



BCRG Chester Hill Preschool

Parent Handbook

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We acknowledge the Darug people as the traditional custodians of the land where we work and we pay our respects to their Elders past, present, and emerging.



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Welcome

We would like to extend a warm welcome to BCRG Chester Hill Preschool. We trust that this will be a positive educational preschool experience for your child. This handbook contains information you need to know, and we suggest you keep it handy for ready reference.

The Preschool is owned and managed by a management committee on behalf of Bankstown Community Resource Group (BCRG).

We are a not-for profit, community-based organisation that is a registered charity. The various organisations' projects including the Preschool, are overseen by the Executive Officer (EO).

Since 1984 BCRG has been supporting the identified needs of children, families and the broader community through information, referral and a range of other direct services.

In 2017, BCRG established the preschool located on the grounds of Chester Hill Public School with the aim to provide a quality early childhood education and care service for children and families.

The Director manages the day-to-day operation of BCRG Chester Hill Preschool. We provide a high-quality program that is guided by Being, Belonging and Becoming, known as 'The Early Years Learning Framework' (EYLF).

The vision of the EYLF at our Preschool is for all children to experience & engage in play-based learning to build success for life. Where children are encouraged and supported to develop a strong sense of identity, connections with the world, a strong sense of wellbeing, confidence, and involvement in learning and effective communication skills.

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

We hope that this handbook will answer many of your questions, however, feel free to ask the Director or Educators to provide further information. We encourage you to embrace the vital role you play as your child's primary educator and to work closely with us to build a strong foundation for your child's future learning and development.



Our Philosophy

This statement supports and shapes all aspects of our preschool, reflecting the knowledge, beliefs and values of our early childhood educators, children, families, and the wider community.

At BCRG Chester Hill Preschool, we believe in acknowledging the original custodians of the land, Darug people of the Eora Nation and their language and all Aboriginal and Torres Strait Islander people in the community. We believe we have a responsibility to our children and families to establish and maintain a sense of belonging and connection to the land and to our shared Aboriginal history and culture, to actively embrace reconciliation.

We believe that each child, family and educator is unique and valued members of our community. We value the diversity that exists within the community and wider society. We celebrate diversity, and accept and respect the differences in other people. We believe each person and their family's values, culture, beliefs, abilities and language should be acknowledged and accepted and reflected in the preschool environment.

We view each child as capable and competent. We hold high expectations for each child's achievement in their learning and development. We believe early learning lays the foundation for all future learning, and that play is essential to children's learning within an unhurried environment with meaningful, authentic experiences. Children's work is valued and respected by making this learning visible, and educators are guided by the Early Years Learning Framework.

We believe in creating a warm and welcoming environment, where the children are valued and respected. We aim to build secure, warm, nurturing and responsive relationships with all children. We believe learning is enriched when children feel they belong. We believe in building a community that enables children to develop a readiness for the transition to school and nurturing lifelong skills.

We believe in creating a culture of professional inquiry and growth through ongoing learning and critical reflection. We believe it is essential that educators continue to build their professional knowledge and reflective practice. Shared decision making, the review and exchange of new ideas, effective communication, is vital in providing a holistic approach to teaching and learning.

We believe in supporting and developing a trusting and positive partnership with all our families. We encourage each family to participate in the preschool community and support and welcome their interest and involvement.

We believe in promoting social justice, equity and the rights of children and families, educators and the wider community. We encourage and support children to interact calmly and collaboratively, express empathy for others and actively challenge bias and promote social justice.

We believe in educating children on the fundamental sustainable practices that can positively impact on our everyday lives and embedding these within our program.



Educators

We have a team of committed and experienced educators. All of our educators hold appropriate Early Childhood Education qualifications and current First Aid Certificates.

All of our staff are fully vaccinated against COVID-19. All our staff members are screened through a Working with Children Check, carried out by the NSW Commission for Young Children and Young People.

Extra staff are employed through BCRG's casual pool of staff to assist with children's special needs or release time for teaching staff.

Hours

The Preschool program runs 8.30am – 4.00pm.

The preschool is not licensed to have children on the preschool premises outside of these hours.

Children are not able to arrive before 8.30am.

Please ensure that you arrive to pick up your child by 3.55pm. 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 4.00pm.

Days of Attendance

The preschool caters for up to 40 children daily between the ages of 3 and 5.

Children must be 3 years old before they start at the Preschool and fully toilet trained, (i.e. no day nappies or pull ups)

Children may attend 2 or 3 consecutive days:

- Monday, Tuesday
- Monday, Tuesday, Wednesday
- Wednesday, Thursday, Friday or Thursday, Friday

MON	TUE	WED	THU	FRI
☑	☑	×	×	×
☑	☑	☑	×	×
×	×	☑	☑	☑
×	×	×	☑	☑



Our Program

The Educators at BCRG Chester Hill Preschool are committed to providing a high-quality educational program that caters for the needs, interests and abilities of all children.

When programming, staff implement the Australian Early Years Learning Framework (EYLF) to maximise children's potential as lifelong learners and develop a strong foundation for future success.

We provide a caring and supportive environment reflecting individual and cultural diversity. We provide an environment which promotes the child's total development i.e. social, emotional, physical, cognitive, language and creative.

Our Educators will continually carry observations allowing them to set individual goals, strategies to achieve these goals, keep track of each child's progress, encourage family input and plan appropriate experiences for further learning and development.

The preschool maintains records and portfolios for each child covering all aspects of development.

Our Preschool does not provide a formal education but it does provide experiences and activities for further learning and development. The children learn through play and investigation.

Through play children learn, communicate, discover, create and build confidence whilst having fun.

Our program and the environment are carefully arranged so that children have access to a range of resources that challenge to develop new skills or practice recently acquired ones. This allows children to develop their confidence and to take new challenges.

All children have access to all activities. Children select from activities such as paint, play dough, drawing, puzzles, construction, dramatic play, dress ups, sand, water, obstacle courses etc.

The staff will work with you as we get to know your child and keep in touch with their progress. Parents are notified if staff have any concerns regarding your child and a suitable time can be arranged for discussion.

Families accessing pediatric, speech and language or other reports are encouraged to share these confidentially with the staff. This allows the staff and families to work together to best support the child's development.

If you have any concerns (no matter how small they appear) please do not hesitate to discuss them with the Director or members of staff.



Fees

BCRG set the budget and review fees and charges annually in consultation with the Executive Officer. Every effort is made to keep fees at a minimum.

Priority will be given to 4-year-old children going to school the following year when offering places.

We also offer a concession rate for families on low income, with proof of a health care/concession card.

Fees are debited 2 weeks' in advance before the child's starting date at preschool.

Fee payment is every week thereafter via direct debit, starting from the week your child begins attending preschool.

No cash or cheque payments will be accepted. Parents may make an appointment with the Director if they are experiencing financial difficulty to negotiate a suitable payment plan.

There is a Fee Payment Policy set down by the preschool and is available in the Preschool Policy and Procedure Manual.

Bond

On confirmation of a placement, a refundable Bond of 2 weeks fees is required to secure enrolment. This Bond is refunded after your final bill is paid in full. It is not refunded if the child is withdrawn before starting.

Withdrawal from Preschool

When a child is to be withdrawn from our preschool, the parent or guardian must give two (2) full weeks' notice in writing to BCRG Chester Hill Preschool.

During this period, fees are still payable. To formally withdraw from preschool you must complete a Notice of Termination form which you can access through the Director.

Term 4 Fees: When a child is to be withdrawn from care during the last term of the year (Term 4), fees must still be paid until the end of the year. Therefore if notice is given at during Term 4, the whole of Term 4 fees will need to be paid.

Notice of withdrawal will be accepted during the normal opening hours of the Pre School, but will not be accepted during the Pre Schools school holidays when we are closed. The notice of withdrawal is effective from the date it is lodged with the preschool.

Casual Days & Swapping Days:

BCRG Chester Hill Preschool offers casual days if there is availability. These are charged to your statement. **We do not offer swap days.**



Absences

If your child is unable to attend preschool due to illness or on holidays, please notify the staff as soon as possible. Please inform us of the nature of your child's illness, especially when it is a contagious illness that others may have been exposed to. We ask that you consider the health of other children and staff within the preschool. Please do not send your child, even when he or she insists that they want to attend, when there is any chance of passing on a contagious condition to others. Unfortunately, fees cannot be refunded as a result of your child's absence. Costs are the same whether your child attends for the day or not.

If a child becomes ill at preschool, we will contact the parent most likely to be at home to come to collect the child as soon as possible. If we cannot contact the parents /primary carer to come, we will contact the first emergency contact and proceed through the list until a delegated person is reached. We believe that rest at home will give the child the opportunity to make a swift and effective recovery.

Absences due to sickness, holidays etc. must be paid for. Public Holidays are also included in fees. School Holidays and Teacher only days are not included in fees.

Late Fees

If your child is not collected by 4.00pm, 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 of **\$10 for every 5 minutes late** to cover staff overtime costs.

You must notify staff if you are going to be late to collect your child or arrange for alternative pick up arrangements.

Enrolments

Re-enrolment for the following year commences in September/October when we ascertain which children will return the following year and who will leave to go to school.

Parents of siblings must still complete a Waitlist Form from when the child is at least 2 years of age, to be placed on our waiting list.

Parent Participation

Parent participation is a welcome in our preschool. Parents are encouraged to become involved in the program to the level at which they feel comfortable, working in partnership with the staff and children to enhance our daily program.

Parents are always welcome at the Preschool to:

- Spend time with their child
- Contribute to the Preschool Program with their skills and talents – e.g. read a book in home language, cooking
- Attend parent meetings and social events
- Join in fundraising activities
- Provide feedback regarding service delivery through surveys, and discussions.

Parents should feel free to discuss any concerns with the Director or staff members. Appointments can be made with the Director to discuss individual child's development and progress.



Arrival and Departures

What to do on arrival at the preschool:

- On arrival sign your child in immediately, quickly check the sign in area for any additional information.
- Hand any medication to a staff member. Medication consent forms need to be filled out. **Medication can not be administered without this consent form.**
- Place morning tea and lunch containers in the fridge, and water bottles (clearly marked with your child's name) in the baskets provided.
- Settle your child in by finding the group, greeting a staff member, taking your child to their favourite activity or alert a staff member that you are ready to go, and they can assist you.

What to do on pick up at the preschool:

- Please sign your child out immediately
- Sign any documentation that might be relevant to your child's day e.g. accident form if necessary.
- Check for any new notifications
- Collect your child's bag and food containers
- Collect any medication.
- Ensure that all your child's belongings are taken home
- Please say goodbye and acknowledge at least one staff member before you leave.

Sign in/out folder is located on top of children's lockers. It is extremely important that this is completed on each arrival and departure as this is a legal record is used to determine which children are in care in the event of an emergency situation such as a fire.

Please also check daily:

- When entering or leaving the preschool, please make sure that the front door and preschool gates have been closed properly. Please discourage your child or older siblings from opening the gate and front door themselves. Siblings need to be supervised by you during this drop off and pick up time. Older siblings need to wait in the foyer during drop off and pick up to reduce congestion in the room and so that our preschoolers are adequately supervised at all times.
- **Never allow another child through the preschool front door. Politely tell them to wait for their parents or ask a teacher to assist.**

Children are not able to arrive before 8.30am. Please ensure that you arrive to pick up your child by 3.55pm. 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 4.00pm.

Parents are responsible for informing the preschool if they are unable to arrange collection of the child by 4.00pm. 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 your child.

Communication

We have the following methods in place for effective communication:

- Email Updates
- Newsletter (once a Term)
- Conversations
- Phone
- Portfolios – children's educational records
- Preschool Notices at sign in area
- Parent Meetings/Information sessions



What to Bring

- 1 A small backpack (that your preschooler can open and close by themselves).
- 2 Morning tea
- 3 Lunch
- 4 Reusable bottle of water
- 5 A complete change of clothes inside the preschool bag (to suit the season).



It is our policy to encourage parents to provide a healthy well-balanced diet for their children, so that they learn nutritious eating habits.

Food and Nutrition



ALL FOOD CONTAINING NUTS, PEANUT BUTTER, AND NUTELLA IS BANNED AT PRESCHOOL.

Please be aware, children in our preschool have been diagnosed with ANAPHYLAXIS.

If your child has a food allergy, for example eggs, nuts or dairy, please make sure that the staff are notified.

Parents are asked to provide:

- **Morning Tea:** in a separate container, labeled with your child's name. Suggestions for morning tea include fruit, vegetable sticks, cheese and crackers, plain popcorn, yoghurt or custard, fruit/raisin bread.
- **Lunch:** in a separate container, labeled with your child's name. A healthy sandwich or equivalent for lunch (depending on culture or dietary needs).
- **Water bottle:** Water only in a bottle that your child can easily open and close. Please NO JUICE, FIZZY DRINKS OR FLAVOURED MILK. These will not be given to your child if brought into preschool.
- **Please no lollies, chocolate, chips, sweet biscuits, cakes, roll ups, chocolate yoghurt** – these will be sent home. These are sometimes treats to be left for home.
- **We do not heat lunches up at Preschool**, so please do not bring in foods that need to be warmed up.
- **All food is refrigerated in the kitchen** as per food safety regulations all year round. Please place containers in the fridge upon arrival.

We encourage children to place left-overs in their lunch box so that parents know what they have and have not eaten.



Birthdays



Birthdays are always a special event for children, and everyone's birthday is celebrated at Preschool.

Iced cup cakes or donuts are the preferred "birthday cake" option because they require minimal handling and therefore, present a reduced risk of cross-infection.

NO NUTS in cupcakes please.

Clothing

Sturdy, practical, and washable clothing is suitable at Preschool. Pull on pants are preferred to those with belts and buckles. A change of clothing is essential. Sneakers, sandals and shoes with non-slip soles are safest. **NO THONGS OR PARTY SHOES.**

At Preschool as part of developing self help skills, children are encouraged to put on their own shoes and socks – your support at home would be appreciated.

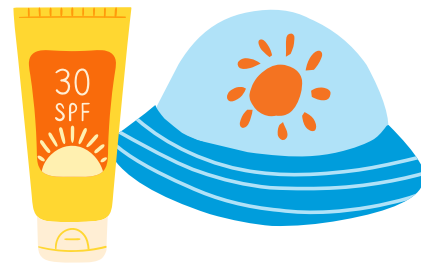
Although every effort is made to protect your preschoolers clothing, we recommend preschoolers wear clothes that are non-restrictive comfortable and easy to wash clothes suitable for messy and active play.

We advocate the value of messy sensory play for emotional health and fine motor development.

Therefore, we ask you to encourage your preschooler's participation in these types of activities by providing appropriate clothing. Please avoid limiting your child's enjoyment of these experiences by having realistic expectations about the care of their clothing.

Please label every item of clothing including shoes so that items can find their way back to the rightful owner.

Sun Protection



To meet recommendations by the Cancer Council, each child needs to have a broad rimmed hat. The hat is to be clearly marked with the child's name. Your child will wear the hat whenever he or she is outdoors every day, throughout the year.

In accord with Cancer Council Guidelines, we ask you to apply sunscreen at home before departing for the preschool (to ensure the sunscreen is most effective by arrival) If you forget SP30+ is available in the sign-in area.

If your child has a skin condition or sensitive skin, please advise staff and provide an appropriate alternative sun protection product. Please hand it to a staff member and do not leave it in your child's bag.

The Cancer Council has recommended that children be protected from exposure to direct sunlight between 11am and 3pm.



Toys and 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 is fine. 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 group time and then put them safely back in their bags or leave them in the office for safekeeping.



Exclusion Due to Illness

If your child is sick, please be kind to our teachers and children and keep your child at home. Children have limited hygiene awareness at this age, and it is a daily occurrence for children with colds to sneeze and cough in other children's and teacher's faces. We want to keep our preschool community healthy and well as possible.

The best place for a sick child is at home. You will be contacted if your child is sick and needs to be collected from preschool.

We follow the NSW 'Staying Healthy in Childcare' documentation. Please see office copy or visit <http://www.nhmrc.gov.au/guidelines/publications/ch55>

A child will not be able to attend the preschool for any period of time during which:

- The child is suffering from a disease or condition that is contagious through normal social contact and will need a medical clearance:
 - COVID
 - Conjunctivitis
 - Chicken Pox
 - Cold Sores
 - Diarrhoea
 - Excessive discharge from nose, eyes or ears
 - Hand, Foot & Mouth Disease
 - Head Lice
 - High Fever/Temperature
 - Impetigo
 - Measles
 - Mumps
 - Productive cough bringing up mucus
 - Ringworm
 - Scabies
 - Severe skin rashes
 - Vomiting
 - Whooping Cough
- A medical practitioner has recommended the child not attend preschool.
- The Director of the Preschool requests that the sick child be kept away from the preschool because the child requires care that the preschool staff cannot fulfill.
- Where a child has had Paracetamol/Nurofen prior to attending Preschool. If they need these medications, then they are not well enough to attend preschool.
- A child has been unwell prior to arriving at the preschool.
- During the first 24 hours of receiving antibiotics.
- A child has been hospitalised in the last 48 hours.

We require written proof that the child is immunised appropriately for his/her age prior to commencement at the preschool. A child who has not been immunised may be excluded from the preschool if a condition usually prevented by immunisation occurs at the preschool. This is a Department of Health requirement.



Medication

A parent whose child requires medication will:

- Complete and sign the appropriate medication permission form provided by the Director
- Give permission for staff to administer medication to their child. This permission can only be given by the parent. Therefore, if someone else is dropping off the child, they will need to be provided with a permission note from the parent. The permission note needs to include the child's name, date the medication is to be administered, name of medication, dosage, time to be given, and signed by the parent.
- Authorisation must be in compliance with the prescription label that is in the child's name. Non-prescription medication will only be given if accompanied by a doctor's certificate stating the dosage, times to be given and length of time to be given. If it is an ongoing dosage we require an updated doctor's certificate every 3 months.
- Provide the correct medication in its original container.
- Inform a staff member of the child's need for medication.
- Give the medication to a staff member so they can place it in a locked in the first aid cabinet or fridge (medication must never be left in children's bags).
- Collect the medication at the end of the day.

Please note:

All staff at the preschool are authorised to administer medication only in accordance with the parents' written authority. In doing so the staff is to be regarded as acting in place of the parent.

Staff are not liable for any allergic reaction or injury caused to the child by the administration of the medication in accordance with the parent's written authority. Nor will they be responsible for

any error contained in the written permission, or the supply of incorrect medication by the parent. Staff are not permitted to give medication using their own discretion. Therefore, medication to be given 'when needed' cannot be accepted.

Emergency Paracetamol / Panadol Procedure

Parents must indicate on the enrolment form if they give authorisation for their child to receive paracetamol in an emergency. The procedure is as follows:

IF YES

If a child has a temperature of 37.5 degrees Celsius or above:

- Strip child down to one layer of clothing
- Give child a drink and keep child rested
- Staff monitor the child's temperature
- Contact parent/emergency contact and ask them to collect the child
- If temperature above 38 degrees Celsius and/or the child is in discomfort or pain, give one dose of paracetamol according to the manufacturer's instructions

Child to be collected

- If temperature remains above 38.5 degrees Celsius and/or above during the next hour and child has not been collected, staff are to seek medical advice.
- When child is given paracetamol staff will document time and dosage given.
- Inform parent/emergency contact that medication has been given when parent/emergency contact collects child
- Ask parent to co-sign medication administered form before leaving the premises



IF NO

If a child has a temperature of 37.5 degrees Celsius or above

- Strip child down to one layer of clothes
- Give child a drink and keep child settled
- Staff monitor the child's temperature
- Contact parent/emergency contact and ask them to collect the child
- Seek medical advice if temperature reaches 38.5

Asthma and Anaphylaxis

If your child is at risk of anaphylaxis or 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 available from the office to be filled out 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 EPI pen 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 Director and ensure that you receive a copy of the Medical Conditions policy.

Quiet/Rest & Sleep Time

Although most children have grown out of the need for a daytime sleep by the time they commence preschool everyone has a quiet rest time after lunch to recharge.

Children who require a sleep are given the opportunity to sleep. Children may bring a comfort toy or a "security blanket" to use at this time. Please label these items and keep them in your child's bag or backpack until needed.

Visitors

From time to time the preschool invites artists and educators to perform for the children. Some of these visits incur a small additional cost separate to fees.

Visits by student teachers, work experience students and professionals providing health and education services are anticipated. Parents will be informed by the various means of communication.

Excursions & Outings

Staff will capitalise on the wealth of opportunities available in our immediate vicinity, for educational outings on foot. Please make suggestions to your child's teacher. All excursion notices must be signed by parents before children are permitted to go on any excursions.

Health & Safety Accidents

Although every care is taken to prevent mishaps, accidents may occur which involve your child. When a child is injured a staff member will administer first aid immediately, comfort the child and notify you. All staff hold current first aid certificates and are experienced in managing the minor injuries which may occur.

If the injury is to the head, the child will need close monitoring, therefore we will ask you to come to collect your child. If we are unable to contact you or your chosen emergency contacts, we will continue to monitor your child closely until you can be reached.



An ambulance will be called in case of a serious injury requiring urgent medical attention. The Director will remain with the child at the hospital and await your arrival.

All injuries are recorded and parents are requested to read it, and sign it. A copy of the accident form will be kept on your child's file and in BCRG's incident/accident records files. These records are used to monitor the frequency of accidents and evaluate our practices to maintain an optimum level of safe

Immunisation and Exclusion

Parents are asked to:

- Provide proof of Immunisation. You will be unable to enrol your child if your child is not immunised unless you provide a medical certificate to demonstrate medical exemption.
- Keep your child at home when suffering from a heavy cold or possible infectious disease or virus.
- Notify the director immediately if your child contacts a contagious illness, (including head-lice)
- Observe the recommended exclusion periods as set down by the N.S.W. Department of Health.

Child Protection – Mandatory Reporting

Chester Hill Preschool is committed to the NSW Government goal of 'Keep Them Safe' in that 'all children in NSW are healthy, happy and safe, and grow up belonging in families and communities where they have opportunities to reach their full potential'.

'All children have the right to be safe and to receive loving care and support. Children also have a right to receive the services they need to

enable them to succeed in life. Parents have the primary responsibility for raising their children and ensuring that these rights are upheld.' National Framework for *Protecting Australia's Children 2009-2020*.

All staff at Chester Hill Preschool are required by the Child Protection Laws to be mandatory reporters. This means where necessary a report will be made by either e-report, Childstory reporter website or by calling the **Child Protection Helpline** on **132111**.

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

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

Complaints and Grievances

The Preschool Staff and BCRG's Management Committee are committed to the fair and effective resolution of family concerns or complaints, in order to cater for individual needs and to improve service quality. A feedback box and form is located in the preschool foyer in which all families are free to complete and place in the secured box.

Please read and become familiar with our policy and promptly make an appointment with the Director, if you have any concerns so that these may be mutually resolved. Formal complaints may be lodged with the Director immediately, for resolution. If the issue remains unresolved you may contact the **Executive Officer – Louise Scarcella Ph. 02 9796 2931**.

After which you may wish to lodge a written complaint addressed to:
Bankstown Community Resource Group,
PO Box 260, Bankstown NSW 1885



Court Orders

In the event of a separation in the family where one parent has custody of the child and where restrictions may be in place, relevant Court Orders must be given to the Director as this is the only way we can ensure your child is picked up by an authorised adult, and orders are adhered to.

Also in these situations, it is necessary to inform your teacher and the Director of any changes that may have occurred, so they can help accommodate your child's individual needs.

Policies

Please refer to the comprehensive BCRG Community Preschool Policy and Procedure Manual located in the staff office. These policies comply with the Children's Services Regulation 2014. These policies and procedures cover many of the underlying principles in providing high quality education and care in a safe environment. We ask for parent input when reviewing or developing new policies, and would appreciate your feedback and contribution.

Emergency Evacuation Procedure

We have an emergency drill with children, each term, at various times of the day, as required by regulations. Everyone who is in the Preschool at the time must take part, listening and responding to staff directions while assisting us with the children. These drills are vital to ensure that staff and children are prepared to take appropriate action in the event of a genuine emergency. The drills are evaluated each time to enable us to continuously improve our procedure and practices. Evacuation procedures/policy are displayed by major exits.

Smoke Free Environment

BCRG Community Preschool is a smoke free area. Parents, staff and all other visitors are requested to refrain from smoking within the indoor OR outdoor play spaces at all times.

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.

Professional Staff Relationships

We are committed to always maintain professional relationships with all the families who are part of the BCRG Chester Hill Preschool community. Therefore, on accepting an enrolment you agree that you shall not attempt to obtain the services of any staff of BCRG as an individual nor as an employee of BCRG Chester Hill Preschool. This includes but is not limited to services such as babysitting and transportation of children outside of the preschool.

Please note staff are also advised not to accept 'friend requests' on Facebook or any other social media platforms to maintain professional relationships



End of Year Celebration

We usually have an end of year celebration where the children share with you the favourite songs that they have learnt at Preschool. We attempt to keep this low key to minimise the concept of a “performance” so that the children feel comfortable.

Storypark

BCRG Chester Hill Preschool implements Storypark – a secure, private online space to ensure your child receives the best support possible and that you are involved and up to date with your child’s development. Storypark provides each child with an online community which you (their parent/guardian) own and control who has access to, at no cost, for as long as you wish.

Storypark helps teachers, children and families:

- improve understanding of each child’s interests and abilities so they receive even better support
- deepen relationships and strengthen communication
- share videos, photos and text capturing children’s learning and development
- create a portfolio of your child’s learning that travels with your child and can be accessed by you forever
- reinforce experiences and deepen children’s learning
- capture family culture and heritage
- involve the children in their portfolio
- interact quickly and effectively through iPhone, Android and tablets
- create smooth transitions when your child moves from one teacher/centre to another.

We hope this handbook is helpful and relevant for your family when your child starts at our preschool. If there is any further information you need, please feel free to ask any preschool educator.

Furthermore, we are always seeking input from parents so if you have any information that may need to be added to this handbook, please let us know. Thank you.