



Family Handbook

Acknowledgement of Country



Kurrajong Kids Early Learning Centre Acknowledges the Aboriginal and Torres Strait Islander people as the traditional custodians of this land.

We would like to acknowledge and pay our respects to the Elders of the past, present and extend our respect to all Aboriginal and Torres Strait Islander people of the future.

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Welcome to Kurrajong Kids

Welcome to Kurrajong Kids Early Learning Centre. We are so pleased to welcome you and your family into our community.

Kurrajong Kids is a locally owned early learning service built around relationships, belonging, community and quality. Our aim is to create a place where every child is genuinely known, every family feels valued and connected, and children are supported to feel safe, confident and secure.

The Kurrajong Way guides everything we do. We believe strong relationships form the foundation for children's wellbeing, belonging, learning and development, and for genuine partnerships between families and educators.

Our approach is play-based, responsive and shaped by the children, families, educators and community around us. We value each child's voice, curiosity and individuality and believe meaningful learning happens through relationships, experiences, exploration and connection.

We also believe families play an important role in their child's learning journey. By working in partnership, sharing information and building strong relationships, we can provide children with the consistency, support and sense of belonging they need to thrive.

Every child is known. Every family is valued. Every day matters.

Our Leadership Team

Our leadership structure is designed to ensure our team has clear guidance, support and leadership across all areas of the Service.

Role:	Team Member:
Approved Provider	Christine Fitzgerald
Nominated Supervisor/Centre Manager	Lisa Marotta
Assistant Centre Manager	TBC
Educational Leader	TBC

While each leadership role has specific responsibilities, we believe leadership is built on visibility, communication, collaboration and support.

Our leadership team is here to support families, answer questions and provide guidance whenever needed.

Our Learning Spaces

Kurrajong Kids has six learning rooms, designed to support children through the different stages of their early childhood journey.

Room	Name	Ages	Numbers
Nursery 1	Seedling	6 weeks – 15 months	12
Nursery 2	Gumnut	15 months – 2 years	12
Toddler 1	Bottlebrush	2 – 3 years	16
Toddler 2	Wattle	2 – 3 years	20
Pre- Kindy	River Gum	3 - 4 years	22
Pre – Prep	Kurrajong	4- 5 years	22

While our rooms provide a guide for grouping children according to age and stage, every child develops at their own pace. Children's individual needs, development, relationships and readiness are considered when supporting transitions between learning spaces.

Hours of Operation

Kurrajong Kids is open Monday to Friday 6:30am – 6:00pm, each week, excluding Public Holidays.

Contact Details

Approved Provider: christina@kurrajongkids.com.au

Nominated Supervisor: lisa@kurrajongkids.com.au

Phone: 0467 310 300

Our Vision

At Kurrajong Kids Early Learning Centre, our vision is to create a warm, welcoming community where every child is known, every family feels genuinely valued and connected, and strong relationships give children the confidence, security and belonging they need to learn, grow and thrive.

Our Mission

Our mission is to provide high-quality early learning and care built on genuine relationships with children and families. We create safe, nurturing and engaging environments where children are supported to learn through play, develop confidence and independence, and feel a strong sense of belonging.

We work in partnership with families, value each child as an individual and ensure that every interaction, decision and experience reflects our promise.



Our Philosophy



At Kurrajong Kids, we believe every family who walks through our doors becomes part of our community. From the very beginning, we focus on creating a warm, welcoming and homely environment where children and families feel safe, valued and genuinely cared for. Our educators take the time to truly get to know each child and family, building trusting relationships that sit at the heart of everything we do. The Kurrajong Way is about belonging—where children feel comfortable to be themselves, and families feel confident, supported and connected.

We believe every child is capable, curious and full of potential. Our learning environments are thoughtfully designed around play, where children's interests guide rich and meaningful experiences. Our educators gently support and extend each child's learning through intentional teaching, helping them grow in confidence, independence and a love of discovery.

We believe our environment plays an important role in how children feel, learn and belong. We create warm, calm and thoughtfully designed indoor and outdoor spaces that invite exploration, encourage independence and provide opportunities for children to connect with nature, one another and their community. Our environments are flexible and responsive, changing as the interests, needs and ideas of the children grow.

We value families as the most important people in a child's life. We work in close partnership with families, listening with care, communicating openly, and working together to support each child's wellbeing and development. We celebrate the diversity of every family and culture, and we strive to create a place where everyone feels respected, included and truly welcome.

The safety and wellbeing of every child is always our priority. We are committed to creating an environment where children feel secure, heard and supported each day. We foster a culture where children's voices matter, their rights are respected, and their wellbeing is at the centre of every decision we make.

As a team, we reflect on our practice with care and intention. We are committed to growing, learning and improving together so we can continue to provide high-quality education and care for our children and families.

Kurrajong's promise:

Every child is known. Every family is valued. Every day matters.

Core Values

Inspired by the Kurrajong tree, our five core values reflect the foundations we want every child and family to experience at Kurrajong Kids; strong relationships and trust, connection with community, a genuine sense of belonging, curiosity through play and learning, and the confidence and resilience to grow and thrive.



Settling into Kurrajong Kids

A gentle beginning for you and your child

Starting early learning is a big milestone for children and for their families. It can bring excitement, nerves, a few tears and lots of questions, and every family's experience will be different.

At Kurrajong Kids, we believe a positive transition begins with relationships, trust and taking the time to genuinely know your child.

There is no expectation that every child will settle in the same way or within the same timeframe. Some children confidently explore from the beginning, while others need more time, reassurance and a familiar adult close by - both are okay.

We will work alongside you, sharing information and getting to know your child's routines, interests, personality, comforts, likes and dislikes and the little things that help them feel safe.

You know your child best. We want to know them too.

Before the First Day

Where possible, we encourage families to attend 3 orientation visits before their child begins care.

These visits give your child time to explore their new environment, meet their educators and begin to develop those relationships with their educators as well as becoming familiar with the rhythms of their day while having you nearby.

They also give you the opportunity to get to know us. Ask questions, share information and tell us anything you think will help us understand and care for your child.

The more we know about your child, the better we can support both your child and your family through the transition into Kurrajong Kids.

Saying Goodbye and Separation Anxiety

Separation anxiety is a normal part of development and can occur when a child first starts care or at different times throughout childhood. Even children who have previously settled well may occasionally find separation difficult.

And sometimes, saying goodbye is just as hard for the grown-ups!

A warm, confident and consistent goodbye can help your child understand what is happening and, importantly, learn that you always come back.

Try creating a simple goodbye routine that you can repeat each day; perhaps a cuddle, a kiss and a familiar phrase such as:

"Have a lovely day. I'll see you this afternoon."

We encourage families not to sneak away, even when it feels like it might make leaving easier. Saying goodbye supports trust and gives our educators the opportunity to comfort and reassure your child.

Once you've said goodbye, allowing an educator to gently take over can also help your child begin settling into their day.

If leaving has been difficult, you are always welcome to contact us to see how your child is going and we will always contact you with a follow up call once your little one has settled.

How we will help

Our educators will take the time to comfort, reassure and connect with your child.

As we get to know them, we'll discover what helps them feel secure. That might be a cuddle with a trusted educator, reading a favourite book, heading outside, joining an activity they love, having their comfort item nearby or simply being given some quiet time and reassurance.



Settling in isn't something your child has to do alone – we'll do it together

Getting Ready for the Day

What to Bring

Having familiar belongings and everything your child needs for their day helps us keep them comfortable and supports their individual routines.

Please pack:

- a clearly labelled bag
- spare clothing suitable for the weather and your child's needs. In winter, please remember to pack extra socks, a warm coat and gum boots. In the warmer months extra clothing may need to be packed for times when the children engage in water play.
- safe shoes that children can wear climbing, running and jumping. Thongs and slip on shoes are not appropriate.
- a SunSmart hat
- a drink bottle, which is taken home and washed daily
- bottles, formula/breast milk or other feeding items required for your child's individual routine
- any required medication, provided in accordance with our medication procedures
- comfort items that your child uses during their day, such as a dummy, comforter or any other comfort item that they may use
- any additional items requested by your child's room educators.

Please clearly label your child's belongings with their name.

We recommend leaving treasured or irreplaceable toys at home unless they are being used as an important comfort item.

The Little Things That Matter

Please tell us anything that might help us understand your child that day.

Maybe they had a difficult night. Perhaps something has changed at home. They might have discovered a new favourite song, be excited about something that happened on the weekend, or simply need a little more reassurance than usual.

These may seem like little things, but to us they matter.

When families and educators share information openly, we can better understand what a child may be communicating through their behaviour, emotions and interactions and respond in a way that supports them.

We're in this together

Building a sense of belonging takes time. Through consistent relationships, open communication and genuine partnerships with families, we want every child to gradually feel:



And that's what settling into Kurrajong Kids is really about.

Our Fee Structure

Keeping things simple and clear

We understand that childcare fees and Child Care Subsidy (CCS) can sometimes feel a little confusing. At Kurrajong Kids, we want families to understand how fees are charged, how payments are made and what you need to do to keep your account and CCS information up to date.

You will receive invoices and statements showing your child's sessions, fees charged and any Child Care Subsidy applied to your account. If you're ever unsure about your account, please speak with us. We're happy to help explain your Kurrajong Kids account; however, questions relating specifically to your **CCS entitlement or assessment** need to be directed to Services Australia.

Securing your Child's Place

Once you accept an offered place at Kurrajong Kids, a \$200 enrolment deposit is required to secure your child's enrolment. The deposit must be paid before your child commences care. Once your child starts at Kurrajong Kids, the full \$200 will be credited to your family account and applied towards your childcare fees.

If you decide to withdraw after accepting the place but before your child's agreed commencement date, the deposit is generally non-refundable. Exceptional circumstances may be considered by the Approved Provider.

If Kurrajong Kids is unable to provide your confirmed place or agreed commencement of care, your deposit will be refunded in full.

How Fees are Paid

To make payments simple and consistent, Kurrajong Kids uses direct debit through our approved electronic payment system as our standard method of payment. Families are required to establish a direct debit arrangement before their child commences care, unless an alternative electronic payment arrangement has been approved by the Service.

Fees are generally processed weekly and family accounts must remain in advance. Families may arrange fortnightly payments; however, the account must remain two weeks in advance and must not fall into arrears.

Any applicable payment processing or failed-payment fees will be clearly communicated to families before care commences and will be managed in accordance with our Payment of Fees Policy.

If a direct debit is unsuccessful, families should contact the Service as soon as possible to arrange payment and ensure their account remains up to date.

Fees are charged for your child's booked session, rather than the number of hours they actually attend that day. This means fees remain payable for booked sessions when your child is:

- sick or absent
- on a family holiday, subject to holiday discount outlined below
- absent on a pupil-free day
- booked on a public holiday
- otherwise, unable to attend their usual booked day.

If you are planning a family holiday, please notify the Centre Manager by email at least two weeks before your child's absence. Families are eligible for a 50% holiday discount of their full fee for up to four weeks per calendar year, calculated on your child's usual booked days.

If your child is unable to attend a booked session for any other reason, please let the Service know as soon as possible by email, phone or through OWNA.

Casual days may also be available from time to time, subject to availability and the Service's approved capacity.

Child Care Subsidy (CCS)

Eligible families may receive Child Care Subsidy (CCS) to help reduce the cost of care. CCS is paid directly to Kurrajong Kids and applied to your account as a reduction in your childcare fees. The remaining amount that you are responsible for paying is commonly referred to as your gap fee. Before commencing care, families wishing to claim CCS need to complete their CCS requirements through MyGov and confirm their child's enrolment. This must be completed before you commence care. Please note that processing times are determined by Services Australia and may vary so please ensure this is done in advance of commencing care.

Your CCS Responsibilities

To help make sure CCS is applied correctly, families are responsible for:

- providing us with accurate enrolment and CCS information, including the required Centrelink Reference Numbers (CRN) and dates of birth
- confirming your child's enrolment through your MyGov account
- keeping your details up to date
- notifying Services Australia of changes that may affect your CCS entitlement
- checking your CCS information and entitlements
- paying the remaining family contribution; Gap fee.

If there is an issue or dispute relating to the amount of CCS you receive, you will need to contact Centrelink directly.

Absences and CCS

CCS provides eligible families with **42** allowable absence days each financial year, with additional absence days available in certain circumstances but you must provide supporting documents such as a medical certificate.

Even when your child is absent, your gap fee remains payable for their booked session. You can keep track of your child's CCS absence count by:

MyGov account → My Family menu → Child Care → Absences.

Your Complying Written Agreement (CWA)

Before your child commences care, you will be asked to agree and sign a Complying Written Arrangement (CWA) with Kurrajong Kids. Your CWA is the written agreement between your family and Kurrajong Kids that outlines the care arrangements for your child, including their agreed days/sessions of care and fees. This information is used as part of your child's enrolment for Child Care Subsidy (CCS).

Please check the details carefully before accepting your CWA and let us know if anything is incorrect.

If your child's ongoing care arrangements change for example, if you permanently add, remove or change a booked day, your CWA will need to be updated to reflect the new arrangement. Any changes must be agreed to in writing. Please review and accept the updated CWA within seven days of the change commencing.

If You are Having Difficulty Paying Your Fees

We understand that family circumstances can change. If you are experiencing financial difficulty or are concerned that you may not be able to keep your account up to date, please talk to us as early as possible.

In some circumstances, and with approval from the Approved Provider, a payment plan may be arranged. There are also forms of Additional Child Care Subsidy (ACCS) available for eligible families experiencing particular circumstances.

We would much rather have an early conversation with you and work through the options available than have your account continue to fall behind.

If fees remain unpaid, Kurrajong Kids will follow the debt recovery process outlined in our Payment of Fees Policy. Ongoing unpaid fees may ultimately result in your child's enrolment being terminated.

Late Collection

We ask families to make sure their child is collected before the Service closes at 6:00pm.

Where a child is collected after closing time, a late fee of \$15 for each 10-minute block, or part thereof, will apply at the approved providers discretion. Repeated late collection may result in a review of your child's enrolment.

Ending Your Child's Enrolment

If the time comes for your family to leave Kurrajong Kids, we require two weeks' written notice.

It is important that your child continues to physically attend during the required notice period. Under CCS requirements, Child Care Subsidy may not be payable for absences that occur after your child's last physical day of attendance.

If your child does not attend their final booked day of care, CCS may be withdrawn back to their last physical day of attendance. If this occurs, your family will be responsible for the full fees for any affected sessions.

To avoid unexpected charges, we encourage families to ensure their child attends their final booked day wherever possible.

Your Responsibilities

To help us keep everything running smoothly, we ask families to:

- Keep your account up to date and ensure fees are paid in accordance with your payment arrangement.
- Keep your information current with both Kurrajong Kids and Service Australia.
- Confirm your child's enrolment through MyGov when required.
- Tell us when your child will be absent from a booked session.
- Talk to us early if you are experiencing difficulties with your account.
- Provide two weeks' written notice when ending your child's enrolment.
- Ensure your child attends on their last day of care.

Questions about your account?

Please come and speak with us. We want families to feel comfortable asking questions and understanding how their account works.

For detailed information, families can also refer to the **Kurrajong Kids Payment of Fees Policy**.

Where you can get more information

Please visit:

- Services Australia website at: [Child Care Subsidy- Services Australia](#)

- Australian Government Department of Education: [Using early childhood education and care- Department of Education, Australian Government](#)
- Check and accept your CWA and let us know when your child's regular care arrangements change.
- Speak with your Centre manager

Our Commitment to Child Safety



Children Always come First – Always!

At Kurrajong Kids, the safety, wellbeing and rights of every child are at the heart of everything we do.

We are committed to creating a child-safe environment where every child feels safe, respected, valued, included and heard. We have zero tolerance for child abuse and harm, and child safety is embedded in our everyday interactions, decisions, environments, policies and practices.

Our commitment reflects the Victorian Child Safe Standards and Reportable Conduct Scheme, together with our responsibilities to protect children from abuse, neglect and harm.

Children Have a Voice

Children have the right to feel safe and to have their voices heard.

Our educators take the time to listen to children's words, feelings, behaviour and body language. We support children to understand their rights, express their views and raise concerns about their own safety or the safety of others.

When a child communicates that something doesn't feel right, we listen and we act.

Every Child Belongs

We are committed to providing a culturally safe, inclusive and supportive environment where children can develop a strong sense of identity and belonging.

We value and respect diversity, including Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disability and children of diverse identities.

Our Staff Commitment to Child Safety

Every person working at Kurrajong Kids shares responsibility for keeping children safe.

Our staff and educators are expected to put children's safety and wellbeing first, actively supervise children, maintain appropriate professional boundaries, listen to children's voices, recognise and respond to risks and concerns, follow our child-safety policies and procedures, and speak up whenever something does not feel right.

Staff participate in child-safety training and professional development and are required to maintain the appropriate checks and clearances for their role.

Our recruitment and employment practices are designed to support the suitability of people working with children.

Above all our staff are expected to place the safety, rights, wellbeing and best interests of the children at the centre of their everyday practice and decision making

Families are part of our child-safe culture

Families are important partners in keeping children safe.

We encourage you to speak with us if you have a concern about your child, another child's safety, an educator's conduct or something you have observed within our Service.

Every concern will be taken seriously. Our full Statement of Commitment to Child Safety and child-safety policies are available to families.

A Day at Kurrajong Kids

Familiar rhythms plenty of room to explore

Our days are guided by familiar routines that help children feel safe and secure, while still allowing plenty of time for play, exploration, relationships and the unexpected moments that make early learning special.

Children are welcomed into their learning space each morning and supported to settle into the day in their own way. For some children that may mean a quiet cuddle with an educator, while others may be ready to head straight into play.

Throughout the day, children have opportunities to explore both indoor and outdoor environments, follow their interests, take part in experiences with educators and other children, and enjoy time to simply play, imagine, investigate and discover. Our educators observe, listen and engage with children, thoughtfully extending their ideas and learning as opportunities arise.

Meals and snacks are shared throughout the day in relaxed, positive environments that encourage independence, conversation and healthy relationships with food.

Rest and sleep are also an important part of the day. We recognise that every child has different needs, so routines are supported with consideration for each child's age, individual rhythm and information shared by families.

For our babies and younger children, individual feeding, sleep and care routines remain an important part of their day, and we work closely with families to provide continuity between home and care.

As the day continues, children move naturally between active play, quieter experiences, meals, rest, outdoor exploration and time with their educators and friends.

At collection, we want families to feel connected to their child's day. Daily conversations with educators, together with information shared through OWNA, help families stay informed about their child's experiences, wellbeing and learning.

Our routines provide security and familiarity, but they never replace the individual child. We follow their cues, respond to their needs and make space for curiosity, connection and play.



Learning, Growing and Belonging

Our Educational Program

At Kurrajong Kids, play-based learning is the foundation of our educational program.

We recognise that play is meaningful, purposeful and intentional. Through play, children explore ideas, investigate, imagine, communicate, problem-solve, develop relationships, make choices and make sense of the world around them.

Our educators don't simply provide activities. They observe, listen, engage, question, wonder, research alongside children and intentionally extend children's ideas and learning.

The Kurrajong Kids Pedagogical Approach

From our foundation of Play-Based Learning, five interconnected branches influence how learning happens at Kurrajong Kids:

- Relationships & Belonging; connection comes first and children learn best when they feel safe, secure and known.
- Inquiry; we follow children's curiosity, questions, ideas and discoveries.
- Agency & Independence; children are capable learners who are supported to make choices, contribute and increasingly do things for themselves.
- Intentionality; there is purpose behind what we do. Educators make thoughtful decisions about environments, experiences, routines and when to step in, stand back or extend learning.
- Nature & Community; learning connects children with the natural world, Country and the community beyond our front gate.

The Early Years Learning Framework

Our educational program is guided by the Early Years Learning Framework for Australia (EYLF V2.0). At its heart are three important ideas: **Belonging, Being, Becoming**.

The EYLF guides educators in supporting children's learning, development and wellbeing through five broad Learning Outcomes:

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

The framework doesn't tell educators exactly what children should do each day. It guides how we understand children, relationships, learning and our role as educators.

Your Child's Learning

Every child's learning journey is different.

Our educators use their knowledge of your child; their interests, strengths, ideas, relationships, culture, development and experiences, to plan meaningful opportunities for learning.

And this is where you come in. Families know their children best, and the things you share with us help us build a richer understanding of your child's learning and development.



Family Partnerships

You are Part of the Kurrajong way

At Kurrajong Kids, genuine partnerships with families are not an extra part of what we do; they are fundamental to quality education and care.

We want to know the family behind the child. Your knowledge, culture, experiences, values, ideas and understanding of your child help us provide care and learning that is meaningful to them.

Our team welcomes families, uses their names, listens, communicates openly and remembers that families know their children best.

Staying involved

There are lots of ways you can contribute to your child's experience at Kurrajong Kids.

You might share information about your child's interests or learning, tell us about your family's culture or traditions, contribute an idea to the program, participate in events, provide feedback or simply have a conversation with an educator.

There is no expectation that every family participates in the same way. We know family life is busy, and involvement will look different for every family. Whether it is sharing an idea, attending an event, providing feedback or simply having a quick conversation with us, every contribution is valued.

Communication

We value honest, respectful and open communication.

Daily conversations at arrival and collection are important, but these can also be busy times. If you would like a more detailed conversation about your child's learning, development or wellbeing, please speak with an educator or member of our team so we can arrange an appropriate time.

Feedback, concerns and complaints

We welcome feedback; including when something hasn't gone the way you expected.

If you have a question or concern, we encourage you to speak with us early so we can listen, understand what has happened and work towards a resolution.

You may also access our Complaints Policy for information about the formal complaints process. Life is busy. Big or small, your contribution matters.

Healthy Days at Kurrajong Kids

Health and Hygiene

Children's health and wellbeing are an important part of every day at Kurrajong Kids. Our educators model and support good hygiene practices, including handwashing, cough and sneeze etiquette, safe food practices and regular cleaning of environments and frequently touched surfaces. Families also play an important role. Please let us know about anything that may affect your child's health or wellbeing and keep your child's health and medical information current.

Illness and Infectious Diseases

We understand that young children get sick; particularly when they're building their immunity. However, childcare is an active environment, and we are unable to provide appropriate care for children who are significantly unwell. Please keep your child home when they are unwell or when they are required to be excluded under current health guidance or Kurrajong Kids policy.

If your child becomes unwell while at Kurrajong Kids, we will care for and comfort them and contact you or an authorised nominee if collection is required.

Please notify us as soon as possible if your child is diagnosed with an infectious illness so that we can take appropriate steps to protect our community while maintaining your family's privacy. Specific exclusion periods will be applied in accordance with current health requirements and our policies.

Medication

If your child requires medication while attending Kurrajong Kids, please speak with an educator. Medication must be provided and administered in accordance with our Administration of Medication Policy and required authorisations. Medication must be labelled with a pharmacy label and never be left in your child's bag.

Allergies, Intolerances and Medical Conditions

It is essential that we know about all allergies, food intolerances, dietary requirements and diagnosed medical conditions affecting your child.

Where required, families must provide current medical management documentation and prescribed medication before their child attends care.

Please notify us immediately if your child's medical needs, medication, allergy, intolerance or dietary requirements change.

Our educators, kitchen team and management work together to manage identified risks and support children's individual health requirements.

Meals and Nutrition

Mealtimes are an important part of the day, not only for nutrition, but also for relationships, independence and learning. Kurrajong Kids provides nutritious meals and snacks and aims to create relaxed, positive mealtime experiences where children can develop healthy relationships with food.

Our menus and meals are planned in line with Nutrition Australia guidelines and recommendation, supporting children to receive a balanced and varied range of nutritious foods throughout their day.

Our kitchen and educators work together to support children's dietary needs, allergies and intolerances. Please ensure all dietary and medical information provided to us remains current.

For infants, families should speak with educators about individual feeding routines, breastmilk, formula and transition to foods so we can support continuity between home and care.

Sun Protection

Outdoor play and connection with nature are an important part of the Kurrajong Kids experience. We balance this with appropriate sun protection practices. Families are asked to provide appropriate sun-safe clothing and a suitable sun hat for their child.

Our educators follow the Service's Sun Protection Policy, including sunscreen, shade and consideration of UV conditions when planning outdoor experiences.



Safe, Secure and Child Focused

Delivery and Collection

Keeping track of exactly who is in our Service is essential for children's safety. Parents/guardians and authorised nominees are responsible for ensuring their child is signed in on arrival and signed out on departure using the OWNA app. Please ensure an educator is aware that your child has arrived before you leave the Service, and that an educator is aware when your child is being collected. Never leave entrance doors or gates open or allow another person to enter the Service behind you without being acknowledged by staff.

Authorised Nominees

Children will only be released to a parent/guardian or an appropriately authorised nominee recorded on the child's enrolment. Please keep your authorised nominee and emergency contact information current. If someone unfamiliar to our team is collecting your child, we will request photo identification before releasing the child. For your child's safety, we will not release a child to someone who has not been appropriately authorised.

Keeping enrolment information current

Please inform us promptly if something changes, including your contact details, address, authorised nominees, emergency contacts, your child's health information or relevant family/court arrangements. Accurate information helps us respond appropriately, particularly in an emergency.

Emergency Procedures

Kurrajong Kids has emergency and evacuation procedures designed to protect children, staff and visitors. Children and educators participate in regular emergency rehearsals so procedures become familiar and can be practised calmly and appropriately. Our priority during any emergency will always be the safety and wellbeing of children.

Safe Use of Digital Technologies

Technology has a place within early childhood education, but children's safety, privacy and dignity always come first.

To protect the privacy, safety and dignity of every child, Kurrajong Kids is a no-photo and no-video zone for families and visitors.

Our Staff

Kurrajong Kids staff are required to follow our policies and procedures regarding digital technologies, photography, video, children's information and online environments.

Digital technology used with children must have an appropriate purpose and be used in ways that support children's learning, communication or Service operations.

Children's images and information must only be captured, accessed, stored and shared through centre issued devices only and authorised systems and purposes.

Our Code of Conduct requires staff to remain present and responsible and follow Kurrajong Kids requirements relating to digital technologies, images and personal devices.

Families and Visitors – No Photo Zone

Families and visitors must not take photographs or record videos while within the Service, including photographs or videos of their own child. This helps us protect the privacy of all children and ensures that images and recordings within the Service are captured only in accordance with our child-safety and digital technology procedures.

Where photographs or videos of children are required for educational documentation, communication or approved promotional purposes, these will only be captured by authorised persons using Service-approved devices and systems and in accordance with the permissions provided by families.

Families will be asked to provide specific authorisation regarding the capture, use and sharing of their child's images and videos. Where authorisation has not been provided, Kurrajong Kids will respect and follow the family's decision.

We ask families to support these safeguards as part of our shared commitment to protecting every child's privacy, safety and wellbeing.

Staying Connected

OWNA

OWNA is one of the main ways we keep families connected with Kurrajong Kids. Families can use OWNA to receive important Service updates, view information about their child's day, access learning and development updates, and keep track of relevant account and enrolment information.

For younger children, OWNA may also be used to share daily care information such as meals, sleep, bottles and nappy changes, where appropriate.

Your OWNA login is personal to your family, so please keep your account details and password secure and let us know if you ever have difficulty accessing the app.

While OWNA helps us stay connected throughout the day, we also value face-to-face communication. You are always welcome to speak with your child's educators or a member of our team if you have a question, concern or simply want to know more about your child's day.

The Desktop – Policy Desk

Kurrajong Kids uses Policy Desk through The Desktop to provide families with access to our Service policies and procedures. Policies help explain how we operate and the practices we follow to meet our responsibilities to children, families and staff.

Families are encouraged to read the policies relevant to their child's care and contact us if they have questions or would like clarification.

We also value family feedback when policies and procedures are reviewed.

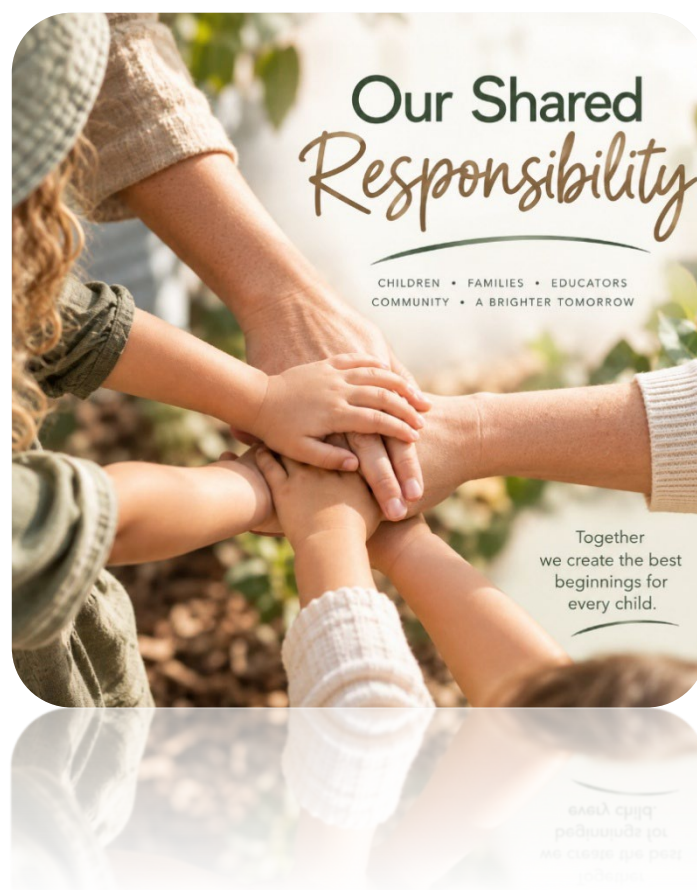


Our Shared Responsibility

Creating a safe, welcoming and connected Kurrajong Kids community is something we all contribute to.

We ask families to treat children, educators, staff and other families with kindness and respect, follow our Service policies and safety procedures, respect the privacy and confidentiality of others, keep enrolment and medical information up to date, and raise any questions or concerns with us as early as possible.

In return, families can expect our team to listen, communicate openly, treat every family with respect and keep the safety, wellbeing, rights and best interests of children at the heart of our decisions. By working together with care, honesty and respect, we can create a strong and supportive community for every child and family.



Every child is known. Every family is valued. Every day matters
