

PARENT HANDBOOK 2024



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**"<http://www.rollinghillspreschool.com/>"
www.rollinghillspreschool.com**

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WELCOME:

We would like to take this opportunity to welcome you all to Rolling Hills Pre-school and hope that your time here is enjoyable and meets your expectations. We would appreciate it if you could take a few minutes to read through this handbook. We realise that for some families this is the first time they have had any experience in kindergartens and this can be a bit daunting. We have put together the following information alongside our Policy Documents, which can be accessed at our website www.rollinghillspreschool.com to ensure you gain as much information as possible before you begin.

On your child's first orientation day please ensure you bring all the required documents that you will receive in your information pack on AGM night.

ABOUT US:

Rolling Hills Pre-school has been delivering Early Childhood Education Programs since 1986. We are registered with the Department of Education and Training (DET) and are governed by the Education and Care Services National Regulations 2011. A Committee of Management, made up of parents who are elected annually at the Annual General Meeting, runs Rolling Hills Pre-school. The Committee is responsible for the overall function of the Pre-school as a small business including finances, staffing and maintenance. Rolling Hills Pre-school is an incorporated body and must also operate within the regulations set down by the Office of Fair Trade and Business.

In 2024 we are offering 1 group of 3 year olds (Red) and rotating groups of 4 year olds (Blue, Green & Orange).

Sprouts Toddler group:

Sprouts is for children aged 2 and over and is a play-based program that allows children an opportunity to familiarize themselves with the pre-school environment while having a parent or guardian join in with them. Sprouts is facilitated by one of our qualified kindergarten teachers and provides a wide range of experiences for your child to play, learn and grow in a safe, relaxed environment. Sprouts is also a fantastic way to transition into our 3 year old kindergarten program.

Please note that parents/guardians are required to stay during each session.

COMMITTEE OF MANAGEMENT (COM):

A volunteer Parent Management Committee runs Rolling Hills Pre-school and unfortunately without a Committee the Pre-school will close down. Being part of the Committee enables parents to be involved in the planning and decision making process of the Pre-school and ensures that their child receives the highest quality care and education. Any parent may nominate for a position on the Management Committee at the Annual General Meeting (AGM). Nominations can be received prior to the date. In the case of more nominations than positions vacant, an election will be held at the Annual General Meeting.

We employ the services of a Bookkeeper, Kinderbooks and in 2012 Tracey Berimann the owner of Kinderbooks was appointed in an ongoing position by the COM as a Business Administrator / Staff Liaison Officer. This allows Tracey to work with the COM and Staff and ensure continuity of Committee hand overs and ensure current practices and procedures are maintained from year to year.

OUR PHILOSOPHY

QUALITY EDUCATION:

At Rolling Hills Preschool, we provide a welcoming and supportive environment offering quality educational programs based on children’s developmental needs, nurturing their individual strengths and interests. We believe children learn best when provided with the opportunity to explore play-based experiences, with the guidance and extension of responsive educators. We believe offering long periods of uninterrupted play for children supports optimal development and learning.

RELATIONSHIPS WITH FAMILIES & COMMUNITY:

We value establishing and building respectful, reciprocal relationships with families, acknowledging that forming these partnerships promotes a positive experience and a strong sense of belonging for the child. We encourage families to be active participants in their child’s learning journey, collaborating with educators who provide open opportunities for interactions and fluid communication. We value our connection within the community, reflecting and embracing local values, and developing relationships with local organisations.

HIGH EXPECTATIONS & INCLUSIVITY:

We view children as strong, capable, competent learners who actively participate in their own learning journey, having the capacity to succeed regardless of diverse circumstances or abilities.

We strive for cultural competency, embracing equality and inclusivity for all learners, listening to our children’s voices to guide our teaching and learning.

NATURAL ENVIRONMENT:

At Rolling Hills Preschool, we value our natural outdoor play space which inspires children to connect with nature and promotes exploration and sustainability. Our natural environment is well resourced, and age and developmentally appropriate. It allows for children to take calculated risk to enhance development, supporting them to navigate the world around them.

REFLECTIVE PRACTICE:

We acknowledge the importance of ongoing critical reflection of our educational practices and continually strive to improve the quality of our service. We value family’s, children’s and educator’s individual perspectives and incorporate stakeholder feedback in our service culture.

DATES AND SESSION TIMES:

Pre-school Term Dates:

- Term 1** 30/1/24- 28/3/24 – Please check orientation information regarding session times.
Term 2 15/4/24 – 28/6/24
Term 3 15/7/24 – 20/9/24
Term 4 7/10/24 – 20/12/24

The Kindergarten will be **closed** on all public holidays, educators in-service days and if deemed necessary by the teacher and the Management Committee.

Weekly Session Times:

Monday		Tuesday	Wednesday		Thursday		Friday
Blue Group	Green Group	3 Year Old	Blue Group	Orange Group	Green Group	Orange Group	3 Year Old
8.30-4.00	8.30-4.00	8.30-3.00	8.30-4.00	8.30-4.00	8.30-4.00	8.30-4.00	8.30-3.00

Sprouts, which is our ‘Toddler Playgroup’ runs on a Monday from 9am - 11am. This program is held next door in the Maternal Child Health Centre Building and is facilitated by one of our qualified Early Childhood Teachers.

LATE PICK UP:

The Preschool reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge has been set at \$20.00 per fifteen minutes. This is chargeable from the time the session ended and it must be paid within 14 days of breaching the Delivery and Collection of Children policy.

FEES:

We receive a limited amount of funding each year for our 3 & 4 year old groups from the Department of Education and Training (DET) to go towards educator’s salaries. This is based upon the number of children we have enrolled in our 4 year old program. Sprouts do not receive funding. The COM meets other costs through fees and fundraising activities to maintain and improve the equipment and grounds, Rolling Hills Pre-school relies on the continued involvement of parents in maintenance and fundraising activities overseen by the COM. The Yarra Ranges Council assists with basic building maintenance.

Fees are set on an annual basis by the COM in consultation with our Bookkeeper. Educators are not involved in this process. Our 3 & 4 year old program is fully funded for 2024.

PAYMENT DATES FOR FEES:

Three year old and Four year old are currently government funded. Sprouts fees will be invoiced in January for Term 1, and remaining terms will be invoiced 3 weeks prior to commencement of the term.

Sprouts Fees: \$15 per session (invoiced as a term payment) = \$615.00

3 Year Old Fees:
Red Group = Fully Government Funded

4 Year Old Fees:
Orange, Green and Blue Group = Fully Government Funded

	Deposit	Term 1	Term 2	Term 3	Term 4
Sprouts	\$20.00	\$135.00	\$165.00	\$150.00	\$165.00
Red	-	-	-	-	-
Green	-	-	-	-	-
Blue	-	-	-	-	-
Orange	-	-	-	-	-

***Please note:** It is important to contact the Enrolment Officer or Treasurer prior to the due date of each instalment if your family is experiencing financial difficulties. Failure to pay fees within the required time frames could result in possible exclusion. Please refer to the policy document for clarification.*

3 & 4 Year Old Fees - Families who hold a current Health Care Card will need to supply a copy of card at orientation if not already provided.

ARRIVAL AND DEPARTURE PROCEDURE:

Entrance into the kinder is through the outside gate. Families are given the code to this at the start of the year. This code is **NOT** to be given to anyone (including relatives) it is important that educators know that a different person will be collecting your child. Children will be allowed into the classroom through the double doors when educators are ready, and you have signed them in.

As soon as you have settled your child, please leave the kinder, as parents chatting to each other creates greater noise and makes it harder for the children to settle and become involved in the experiences.

At the end of each session the children are required to sit on the mat. They will only be allowed to leave once an educator has seen the child's parent or person who will be collecting the child, they will then say the child's name and they may then exit the kinder. In order to ensure the safety of other children please **do not** let any child out of the kinder who is not under your care. Please be aware that late arrivals will interrupt the learning of others and children will miss out on learning opportunities if late.

Children should be brought at the correct times and collected promptly at the session end. **Please refer to the late pick up policy (pg5).**

Please note that the person collecting your child must be over 16 years of age as per the Education and Care Services National Law Act 2010 and be identified on your child's enrolment form.

ATTENDANCE BOOK (signing in and out):

The attendance book is located outside under the veranda. It must be completed every time you bring a child to kinder or take them home. Your child's name will appear next to a number, please ensure you sign in and out next to either your name or number. Whenever you are delivering your child or another child to kinder, you need to record the accurate time you arrived, sign your name and record who will be picking the child up, this needs to be a name not "mum" or "dad". On taking your child or another child home, you also need to record the accurate time you are leaving and sign beside this. When on duty and if you bring any siblings with you, you all need to be signed in the attendance book in the space provided for evacuation purposes.

If another person is to collect your child please write their full name in the attendance book, ensure their name is on your enrolment form as a person permitted to collect your child and inform the staff that someone different will be there at the end of the session. Please ensure that this person brings photo identification with him or her, as educators will be checking to ensure they are sending your child home with the right person.

The attendance book is a requirement set out by the Department of Education and Training (DET) and if not filled out correctly will breach the Education and Care Services National Regulations (2011) so please follow this process accurately. If you at any time are unsure as to what you need to do please ask one of the educators.

CLOTHING AND FOOTWEAR:

Please name every article of clothing your child is likely to remove during their session. Footwear is often identical - so must be named.

For safety reasons thongs and croc style shoes are not to be worn at kindergarten. During the wetter seasons, gumboots are encouraged.

In the winter months the children will still be playing outside during each session, so please dress appropriately (no bare legs) and provide a coat and beanie in your child's bag.

As per our Sun Smart Policy, hats must be worn during outdoor play in September through to April. You will need to supply a hat that will stay in your child's hat pocket at kinder.

Please ensure that your child has a full change of weather appropriate clothing including underpants and socks.

DRINK AND FOOD:

Each group attends for different amounts of time and therefore have different lunchbox requirements. You will be provided with a food requirement guide at your orientation session. When buying a lunchbox for your child please ensure they are able to independently open it. We encourage package free lunches. If your child does have packaged food please ensure that they are able to open it, this includes squeeze yogurts that often need the lid to be cracked before putting into lunchboxes. Please ensure your child can open any food containers.

We encourage families to pack food that is consistent with Australian Dietary guidelines. Further information and family resources can be found at:

<https://www.health.gov.au/resources/collections/get-up-grow-resource-collection#for-parents>

Some ideas for snacks:

- Fresh fruits including strawberries, watermelon, grapes, mandarins, oranges, pears, apples, bananas, kiwi fruit, avocado, rockmelon, honeydew melon, cherries, blueberries, cherry tomatoes etc.
- Fresh vegetables and salad – carrots, celery, capsicum, cucumber etc.
- Dried fruits in moderation could be sultanas, dried apricots, etc.
- Dairy – cheese cubed
- Some ideas for lunch:
 - A roll, sandwich, wrap, with spreads, cold meat, or salad
 - Dry biscuits, cheese, yoghurt, popped corn

Things to be left out of lunch boxes

- lollies
- chocolate
- juice

KINDER BAG:

Please supply your child with a large bag so that they can take things home easily. Inside this bag please provide:

- a complete change of clothes (according to weather),
- compulsory hat (to be left at the Kinder)
- coat and beanie in winter
- This bag needs to be clearly labelled as often there is more than one bag of the same type. On arrival this bag gets placed on your child's allotted peg in the foyer.

KINDER DUTY:

We invite families to participate in kinder duty. This involves assisting with certain aspects of the program and undertaking some of the domestic chores. The educators may need your help with a special activity so please check with them at the beginning of the session. This assistance allows educators to give full attention to the needs of the children and provide a wider range of learning experiences.

Dates will be provided early in first term and then prior to the end of the remaining terms, that enables you to put your name next to the most convenient sessions and date for you. Please remember that it doesn't have to be a parent that always does duty; it can be any relative or friend.

In order to participate in kinder duty you will need a working with children check. A volunteer working with children check is free and further information about applying for a WWCC can be found at <https://www.workingwithchildren.vic.gov.au/>.

Your child will love to have their special person helping and being a part of their Pre-school experience. It also gives you an opportunity to watch your child participate in the Pre-school experiences, interact with the children, get to know their friends and for you to interact with other children and parents also on duty.

Siblings:

Sharing your child's kinder experience by undertaking kinder duty is a special time for you and your child. Whilst siblings are welcome, we recommend that alternative childcare is sought on the days parents undertake their kinder duty role. If this is not possible, **PLEASE REMEMBER** that it is the responsibility of the parent or guardian to supervise siblings at all times both inside the Pre-school and in the grounds.

BIRTHDAYS:

At kinder we celebrate each child's birthday by getting the group to sing happy birthday. Families will then often supply treats for their birthday child to hand out at the end of the session. If you would like to send along a treat for your child to hand out please send either 25 chocolate frogs or 25 lollipops. We can not hand out homemade treats.

SUNSCREEN:

Please ensure you apply 4 hour waterproof sunscreen to your child before they attend kinder. We will assist your child to reapply sunscreen if they attend longer sessions. Please send in a labeled roll of sunscreen for your child that is to be left at the kinder.

HEALTH AND SAFETY:

The health of a child plays a big part in their ability to cope with the Pre-school session. For infectious diseases we follow the State Health Department Guidelines for exclusion (this can be found at the end of this document and on the noticeboard in the foyer). In a group setting, infection spreads very quickly to other children. Because of this, parents are asked to:

- Make the decision about whether or not the child is well enough to attend. Children are unable to make this decision for themselves.
- Ensure that an unwell child is kept at home.
- Report any cases of infectious illness as soon as possible.

In addition to the above, please do not send your child if they have any of the following:

- Diarrhoea and/or vomiting 48 hour exclusion period,
- Conjunctivitis in the previous 24 hours until the discharge is clear,
- 24 hours after a raised temperature and
- Head lice (including eggs) until successfully treated.

If a child becomes ill at Pre-school the educator will contact the parents or emergency contact person. Where contact cannot be made, the teacher will decide whether medical attention is required.

If your child has a minor accident at the Pre-school you will be notified on pick up and asked to sign the accident book. If your child has a major accident you will be notified immediately, as will an ambulance, if necessary.

First Aid kits are located in the bathroom area and outside under the verandah near the sign in book. The bathroom kit is detachable and can be taken in case of an emergency.

“No Jab, No Play” Legislation

Under the ‘No Jab, No Play’ legislation (commenced on 1 January 2016), before enrolling a child, early childhood services will have to first obtain evidence that the child is:

- *fully immunised for their age OR*
- *on a vaccination catch-up program OR*
- *unable to be fully immunised for medical reasons*

‘Conscientious objection’ is not an exemption under the ‘No Jab No Play’ legislation.

Rolling Hills Pre-school will require a copy of your child’s Immunisation History Statement (which you can be requested at any time by contacting Medicare) on your first day of orientation.

COVID-19

Due to the volatile nature of COVID-19 restrictions, the below link with updated information regularly in which our kinder is governed by. If you have any questions regarding this please do not hesitate to contact our teachers or COM.

<https://www.coronavirus.vic.gov.au/covidsafe-ecec>

Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts

(Public Health and Wellbeing Regulations 2009)

Statutory Rule

A person in charge of a primary school or children's services centre must not allow a child to attend the primary school or children's services centre for the period or in the circumstances:

- (a) specified in column 2 of the Table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 1 of the Table in Schedule 7; or
- (b) specified in column 3 of the Table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 1 of the Table in Schedule 7.

The person in charge of a primary school or children's services centre, when directed to do so by the Secretary, must ensure that a child enrolled at the primary school or children's services centre who is not immunised against a vaccine preventable disease (VPD) specified by the Secretary in that direction, does not attend the school or centre until the Secretary directs that such attendance can be resumed. (Note—VPDs are marked in the table with an asterisk (*). Contact the Department on 1300 651 160 for further advice about exclusion and these diseases.)

Schedule 7 — Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2009)

In this Schedule, medical certificate means a certificate of a registered medical practitioner.

[1] Conditions	[2] Exclusion of cases	[3] Exclusion of Contacts
Amoebiasis (Entamoeba histolytica)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Dianthoea	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Secretary
Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Human immunodeficiency virus infection (HIV/AIDS virus)	Exclusion is not necessary	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Secretary
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded

Minimum Period of Exclusion from Primary Schools and Children's Services Centres
for Infectious Diseases Cases and Contacts

[1] Conditions	[2] Exclusion of cases	[3] Exclusion of Contacts
Measles*	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility
Meningitis (bacteria — other than meningococcal meningitis)	Exclude until well	Not excluded
Meningococcal infection*	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
Mumps*	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Pertussis* (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
Poliomylitis*	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Secretary
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary	Not excluded unless considered necessary by the Secretary
Verotoxin producing Escherichia coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary	Not excluded
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded

Further information

For further information about exclusions mentioned in this document, please contact the Department of Health's Communicable Disease Prevention and Control Unit on 1300 651 160 or visit the www.health.vic.gov.au/ideas.

January 2010

KEEPING YOU INFORMED:

Our main source of communication is via Storypark. This is a free downloadable app and instructions to download this app will be provided at your orientation pack. You will be sent a Storypark invitation via email. Please ensure you write your email clearly on the enrolment form so this invitation reaches you. If you do not have a smartphone or PC please let educators know ASAP. It is an expectation for all enrolled to have access to this app regularly.

In the foyer area we have wooden pigeon holes with each child's name on them. Notices will be placed in these pigeon holes on a regular basis so please check at each session your child attends so that you do not miss any information.

Community posts are placed on Storypark regularly to ensure you are kept up to date on all important information regarding the running of Rolling Hills Pre-school and fundraising activities. Observations of your child and weekly reflection will also be posted to Storypark.

We also have a website that has all the latest events and kinder happenings, and we encourage all families to regularly visit this site: www.rollinghillspreschool.com.

EMERGENCY MANAGEMENT PLAN (Display):

Rolling Hills Pre-school has been allocated evacuation points at Rolling Hills Primary School basketball court and gymnasium for building and area disasters. In case of such an event, please do not come to the Pre-school but collect your child from educators at the evacuation point. A copy of the Emergency Management Plan is available to be read at the Pre-school upon request.

PARENT FEEDBACK:

As the Committee of Management represents the overall Pre-school community it is vital that we are catering to their specific needs and providing a variety of opportunities for them to be expressed.

One way that we can do this is to provide a suggestion box for all families to use. We encourage all families who have any ideas or suggestions to place these in writing in the Suggestion Box (also the fees box), located alongside the fundraising box in the main room. We strongly suggest that you place your name on your suggestions so we can ensure feedback is provided to you.

Another way we gather feedback from Pre-school families is to provide them with a yearly survey. We do this around October so we can put into place suggestions made and address any concerns highlighted.

Please see any educators if you would like to make a suggestion to the program. Please complete any ideas/suggestions you may have in the feedback section of the program.

PARENT VOLUNTEERS:

Due to there being such a shortfall between the Grants we receive from the Government and the actual running costs of the Pre-school, we rely heavily on the volunteers of parents and families within the Pre-school community. On the positive side it allows these volunteers to have the satisfaction of knowing that they have been actively involved to ensure their child is provided with the best possible start in their academic life. We value this input and provide a large range of opportunities to be involved including kinder duty, maintenance, fundraising, excursions and as a member of the Committee of Management, just to name a few.

If you would like to be more involved in Rolling Hills Pre-school, please contact the President as there are many sub-committees that you can be on without being a permanent member of the Committee of Management. Or come along to any COM meeting to be involved. All are welcome and are encouraged to attend and place input on anything they wish.

WORKING BEES:

We currently employ a gardener to maintain the gardens. However to ensure that we are providing our children with the best possible environment some general maintenance and tidying up needs to be completed throughout the year. We run a number of working bees throughout the year both on Saturdays and Sundays, and encourage all families to come along and help.

FUNDRAISING:

As we have previously explained, funding only partially covers wages. The remaining wages, utilities, cleaning, art and craft supplies and equipment must be covered by fees and fundraising.

We provide a variety of different fundraising events for families to become involved in throughout the year. We do not expect everyone to participate in all these, however, we encourage you to get behind as many events as you can to assist Rolling Hills Pre-school in providing new equipment and experiences for your child and keeping those fees down for all families.

Participating in fundraising activities or contributing to fundraising is strictly voluntary.

EDUCATORS:

Rolling Hills Pre-school has a great team of highly trained educators. At all times there will be a trained teacher present in the pre-school sessions. Our educators work together to oversee all groups in the pre-school. We are fortunate enough to employ an additional assistant in some programs to meet the needs of all children.

QUERIES:

If at any time you feel like discussing your child's progress, development, the program or having a look at your child's individual records, please make a time to talk to the educators. It is often difficult for the educators to spend a lot of one-on-one time with each parent at the beginning or end of the session, so set up a time that is mutually agreeable. Rostering yourself on duty provides a great opportunity to seek feedback and watch your child in action.

If you have any questions regarding fundraising, policies, fees or the overall running of the Pre-school please contact the relevant Committee Member. Please see COM contact information placed in the foyer.

COMPLAINTS:

If you have a query or concern, please make the educators aware that you may feel like that. If you are unhappy with the procedure followed you may contact the current Pre-school President. The Presidents contact details are on the noticeboard in the foyer. If at any time you are unhappy with any aspect of the happenings at the Pre-school please submit this in writing to the President or Educational Leader. By doing this you have begun the Complaints procedure. For more details on this please refer to our Complaints Policy in the Policy Document. If after the completion of the process you are still not satisfied with the outcome, please feel free to contact:

Department of Education and Training (DET)
Eastern Regional Office
Level 2, 295 Springvale Road
Glen Waverley VIC 3150
Phone: 1300 651 940