



# Welcome

(Gulbiyaay)

Our Family Handbook provides important information you need to know, to ensure the best possible start to quality Early Childhood Education and Care for your child/children.

*We strongly recommend you read the provided information and ask questions to confirm your understanding of how Ooranga operates.*

# Ooranga's Vision, Mission statement and values

## **VISION**

Young Children flourish within their local Community

## **Mission**

To support individual child development through the provision of high quality, mobile early childhood services to rural community

## **Values**

- Child directed programs
- Inclusion for all children and families
- Respect in our interactions with others
- Commitment to local communities
- Learn through play
- Excellence through continuous improvement

CONTENTS			
About Ooranga Contact Information	4	Policies and Procedures Orientation	15
Management Structure	5	Arrival and Departure The first day/week	15
Our Commitment to Child Safety Code of Conduct Our educators and staff	6	What you need to bring	16
National Quality Framework	7	What food to pack for your child	16
Regulatory Authority	7	Clothing Toys	17
Early Years Learning Framework Learning Outcomes 1 - 5	7-9	Behaviour Guidance Wellbeing Physical Play	17
Educational Program Goals for your Child	9-10	Rest and Sleep Birthdays	18
Communication	10-11	Sun Safety Parent Participation	18
Enrolment Information Membership and Fees Withdrawal from Care	11-14	Family involvement Special Events	19
Service Licensed Operating Times	14	Health and Hygiene	19-22
Wait List	14	Safety	23-24

# ABOUT OORANGA

In November 1979, a group of interested parents met with the view to forming an organisation which could provide support and back up to small groups of isolated families who wished to provide playgroup activities for their Pre-school children. A committee was formed and after much hard work, a grant was finally made available in June 1981. The committee purchased a van and educational equipment, then went about setting up the Toy Library and employing staff. The word “Ooranga”, comes from an Aboriginal word, meaning “*a place where children play*”.

Since the beginning of 1982, Ooranga staff have delivered playgroups to small communities around Gunnedah. Ooranga has been delivering preschool services for over 30 years. The service has grown to operate preschools two days each week at seven different, geographically isolated venues across three Local Government Areas. The service employs part-time early childhood educators who are qualified with either a Bachelor of Teaching Early Childhood Education, a Diploma of Early Childhood Education and Care or a Certificate III in Early Childhood Education and Care supported by a full-time administration team. Ooranga consists of an office and mobile base located at 112 Barber Street, Gunnedah, providing services including Toy Library, Mobile Playgroup and Preschools.

Mobile early childhood services provide adaptable and innovative, educationally focused opportunities for communities that are isolated due to a variety of reasons. Ooranga strives towards best-practice preschool services, aligning with the Early Years Learning Framework and the National Quality Framework (ACECQA) to prepare young children for the transition to school in their local community. Ooranga preschool venues are community owned facilities that are not purpose built for service delivery in the local communities where no other preschool service is available.

The services Ooranga provides are regulated by the Children (Education and Care Services) Supplementary Provisions Regulation 2012 and Education and Care Services National Regulations (2011 S1 653). Preschool funding is received from the NSW Department of Education. This funding does not cover all expenses incurred in operating our services. Ooranga relies on fees, fundraising, and donations to cover additional costs.

## Contact Information

Phone: 67420603 (Office)  
Email: [admin@ooranga.com.au](mailto:admin@ooranga.com.au)  
Website: [www.ooranga.com.au](http://www.ooranga.com.au)



@ooranga

# Management Structure

Ooranga Family Mobile Resource Unit Association Incorporated is a community based not for profit organisation, managed by a volunteer committee. Our committee is elected each year at the annual general meeting. All Ooranga members are eligible and welcome to be part of the Executive Committee or a Committee Floor Member. The Ooranga Committee is supported by the Director/ Nominated Supervisor, Educational Leader, Leadership Support Staff Member and Administration/Finance Manager to provide information and carry out operational duties.

Ooranga Family Mobile Resource Unit Assoc. Inc. hold Committee Meetings on the second Tuesday of each month. No meetings are held during school holidays. The AGM is held in September. All the Ooranga membership will receive an invitation to attend the AGM via email.

**Approved Provider:** *Ooranga Family Mobile Resource Unit Assoc Inc (Ooranga FMRU Committee)*

**Nominated Supervisor:** *Leanne Pryor*

**Director:** *Leanne Pryor*

**Administration/Finance Manager:** *Libby Whitehurst*

**Educational Leader:** *Shai Knight*

**Leadership Support:** *Mardi Fordham*

**Toy Librarian:** *Paula Jones*

***The Ooranga office is open Monday to Friday between the hours of 9:00am and 5:00pm and is located at 112 Barber Street, Gunnedah.***

# Our Commitment to Child Safety

Ooranga is committed to ensuring the safety and wellbeing of children is always maintained whilst being educated and cared for by educators. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm, and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme, to build our capacity as an organisation to prevent and respond to allegations of child abuse.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly. We request that you contact our Director if you have any concerns.

## Code of Conduct

The Code of Conduct establishes the standards for all employees of Ooranga. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity, and responsibility.

## Our educators and staff

Ooranga's team are high-quality professional educators who are committed to and passionate about Early Childhood Education and Care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe, and inclusive for all children and their families.

Our educators are continually evaluating how our curriculum meets the educational and wellbeing needs of our children and reflect on ways to improve children's learning and development. Our Director/Nominated Supervisor and Educational Leader guide all educators in providing quality, research based educational programs.

Our educators consider children's learning styles, abilities, interests, linguistic and cultural diversity, and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff hold valid Working with Children Checks and all Responsible Persons have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications, and updated Child Protection Certificates.

For further details on the qualifications of the educators, please see our Director.

# National Quality Framework

Ooranga complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the Australian Early Years Learning Framework (EYLF). We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Self-Assessment Tool. The Self-Assessment Tool assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [Guide to the NQF | ACECQA](#)

## Regulatory Authority

Ooranga is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW. To contact our Regulatory Authority, please refer to the contact details below:

Early Childhood Education Directorate  
NSW Department of Education phone: 1800 619 113  
Locked Bag 5107 PARRAMATTA NSW 2124  
[www.education.nsw.gov.au/](http://www.education.nsw.gov.au/) email: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

## Early Years Learning Framework (EYLF)

The Early Years Learning Framework (EYLF) guides early childhood educators, early childhood teachers and approved providers of informed educational programs and practices that emphasise play-based learning and extend and enrich children's learning and wellbeing from birth to 5 years and through the transition to school.

The EYLF was reviewed, updated and released in early 2023 to ensure the framework reflects contemporary developments in practice and knowledge while supporting educators to promote the learning, development and wellbeing of each child.

The vision of the EYLF is:

*All children engage in learning that promotes confident and creative individuals and successful lifelong learners. All children are active and informed members of their communities with knowledge of Aboriginal and Torres Strait Islander perspectives. (EYLF, V2.0, p.6).*

Fundamental to the EYLF is a view of children's lives as characterised by *belonging, being and becoming*. From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning.

## **BELONGING**

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children’s interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

## **BEING**

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in children’s lives. It is about children knowing themselves, developing their identity and building and maintaining relationships with others, engaging with life’s joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about children being in the here and now.

## **BECOMING**

Children’s identities, knowledge, understandings, dispositions, capacities, skills, and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises the collaboration of educators, families and children to support and enhance children’s connections and capabilities, and for children to actively participate as citizens.

*The diversity of family and community life in Australia means that children experience belonging, being and becoming in many ways. They bring their diverse experiences, home languages, perspectives, expectations and cultural ways of knowing, being and doing to their learning. Educators understand, respect and work with each child’s unique qualities and capabilities. Children’s learning, development and wellbeing are communicated through 5 Learning Outcomes.*

### **Outcome 1: Children have a strong sense of identity.**

- Children feel safe, secure, and supported.
- Children develop their emerging autonomy, inter-dependence, resilience, and agency.
- Children develop knowledgeable and confident self-identities and a positive sense of self-worth.
- Children learn to interact in relation to others with care, empathy, and respect.

### **Outcome 2: Children are connected with and contribute to their world.**

- Children develop a sense of connectedness to groups and communities and an understanding of their reciprocal rights and responsibilities as active and informed citizens.
- Children respond to diversity with respect.
- Children become aware of fairness.
- Children become socially responsible and show respect for the environment.

### **Outcome 3: Children have a strong sense of wellbeing.**

- Children become strong in their social and emotional, and mental wellbeing.
- Children become strong in their physical learning and wellbeing.
- Children are aware of and develop strategies to support their own mental and physical health and personal safety.



#### ***Outcome 4: Children are confident and involved learners.***

- Children develop a growth mindset and learning dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination, and reflexivity.
- Children develop a range of learning and thinking skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching, and investigating.
- Children transfer and adapt what they have learned from one context to another.
- Children resource their own learning through connecting with people, place, technologies, and natural and processed materials.

#### ***Outcome 5: Children are effective communicators.***

- Children interact verbally and non-verbally with others for a range of purposes.
- Children engage with a range of texts and gain meaning from these texts.
- Children express ideas and make meaning using a range of media.
- Children begin to understand how symbols and pattern systems work.
- Children use digital technologies and media to access information, investigate ideas and represent their thinking.

## **Educational Program**

We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities, and interests. Our educational program is delivered through an intentional, play-based pedagogy aligned to the Early Years Learning Framework (EYLF) v2.0. Our program continues to develop as we use the relationships children have with their families and communities, working in partnership with parents/carers, to ensure each child's knowledge, ideas, culture, abilities, and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests, and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts, and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If we as educators have any areas of concern about your child's development, we will inform you and share our observations and advise of follow up assistance e.g. speech therapy. We understand this may be a sensitive topic and it is always your decision to follow up intervention. Educators are willing to discuss any aspect of learning and development with parents/carers and support discussions with allied health professionals.

## **Goals for your child**

*"We discovered that education is not something which the teacher does, but that it is a natural process which develops spontaneously in the human being."*

*Maria Montessori*

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning. Children's early learning influences their life chances.

Wellbeing and a strong sense of connection, optimism, resilience, and engagement enable children to develop a growth mindset, and a positive attitude to learning. (Early Years Learning Framework V2.0 page 9).

We will create a range of goals for your child that we will program to and observe on which will be based on the outcomes in the Early Years Learning Framework and include:

- mutual respect and empathy
- concern and responsibility for self and others
- a sense of self worth
- social awareness
- respect for diversity
- importance of sustainability
- self-discipline and self-regulation
- habits of initiative and persistence
- creative intelligence and imagination
- self-confidence as an independent learner
- a love of learning.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families, children's first, and most influential educators.

## Communication

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's progress, so please talk to the Service Coordinator about a preferred time to have a discussion.

Ooranga uses OWNA to provide real time updates about your child.



OWNA is a password protected private program for children, educators, and families to share observations, photos, videos, and daily reports. Families can view their child/children's learning and development and contribute general comments relating to their child or comment on an observation or daily report.

OWNA is a secure, private online space to ensure that all our families are kept up to date with their child's development. OWNA helps educators, children, and families:

- improve understanding of each child's interests and abilities so
- deepen relationships and strengthen communication
- share videos, photos and text capturing children's learning and development
- reinforce experiences and deepen children's learning
- capture family culture and heritage
- interact quickly and effectively through iPhone, Android, and tablets

Families can choose to add their own stories or leave comments and feedback for children and their child's educators.

We have considered the aspects of cyber safety and make sure our educators have the knowledge and skills to ensure we are cybersafe. OWNA takes security very seriously. OWNA is not open for anyone to read, it is a password protected private space for families and children who attend our Ooranga Preschool services.

## Enrolment Information

For new enrolment enquiries please either contact the Ooranga office in Gunnedah by phone on 0267 420603 or email [admin@ooranga.com.au](mailto:admin@ooranga.com.au) or use this link to fill out an enquiry form: <https://www.owna.com.au/enquiry.aspx?c=oorangafamilymobiler>

Enrolments can also be completed online or give the Ooranga office a ring (0267420603) and we will send out an enrolment form via email. The link to the Ooranga enrolment for is: <https://www.owna.com.au/enrol.aspx?c=oorangafamilymobiler>

Ooranga preschool services cater for children aged 3 to 5 years of age. Children turning 3 on or before the 31<sup>st</sup> July each year may be enrolled before they turn 3, depending on enrolment numbers and child to educator ratios. Ooranga's educators understand that some children, due to medical or other reasons, may require the use of nappies/pull-ups. Please discuss this with your Service Coordinator prior to your child's enrolment.

If you require assistance completing the enrolment form, please contact our Administration Manager, Libby, or our Nominated Supervisor Leanne to assist with the enrolment process.

Once all enrolment details plus required documentation is received and checked an email will be sent to the parent/carer confirming a child's placement and commencement date at an Ooranga preschool.

## Membership

A membership fee of \$20.00 per family per year will be invoiced by administration and emailed to account holders.

## Fee Schedule

As per the NSW Government's media release on 20.6.2021 the Start Strong Free Preschool program commenced in January 2022. This program was designed to assist parents/carers with the cost-of-living pressures whilst supporting a child's development through early childhood education.

In 2023 the NSW Government introduced a declaration form for parents/carers to sign regarding fee relief. Families were required to complete the form for each preschool service their child was attending and to advise which service they would declare their child's fee relief. Families were only

able to access fee relief at one early childhood education and care service at any one time for each enrolled child.

In 2024 the NSW Government's Start Strong for Community Preschools program continued to offer fee free preschool. The program delivered more affordable preschool to eligible children and encouraged enrolments in the two years before school. For families to receive free preschool fees, their enrolled child/ren must have turned 3 or on before 31.7.2024 and were required to complete the fee relief declaration form.

In 2025 the NSW Government's Start Strong for Community Preschools program will be continued. Eligible children can only access fee relief at one Community Preschool or Long Day Care Service at any one time.

## ***Child Consent Form***

Ooranga is required to obtain consent from parents/carers to enable use of their child's personal information which is periodically disclosed to the New South Wales Department of Education.

## ***Family law and access***

Ooranga will uphold any responsibilities or obligations in relation to Family Law. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to Ooranga. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

## ***Inclusion of all children***

If your child has a disability, please speak to our Director prior to enrolment.

We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to contact services and/or therapists who are working with your child to seek information regarding their Individual Learning Plan to support continuity of learning.

Ooranga may be able to apply for additional support through the Disability Inclusion Program to assist your child's access.

## ***Authorised Nominees***

You are required to provide information about authorised nominees on your child's enrolment form. These persons must be at least 18 years old and live locally that you authorise permission to:

- collect your child – either daily pick or emergency release.
- provide consent for medical treatment for your child from a medical practitioner, hospital, or ambulance service.
- provide consent for the transportation of your child by an ambulance service.
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify our Admin Manager, and your service Coordinator of any changes to enrolment information including:

- your residential address

- health of your child
- telephone/mobile number
- contact details for any parent or authorised nominee.
- family changes (parenting orders)
- emergency contact information details regarding permissions etc.

### ***Authorisations***

The enrolment form will include additional authorisations for our Services to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sunscreen, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), and permission to access medical treatment and transport in case of an emergency. Parents/carers must also provide the name, address, and contact details of any person authorised to transport your child such as school buses.

### ***Excursions/ Regular Outings***

Excursions are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them. For any excursion or regular outing in our community, we will complete comprehensive risk assessments.

to minimise any identified risks as part of our planning for excursions. We provide parents/carers with information about the excursion in advance and require written authorisation for each child to participate on an excursion or regular outing. Authorisation for regular outings will be gained once every 12 months.

If your child catches a bus to and from our Services, then we will require a form completed and returned to the Service with your child's enrolment forms.

### ***Photographs, social media, promotion***

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community. Photographs and video may also be used as part of our observation and programming process.

### ***Medical conditions- Allergies, Asthma, Diabetes or Epilepsy***

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Ooranga requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This must be provided prior to your child's commencement at any of our Services. In consultation with the Service Coordinator, you will be asked to develop a Medical Risk Minimisation and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12 months or whenever a change in their medication or treatment occurs and provide a copy for your child's enrolment file.

# Fees and Attendance information

## *Fees*

Preschool fees are between \$15-\$35 a day depending on each family's income levels. Our Admin Manager Libby will work this out for each family on enrolment.

## *Invoicing and payment of fees*

Invoices are raised at the start of each preschool term and emailed to account holders of fee paying families. Payment is required by the due date via eft to the Ooranga account as advised on each invoice. Please note the deposit reference as family name or invoice number being paid. Regular payments are encouraged. Fortnightly Centrepay instalments is an option available. For further information speak to Libby in the office.

## *Fees in arrears/ Financial Support*

If fees remain outstanding two weeks after the due date the invoice will re-emailed requesting prompt payment. Should fees still be outstanding after four weeks, a debt recovery process will be implemented. Ooranga reserves the right to suspend/withdraw your child's enrolment for the following term if your account is overdue at the end of the term listed on your invoice.

## *Absences*

We ask that families notify our Services as soon as possible if your child is absent, either by phone call or text to the preschool mobile. If services are unable to be contacted, please ring the Gunnedah office on 67420603. If your child is catching the bus, we need to know asap whether your child will be away.

## *Withdrawal from care*

We require 2 weeks' written notice to withdraw your child's preschool placement. Please speak to the Service Coordinator, and email details to Libby (Admin Manager) at [admin@ooranga.com.au](mailto:admin@ooranga.com.au)

# Service Licensed Operating Hours

Please be aware that Ooranga's Service Approval states that the preschools are licensed to operate from 9am to 3pm, except Currabubula which operates from 9.15am to 3.15pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service before and after the above start and finish times, except for children who travel via a school bus.

## *Wait List*

As our Services start to fill, we will create a wait list process for children. Please contact Libby (Administration Manager) to add your child's name. As vacancies become available, we will contact families to offer a placement. Our priority will be given to children aged 3-5 years, though we will consider children aged 2.5 years depending upon educator or child ratios, if there are vacancies.

# Service Policies and Procedures

You will find a copy of our policies and procedures at each service in the Policy Folder. If you would like to see any of these, please talk to the Service Coordinator. We expect our staff and families to always adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and National Regulations.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our services and may lead us to change our policies and procedures.

## Orientation-Preparing for your child's first day

Orientation is an important start for your child and family to connect to the service they will be attending. We encourage families to bring their child/children in before starting with us. This gives you and your child the opportunity to gain an understanding of our program, the lay out of the venue, where to put your child's belongings, provide educators with additional information about your child and how we can best support their transition and settling in period.

If your child is reluctant to attend, please discuss this with the service Coordinator so that they can develop strategies with you to support the transition.

## Arrival and Departure

Each day, you must sign your child in upon arrival and sign out upon departure and note the date and times. We are required by legislation to always maintain our attendance record. This record may be used in the event of an emergency.

Our educators have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, they will need to be added to the enrolment form as an authorised person. If there is an emergency and you need an alternative person to pick your child up, then send the following information to us via writing (email or written note); the person's name, address, and contact phone number. Our educators will ask to view, and we may take a photo (to put into the child's folder) of identification of the adult collecting your child to confirm their identity.

## The first day/week

The first day is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and our experienced educators will assist you and your child through this transition period. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls during the day, photos, and open communication.

## What you need to bring.

### **BACKPACK**

For independence, we work towards all children being able to recognise and open their own bag. You can help by allowing them to be involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.



### **SPARE CLOTHING**

Every now and then, accidents occur, and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes every day which can stay in your child's bag...just in case!

### **DRINK BOTTLE**

A labelled drink bottle is required every day for water. Children can refill their drink bottle throughout the day. A drink bottle is a great start to school readiness.

### **SUN HAT**

A protective sun hat (either broad brimmed or legionnaire hat) must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions.

### **MORNING TEA AND LUNCH**

Please send children's food in a lunch box and/or cooler bag with a lid that they can open. Clearly mark your child's name on the lunch box/bag. We encourage children to be provided with healthy options for morning tea and lunch (see nutrition policy for suggestions) plus their water bottle.

## **What food to pack your child for a busy day**

See the following Information on the nutrition requirements recommended for 0-5year old children.

### **RECOMMENDED DAILY INTAKES**

We encourage all children to have healthy options in their lunch box in accordance with Nutrition Australia.

Recommended average number of standards serves per day in accordance with Nutrition Australia.

Toddlers	Vegetables & legumes	Fruit	Grains (cereal)	Lean meat, fish, poultry, eggs, nuts, seeds, legumes, beans	Milk, yoghurt, cheese & alternatives	Allowance for additional serves from any food group*
GIRLS AND BOYS 1-2 YEARS	2-3	0.5	4	1	1-1.5	0
GIRLS AND BOYS 2-3 YEARS	2.5	1	4	1	1.5	0-1

Reference: Nutrition Australia <https://nutritionaustralia.org/fact-sheets/adgs-recommended-daily-intakes/>

### **LUNCH BOX EXAMPLE**

Please do not send chips, lollies/chocolates, highly processed foods, chocolate custards or desserts, pizzas, sausage rolls, pies, flavoured milk, roll ups or other high sugar bars, biscuits, or cakes.

A healthy lunch box environment is a group effort by all families and staff.

## **Clothing**



It is helpful to your child if they are dressed in non- restrictive, serviceable, and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Also, shoes need to allow children freedom to run, climb, hop, skip and jump as well as being easy for the child to take off and put on by themselves. Ooranga shirts for children can be purchased from the Office when available.

## Toys

Ooranga has an abundance of toys, and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

## Behaviour Guidance

We encourage children to engage in cooperative and pro-social behaviour. We give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. Educators follow a *Behaviour Guidance Procedure* that extends across all our services. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self. If you require further information on this procedure, please talk to your service Coordinator.

## Wellbeing

Wellbeing is more than just feeling happy, it is about our overall health - physical, social, emotional, and mental. We provide opportunities for your child to develop a strong sense of wellbeing throughout the day. If you would like more information, please talk to your service Coordinator.

## Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- develop strong bones and muscles.
- improve strength and balance.
- develop flexibility and coordination.
- develop fundamental movement skills.
- develop spatial awareness.
- develop mathematical concepts.
- be confident as they learn to control their bodies and understand their limits.
- learn to cooperate and share with others.
- promote healthy growth and development.

## Rest and Sleep

Our aim is to make rest time relaxed and pleasant for all children. Beds are provided for children at rest time while they listening to soft music in the background. We request parents/carers bring in sheets stored in a pillowcase with your child's name on it. At the end of each term or when required staff will send the sheets home for washing. Your child may wish to bring a security item to have at

rest time. Please feel free to discuss your child's rest or sleep needs with educators. Each day we provide information about the times your child rested or slept.

Quiet activities, such as puzzles and books are available for those children who do not sleep.

## Birthdays

It is very exciting for a child to be having a birthday. If a cake is required for a child's birthday it is recommended that cupcakes be provided as this reduces the major allergy risks associated with most other cakes and helps us to provide a hygienic celebration with only the birthday child blowing out the candles on their cake. Please discuss cake options with educators prior to the celebration as we monitor food and treats to ensure the safety of all children and educators. This allows us to support children with allergies.

## Sun Safety

We work in compliance with the *National SunSmart Early Childhood Program* to ensure children's health and safety is always maintained. We use a combination of sun protection measures whenever the UV Index Levels reach 3 and above. We check the UV index levels daily and schedule outdoor activities when levels are safe. Our outdoor environment provides shade for play experiences, and we conduct regular risk assessments to ensure the play space and equipment is safe for children.

Children and educators must wear hats and appropriate clothing, including footwear when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF30 or higher broad-spectrum water resistant), which is reapplied according to the manufacturer's recommendations. Consent to apply sunscreen is included in our enrolment form.

## Parent Participation and Feedback

Ooranga has an Open-Door Policy and actively seeks and encourages families to be involved in our services. If you have a particular skill, talent, or interest e.g. playing an instrument or craft activities, please share it with us.

You can be involved in the services by joining the Parent & Family Committee. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings at a time that suits you throughout the year and offer email, Facebook, Owna app, and pride ourselves on strong verbal communication daily. We seek input from families on all aspects such as your child's goals, observations, and our program.

If, for any reason you question or do not understand any aspect of our service delivery or your child's experience, we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time.

## Family involvement

We welcome and encourage the involvement of all parents/families. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities, and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated.

## **Reading**

Children love stories. If parents, carers or grandparents have time to spare please contact your preschool educators to organise a day for reading.

## **Recyclable items**

We are always on the lookout for recyclable items for the preschools. Empty and clean food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk cartons because of hygiene and allergy issues) paper or anything interesting would be much appreciated for craft and resource items.

## **Suggestions**

Parents/Carers are welcome to visit or call the service their child attends at any time. If you have any suggestions or ideas on how we can best work together, please let us know. If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance/complaints procedure if you would like to formally raise any concerns.

## **Special events**

Ooranga organise special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations, and information sessions.

## **Health and Hygiene**

Ooranga has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors use the alcohol-based hand sanitiser upon arrival and departure.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

### ***When should I not send my child?***

Please monitor your child's health and do not bring your child if they are suffering from any illness or infectious disease. We ask that families are vigilant and not send children to the service even if they have the mildest of symptoms of COVID-19.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators, and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*.

Our Services are busy and demanding on the bodies and minds of our children. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

If your child becomes ill whilst at our service, we will contact you or an authorised nominee to collect your child within a 30-minute time frame where possible. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you

will be provided with an *Injury, Incident, Trauma, and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour, and any action taken. You will be requested to sign and acknowledge the details in this record.

Your child should not attend if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours.

## Medication

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to the service Coordinator or an educator for appropriate safe storage.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

## Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform the Centre Coordinator if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Recommended exclusion periods- Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services.

CONDITION	EXCLUSION
Hand, foot, and mouth disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness
Herpes- Cold sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible
Influenzas and flu-like illnesses	Exclude until well
Measles	Exclude for at least 4 days after onset of rash

Meningitis (Bacterial)	Exclude until well
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)
Pertussis (Whooping Cough)	Exclude the child for 5 days after starting antibiotic treatment
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash
Salmonella	Exclude until diarrhoea ceases
Streptococcal Infection (Including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received
Worms (intestinal)	Exclude if diarrhoea present

## Immunisation

The Public Health Act 2010 requires all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age.

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

All enrolled preschool children must provide their child's current Medicare Immunisation History Statement from the Australian Immunisation Register. This must show that your child is:

- up to date with vaccinations for their age OR
- your child is on a recognised vaccine catch up schedule OR
- has a medical condition preventing them from being fully vaccinated and a copy of their medical exemption form completed and signed by their medical practitioner.

After each immunisation, please provide your child's updated AIR Immunisation History Statement to Libby in administration.

Ooranga is legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our services. In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible.

## Medication

If your child requires medication whilst at our Services, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Services or parents/carers ensure our Services have adequate supplies of the required medication at all times.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

## ***Incidents, injury, or trauma***

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification at each service. We provide education and care to children. First Aid kits are located throughout each service.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma, and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Service Coordinator will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Services, we will send one of our educators to accompany your child in the ambulance.

*Please note that Ambulance cover is the responsibility of each family.*

An *Incident, Injury, Trauma, and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Nominated Supervisor/Director will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider (Ooranga Executive Committee member) and the Regulatory Authority to follow up the incident and actions taken by our Service.

# **Safety**

## ***Emergency and evacuation procedures***

Ooranga conduct risk assessments regularly and develop emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are

carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills.

An emergency evacuation plan and lock down procedure are displayed in each service and exit locations are clearly indicated.

### ***Drop off and pick up time.***

Our services are busy places especially during the morning drop off and afternoon pickup. We ask that parents/carers be extremely mindful of danger when arriving and departing from our Services.

- Please always hold your child's hand while entering
- Be alert of the roads and cars as it is very difficult to see small children.
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas that are for adults/staff only.

### ***Workplace Health and Safety***

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family, and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to adhere to our policies regarding Workplace Health and Safety.

Each morning, our educators conduct daily safety checks of the indoor and outdoor environment and will alert the Nominated Supervisor/Director of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the Service Coordinator immediately.

### ***Privacy and Confidentiality***

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Services always act in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner.

Ooranga is required to keep and maintain detailed records about children, parents/carers, and staff in accordance with relative legislation contained in the National Law and Regulations and Family

Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping are available in our *Record Keeping and Retention Policy*.

# WELCOME TO OORANGA

We look forward to working  
with your family.