everlearn

PRESCHOOL

Parent Handbook
2026

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Statement of Philosophy

We pay our respects to the Dharug People every day and thank them for sharing their land on which Everlearn lays upon. Everlearn Preschool was opened over 12 years ago by a Primary School Teacher who has a passion for education, in particular, Literacy and Numeracy in the early years. Having taught kindergarten for many years (Nichola) saw a need for Preschool in her local area.

Everlearn provides high-quality early education and care for children based on the Early Years Learning Framework for Australia. At Everlearn all children are considered unique, valued individuals whose diversity and differences are celebrated and explored. We incorporate this into our program by promoting collaboration, developing independence in our children, and supporting a strong sense of wellbeing.

We encourage children to take responsibility for their belongings and themselves including keeping their hats on whilst outdoors, applying sunscreen themselves under supervision and managing their own lunch box. Consistent routines and expectations enable the children to manage these tasks over time with ease, so they become confident and involved learners and effective communicators with a strong sense of identity.

In preparing a child to go to school, we also build a sense of community with our parents supporting them as they also encourage their child's independence. We feel that children benefit from this because the majority of children who attend are in their year before school.
At Everlearn we provide a 3-5 years program that is unique as every child is given the opportunity to explore six key learning areas where they are able to thoroughly investigate and build upon their learning through (Play-based learning and intentionality) during their time in communication, problem-solving, arts and craft, science and sustainability, dance, and drama and physical development. The children are encouraged to rotate throughout the centre and build a relationship with each of our educators which is an important part of school readiness (and a smooth transition to primary school.)

We are proud of our relationships with our local primary schools and community and value our relationships with our families. At Everlearn we have a strong emphasis on school readiness.

Our Navy area provides care and education for 2-3 year olds. We incorporate the 6 Key Learning areas of the preschool room into the Navy Group’s routine. Our routine enables all educators to build relationships with each child and their families, allowing them to focus on each child’s interests, agency and well-being. Many of the navy group children are siblings of the 3-6 year program which supports families in our community.

Our Values

At Everlearn we….

- believe in acknowledging the original custodians of this land, the Gadigal people of the Eora Nation and their language and all Aboriginal and Torres Strait Islander people in the community.
- believe in the creation of a faith centred environment where a catholic ethos is fostered through the role modelling and exploration of our weekly values.
- believe that each child, family and educator is a unique and valued individual, whose diversity and differences are celebrated and explored.
- believe learning is enhanced in an environment where you feel a strong sense of belonging and hope.
- believe in providing a caring and happy atmosphere in which the children are encouraged to express themselves freely and demonstrate their individuality.
- believe in nourishing each child and educator's soul, creativity and imagination.
- believe in creating a dynamic learning environment that stimulates curious minds and encourages movement through our daily rotating routine.
- believe in creating a foundation of 'kindness' and embedding this value into our everyday lives and practices.
- believe play is essential in the lives of young children and should be fun, exciting, spontaneous, hands-on, stimulating, relaxing, comforting and challenging.
- believe in exploring our relationship to technology and utilising advances in this area to further encourage the exploration of our world and ourselves, in relation to it.
- believe in acknowledging our families' and children's interest in the journey towards school and thus embed 'school readiness' within our daily program.
- believe in promoting a love of life and exploring the healthy lifestyle practices that enable us to thrive by role modelling and encouraging positive food choices, active play and mindfulness.
- believe in fostering the connection between body, mind and spirit.
- believe in fostering a love of our planet and the beautiful environment that sustains us.
- believe in educating children on the fundamental sustainable practices that can positively impact on our everyday lives and embedding these within our program.

We believe children:

- are capable, resourceful and valued members of our community.
- need a wide range of stimulating play experiences to develop their potential for learning.
- should be able to explore, experiment, imitate and ask questions to develop their thinking and problem solving skills.
- are unique - their eagerness, curiosity and creative thinking should be fostered and encouraged.
- should be able to make choices and be allowed time to reflect and explore, encouraging their sense of self.
- benefit from developing skills such as resilience, tolerance, respect, empathy and kindness to enable them to grow into well rounded citizens of the world.
- deserve to feel safe and secure and to develop a positive self-esteem and a strong sense of well-being.
- should be well equipped and provided with every opportunity to transition smoothly from care into Primary School.
- are entitled to an early education that is transformative and joyful and should be supported to explore their learning interests.

- can flourish when given the opportunity to explore and engage in holistic health and wellbeing practices.

We believe our staff:

- deserve to feel valued, recognised and heard.
- each bring a unique and diverse perspective on life which needs to be respected and supported.
- play an integral role in creating a safe, warm and friendly atmosphere, where kindness is central to every interaction.
- work together to create a stimulating and 'team' like environment that meets the individual needs of each child and that of their families.
- are guided by the EYLF to provide a balance of intentional teaching and play-based activities, that are essential to children's learning and foster every aspect of the 'whole child'.
- gain knowledge, adaptability and insight into current practices through continual critical reflection.
- flourish and evolve as educators through the opportunity to engage in professional development experiences.

In partnerships with families and communities, we believe:

- that parents, carers and families are, and always will be, the primary influence over their children.
- that we thrive when we work collaboratively with families to provide the best possible care and education for their children.
- each family's values, culture, beliefs, abilities and language should be acknowledged, respected and reflected within our Everlearn program and environment.
- in the importance of playing a charitable role within the community.
- in creating a joyous community spirit that highlights the important roles that everyone can play to positively impact the wider community.

Educators & Management

At Everlearn we recognise that our staff are paramount in the provision of high quality care and education for all children. Our staff have knowledge, training and experience in Early Childhood Education and Care. We are proud to have a diverse range of backgrounds in our team with a majority of degree trained educators. The staff work as a team and are committed to making your child's day happy, safe and educationally stimulating.

All our staff members are screened through a Working with Children Check, carried out by the NSW Commission for Young Children and Young People. If you are unsure of a person's role at Everlearn please ask. Everlearn's staffing philosophy is to provide exceptional working conditions for our staff, which in turn provide the best care and education for your children. Casual staff are only employed when necessary.

Volunteers
Volunteers are welcome at the centre and the Director ensures their suitability prior to their placement. If you would like to come to the service as a volunteer please talk to the Centre Director. The service will also organise visitors such as musicians, storytellers and animal displays.

Relationships with Staff
We endeavour to always maintain professional relationships with all the families who are part of the Everlearn Preschool community. Therefore, on accepting an enrolment at Everlearn you agree that you shall not attempt to procure or obtain the services of any employee of Everlearn as an individual nor as an employee of Everlearn Preschool. This includes but is not limited to services such as nannying, babysitting and transportation of children outside of Everlearn. Please note staff are also advised not to accept 'friend requests' on Facebook or other social media, to maintain professional relationships.

Management

Miss Kinga Maliszewska - Centre Director, Nominated Supervisor
Mrs Liz Dixon - Office Manager
Mr Alex Spencer - Operations Manager
Ms Nichola McLean - Owner & Managing Director

2 to 3 Year Old Educators

Miss Bernadette Joy - Room Leader
Qualification - Bachelor of Arts in Early Childhood Education & Care
Qualification - Diploma of Early Childhood Education & Care
Miss Honglian Li (Aggie)
Qualification - Diploma of Early Childhood Education & Care
Miss Scarlett Baumgartner
Qualification - Certificate 3 in Early Childhood Education & Care

3 to 5 Year Old Educators

Mrs Natasha Ali (2IC)
Qualification - Diploma of Early Childhood Education and Care
Miss Zoe Thomas
Qualification - Bachelor of Education (Early Childhood)
Mrs Gracelyn Martin
Qualification - Diploma of Children's Services
Mrs Sheryl Reano
Qualification - Diploma of Children's Services
Mrs Katerina Vomvellis
Qualification - Diploma of Children's Services
Miss Madelene Uy
Qualification - Certificate III in Early Childhood Education and Care
Dia
Sheraya

Casual Educators

Mrs Nurzahan Panna
Qualification - Diploma of Children's Services
Mrs Solat Syeda
Qualification - Diploma of Children's Services

General Information

Everlearn Preschool is a private long day care service. Everlearn Preschool is licensed and registered with the government's Department of Education and is working within the requirements of the National Quality Framework (NQF) and National Quality Standards (NQS). Everlearn Preschool is also guided by the Australian Children's Education & Care Quality Authority (ACECQA). ACECQA oversees how the NQS is applied across the country and ensure that services are meeting the new requirements.

The aim of Everlearn is to provide a quality service that meets the needs of the families in our community. We strive to work in collaboration with families in the care and education of their children at the most important stage of their development - the early years.

The Prestons Campus is licensed for 83 places for children aged 2-5 years old.

Hours of Operation: 7.30am to 5.30pm.

The centre is open for 49 to 50 weeks per year, closing for 2-3 weeks over the Christmas/New Year period, and on public holidays, depending on the date that Christmas day falls.

The centre closes at 5.30pm each evening. We request that family members arrive at least 5 minutes earlier than 5.30pm. This allows time to collect your child and to have a chat with the staff about your child's day.

Starting Preschool

It is natural for both parents and their children to have difficulty parting from each other, particularly when they have not previously been apart for any length of time. Each child's experience of starting preschool is different and while some children eagerly join right in, other children need a longer time to adjust.

Here are a few suggestions we hope will help make settling in your child easier:

- Organise your school bag the night before.
- Don't leave home in a rush. Make sure you have some time to speak with the educators and staff.
- Be positive about starting. If you are apprehensive about leaving your child, they will be apprehensive too. (Children tend to pick up on parent's feelings and often magnify them).
- Visit the centre prior to your child starting - see orientation details.
- Let your child bring in something comforting from home such as a favourite stuffed animal or a security blanket.
- Allow 5-10 minutes time to settle your child. Either rushing in and out or lingering too long can add to the anxiety.
- Establish a routine for dropping off your child. Children usually like some time to put away their bag first, then like you to settle them into an activity or chat/hand them over to an educator who can hold their hand whilst you say goodbye. Try saying goodbye to your child from the gate or give a special goodbye signal such as 'blowing a kiss'. Try these along with any other ideas you

may have to see what works best. When you find something that works, stick to it.

- Promote conversation with your child.
- Follow our Storypark updates and Weekly Email Updates so you can discuss your child's preschool day with them.
- Call us during the day if you like – this can be reassuring.
- When you arrive in the afternoon give your child a big cuddle. Tell them you have missed them and that you love them.
- Encourage your child to wave goodbye to their educators.
- Give staff information about your child, their habits, things they like, their routines and language(s) spoken at home, so that these can be followed by staff. This can also be shared through Storypark.
- Always say goodbye to your child. Children feel insecure and become clingy if they think you may suddenly 'disappear'. This builds trust between you and your child.
- Leave quickly and smoothly once you have said goodbye. If you have forgotten something please ring us rather than returning to go through the separation process again.

If you are having difficulty separating from your child, please let one of our staff know so that they can quickly comfort your child and allow you to go. If your child is quite distressed during your routine and will not be comforted, it is generally better not to stay too long. Children generally settle in the first few minutes after parents leave and staying only prolongs the period that your child is distressed. Allow our staff to guide you. Staff saying "Give Dad a kiss and a cuddle" or "It's time for Mum to go to work now" is giving you cues that now is probably a good time to go.

If you are ever worried during the day please feel free to ring us at any time. The settling in process can sometimes be just as upsetting for the parent and a phone call may just ease your mind. Likewise, if we feel your child is not coping with their day we will ring you. The direct line is (02) 9608 8458.

Other ways to help your child to settle into care is for them to bring in a photo of their family and display it with others. This can be discussed and shown at group time.

If your child experiences any difficulty or if you notice something in particular that helps, please talk to one of our staff. Each child is an individual who may need to be given help and support so that they can feel happy and secure at the preschool. We want the experience to be a positive one for both you and your child.

What to Bring

- 1 preschool bag.
- 3 Pairs of underpants (more if toilet training).
- 1 spare set of both summer and winter clothing (in case of sudden weather changes).
- A drink bottle for water (water is also provided in cups if the drink bottle is not available that day).
- Sheets for rest time, if resting and or sleeping at Preschool. We also have spare sheets for children who choose to rest and or sleep on the odd occasion.
- Lunch – please send an easy and accessible lunch for the children to manage eating on their own. Lunch is part of our School Readiness Programme, so please keep this in mind when you are packing your child's lunch box. Our staff do help the children with their lunch, but the goal is that prior to going to primary school they will be able to open/unwrap all parts of their lunch

unaided. We like to encourage healthy eating habits - please pack mostly nutritious healthy food and 'treat' foods only sometimes. Please do not send your child with food that needs to be heated up - this is part of our School Readiness Programme.
- Nappies, wipes and sudocrem are provided by the preschool for the 2-3s room.

All clothing, footwear, bags etc. need to be clearly labelled, so that staff can return all items to their correct owner. Each campus has a Lost Property tub. Please check this regularly. Items not collected will be given to charity after a period of 1 month.

Please dress your child in comfortable clothing that is easily removed for toileting and suitable for running, climbing, painting and playing in materials such as sand, water etc. Make sure your child is also wearing safe, comfortable shoes. Shoulders covered at all times for sun safety.

Parents are also requested to apply SPF30+ broad-spectrum water resistant sunscreen to their children before they arrive at Everlearn Preschool each morning. One hat will be provided at the time of enrolment and remains at the preschool so it is not lost or forgotten. They are kept in separate pockets for hygienic reasons and washed regularly. We require that singlet type tops are not to be worn. In summer, this choice of clothing is inappropriate as children become more exposed to the sun. Please see our Sun Protection Policy based on Cancer Council recommendations on our website for more information.

Arrival and Departure

What to do on arrival at the preschool:

- Gate drop off at the foyer in progress each day from 7.30am for the Preschool room.
- Navy Room parents can go through themain gate and accompany their Navy Room enroled child into the Navy Room and hand over to an Educator with the Navy Room.

- You will be welcomed by one of the meet and greet staff members who will assist your child with entering the preschool.
- On arrival sign your child in first using the ipad or QR code.
- Check the sign in area for any additional information.
- Hand any medication to the office. A medication consent form is required to be filled out online and can be done before arrival at preschool or onsite via the Everlearn website. Medication can **not** be administered without this form.
- The meet and greet educator will then support your child with placing lunch and water bottles in the kitchen baskets provided, packing their bag away and starting their day.

What to do on pick up at the preschool: (Gate pick up in progress until 3.30pm. From 3.30pm onwards, families can enter the preschool)

- Please sign your child out immediately, so you don't forget.
- Please look at our program and planning if you have time and we would really appreciate your contribution. See the clipboards at the parent area or add to Story Park.
- Sign any documentation that might be relevant to your child's day, the meet and greet educator will assist with anything you would like to know about your child's day.
- Check for any new notifications
- Collect your child's water bottle and bag

- Place hat in their hat pocket
- Collect any medication and sign forms
- Ensure that all your child's belongings are taken home
- Please say goodbye and acknowledge at least one staff member before you leave.

The parent or their representative is responsible for completing the Child Care Attendance Record by signing your child in and out of our online Ipad system located at our sign in station. It is extremely important that this is completed on each arrival and departure as this record is used to determine which children are in care in the event of an emergency situation such as a fire. It is also a record for Centrelink and can affect CCS.

Please also check daily:
Communication pigeonholes – items such as party invitations and artwork are left for collection.

When entering or leaving the preschool, please make sure that the child safety gates have been closed properly. Please discourage your child or older siblings from opening the gate themselves and swinging or hanging on the gate. Siblings need to be supervised by you during this drop off and pick up time. **Never allow another child through the gate. Politely tell them to wait for their parents or ask an educator to assist immediately.**

Please do not drop your child off before 7.30am and ensure you arrive to pick up your child by 5.25pm. This is to give you time to speak to staff about your child's day, pack up their belongings and be ready to leave by 5.30pm. If your child is not collected by 5.30pm, two staff members are required to stay behind until you arrive. Please also consider that staff have other responsibilities outside of work. If you are late to pick up your child, a late fee will be charged.

Drop off Time: No earlier than 7.30am. Pickup Time: No later than 5.30pm.

Parents are responsible for informing the preschool if they are unable to arrange collection of the child by 5.30pm. Staff will attempt to contact the parents by phone. If this is unsuccessful, staff will then phone the Emergency Contacts listed on the child's enrolment form to arrange collection of the child.

Communication

We have the following avenues in place for effective communication:

- Centre communication at sign in area
- Website
- Weekly Programme available for viewing and commenting on in the foyer and on Storypark
- Phone
- Text Messages
- Online Portfolios - Storypark
- Meetings
- Pigeon holes
- Social media

Storypark

As part of our programme we set up all families with a Storypark online portfolio. This is a collaborative portfolio that allows you and your family, along with our educators, to post updates, photos and videos related to your child's daily life and development.

We will provide access details prior to your enrolment starting so you can start adding posts about your child, giving our educators the opportunity to get a more holistic view of them as an individual. Once they start with us our educators will be making regular posts, allowing you and your family to share in their pre school lives.

Please speak to the office if you have any trouble accessing your child's Storypark.

Social Media

Social media (such as Facebook, Instagram and YouTube) can be a great tool for improving communication with parents/carers and supporting children's learning and development.

At Everlearn, social media is used for sharing relevant information (including learning programmes and activities), giving updates on events, and celebrating achievements.

Every picture or video will first be screened by our administrator before being posted to any site. All children depicted will be suitably clothed and be displaying appropriate behaviour. There will not be any personal information about the child detailed in the post and we take the matter of online protection very seriously. Whether you wish your child to appear on social media or not is completely at your discretion. Please see the enrolment form for details of permission options and our 'Social Media Policy' for more information.

Meals

Our aim at Everlearn Preschool is to provide a healthy, balanced diet for the children and to encourage healthy eating habits. The children receive morning and afternoon tea which include cheese and rice cakes, fruit and vegetables, and sometimes muffins. All drinks, including milk and water, are provided throughout the day. All food is prepared on the premises with a weekly menu planned to ensure a variety of food is offered. The menu is always displayed near the sign in sheets. Please ensure that you inform staff of any allergies or diet restrictions your child may have. Everlearn also has a Nut Free Policy. Please do not send your child with any type of product that contains nuts or traces of nuts. Anaphylaxis is the most acute and serious form of allergy. Approximately 1 in 200 individuals will experience such a reaction. Nuts are responsible for many such reactions. For this reason Everlearn Preschool is a "Nut Free Zone". We encourage families to pack a nutritious lunch that does not need to be heated in order to prepare for eating out of a lunchbox at school e.g. sandwich, wrap, piece of fruit, snack.

Parent Involvement

Parents are always welcome to visit. At Everlearn we recognise that you are the primary educators of your children, and having a positive partnership with you will ensure maximum outcomes. Some involvement from you may include:

- Volunteering during centre hours for assisting in activities - celebration assistance
- Parent and Educator Meetings
- Sharing of cultural backgrounds
- General help and maintenance around the preschool
- Assisting with excursions
- Sharing an interest
- Cooking with the children
- Bringing in a baby
- Reading stories
- Sharing a craft activity
- Contributing to art/craft supplies

Treasures from Home

Toys, jewellery and trinkets from home can be lost or broken if brought to the preschool. Therefore, we discourage children from bringing these in, and ask you to encourage your child to leave them at home. A cuddly toy for rest time provides comfort. Interesting specimens and objects such as rocks, shells, flowers, bird's nests etc, or photos of family/special events are always welcome. If items are brought in from home the children can share them with their peers at news time and then put them safely back in their bags or leave them in the office for safekeeping. Storypark can be used to share photos of treasures instead which will ensure that they do not get lost.

Complaints Handling

If a parent has a concern, the first line of action would be to discuss this with your child's focus group educator. If a suitable solution is not worked out, the next step would be to discuss this with the Centre Director. If an agreement cannot be reached within the preschool, the parents or staff are able to lodge a formal complaint with the NSW Early Childhood Education and Care Directorate:

Email:
ececd@det.nsw.edu.au
Postal address:
Locked Bag 5107
PARRAMATTA NSW 2124
Phone:
1800 619 113

Educational Programmes

The team at Everlearn Preschool are committed to providing a high quality educational programme that caters for the needs, interests and abilities of all children. When programming, the team will look at each child in a variety of contexts:

- as an individual
- as a member of a group
- as part of a family
- as part of a society with a cultural background.

At Everlearn Preschool we believe that the interests and needs of our children provide the foundation of the enriching programmes that we run. We plan using the Early Years Learning Framework, which is a national curriculum framework to guide us in developing quality educational programmes. This framework is utilised effectively to assist our staff in providing our children with the opportunities to maximise their potential and develop a foundation for future success in learning. We have a strong belief in creating lifelong learners. Within this framework we recognise that children's lives are characterised by belonging, being and becoming.

At Everlearn we provide a safe and welcoming preschool with a focus on the wholesome development of the individual child. The preschool has a Catholic ethos and a values programme based around this ethos, but it also embraces and celebrates families of all faiths and beliefs.

From before birth children are connected to family, community, culture and place. At Everlearn Preschool we support this framework and it is through our programmes and ethos of the centre that the children will excel as community members and successful individuals.

Staff will assess children's well being and developmental progress in order to plan for each child and evaluate the programme to see if goals and objectives are being achieved. These observations allow staff to set individual goals, devise strategies to achieve these goals, keep track of each child's progress, encourage family input and plan appropriate experiences for further learning and development. Please speak to your child's focus group educator for any information on your child's development.

In Early Childhood, play is considered a key way in which children learn. Therefore the programme and the environment are carefully arranged so that children have access to a range of resources that challenge them to develop new skills or practise recently acquired ones.

The programme is aimed at developing each child's confidence in their own ability, and to take on new challenges. Our programmes will be displayed on the wall and discussed in our Weekly Update as well as being evident on Storypark. If there is any way you would like to be involved in the children's learning (guest speakers, donations for resources etc) please contact us. The programmes we run provide a wide range of individual and group experiences, which foster all areas of children's development.

This includes:

- Social, Emotional & Moral Development
- Physical Development
- Creative Development

- Cognitive Development
- Language & Communication Development
- Independence Development
- Citizenship Development

The children are grouped initially according to their age. The way in which children respond to the activities contributes to and will determine the next activities and topics of interest.

Work samples, photographs and children's progress are recorded in each child's online portfolio in Storypark which are available for parents to view at any time through downloading the free app. You will be sent an email with a link to activate once your child's portfolio is live. The educators regularly monitor children's development. Parents are welcome to ask staff about their child's development at any time at the preschool and/or share family news through the interactive system.

In the 3-5 year old groups, the children will rotate between the learning areas, enabling access to all areas of the Centre throughout the day. Each child will have a designated focus group educator who will greet them and have a group session with them in the morning. Throughout the rest of the day the children will move between educators to gain the benefit of the unique approach that each educator brings.

All children will be provided with a safe place to rest and relax. We provide safe sleeping practices including ventilation and children placed on their backs to rest and are then allowed to find a comfortable position. No child will have their face covered during sleep time. Families are asked to provide sheets for the rotating groups and Everlearn provides and launders sheets for the 2-3 year olds (Yellow group).

School Readiness

Everlearn provides children with school readiness experiences that prepare them for entering the primary school system. Parents and the preschool staff share a role in making children feel safe and secure as they move to a new educational setting. Our school readiness programme is integrated throughout our daily activities and structure of the day and our aim is to promote lifelong learners. Our programmes are adapted to the children's individual needs to ensure they are emotionally ready to enter primary school.

Children are provided with a variety of experiences in their daily programme that will help make the transition to school a positive experience.

Staff endeavour to create partnerships between Everlearn and the local schools in our community to ensure an open exchange of information and understanding regarding particular entry requirements.

School Readiness programme includes:

- Liaising with surrounding schools to ensure students enter primary school with the fundamentals for beginning the Early Stage One Outcomes.
- Working with School Principals with regards to their expectation of new Kindergarten students.
- Importance of self-respect and respect for others.
- Developing a sense of belonging to a group and celebrating what they can contribute.
- Exposing students to different educators for different key learning areas within the preschool.
- Promoting good manners and social skills when interacting with other students & staff.

- Responsibility for personal belongings.
- Confidence and high self-esteem promoted in each individual child.
- Primary school Principals & staff visiting the preschool & speaking with the children.
- Excursions & Special Events

Excursions in the local community
We love getting out and about and visiting our local community, so throughout the year we will ask for your permission to take the children on excursions to places such as the post office, bakery and sushi shop.

We also enjoy regular visits to Dalmeny Reserve and St Catherine of Siena (for children in the year before school) so we will send out a permission form that is valid for the whole year.

Children's Birthdays
We love to celebrate birthdays and sing 'happy birthday' at afternoon tea time. We will provide your child and their group with a healthy fruit platter in the shape of an animal to celebrate their birthday.

Cultural Celebrations
At Everlearn we endeavour to continually provide an inclusive program which recognises and celebrates the variety of cultural backgrounds that are reflected through the attendance of our families. Different cultural events will be explored and celebrated throughout the year, which will often involve family input. We would love to hear about the different ways your family celebrates.

Other Events and Celebrations
We will also celebrate days such as Anzac Day, Remembrance Day, and Mother's Day, Father's Day and Grandparents' Day. The programme also includes excursions and visits by entertainers to complement and extend children's learning about the wider community.

Fundraising for Ronald McDonald House Randwick

Ronald McDonald House Randwick offers a home-away-from-home for families whose children are receiving treatment at the Prince of Wales Hospital. The house can accommodate up to 40 families at a time, many of whom travel hundreds of kilometres from across NSW. Some families stay for weeks or months, and in some cases up to a year, so they can remain close to their child during treatment.

Each year, we proudly support Ronald McDonald House through fundraising and community involvement. Our initiatives include staff preparing dinners for families staying in the house, collecting and donating items from their wish list, and organising special events and activities for the children to enjoy.

Health & Wellbeing

Everlearn follows the NSW Staying Healthy in Childcare 6th Edition for guidance on all health related practices including preventing infectious diseases, controlling the spread of infection and exclusion periods.

If your child is displaying symptoms of an infectious disease we may request that you take them to a medical practitioner for diagnosis. We will then advise you of the exclusion period guidelines from Staying Healthy in Childcare depending on the diagnosis. We cannot be influenced by letters from doctors stating that your child can return to care, unless your child's condition fulfils the criteria for returning to care in Staying Healthy in Childcare.

A child will not be able to attend the preschool for at least **24 hours** following the **last instance of**:

- A high temperature (registering 38 degrees or more)
- Diarrhoea
- Vomiting

If any of these symptoms occur whilst your child is at preschool you will be asked to collect your child and keep them at home until the required exclusion period is over. This period may be extended to 48 hours if there is an outbreak of a disease, in which case we will be guided by the Public Health Unit.

If you have given written permission for Panadol then this may be administered if a child is unwell with a high temperature, with verbal permission from an authorised person on your child's enrolment form. This is the only time Panadol can be administered, unless you have a prescription from your doctor.

Immunisations

The only unimmunised children who can be enrolled in child care after 1 January 2018 are those who are on a recognised catch-up schedule (provided that the appropriate documentation has been provided), or those who are unimmunised due to medical reasons as described in the Australian Immunisation Handbook) (provided that the appropriate documentation has been provided).

Children who are unimmunised for a disease may be asked to stay at home if there is an outbreak of that vaccine-preventable disease in a child care centre.

Medication

A parent whose child requires medication will:

- Notify educators, both via enrolment forms and Medical Admin form (on website in 'Family Admin' section) when children are taking any medications. This includes short and long term medication use.
- Complete a Medical Admin form for children requiring medication while they are at Everlearn. Documents for long term medication use will be developed with the family and the medical

practitioner completing and signing the plan. Plans must be updated as the child's medication needs change.

- Be required to keep prescribed medications in original containers with pharmacy labels. Medications will only be administered as directed by the medical practitioner and only to the child whom the medication has been prescribed for. Expired medications will not be administered.
- DO NOT leave any medication in children's bags; give any medication to an educator.
- Be aware that no medications will be administered without written consent from the parent/carer or authorised person.
- Provide medications with a letter from the doctor detailing the child's name, dosage and the expiry date for the medication. Panadol will be administered with verbal permission in the case of a high temperature, when written consent is given within the enrolment form.
- Ensure any creams - medicated or non-medicated - are provided with a prescription or note from a doctor.

Asthma and Anaphylaxis Action Plan

If your child is at risk of anaphylaxis, has asthma or develops asthma whilst enrolled at the preschool, please let staff know as soon as possible. You will need to provide an asthma action plan and/or Anaphylaxis/Allergy Action Plan to be provided by your child's doctor. Please update this whenever your child's plan changes. If your child has a medical plan, the medication required in the plan must accompany the child to care on each care day. Alternatively asthma medication or EpiPen can be left at the preschool whilst your child is in care. You will also need to complete a risk minimisation plan and communication plan in collaboration with the Centre Director and ensure that you receive a copy of the Medical Conditions policy.

Smoke Free Environment

Everlearn Preschool is a smoke free area. Parents, staff and all other visitors are requested to refrain from smoking and vaping within the indoor OR outdoor play spaces at all times. This also includes vapes and any other form of smoking and vaping device

Child Protection

Each staff member at Everlearn Preschool is a mandatory child protection reporter. This means that all staff are required by law to report any suspicions of child abuse to the Department of Education and Communities. For further information please see the Child Protection policy or speak to the Director.

Fees, Subsidies, Absences & Enrolments/Withdrawal

Fees at Everlearn are charged on a per day basis. Our 2026 fees are:

- 3 to 5 year olds - $159.15 - per day
- 2 to 3 year olds - $164.20 - per day

A non-refundable Annual Admin Fee of $80.00 per child is payable upon confirmation of enrolment at the beginning of each year. The preschool operates forty-nine weeks per year. Daily fees remain payable even when your child is absent through illness or for any other reason. Fees are to be paid on Public Holidays.

The 2026 Bond will be $600 if your child attends 3 days or more, and $400 if your child attends 2 days. The bond will be refunded provided that four (4) weeks notice is given when you wish to withdraw your child.

Method of Payment – Direct Debit & Credit Card
All fees will be paid using our Direct Debit System. This is to ensure all fees and finances are kept up to date. Please note:

- If any drawing falls due on a non – business day, it will be debited from your account on the next business day following the scheduled drawing date.
- We will give at least 14 days notice in writing, by email or by phone when changes to the initial terms of the arrangements are made. This notice will state the new amount, frequency, next drawing date and any other change to the initial terms.
- Repeated failure to make payments may result in your place at Everlearn Preschool being terminated.
- Payments will be made on a fortnightly basis, occurring on FRIDAYS.
- If any transactions are dishonoured you will incur a $25 surcharge.

Late Payment of Fees
The preschool Director has the authority to terminate an enrolment at the preschool when fees remain outstanding for 10 days or more and no agreement to pay is in place. Placements may also be terminated where an enrolled child is absent from the preschool for two weeks or more without prior written notice given. Continual or habitual lateness in payment of fees can jeopardise the child's place at the preschool.

Additional Charges
Some excursions, special events, extracurricular activities etc. may require an additional charge. You will be notified in advance of any additional charges that will be debited and asked to give your permission.

Late Pickup Fees
A late pickup fee will be payable for each child not collected by 5.30pm. Parents will incur a $3 per minute late fee. The Director has the authority to terminate an enrolment where a late pick up occurs on a regular basis. Two staff members must remain on site until all children have been collected; please consider them.

Start Strong Funding (3 & 4 year olds)

The NSW Government's Start Strong Preschool program will continue in 2026, providing fee relief to families with children enrolled in eligible preschool programs delivered within long day care services.

Under this program, eligible families may receive fee relief for children aged **3 years and above** who are enrolled in an approved preschool program. The amount of fee relief available depends on a child's age and eligibility under the program.

Eligibility is based on a child's age and enrolment in a preschool program, not family income. Start Strong funding is **not means tested**.

In general:

- Children who turn **4 years old on or before 31 July 2026** and are enrolled in an eligible preschool program may receive a higher level of fee relief.

- Children who are **3 years old** and do not turn 4 on or before 31 July 2026 may receive a lower level of fee relief, where the service is eligible.

Consent and declaration requirement

To access Start Strong fee relief, families must complete a **Declaration and Consent Form**. This is a requirement of the NSW Department of Education.

By completing this form, families consent to the service sharing limited information about their child's enrolment with the NSW Department of Education and the Australian Government for funding and compliance purposes. Services are required to collect and retain this consent in order to apply the funding correctly.

Important to note

Start Strong fee relief is applied **in addition to** the Australian Government's **Child Care Subsidy (CCS)**. Most families attending long day care services are eligible for CCS, and Start Strong operates separately to further reduce out-of-pocket fees.

Child Care Subsidy (CCS)

The Child Care Subsidy (CCS) is a payment from the Australian Government that helps families with the cost of approved child care. It is paid directly to the service and passed on to families as a reduction in their daily fees.

CCS percentage (based on family income)

Your CCS percentage is determined by your combined annual family income.

As a guide:

- **Up to $83,280**: **90% subsidy**
- **Between $83,280 and $533,280**: subsidy reduces gradually from **90% down to 0%**
- **$533,280 or more**: **0% subsidy**

The exact percentage is calculated by Services Australia.

Activity test (subsidised hours)

From 5 January, all eligible families can access a **minimum of 72 hours of subsidised care per fortnight**, regardless of the number of recognised activity hours undertaken.

Recognised activities include paid work, study, training, volunteering, or job seeking.

- **0–16 hours of recognised activity per fortnight:**
  72 hours subsidised per fortnight (3-Day Guarantee)

- **More than 16 hours of recognised activity per fortnight:**
  Up to 100 hours subsidised per fortnight

This replaces the previous lower activity thresholds that resulted in 0 or 36 subsidised hours.

Hourly rate cap

CCS is calculated up to an hourly rate cap set by the Australian Government.

- **Long Day Care hourly rate cap**: **$13.73 per hour**

If a service's fees exceed this cap, families are required to pay the difference in addition to their gap fee.

Providing CRNs

To receive CCS, families must provide:

- The **Child Reference Number (CRN)** for the child
- The **CRN for the parent or carer** making the CCS claim

CRNs are issued by Services Australia once a CCS application has been submitted through myGov.

If correct CRNs are not provided, CCS cannot be applied and full fees will be charged until the information is received.

Confirming enrolments

Once your child is enrolled, families must **confirm the enrolment details** through their myGov account.

This confirmation is essential. CCS cannot be paid until:

- The enrolment has been submitted by the service, and
- The enrolment has been reviewed and confirmed by the family

If enrolments are not confirmed promptly, CCS may be delayed or withheld, and families will be charged full fees until confirmation occurs.

How CCS is applied

- CCS is paid directly to the service and automatically deducted from your fees.
  Families pay the **gap fee**, which is the remaining amount after CCS has been applied.
- CCS is balanced by Services Australia after the end of each financial year. This may result in an adjustment if income or activity details change.

What families must keep up to date

Families are responsible for ensuring their details remain current, including:

- Family income estimates
- Activity levels
- Care arrangements
- Contact details

Changes not reported in a timely manner can result in overpayments or debts that may need to be repaid.

Important notes

- CCS is limited to a set number of allowable absence days each financial year.
- CCS entitlement can change if family circumstances change.
- Additional assistance may be available to some families through other government programs.

For the most up-to-date information, families should refer to Services Australia. The centre's administration team can provide general guidance but cannot assess individual CCS entitlements.

Child Care Subsidy & Immunisation

In order to receive the CCS, your child must meet the immunisation requirements.

They either need to be up to date with the National Immunisation Program Schedule, be on an immunisation catch up schedule in line with the Australian Immunisation Handbook or have an approved medical exemption.

If your child is immunised, you don't need to do anything. This will be checked automatically through Medicare when you apply.

If your child misses an immunisation, you have a grace period of 63 days before you will stop receiving the subsidy.

For those children who were vaccinated overseas, speak with your vaccination provider in Australia.

Absences

At Everlearn, all absences need to be paid. Centrelink allows up to 42 days absent for any reason per financial year where subsidies will continue to be paid.

If a child is to be absent, parents are asked to notify the preschool as soon as possible, and inform the preschool of the estimated length of absence. Please let the preschool know if your child is ill with an infectious disease to allow staff to keep an eye out for similar symptoms in other children.

At Everlearn we follow the Staying Healthy in Childcare 5th Edition guidelines for anything related to children's health.

ChildcareNow - Marking your child as absent

When your child is not able to attend, you may receive a $35 discount on your daily fee. To be eligible to receive the $50 discount you must notify your child's absence using the ChildcareNow App. Please note, that this discount will only be credited to your account when:

- the room your child is booked into is fully booked, and
- The booking you have marked as absent is then picked up by another family.

Please notify all of your child's absent days with ChildcareNow to maximise your chance of receiving the $35 discount.

In addition to the potential of getting a $35 reduction in fees per absent day, using ChildcareNow allows you to:

- Easily let us know your child will be away.
- Find available spots at Everlearn and make a new booking 24/7.
- Secure last-minute childcare even when Everlearn Preschool is closed.

The primary contact in your family is automatically registered with their mobile phone number, so all you need to do now is download the free ChildcareNow App to get started. If you are not the primary account holder you will need to use the mobile number of that person in order to

access your child's bookings. If you are not sure who the primary account holder is or have any questions give us a call.

Download for iOS
Download for Android

Withdrawal from Care

When a child is to be withdrawn from care, the parent or guardian must give four (4) full weeks notice in writing to Everlearn Preschool, during this period, fees are still payable. To formally withdraw from care you must complete an Enrolment Change/Withdrawal online form which you can access via 'Family Admin' on our website. Please do not complete this form if your child is not currently enrolled with a permanent place.

When a child is to be withdrawn from care during the last four (4) full weeks prior to Everlearn Preschool's Christmas closing date, fees must still be paid till the end of the year. Therefore if notice is given at the end of the year it will need to be given at least eight (8) weeks before the final day of our school year.

Notice of withdrawal will be accepted during the normal opening hours of the preschool, but will not be accepted during the preschool's three week closure over the Christmas period. The notice of withdrawal is effective from the date it is lodged with the preschool NB: If your child is absent from care on the last day/s of care, Child Care Subsidy (CCS) will not be paid. Parents will be billed for the full cost of care for this period.

Casual Care & Swapping Days
Everlearn Preschool offers casual days if there is availability. These are charged to your statement. **We do not offer swap days.**

Enrolling Siblings

Children are enrolled at Everlearn strictly in the date order in which their waiting list applications were lodged at the preschool. If you are interested in adding a sibling's name to our waiting list please do so as soon as possible by visiting our website.

Parking & Road Safety

Car park usage is for drop-off and pick-up ONLY of children who attend Everlearn Pre School on their allocated day(s).

Parents or authorised collectors of Everlearn students are the ONLY people who are allowed to use the Everlearn Car Park.

The car park is strictly limited to 10 mins only.

The spaces are shared amongst many families that are attending each day so please consider others and limit drop off and pick up 10 mins.

Exceeding the 10 minute drop off / pick up period may result in your access being cancelled. If you do need to stay longer for any reason please call ahead to request permission or use the available street parking.

The car park is NOT to be used on days when your child does not attend Everlearn.

Car park usage is for drop-off and pick-up ONLY of children who attend Everlearn Pre School on their allocated day(s).

By enrolling your child at Everlearn you agree to these Terms of Use and you acknowledge that Everlearn Pre School will not be held liable for any damage or theft from/of your car whilst using the car park.

You agree to NEVER leave children unattended in the car park either in or out of your car.

The Law

- Demerit points: You only have 12 and it takes three years for lost points to be returned.
- No Parking in a school zone: you are allowed 2 minutes to drop off or pick up passengers or goods and you must remain within 3 metres of your vehicle. The 2 minute limit applies from when you stop the vehicle. Penalty is $180 and 2 demerit points.
- No Stopping area - Stopping is not permitted in these areas for any reason. This includes corners and spaces either side of a pedestrian crossing. Penalty is $325 and 2 demerit points.
- Double parking: Penalty is $325 and 2 demerit points

Double parking blocks the road, blocks vision for people travelling behind and encourages vulnerable small children onto the road between cars that are often ready to move.

When entering and leaving the car park please travel at an appropriate and safe speed. 10 km per hour in the car park.

During school ZONE times the speed on the road is 40 km per hour.
Other times it is 50 km per hour.
DO NOT SPEED.

Any vehicle reported to the management or police for speeding or inappropriate driving into or out of the car park will be jeopardising their use of the car park.

It is important to note that we have security cameras in the car park and can review inappropriate use.

Children and Car Parks
The vulnerability of children around cars cannot be overemphasised. Restricted visibility and blind spots can make reversing a vehicle an awkward manoeuvre at the best of times. Add to this the unpredictability of children, their small size and their lack of traffic understanding it is important that we are all vigilant with our road safety. Please be patient and understanding, our parking system is designed to assist safety for all.

Please always be aware of children in the car park, never allow a child into the car park through the gate without an adult accompanying them. If a child attempts to come through the gate with you please ask them to stay in the safe gated area and to wait for an adult.
Always hold your children's hand or ask them to walk very close to you in the car park.

When walking to the preschool and not using the car park please use the pedestrian footpath at the front of the preschool and buzz the gate on Dalmeny Drive. Do not walk through the car park.

Patience & Understanding
Please be patient with the drop-off and pick-up process at the preschool at the beginning of the year as new families are learning and becoming familiar with the system. If you have any questions or suggestions to improve use, please speak with the management team.

Again, by enrolling your child at Everlearn Preschool Prestons, you agree to these Terms of Use and you acknowledge that Everlearn Preschool will not be held liable for any damage or theft from/of your car whilst using the car park.

Persons to Collect Child

A child can only be released in the care of either a parent, a guardian, or a responsible person (when approved by the parent in writing). ID must be provided. This will only include persons nominated as Emergency Contacts, persons nominated as Authorised to Collect on the enrolment, or persons nominated to collect the child on specific occasions. The person must be 18 years or older.

Parents must inform staff personally if anyone other than a parent will collect their child.

A collection Authority Form or email must be filled out on every occasion when someone (other than the parent or those nominated as Authorised to Collect) is required to pick up the child. In an emergency, verbal permission can be given over the phone but will only include people already listed on the enrolment form. Only the parent of a child can give this permission, messages will not be accepted from

any other person.

The person collecting the child must be over the age of 18 years and be able to produce proof of identity. Staff have a duty of care to your child and therefore are unable to allow adults under the influence of alcohol or illegal drugs to collect your child. Another person on the Authority to Collect list will be contacted to collect your child.

Everlearn can only permit a person to collect your child if they have written permission from you. This permission can come in the form of an email from your registered email address. Our duty of care and security of your child is our priority.

Emergency Contacts

The parent must provide the preschool with the names, contact numbers and addresses of at least two responsible persons who can collect the child in case of an emergency or illness. When contacted by the Director or their delegate, the parent, or a responsible person authorised by the parent, must personally go to collect the sick or injured child as soon as possible. In the event a child is left after hours at the preschool and parents and emergency contacts cannot be reached, the Department of Education & Communities, or the police will be notified. On the advice of the Department of Education & Communities the child may then be released into the care of the police.

The parents must also nominate an adult (over 18) who is authorised to consent to Medical treatment, or to administration of medication to the child, and who is also authorised to give approval for an educator to take the child outside the education and care premises.

Change of Details

Please let the centre know as soon as possible if any details such as address, phone numbers, allergies, and collection authorities etc have changed. It is particularly important to inform us if you change your phone numbers in case of emergencies. These will need to be adjusted on the child's enrolment form and are vital in case of emergency situations. Families must update their personal details through the iParent Portal on kidsoft.

Evacuation and Lockdown Procedures

Staff at the preschool practise the evacuation and lockdown procedure with the children at least every three months. The procedures for these are located in the office and around the centre, and have been checked and approved by the fire service. All procedures are done in a calm and positive manner. An evaluation of evacuation and lockdown is completed after each practice session.

Confidentiality

All staff are aware that confidentiality of all matters concerning the preschool must be maintained at all times. Staff cannot give out any details contained in children's records to any other parent or discuss details of any child who has caused injury to other children at the preschool. Parents are assured that any information shared with a staff member will remain confidential within professional discussion at the preschool.

Use of Digital Technology and Images

Everlearn Preschool recognises the important role digital technology plays in supporting children's learning, communication, and documentation. To ensure the safety, privacy, and wellbeing of all children, only service-issued devices (such as centre iPads) are used to take photos or videos, which are securely uploaded to Storypark for educational documentation and family communication. Educators are not permitted to use personal devices at the service. Images and videos are used only with written parental consent and are never shared on public platforms. All digital content is stored securely and managed in line with privacy legislation, with regular review and deletion processes in place. CCTV is used solely for safety and security purposes and is accessed only by management when required.

Photography, Video Recording and Personal Devices

Due to regulatory changes effective in 2025, parents and visitors are not permitted to take photos or videos of children while on the premises. This includes images of their own child and other children. To ensure families can still enjoy and share special moments, the centre will use service-issued devices to capture photos and videos during celebrations and events. These will be uploaded to Storypark, which is governed by specific terms and conditions for use. Families are asked to be mindful and respectful when sharing any images, particularly where other children who are not under their care may be included. For privacy and safeguarding reasons, the use of personal devices by parents and visitors beyond the foyer area is not permitted.

Policies & Procedures

The following is a list of policies and procedures at Everlearn. Should you wish to read any of these, a copy is available in each centre.

Mandatory policies under National Quality Standard

Health & Safety including: • Nutrition/food/beverages/dietary

requirements • Emergencies and evacuation • Sun protection • Water safety • First aid • Child Protection and Child Safe • Supervision • Tobacco, Drug and Alcohol-Free Environments • Dangerous Products • Providing Safe Environments and Child Wellbeing Policy and Procedure • Immunisation • Health and Hygiene • Sleep and Rest • Transportation • Child and Youth Risk Management • Fit for Work • Cyber Bullying • Use of Digital Technology and Images
Incidents, injury, trauma, illness
Medical Conditions Medication Administration Infectious diseases
Arrival & departure to the Centre Excursions
Staffing including: • Code of Conduct for Staff Members • Determining responsible person • Volunteers and students
Interactions with Children
Enrolment & Orientation
Governance and management including: • Privacy & Confidentiality (+ Privacy Collection Statement) • Governance and management of service
Acceptance and refusal of authorisations
Fees

Complaints
Child protection and Safe use of Digital Technologies
Safe sleep & rest

Additional Policies

Application of Cream Application of Insect Repellent
Bottle Safety & Preparation
Clothing & Footwear Communication with Families Curriculum Development & Education
Dental Health
Environmental Sustainability
Guiding Children's Behaviour
Health & Hygiene Inclusion/Cultural Diversity
Media & Technology
Nappy Change
Priority of Access Professional Development
Risk Management & Minimisation Return to Work
Social Media Supervision

HELP AND SUPPORT FOR FAMILIES AND CARERS

Liverpool Hospital Child and Family Health

https://www.liverpool.nsw.gov.au/community/liverpool-connect/child-and-family-health

Government Help and advice on Childhood Development and Safety

https://cssa.ocg.nsw.gov.au

https://raisingchildren.net.au/preschoolers

Paediatricians - Liverpool area

https://www.swslhd.health.nsw.gov.au/paediatrics/Liverpool.html

Safe Sleep Information

https://rednose.org.au/article/red-nose-safe-sleeping-recommendations#:~:text=Have%20a%20safe%20sleeping%20environment,or%20bumpers%20in%20the%20cot.

Life Education - social and emotional learning, healthy eating, wellbeing

https://lifeed.org.au/

Westmead Family services and children's services

https://www.schn.health.nsw.gov.au/fact-sheets

Media advice

https://childrenandmedia.org.au

Translation Services

https://www.service.nsw.gov.au/transaction/apply-for-document-translation-services

https://www.swslhd.health.nsw.gov.au/services/Interpreter/translation.html

Thank you for reading the parent handbook. Please see the office if you have any questions. We are happy to clarify any points. Please know that some of our educators are bilingual. We display the different languages educators speak in the foyer. If you or a family member would like to speak with a staff member in your first language please check if we can assist and translate for you.

Thank you for choosing Everlearn Preschool to care for and educate your child. We look forward to working with your family.