



Family Welcome Guide

www.civicaveearlylearning.com.au



Welcome

Welcome to Civic Avenue Early Learning. We would like to congratulate you and your family on choosing to start your child's journey with us.

Civic Avenue Early Learning is a privately owned and operated service. We are committed to excellence in early childhood care and education.

Steve Murphy, the owner of Civic Avenue Early Learning has extensive experience and a proud history in the Early Education sector. In 2004, Steve and his wife Larissa purchased their first childcare centre in Queensland after identifying a need for a family owned and operated boutique early childhood education service. Having two children of their own gave Steve and Larissa a personal understanding of the importance of early childhood education; and the motivation and drive to make a difference in the industry.

Steve brings a unique set of skills, industry experience and knowledge to the Civic Avenue Early Learning family. He is committed to providing state of the art learning environments and educational excellence. He is also passionate about investing in high quality staff and viewing education and care through the eyes of a parent.

The journey of providing quality care and education is overseen by our experienced General Manager, Emma Lamendola. Emma commenced her career in early childhood 22 years ago. She holds a Diploma in Community Services, Advanced Diploma of Children Services and Certificate 4 in Workplace Training and Assessing. Emma has held several positions in the early childhood industry, varying from centre level at a number of services to management level with corporate, private and community operators.

Emma's passion for children and quality pedagogy is evident in her dedication and enthusiasm. Emma manages our centre operations and spends her time within our service developing, supporting and training our educators. You can contact Emma directly on 0439 852 749 or emma@ccdo.com.au

Our centre will be managed and lead on a daily basis by our amazing Centre Director Monette Lee and our Assistant Director Jane Biffin.

Monette Lee began her journey in Early Childhood Education and Care 14 years ago. Monette holds a Bachelor of Teaching (Birth to 5 Years) degree as well as a Diploma in Children's Services. Monette has held various roles during her time in Early Childhood such as Lead Educator, Teaching Director, Director and an advisory role for ACECQA (Australian Children's Education and Care Quality Authority). Monette is passionate about creating a centre culture that is a home away from home for children. A place where children can be in the moment, embrace the experience and learn through play, be nurtured and feel at home.

Jane Biffin began her early childhood journey 6 years ago. She holds a Diploma of Children's Service. Jane has worked her way up in the Early Childhood industry starting a Centre floater, Assistant Educator, Lead Educator and most recently Educational Leader. Jane is passionate about providing a safe, caring and nurturing environment that fosters the individual needs of each child while working in partnership with families to authenticate children's learning. Jane is truly passionate about Early Childhood Education and Care. She looks forward to sharing her passion in her new role as Assistant Director at Civic Avenue Early Learning.



Our Team

At Civic Avenue Early Learning we are committed to employing qualified Managers, Teachers and Educators that demonstrate a passion for children, our centre and our industry.

We believe that our Teachers and Educators are our greatest asset. They have the most important job in the world; caring for and educating our children, this why it is vital that we have an amazing team of experienced Teachers and Educators.

At Civic Avenue Early Learning our Teachers and Educators will inspire our children with their energy, passion and creativity. They will care for our children with respect, love and encouragement. They will educate, guide and teach our children, they will protect and challenge our children and they will interact, play and have fun with our children. This is our promise to you.

We will always support and encourage our Teachers and Educators to never stop learning.

We embrace all professional development opportunities and urge our Teachers and Educators to further their knowledge, skills and experience personally and professionally.

Our centre will follow the recommended staff ratios as set out in the Education and Care Services Regulations.

Prior to employment within our centre Teachers and Educators must provide the following information:

- Current working with children's check.
- Copy of qualifications related to their role.
- Current first aid certificate and annual CPR update.
- Current anaphylaxis training.
- Educators are also required to attend ongoing professional development training.

When required a qualified Teacher / Educator or a Centre Director will be available to offer advice and discuss any queries you may have.

We aim to provide children with stability so in the event of annual leave, personal leave and absences we aim to employ casual educators that are familiar with the children and our centre.

A nominated supervisor is responsible for the day to day running of the centre. In his or her absence a responsible person is then in charge.



Our Philosophy

Civic Avenue Early Learning welcomes children and families within our community. We aim to make their experience memorable, fun and educational. Our professional, caring team of educators are dedicated to building strong connections and relationships with children, families and the community.

We encourage a team-approach to children's individual development and learning; therefore, we are committed to creating collaborative partnerships with our families. We understand the importance of establishing honest and genuine relationships and working together to ensure the best outcomes for children are achieved. Partnerships will be extended to the wider community creating networks and community links for the benefit of families and children in our care.

We will develop each child's sense of "Belonging, Being and Becoming" ensuring that we cover the five learning outcomes of The Early Years Learning Framework. We will support this by providing play spaces of natural and manufactured materials that are reflective of the world, the community, the child, the family, the imaginative and the creative.

Our holistic and flexible educational programs focus on children's interests, individual strengths and learning through play. Our educators will guide and support children's learning, they will provide time, space and resources for children to discover, explore and actively engage in their learning environments.

We believe that every child has the right to grow and develop in a safe, healthy and nurturing environment where children can achieve their personal best in all areas of the curriculum. We are responsive to each child's individual needs and encourage each child to be kind, confident, resilient and creative.

We value children as active and competent learners and provide them with opportunities to develop self-help skills and independence leading to the development of a strong sense of self. We acknowledge and respect children's and family cultures, values and beliefs and aim to provide experiences and information so that our service and programs are inclusive and cater for all individuals within our service and within the community.

We understand the importance of promoting a sustainable environment and community. We consider environmental issues such as conservation of water, recycling and implementing a garden to plate program. We have a Sustainability and Environment Leader that is responsible for mentoring our team and educating our families and children on environmentally friendly and sustainable practices and projects.

Educators will promote positive guidance through role modelling, redirection and giving children clear guidelines and expectations. Where appropriate children will be involved in decision-making and the limit setting process.

We provide a nutritiously balanced menu that allows children the opportunity to sample new foods and experience a wide range of cultural meals. Our menus are developed in consultation with a nutritionist



Our Values

At Civic Avenue Early Learning we have developed and live by eleven core values. These values represent our culture and our people. They reflect how Civic Avenue Early Learning sees itself and its operation. Our values act as our guidelines for our everyday decisions and actions.

Belonging: We value and promote a sense of belonging within our company, our centre, our educators, our children, our families and the community.

Equality: We value and promote equality, every person's individuality and beliefs.

Respect: We value respect, for our centre, our educators, our children, our families, our community and each other.

Communication: We value and encourage communication that is clear, open and honest; communication between ourselves, with our children, our families, with government agencies and the community

Wellbeing: We value health, safety and happiness; of our educators, our children, our families and each other

Partnerships: We value strong partnerships; past, present and future

Professionalism: We value professionalism; in every action and every decision

Advocacy: We value advocacy; or children's rights, for our rights as professionals, for our company, our centre community and the early childhood industry

Appreciation: We value and promote appreciation for each other, our environment and the community.

Learning: We value ongoing learning and development. We constantly strive to inspire and challenge each other and seek better ways to be who we want to be.

It is our commitment to these core values that makes Civic Avenue Early Learning the high quality and unique education provider that it is. We believe in these values, we feel they are crucial in our centre, in our daily operation and in our success.

We encourage all educators, families, children and visitors to our centres to get to know them, live and breathe them, understand and grow with them.



Our Curriculum

At Civic Avenue Early Learning we believe our role is to help support and develop each child's unique social, emotional, physical and cognitive skills by providing the children with an emergent curriculum.

Emergent curriculum is a method of planning and curriculum decision making that is responsive to children's interests, strengths and aspirations. It is meaningful, relevant and engaging for each child.

Emergent curriculum is an inquiry and play based curriculum. Educators working within the emergent curriculum aim to build on children's learning and current interests and prompt new ideas and learning opportunities that challenge and extend children's understanding about the world around them.

By developing a play based curriculum responsive to children's interests, as questions and new topics arise learning is enhanced. This approach allows educators to respond to observations of children, build upon their strengths and scaffold their learning. It requires professional knowledge, planning for learning and intentional teaching.

The term 'intentional teaching' is not used to describe a formal structured approach to teaching. Intentional teaching is a technique we use as professional educators to assist us to enhance a child's learning and development. The term intentional teaching is used to describe teaching that is purposeful, thoughtful and deliberate.

Educators will document stories of learning as well as use a range of other documentation tools to gain a holistic view of your child.



National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvement for early childhood education and care and outside school hours care services across Australia.

The NQF introduced a new quality standard in 2012 to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care services.

The NQF aims to raise quality and encourage continuous improvement and consistency in children's education and care services through:

- National Quality Law and Regulations
- National Quality Standard
- Assessment and Rating Process
- National Learning Frameworks
- A Regulatory Authority in each state and territory responsible for approval, monitoring and quality assessment of services in their state and territory.

The delivery of the NQF is guided by set objectives and guidelines to ensure consistent and effective function.

Early Years Learning Framework

The Early Years Learning Framework (EYLF) is an early childhood curriculum framework, which guides early childhood educators in developing quality, early childhood education programs. The framework describes the principles, practice and outcomes to support and enhance young children's learning from birth to five years, as well as their transition to school.

There are five learning outcomes outlined within this framework:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

Approved Learning Frameworks

The approved learning frameworks (EYLF and NQF) and National Quality Standard do not prescribe how educators should plan for children's learning.

The services philosophy, settings, values and beliefs will guide the service approach, however educators will refer to and use key elements of the approved learning frameworks when making curriculum decisions.



Our Menu and Nutrition

A healthy child is a happy child. Good nutrition for children is essential, nutritious foods provide children with all the nutrients their bodies need to grow and develop and reach their physical and mental potential. On the flip side poor food choices and unhealthy eating habits in childhood can lead to a range of health problems later in life.



At Civic Avenue Early Learning we understand the importance of providing children with a healthy, nutritionally balanced, freshly prepared seasonal menu. Our menus are designed by our centre chef in consultation with a qualified nutritionist.

Our menus will cater for all dietary requirements and provide children with many opportunities to try new foods from a range of different cultures.

We also understand the importance of educating children about healthy and active lifestyles from a young age. Our edible vegetable and herb gardens will allow and encourage our children, educators and the centre chef will work together to implement a 'Garden to Plate' program.

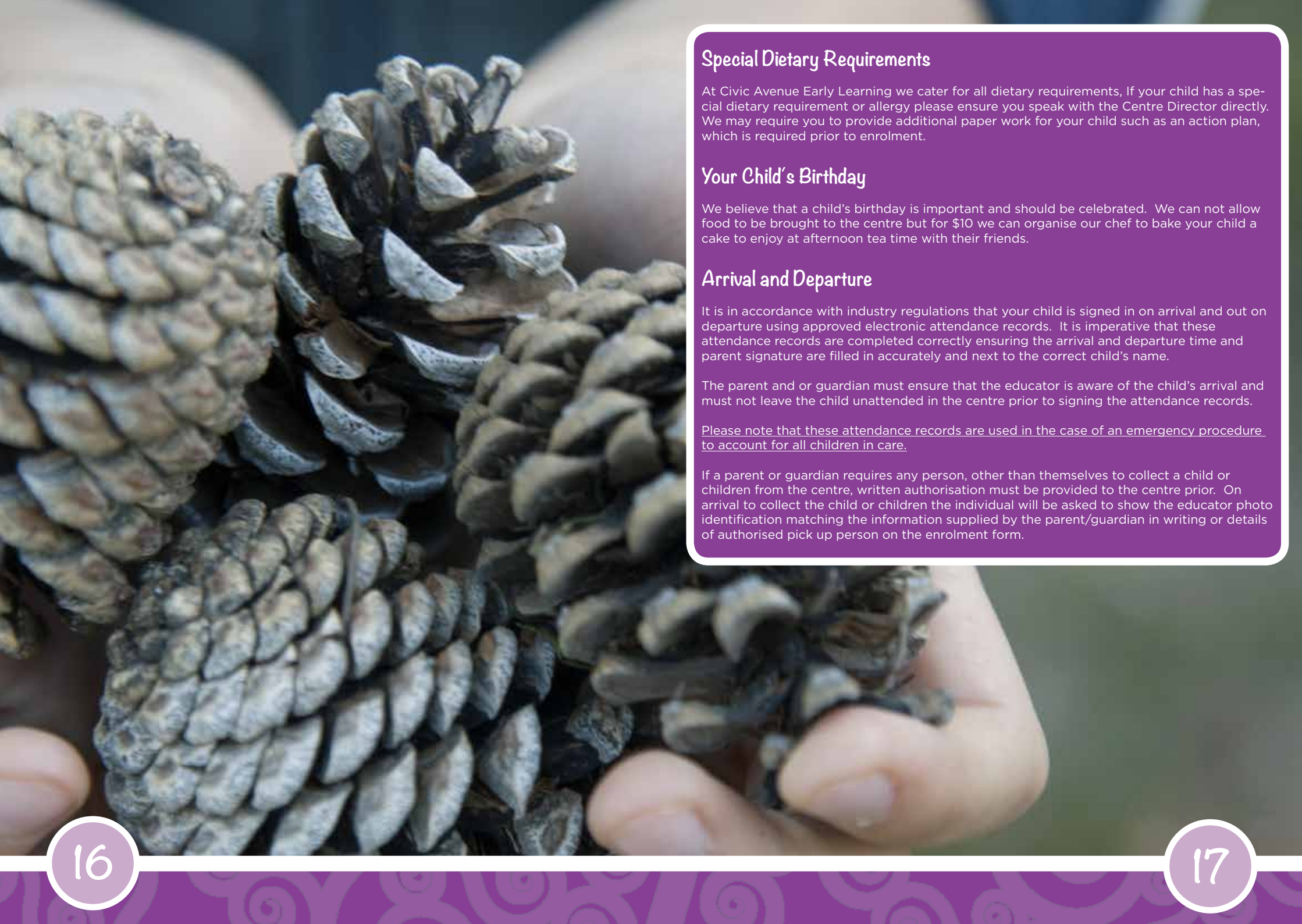
Our 'Garden to Plate Program' will educate our children about sustainability, nutrition, the relationship between how food is grown, prepared, cooked and shared with minimal waste.

Below is a sample of a weekly menu that will be on offer at Civic Avenue Early Learning.

Monday	Tuesday	Wednesday	Thursday	Friday
Morning Tea				
Wholemeal Toast & Fresh Fruit	Raisin Loaf & Fresh Fruit	Pikelets & Fresh Fruit	Wholemeal Crumpets & Fresh Fruit	Wholemeal Muffins & Fresh Fruit
Lunch				
Zucchini Slice With Garden Salad	Apricot Chicken With Vegetable Fried Rice	Mexican Beef With Toasted Wholemeal Pita Wraps	Cheesy Tuna Pasta Bake With Garlic Bread	Porcupine Meatballs With Mashed Potato & Peas
				
Afternoon Tea				
Savoury Platter Consisting Of: Cheese, Dip, Crackers, Fruit, Sandwiches, Rice Cakes & Muffins	Savoury Platter Consisting Of: Cheese, Dip, Crackers, Fruit, Sandwiches, Rice Cakes & Muffins	Savoury Platter Consisting Of: Cheese, Dip, Crackers, Fruit, Sandwiches, Rice Cakes & Muffins	Savoury Platter Consisting Of: Cheese, Dip, Crackers, Fruit, Sandwiches, Rice Cakes & Muffins	Savoury Platter Consisting Of: Cheese, Dip, Crackers, Fruit, Sandwiches, Rice Cakes & Muffins

Children are provided with breakfast upon arrival between 6.30am to 8.00am, with a choice of cereals or toast. Morning tea is then provided which consists of a fresh fruit platter and a selection of crumpets, muffins, toast etc. Lunch is always a hot meal that is cooked on the premises by our chef. At afternoon tea we also serve a fruit platter and accompany this with something prepared by our chef, such as biscuits, slices, sandwiches etc.

Other than formula pre-mixed in bottles, we follow a strict no food from home policy.



Special Dietary Requirements

At Civic Avenue Early Learning we cater for all dietary requirements, If your child has a special dietary requirement or allergy please ensure you speak with the Centre Director directly. We may require you to provide additional paper work for your child such as an action plan, which is required prior to enrolment.

Your Child's Birthday

We believe that a child's birthday is important and should be celebrated. We can not allow food to be brought to the centre but for \$10 we can organise our chef to bake your child a cake to enjoy at afternoon tea time with their friends.

Arrival and Departure

It is in accordance with industry regulations that your child is signed in on arrival and out on departure using approved electronic attendance records. It is imperative that these attendance records are completed correctly ensuring the arrival and departure time and parent signature are filled in accurately and next to the correct child's name.

The parent and or guardian must ensure that the educator is aware of the child's arrival and must not leave the child unattended in the centre prior to signing the attendance records.

Please note that these attendance records are used in the case of an emergency procedure to account for all children in care.

If a parent or guardian requires any person, other than themselves to collect a child or children from the centre, written authorisation must be provided to the centre prior. On arrival to collect the child or children the individual will be asked to show the educator photo identification matching the information supplied by the parent/guardian in writing or details of authorised pick up person on the enrolment form.



Orientation and Enrolment Program

Starting a journey into an early childhood service can be a daunting and overwhelming experience not just for the child but for the families involved also.

To ensure children and families feel welcome and comfortable at Civic Avenue Early Learning we encourage all children and families to participate in an enrolment and orientation program.

Our enrolment and orientation program allows the Director and educators to spend time building relationships and bonds with the children and their family. It allows them time to get to know the child and learn about the child's interests, strengths and family life.

It also ensures that each child is given an opportunity and ample time to settle into the service, and to become familiar with the environment, educators, children and routines.

It is vital our enrolment and orientation program meet the individual needs of each child and their family, every child and family is different therefore the amount of time that children and families need to feel comfortable and secure in our care environment will vary.

Parents need to be reassured that their child will be safe, happy and well cared for and want to know that those entrusted with the care of their child are capable, knowledgeable, caring, trustworthy, honest and reliable.

Orientation

- All children and families will be encouraged to participate in an orientation program before commencing at the service including the Kindergarten program.

The orientation program is extremely important for both children and their family as it allows time for families to get to know the educators for the child to feel comfortable in their new environment and also for parents to become more familiar with our service, educators, policies, procedures, etc.

- During the orientation program parents and families will be encouraged to spend as much time with their child at the service as desired. We understand that each child's needs are individual, and some families may need more orientation time than others.
- Outside of the orientation program we also have an open-door policy which invites families to come into the service at times during the day to assist with children's learning experiences, see the educators in their child's room or to visit with their children.



Enrolment

- All families will be required to submit a completed enrolment form prior to commencement of care.
- All families will be required to submit a Medicare Immunisation Certificate prior to commencement of care.
- Any child that has medical condition or allergy will be required to submit a Medical / Allergy Action Plan and the required medication prior to commencement of care. They will also be required to sit down with the Director and educators to complete a Risk Minimisation Plan and a Communication Plan prior to commencement of care.
- Civic Avenue Early Learning has a waiting list which is monitored and reviewed on a regular basis. Families are welcome to have their details placed on the waiting list if a position is not available at the service upon enquiry. They will then be placed on a priority of access list.
- When a child is enrolled at Civic Avenue Early Learning, we encourage that they be enrolled at a minimum of two days per week (children enrolled into the Kindergarten program must be in attendance for a minimum of 15 hours per week). This ensures that your child becomes familiar with their new environment and carers within an appropriate time frame.

We have previously found that children who attend child care only one day per week take a greater amount of time to settle in to the service and to feel safe and secure in this environment.

This is also of great benefit as your child will have access to our Curriculum on a regular basis which allows for staff to take observations, set goals and evaluate your child's development and learning with consistency and regularity.



Annual Re-enrolment for Care

On an annual basis we will request each family complete a re enrolment form for each child for the following year. This assists us in meeting the needs of our existing families prior to offering places to new families within the community.

Centre Photographs

Civic Avenue Early Learning will organise a professional photographer on an annual basis to come in to the service and take photographs of the children individually and in groups. These will be optional for all families to purchase upon viewing.

What To Bring To Care

- A bag, labelled with your child's name.
- A full set of spare clothes, labelled. Extra sets if your child is toilet training.
- Any special toy or comforter, that will make your child's stay more comfortable, labelled.
- Empty bottle if milk is required at sleep time and your child is no longer on formula, labelled.
- Pre made formula bottles for the day, labelled.
- Weather suitable clothing, gum boots, rain coats, beanie, sandals etc

Clothing for Care

Please don't send your child to care in their best clothes. Although children are encouraged to wear art smocks, clothes can and are sometimes soiled throughout the day, whether it is paint, clay, mud or food spillages.

Children require shoes that are suitable for running and playing, thongs or crocs tend to make children trip during play or prevent them from using the climbing equipment safely.

Children are required to wear loose-fitting clothing that covers as much skin as possible. Families are asked to choose tops with elbow-length sleeves, higher necklines (or collars) and knee-length or longer style shorts and skirts for their child. If a child is wearing a singlet top or shoestrings dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors.

Toys from Home Policy

We strongly discourage children from bringing toys from home unless it is a sleeping aid or comfort toy, in which case it should be clearly labeled. Items such as guns, swords, knives and super hero toys or accessories that encourage rough or violent behaviour are not permitted in the centre at any time.



Management Of An Un-well Child

Our practices are guided by the latest edition of Staying Healthy in Childcare. When educators notice a change in a child's behaviour they will take their temperature and ask the child how they are feeling, if possible. We will then take steps to relieve the child's discomfort. If a child has a temperature over 38 degrees, the parents or guardian will be contacted to collect their child from the centre.

If a child is unwell and unable to participate in everyday activities, then they must be picked up from the centre. Documentation will be made using the Civic Avenue Early Learning incident, injury, trauma and illness form. This form must be signed by the parent/guardian and the Director.

Please be aware that we do not administer paracetamol. However in the event that the parent, guardian or emergency contact cannot attend the service within a reasonable timeframe, and the child's health is at risk, we may need to administer paracetamol to eliminate the risk of a febrile convulsion.

Civic Avenue Early Learning's policy in regard to the collection of an unwell child requires that the child be collected within the hour. If a parent cannot do this or is not contactable then someone on your emergency contact list will be contacted to collect the child.

A 24-hour exclusion period will be applied to illnesses such as gastro and a high temperature.

Injury, Incident and Illness's

Every care is taken to ensure the wellbeing and safety of children in our care. However, when children are actively involved in play accidents can sometimes happen. If a child is involved in an accident educators will attend to the child immediately and the relevant first aid protocol will be administered. Educators will comfort the child, reassuring them that they are safe.

Documentation will be made using the Civic Avenue Early Learning incident, injury, trauma and illness form. This form must be signed by the parent/guardian and the Director. If it is a serious injury educators will contact the parent/guardian of the child to inform them immediately. Notification of any serious incident will be reported to DET by the Director on the documentation which is required to be completed and sent.

Administration of Medication Forms

For educators to be able to administer medication to your child we must have a completed medication form filled out on the day.

Children with Anaphylaxis, Asthma, Diabetes, Epilepsy or Allergies must have an Action Plan signed by a Doctor in order to be able to attend care. Any medication on the Action Form must be provided to the centre. Upon commencement, a Risk Minimisation and Communication Plan must be completed in consultation with the centre.



Rest and Sleep Time

All children need to rest during the day and some need to sleep. We follow your guidance and your child's signs and developmental needs when assessing their rest and sleep needs. Please note, to ensure that your child is safe during rest and sleep time at Civic Avenue Early Learning, we follow and adhere to the SIDS and Kids Safe Sleeping Guidelines.

Children who need a sleep will have their own cot or bed that we supply the linen for. Linen is laundered weekly and children will never share linen. Children who have out-grown day sleeps will continue to engage in programmed experiences.

Sun Protection

Civic Avenue Early Learning is committed to providing a safe sun smart environment with minimised risks by providing ample shade solutions including shade sails, verandas and trees in our outdoor learning environments. Sun protection is incorporated into our curriculum and developmental programs with the SunSmart policy being reinforced by educators through role modelling, displays and during children's activities.

All children and educators will be required to:

- Slip on sun protective clothing.
- Slop on sunscreen.
- Slap on a hat.
- Seek shade.
- Slide on sunglasses.

To assist with the implementation of this policy, educators and children are encouraged to access the local sun protection times via the:

- www.bom.gov.au
- SunSmart website
- The free SunSmart app or at sunsmart.com.au

The sun protection measures listed are used for all outdoor activities during the daily local sun protection times.

Our service practices consider the special needs of infants, therefore, all babies under 12 months are kept out of direct sun when UV levels are three or higher.

*The sun protection times from the Bureau of Meteorology tell you the time of day UV levels are forecast to reach 3 or higher. At these levels, sun protection is recommended for all skin types.



Safety and Security

Our centre has a door code for entry to ensure safety of children, families and educators. We have monthly emergency drills to prepare the children to act calmly and promptly in case of a fire or any other emergency that we may face.

We complete a range of safety checklists within the centre to ensure the environment remains safe for the children, families and educators. Independent auditors check our safety equipment, kitchen and centre operations on a regular basis in line with regulation requirements.

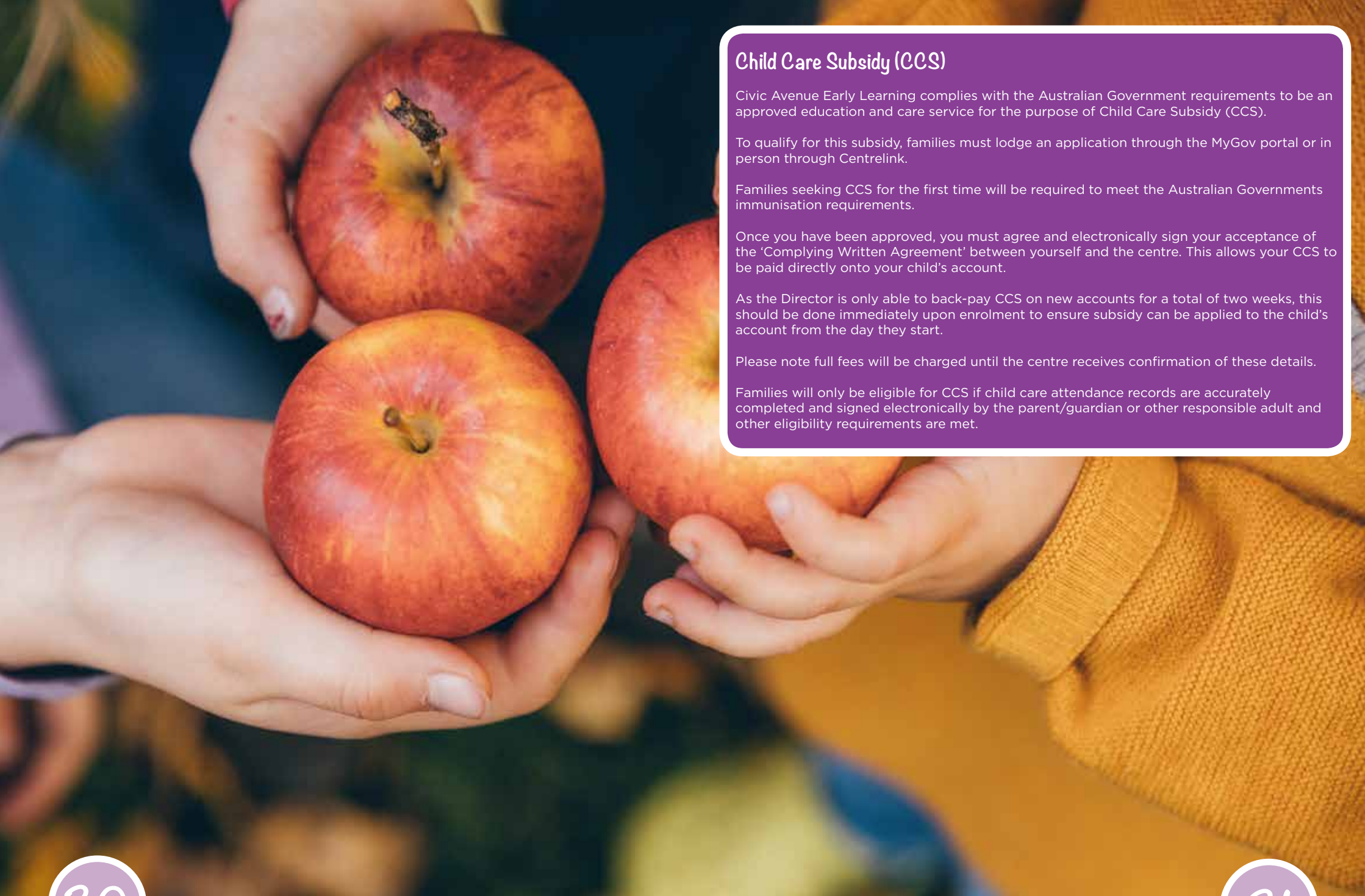
Open Door Policy

We aim to provide a personal, happy, family atmosphere where parents, community members and organisations will feel welcome and encouraged to participate whenever possible to bridge the gap between home, the centre and the community.

Ways We Communicate With Our Families

At Civic Avenue Early Education we value verbal communication between educators and families. Open and honest communication is the key to any successful relationship. Building a healthy parent-educator relationship ensures children develop a strong sense of belonging. Written communication will also be used throughout the centre in a variety of ways including; daily books, programs in rooms, daily charts detailing sleep and meals, Educa our online portal, newsletters and notices.

All notices, newsletters, account statements and any other documents will be sent electronically. Please check your emails on a regular basis.



Child Care Subsidy (CCS)

Civic Avenue Early Learning complies with the Australian Government requirements to be an approved education and care service for the purpose of Child Care Subsidy (CCS).

To qualify for this subsidy, families must lodge an application through the MyGov portal or in person through Centrelink.

Families seeking CCS for the first time will be required to meet the Australian Governments immunisation requirements.

Once you have been approved, you must agree and electronically sign your acceptance of the 'Complying Written Agreement' between yourself and the centre. This allows your CCS to be paid directly onto your child's account.

As the Director is only able to back-pay CCS on new accounts for a total of two weeks, this should be done immediately upon enrolment to ensure subsidy can be applied to the child's account from the day they start.

Please note full fees will be charged until the centre receives confirmation of these details.

Families will only be eligible for CCS if child care attendance records are accurately completed and signed electronically by the parent/guardian or other responsible adult and other eligibility requirements are met.



Fees

Please be aware that all fees must be paid via direct debit through Debit Success. All payments are deducted on a Monday and can be taken weekly, fortnightly or four weekly.

A once-off enrolment fee of \$50 per child will be charged prior to enrolment: this includes a hat and drink bottle for your child.

Casual days can be booked but need to be paid on the day via cash.

Accounts are to be kept one week in advance at all times. If an account goes into arrears your child's care may be cancelled. Please talk directly to your Centre Director to discuss options if you face financial hardship.

A late fee of \$1 per minute, with a minimum of 15 minutes, will apply for any child that is not collected by closing time.

If withdrawing a child from care families must provide the centre with two weeks notice in writing. Please note that CCS is not paid on absences if a child does not attend their last day of care.

Grievances

At Civic Avenue Early Learning we aim to ensure your child's time with us is an enjoyable experience that is fair, safe and free from discrimination for them and you as a parent/guardian. We value the relationship between our educators and families and recognise they are built on a mutual respect and respectful communication. We recognise that at times families may not be satisfied with an aspect of the centre policy or practice.

If a concern is raised, we would firstly advise the parent/guardian to communicate their concern to the educator in their child's room. If the grievance is not resolved to the satisfaction of the parent/guardian, he or she can discuss their concerns with the Director of the service. The Director will liaise between the parent/guardian and educator if required and also be responsible to ensure educators are abiding by all centre policies.

If the issue is still not resolved to the parent/guardian satisfaction, then they will be referred to the General Manager of Civic Avenue Early Learning Emma Lamendola on 0439 852 749 or emma@ccdo.com.au

If the parent / guardian is still unsatisfied after speaking with the General Manager they can contact the state regulatory authority, Early Childhood Education and Care Directorate, NSW Department of Education at ececd@det.nsw.edu.au.

All grievances will be taken seriously, and educators must make attempts to resolve any issues a parent or guardian has to the best of their ability. In the event of a serious complaint being made we will complete the appropriate documentation to inform the regulatory authority.