive after 6:00pm (5:30pm for preschool children) will be charged a late fee of \$15.00 for every 5 minutes, or part thereof.

If you know that you will be unable to reach the service by 6:00pm (5:30pm for preschool children) due to unforeseen circumstances, please ring and notify



educators and arrange for your child to be collected by one of your emergency contacts.

If preschool families wish to book their child in for ad hoc before/after preschool care in the Early Learning Centre, they must notify the service at least 2 hours prior to ensure a position is available.

Laundering Fee (Sheets and Hats)

A \$2.00 laundering fee will be charged each time a child requires the use of a spare hat or spare sheets. The \$2.00 laundering fee covers the cost involved in the service having to purchase spare hats and sheets, as well as the cost involved in laundering these items. The \$2.00 laundering fee will appear on a family's fortnightly fee statement.

Music Time

All preschool children will participate in Music Time sessions.

Using mainly the internationally acclaimed Kodaly (pronounced Ko-die) method of music education, our music teacher has created an excellent pre-instrumental music program for children that can be introduced from birth. As with language development, the aural and beat skills that they learn during the ages of 0 – 7 years will remain with them for life. The music program is fun and sequentially structured focusing on aural skills, development of beat and rhythm (using their body and percussion instruments) and the development of in-tune singing done through movement, dance and playing circle games.

Between the ages of 0 – 7 years, the human ear is developing at its fastest. This is the time for children to be developing their ability to perceive music – which in turn will make them a better musician. Singing is the BEST instrument to develop our ear. This well-established sense of pitch will lead to a better awareness of intonation on an instrument later on and better musicianship.

The cost of Music Time is \$6.00 per child, per week (during school terms). This amount will be charged to each family's account at the beginning of each term.



Birthday Cakes

Families have the option of celebrating their child's birthday at the service with the baking of a birthday cake and singing of happy birthday. Families are required to complete a Birthday Cake Request Form prior to their child's birthday to ensure that there are sufficient ingredients at the service.

Early Learning Centre (6 months – 2 years) specific: The birthday cake will be prepared by the service's chef.

Early Learning Centre (2 – 3 years) and Preschool (3 – 6 years) specific: Your child will participate in a guided cooking experience, where they will make their cake with their peers.

We request a \$5.00 contribution to cover the cost of the ingredients. This must be paid in cash to the office, prior to your child's birthday celebrations.

Child Care Benefit and Child Care Rebate

In order to register for the Child Care Benefit (CCB) and Child Care Rebate (CCR) you will need to do one of the following:

- Families who have not registered with the Family Assistance Office:
Contact the Family Assistance Office (FAO) on 13 61 50 and tell them you would like to register for CCB and CCR. You will need to tell them your child is attending an approved service.

You will receive an assessment notice with a customer reference number (CRN). This will need to be provided to us to allow you to claim CCB and CCR.

- Families that have previously used care but your child has not attended care for some time:
You will need to contact the FAO to notify them that your child is again attending an approved preschool and ask for them to be reactivated in the system.
- Families that are currently registered for CCB and CCR:
You will need to supply the preschool with your Customer Reference Number (CRN) and your child's CRN (this will be different to your CRN) along with your date of birth details. You are not required to contact the FAO.



- Siblings using other approved services:
Please let us know if you have any other children that are being cared for at an alternate service, such as Before and After School Care or Family Day Care.

You will have four options for receiving the Rebate:

- A lump sum payment to your bank account once a year;
- Three payments a year to your bank account in October, January and April, with a fourth payment after you have lodged your tax return and the FAO has reconciled your Child Care Benefit (CCB) and Child Care Rebate (CCR) entitlement for the year;
- Fortnightly (and in many cases this may be weekly) payments throughout the year to your own bank account;
- Fortnightly (and in many cases this may be weekly) payments throughout the year to the preschool as a fee reduction.

If you choose to have the Child Care Benefit or Rebate paid as a fee reduction, the FAO will keep back a small amount of the weekly/fortnightly CCB/CCR payment until your correct entitlement is calculated at the end of the financial year. This is to prevent you having a debt because of changes in your payment rates. Your Rebate will be calculated each week/fortnight and then 15% will be held back to create a buffer. At the end of the financial year, when you lodge your tax return(s) and your CCB and CCR are reconciled, the FAO will pay you any extra CCR that it owes you.

If you have any questions or require further assistance, please do not hesitate to ask us or contact the FAO on 13 61 50.



How We Operate

Our Philosophy

At Dulwich Hill Early Learning Centre and Preschool we believe that the early years of a child's life are the most influential.

We believe in developing a partnership with our families that will foster and facilitate a child's development. We will be guided by the following principles:

- To encourage each child's curiosity and interest in the world around them and develop positive attitudes to learning;
- For each child to develop respect for themselves, others and the environment;
- To promote acceptance of cultural diversity and appreciation of the many groups which make up the wider community;
- To build and foster each child's developing independence;
- To cater for learning and exploration in the following areas: science and discovery, literacy, numeracy, creative arts, geography and our world, manipulation, physically active play and sensorial exploration;
- To provide a happy and secure environment where children feel loved and respected and can develop to their fullest potential.

Our Curriculum

Our curriculum incorporates nine key curriculum areas:

CREATE

CREATE provides children with the opportunity to express themselves, their ideas and their world, through a variety of different artistic mediums. The CREATE component of the curriculum includes art, music, movement and appreciation of the arts.

INVESTIGATE

INVESTIGATE provides children with the opportunity to observe, classify, predict, experiment, draw conclusions, communicate ideas, as well as gather



knowledge about the natural and physical world, by utilising specialised tools and technology. The INVESTIGATE component of the curriculum includes science and technology.

IMAGINE

IMAGINE provides children with the opportunity to express themselves and their feelings and ideas, represent their observations and make sense of their everyday experiences, and explore different roles and responsibilities through pretend play experiences. The IMAGINE component of the curriculum includes dramatic play.

CONSTRUCT

CONSTRUCT provides children with the opportunity to design, assemble and disassemble, and problem solve. Children are able to engage in creative and divergent thinking as they design and build construction masterpieces. The CONSTRUCT component of the curriculum includes block construction, box construction and woodwork.

LANGUAGE AND LITERACY

LANGUAGE AND LITERACY provides children with the opportunity to acquire early language and literacy skills, such as letter identification, phonics, comprehension, vocabulary, writing skills and pre-reading skills.

NUMERACY AND MATHEMATICAL CONCEPTS

NUMERACY AND MATHEMATICAL CONCEPTS provides children with the opportunity to acquire numeracy skills and learn mathematical concepts, such as identifying numbers, counting with one-to-one correspondence, number value, sorting, matching and classifying different objects, patterning and sequencing.

MINDFULNESS

MINDFULNESS provides children with the opportunity to develop a positive self-identity and confidence in themselves as a unique and able individual, equips children with the knowledge and skills to recognise, label and regulate their



feelings and emotions and develop and demonstrate empathy towards others. Children are encouraged to form positive and respectful relationships with their peers, educators and other familiar people at the preschool, and are guided by educators to acquire the skills to play cooperatively and interact with others in appropriate and meaningful ways. The MINDFULNESS component of the curriculum includes planned and spontaneous experiences that support each child's social and emotional development.

ACTIVE

ACTIVE provides children with the opportunity to acquire skills such as dexterity, hand-eye coordination, strength, flexibility and balance. The ACTIVE component of the curriculum includes fine motor and gross motor skills, physical activity, body awareness, healthy living and personal care.

SUSTAIN

SUSTAIN provides children with the opportunity to learn about the world and the important role and responsibility they have to care for the environment, both for themselves and future generations. Children learn about environmentally sustainable practices to reduce waste, minimise consumption and protect and conserve wildlife and natural habitats, through initiatives such as recycling, worm farming and composting. The SUSTAIN component of the curriculum focuses on geography, environmental sustainability and sustainable living.

Our Daily Routine

Our daily routine aims to provide predictability for children, but is also flexible enough to cater for children's changing interests, emerging skills and strengths, and needs.

Children have opportunities to interact with their peers in both same-aged and mixed-aged groupings throughout the day.



Orientation

Upon enrolment, families will be invited to attend an orientation visit during the service's morning free play session:

- Early Learning Centre (6 months – 2 years): 10am to 11am
- Early Learning Centre (2 – 3 years): 8.30am to 10.30am
- Preschool (3 – 6 years): 8am to 10am

The purpose of the orientation is to help make a family's transition to the service as smooth and positive as possible.

During the orientation visit, your child will have the opportunity to meet their educators, meet other children who attend the service, participate in the daily routine and familiarise themselves with the environment.

Preparing For Your Child's First Day

What To Bring

We ask that you bring the following items each day your child attends the service:

- A bag for your child to store all their belongings;
- A sun safe hat (provided on your child's first day);
- Sheets (provided on your child's first day);
- Spare clothing (in the case of a toileting accident, messy and water play experiences and changing weather conditions);
- A comforter for rest time/guided meditation, if your child has one.

Early Learning Centre specific (6 months – 3 years):

- Infant bottles (if applicable) clearly labelled with your child's name. If your child requires formula milk please ensure it is pre-made prior to arrival at the service. Bottles are to be placed in the fridge in the bottle preparation area on arrival.
- Expressed milk (if applicable) either frozen or refrigerated clearly labelled with your child's name on it. Expressed milk is to be placed in the fridge in the bottle preparation area on arrival.
- Any nappy related creams or lotions (if necessary).



Preschool specific (3 – 6 years):

- A nutritious lunch. Please ensure it is clearly labelled and does not contain nuts or products containing nuts. As educators are unable to reheat food items, families must utilise a thermos if packing lunch items intended to be eaten warm (such as rice and pasta dishes);
- A water bottle. Please ensure your child's water bottle is clearly labelled and is taken home each day to be washed and refilled.
- A piece of fruit for the communal fruit bowl (for children to share with their peers during morning and afternoon tea).

Items That Should Be Left At Home

We ask that children leave the following items at home:

- Toys (so that they do not get lost, broken or create conflict between children);
- Small items or special treasures that could get lost or broken (such as jewellery).

Suitable Clothing

When considering what your child should wear, please ensure:

- Your child's clothing is clearly labelled;
- Your child is dressed in comfortable non-restrictive clothing. We encourage self-help during bathroom routines so recommend elasticised pants instead of pants with buttons, zips and belts;
- Your child is dressed in clothing that can get wet and dirty as they will be engaging in messy play experiences, such as painting, clay, sandpit and mud pit play;
- Your child is dressed in clothing that covers their shoulders, as per the service's Sun Protection Policy;
- Your child is wearing supportive shoes, rather than thongs or crocs, so they can actively engage in gross motor play experiences, such as walking, running, balancing, crawling and skipping.

Please refer to the service's Clothing and Footwear Policy for more information.



Toileting

Early Learning Centre Specific (6 months – 3 years):

Educators will work with families using a consistent approach and strategies between the home and service to support children to develop toileting skills. Toileting facilities are available in each early learning centre room to encourage all children to develop independence and confidence with toilet learning and training.

During the toilet training transition families will be advised by educators to provide several changes of clothing each day that your child attends the service. 'Accidents' are very common and need to be managed in a positive and caring way to support the child's attempts at learning a new skill.

Preschool specific (3 – 6 years):

The preschool room does not have nappy change facilities. As such, it is a requirement that your child is toilet trained before they commence at the preschool.

Your Child's First Day

Commencing at an education and care service can be a challenging experience for your child as well as for you. Feelings of anxiety can be minimised by talking with your child about the service so that they know what to expect. We suggest that you emphasise that it will be an exciting experience, a place to meet new friends, play games, sing songs and make things.

Communication with your child is very important at this time. Please make sure your child knows when you will return to collect them. Give them a time that they can relate to a concrete experience, such as "I will come and pick you up after afternoon tea".

We understand that for the first few weeks, leaving your child for the first time can be difficult both for you and your child. However, if you are confident and happy, it will help your child settle in much more quickly and happily.



We encourage individual tailoring of the settling process. You can either leave quickly or stay for some time with your child to help them settle in. Each child is different in this respect so please ask our educators for advice if you are unsure about the best time to leave. When leaving, please always say "good bye" to your child.

You are welcome to ring during the day if you would like to talk to an educator about how your child settled and how their day has been. Please be assured that we will contact you if your child remains unsettled throughout the day, and will often suggest that your child has shorter days until they become more settled.

By becoming familiar with the educational program, the environment and educators, you will be able to engage in conversations with your child about their experiences, which will assist your child to settle and help to create a link between the child's home and preschool.

Families need to be mindful that all children are unique individuals and will therefore settle into a new environment at their own pace. Educators will work with all families to ensure that the settling process is individually tailored to meet the needs of each child. Please always feel welcome to talk with our educators about your child, and any concerns you may have.

Arrival

When arriving at Dulwich Hill Early Learning Centre and Preschool, please ensure your child and family members sanitise their hands using the hand sanitiser at the entry door of the preschool.

In the main entry hallway, **please sign your child in**, check for any Notices/Reminders to Families.

Early Learning Centre specific (6 months – 3 years): Please assist your child to put their belongings in their locker, their bottles (if applicable) in the fridge in the bottle preparation room; and their water bottle in the water bottle container (children aged 2 – 3 years).

Preschool specific (3 – 6 years): Please assist your child to put their belongings in their locker, place a piece of fruit in the communal fruit bowl, put their lunch box in the lunch box esky, put their water bottle in the water bottle container and apply sunscreen and a sunscreen stamp.



Please also ensure that an educator is aware that your child has arrived, and ask the educator to assist you if you are having difficulty separating from your child.

Departure

When collecting your child from Dulwich Hill Early Learning Centre and Preschool, please first ensure that you **sign your child out upon entering the preschool.**

Early Learning Centre specific (6 months – 3 years): Please assist your child to collect their belongings from their locker, their bottles (if applicable) from the fridge in the bottle preparation room; and their water bottle from the water bottle container (children aged 2 – 3 years).

Preschool (3 – 6 years) specific: Please assist your child to collect their belongings out of their locker and their water bottle out of the water bottle container.

Please also ensure that an educator is aware that you are leaving with your child, so that educators are aware that your child will be leaving the premises.

Parking

Dulwich Hill Early Learning Centre and Preschool has four onsite parking spaces and a turning bay. There is also a 15 minute parking zone located in front of the service between the hours of 7:00 – 9:00am and 4:00 – 6:00pm.

Please never leave children unattended in cars while collecting children from the service. Car parks can be dangerous places for children so please always hold children's hands when arriving and leaving the preschool.

Health and Safety

Illness / Infectious Diseases

Dulwich Hill Early Learning Centre and Preschool has a duty of care to ensure the health and safety of children, families, educators and visitors who are in attendance at the service. An important aspect of this is ensuring that anyone who is sick or has an infectious disease does not attend the preschool. As such,



if your child is suffering from any of the following illnesses, they should not be in attendance at the preschool:

<ul style="list-style-type: none">• High Temperature – above 38 degrees• Diarrhoea• Excessive discharge from nose, eyes, ears• Green Discharge from the nose• Contagious cough• Tonsillitis• Chicken Pox• Ear Infection• Hand, Foot and Mouth	<ul style="list-style-type: none">• Vomiting• Conjunctivitis• Mumps• Measles• Head Lice• Scabies• Rubella (German Measles)• Whooping Cough• Impetigo (School Sores)• Urinary Tract Infection• Influenza• Parvovirus (Slapped Cheek)
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Please understand that if the service calls you to request that your child be picked up due to any of the above illnesses, you must make every attempt to do so as soon as possible. If your child has a fever or is vomiting, you must wait 24 hours from the last episode before your child returns to the service.

Dulwich Hill Early Learning Centre and preschool adheres to the guidelines written by the National Health and Medical Research Council in relation to Minimum Exclusion Periods. You can find these exclusion periods or more information at: www.nhmrc.gov.au.

While we appreciate that life is busy and families are often trying to juggle competing demands, particularly work commitments, if your child is sick the best place for them to rest and recover is in the comfort of their own home and in the care of their parents/carers. If your child arrives at the service and appears to be unwell, educators will request that your child does not attend the preschool until they have recovered.

In addition to this, children are not permitted to attend the service if they have been given Panadol or Nurofen prior to their arrival at the service that day. This is because they mask the symptoms of illness, and results in children becoming incredibly sick in a short period of time as their pain relief wears off.

As part of the service's duty of care for the health and safety of children, families, educators and visitors at the preschool, we are required to notify the



Dulwich Hill Early Learning Centre and Preschool community in the event that someone who attends the service is found to be suffering from an infectious disease. As such, we request that families are forthcoming with information in the event that they have any suspicions regarding their child's health or in the event that they discover that their child is suffering from an infectious disease. These conversations will remain confidential and the identity of your child will not be disclosed before, during or after the notification process.

Please refer to Dulwich Hill Early Learning Centre and Preschool's Infectious Diseases Policy for more information.

Administration of Medication

Dulwich Hill Early Learning Centre and Preschool recognises that sometimes your child may be well enough to attend the preschool but may still require medication for an ongoing medical condition or for a medical condition from which they are recovering.

In these situations, you are required to fill out an Administration of Medication Form to authorise educators to administer your child's medication. When administering medication to your child, one educator will administer the medication and another educator will witness the administration of the medication. The educators will then complete the section on the Administration of Medication Form, acknowledging that they have either administered medication or witnesses the administration of medication.

It is important to note that medication can only be administered to a child if the medication is in its original packaging and is clearly labelled with the child's name, the prescribed dosage, and the use-by-date, and the Administration of Medication Form has been signed by a parent/guardian who is able to authorise educators to administer medication.

Please refer to Dulwich Hill Early Learning Centre and Preschool's Administration of Medication Policy for more information.

Medical Conditions

If your child has asthma, diabetes, allergies, is at risk of anaphylaxis or has any other medical condition, you are required to inform and provide relevant documentation during the enrolment process and/or when your child receives an official diagnosis.



Dulwich Hill Early Learning Centre and Preschool has a duty of care to ensure the health and safety of your child while they are in attendance at the preschool. This includes a legal requirement to have a Medical Management Plan, Risk Minimisation Plan and Communication Plan and associated medications for every child at the service who has been diagnosed as having asthma, diabetes, allergies or as being at risk of anaphylaxis.

Families are required to provide the relevant documentation and associated medications prior to their child's commencement at the service and/or when their child receives a formal diagnosis from a medical practitioner. Families are also responsible for informing the service if there are any changes to their child's medical condition or the treatment of their condition.

Please refer to Dulwich Hill Early Learning Centre and Preschool's Medical Conditions Policy for more information.

Incident, Injury, Trauma and Illness

Educators continually monitor children for any symptoms of an incident, injury, trauma or illness. Educators will respond to your child in a timely manner if they demonstrate any signs of distress, or other indicators that they may have experienced an incident, injury, trauma or illness. Educators will provide reassurance and ensure your child's emotional and physical wellbeing is paramount at all times.

In the event that your child has an accident at the service, educators will follow first aid procedures. If necessary, educators will, under the direction of the Nominated Supervisor or Responsible Person in Charge, seek further medical attention for your child.

In the event that your child becomes ill while they are at the preschool, educators will contact you to inform you of the signs of illness and to request that you collect your child from the service.

Educators will inform families of any incident, injury, trauma or illness as soon as is practicable, but no later than 24 hours after the noted incident. Families will be provided with a copy of the report, if they would like one.

Please refer to Dulwich Hill Early Learning Centre and Preschool's Incident, Injury, Trauma and Illness Policy.



Allergy Aware Preschool

Dulwich Hill Early Learning Centre is an allergy aware service. In the interest of the health and safety of children, families and educators who have been diagnosed as at risk of anaphylaxis, please ensure that nuts and/or products containing nuts are not brought onto the premises for any reason.

If an educator discovers that a preschool child's lunch box contains nuts or products containing nuts, the food items will be discarded and the child will be provided with an alternative meal. Educators will advise the child's family of this during afternoon pick up.

Dulwich Hill Early Learning Centre and Preschool will ensure that all meals and snacks nut free and alternative meals and snacks will be provided for children with allergies, intolerances, medical conditions or for cultural, religious or lifestyle reasons.

Please refer to Dulwich Hill Early Learning Centre and Preschool's Nutrition Policy for more information.

Food, Beverages and Nutrition

Dulwich Hill Early Learning Centre and Preschool provides nutritionally based meals and snacks, which are prepared on site by a chef.

Early Learning Centre (6 months – 3 years) specific: This includes breakfast, morning tea, lunch, afternoon tea and a late snack. Families are required to provide educators with a current routine related to your child's feeding schedule and dietary/nutritional requirements appropriate for their age and developmental stage. Parents and carers are required to discuss and update educators whenever there are any changes to their child's feeding schedules and needs. Please provide staff with your child's bottles (clearly labelled with their name) and ensure that they are pre-made with formula (if applicable) before arrival at the service. Upon arrival at the service, please place pre-made formula bottles in the fridge in the bottle preparation room.

The service supports and encourages mothers to continue breastfeeding their child while they are in our care. Breastfeeding mothers are welcome to breastfeed their child at the service or they may bring expressed breast milk with bottles and place them in the fridge in the bottle preparation room on arrival at the service. All bottles must be clearly labelled with your child's name



and expressed milk must be stored appropriately with your child's name and the use by date clearly labelled on it. Educators will heat up the expressed milk using appropriate safety and hygiene methods when required.

Preschool (3 – 6 years) specific: This includes breakfast (if attending before/after preschool care), morning tea, afternoon tea and late snack (if attending before/after preschool care). Families are required to provide their child with a nutritionally balanced lunch. As educators are unable to reheat food items, families must utilise a thermos if packing lunch items intended to be eaten warm (such as rice and pasta dishes).

Children have access to drinking water at all times, using the bubblers located in the indoor and outdoor environments, as well as sippy cups (6 months – 2 years) and water bottles (2 – 6 years).

Please refer to Dulwich Hill Early Learning Centre and Preschool's Nutrition Policy for more information.

Sun Protection

The service adheres to the Cancer Council's guidelines for education and care services, so as to ensure children are protected from skin damage caused by harmful ultraviolet rays.

Children are given a sun safe hat on their first day and must wear this hat whenever they are in the outdoor environment. Families are responsible for taking this hat home at the end of their child's week, washing the hat and returning the hat the following week. The replacement fee for a lost hat is \$10.00.

Children must wear sunscreen when they are in the outdoor environment. Families are responsible for applying their child's sunscreen when they sign their child in each morning, and educators will assist children to reapply sunscreen throughout the day.

Children are required to wear clothing that covers their shoulders when they are in the outdoor environment.

Please refer to Dulwich Hill Early Learning Centre and Preschool's Sun Protection Policy for more information.



Rest Time/Guided Meditation

Early Learning Centre specific (6 months – 2 years): Children are encouraged to sleep or rest according to their individual routines provided by their families. This may range from one to three rest periods per day.

Early Learning Centre (2 – 3 years) and Preschool (3 – 6 years specific): Children are provided with the opportunity to relax and 'unwind' after a busy morning, where children may choose to sleep or rest their bodies. During this period, children will participate in guided meditation where they will be guided through an awareness of their bodies and emotions and build on their own self-awareness and emotional regulation.

Children are given a set of sheets on their first day to use during Rest Time/Guided Meditation. Families are responsible for taking these sheets home at the end of their child's week, washing the sheets and returning the sheets the following week. The replacement fee for lost sheets is \$40.00.

Please refer to Dulwich Hill Early Learning Centre and Preschool's Safe Sleep and Rest Time Policy for more information.

Emergency Evacuation and Lockdown

Dulwich Hill Early Learning Centre and Preschool has emergency evacuation and lockdown procedures, which will be implemented by educators in the event that an emergency situation arises at the service. Families are encouraged to familiarise themselves with the evacuation and lockdown procedures in the event that they are on the premises during an emergency situation.

Emergency evacuation and lockdown procedures are located on the wall next to every exit door at the service. Educators will practice emergency evacuation drills every three months. This provides children, educators and visitors, with the opportunity to practice the service's evacuation and lockdown procedures so that they are adequately prepared in the event that an emergency situation arises. If you are on the premises when educators carry out an evacuation or lockdown procedure, please ensure you follow the instructions of educators and participate in the evacuation or lockdown procedure.



In the event that an emergency situation arises at the service, which the Nominated Supervisor or Responsible Person in Charge deems necessary to contact families, educators will contact parents/carers using an up-to-date contact register located in the emergency evacuation bag. We ask that if educators request that families collect their child early, parents/carers are proactive in ensuring their child is collected promptly.

Please refer to Dulwich Hill Early Learning Centre and Preschool's Emergency Evacuation and Lockdown Policy for more information.

A Special Note to Families

It is our hope that you and your child will enjoy your time with us at Dulwich Hill Early Learning Centre and Preschool. We are all dedicated to extending and enriching your child's development and learning, and to offer opportunities whereby your child has access to experiences that will maximise their potential and develop a foundation for future success in learning.

Most of all, our aim is to create a welcoming environment where all children and families are respected and actively encouraged to collaborate with educators. Partnerships are based on the foundations of understanding each other's expectations and attitudes, and build on the strength of each other's knowledge.

Please do not hesitate to contact any of our educators should you have questions, concerns or feedback.