Sydney Catholic early childhood services

EARLY CHILDHOOD SERVICES



Family handbook


Jasmin

SCECS Prayer

Loving God,

We thank you for the gift of children and for the opportunity to nurture them in faith, honesty, and love through Sydney Catholic Early Childhood Services. May they feel your love and presence each day as they learn and play.

Grant inspiration to our educators as they teach and guide the children, fostering curiosity, innovation, creativity, trust and kindness. May they be inspired by the Holy Spirit to lead by example and to instill values of compassion and respect.

Bless the families of our children, that they may be strengthened in their roles as primary educators in faith. May they find support and encouragement within this community.

We make this prayer
through Christ our Lord.

Amen.

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Our Values



Our Priorities

Being Catholic

SCECS environments are places where children, families and staff know God's love

Education

SCECS empowers all learners to flourish today and tomorrow for a hope filled future

Care

SCECS is committed to the safety and wellbeing of its children and staff

Community

SCECS invests heavily in its children, staff and community, building authentic reciprocal relationships

Growth

SCECS cultivates a growth mindset, pursuing innovative practices and new possibilities

Stewardship

SCECS advocates responsible expenditure, intentional accountability and equitable management of resources.

WELCOME

Dear Families,

On behalf of the entire team at Sydney Catholic Early Childhood Services (SCECS), I extend a warm and heartfelt welcome to you and your family.

We are thrilled to have you join us as part of our community and we look forward to partnering with you in providing a safe, nurturing, and enriching environment for your children.

At SCECS, we understand the importance of quality early childhood education and care (ECEC) in supporting the holistic development of children. Our dedicated team are committed to ensuring that each child feels valued, respected and supported as they engage in a variety of enriching experiences and activities. Our ECEC programs are designed to promote learning, creativity and social interaction in a fun and inclusive environment.

From engaging in arts and crafts to participating in outdoor play, your child will have the opportunity to explore their interests, develop new skills and build meaningful friendships.

We believe that fostering strong, collaborative and respectful relationships with families and communities is paramount to enhancing children's inclusion, learning and overall wellbeing.

As CEO of SCECS, I am personally committed to upholding the highest standards of excellence in all aspects of our ECEC programs. We prioritise the safety and well-being of every child in our care, and we adhere to strict guidelines and protocols to ensure a secure and nurturing environment at all times.

I encourage you to explore our Family Handbook, also available on our website at www.scecs.nsw.edu.au, which provides detailed information about our ECEC services, policies and procedures.

Our team is always available to answer any questions you may have and provide support as needed.

We are honored to have you with us and we look forward to building a strong and positive partnership with you and your family.

Warm regards,

Franceyn O'Connor
CEO

OUR VISION & MISSION

Our Vision: As partners proclaiming the message of Jesus Christ, Sydney Catholic Early Childhood Services promotes the pastoral outreach of parish and school communities by supporting the needs of families with young children.

Our Mission is to:

- support families
- nurture spirituality
- be places of welcome
- offer education and care
- provide support
- build respectful and reciprocal relationships.



COMMITMENT TO CHILD SAFETY

Sydney Catholic Early Childhood Services is committed to being a child safe organisation and has developed strategies for embedding the Child Safe Standards into our governance structures and practices at a service level.

SCECS has zero tolerance for child abuse.

SCECS is committed to:

1. the safety and wellbeing of children and young people.
2. providing a child safe environment.
3. supporting all Sydney Catholic Early Childhood Services in providing child safe environments.
4. engaging the most suitable people to work with children.
5. providing high quality employee, volunteer, and contractor.
6. reporting suspected abuse, neglect, mistreatment, and risk of harm in accordance with relevant child protection legislation.
7. working appropriately and cooperatively with all organisations involved in child safety and wellbeing.
8. ensuring children, families, and carers are empowered to report concerns and provide feedback and input as needed.
9. providing an environment in which children and young people feel respected, valued and encouraged to reach their full potential.

HOURS OF OPERATION

Hours:	7:00am to 6:00pm - Monday to Friday *(some services times may vary)*
Public Holidays:	Closed
Open:	50 weeks per annum *- closedown over the two week Christmas holiday period*

ENROLMENT PROCEDURE

We invite enrolment bookings of 2, 3 or 4 day combinations and full time attendance as listed below. Families can submit an enquiry / wait list via our online child care management system (CCMS) XAP, or visit the service, and collect an information package. Our staff will answer any preliminary questions you may have, as well as taking you on a tour of the service.

ATTENDANCE	DAYS	DAYS OF THE WEEK
Full-time attendance	**5 days**	**Monday, Tuesday, Wednesday, Thursday & Friday**
Part-time attendance	**2 days**	**Monday & Tuesday**
	2 days	**Thursday & Friday**
	3 days	**Monday, Tuesday & Wednesday**
	3 days	**Wednesday, Thursday & Friday**
	4 days	**Monday, Tuesday, Wednesday & Thursday**
	4 days	**Tuesday, Wednesday, Thursday & Friday**

Places will be offered as they become available and we ask that families select their preferred attendance pattern from the list above as part of your enrolment enquiry.

Once a position becomes available for your family, a minimum of three orientation sessions will be organised. We use the orientation to help familiarise the child and family with the daily routine, our policies and procedures.

Re-enrolment occurs from July for the following calendar year. School leavers need to check if there is availability for casual days in January.



WHAT TO BRING

Please supply each day:

- Changes of clothes:
  PLEASE MAKE SURE THAT ALL PIECES OF CLOTHING ARE CLEARLY LABELLED and accommodate for both cold and hot weather conditions and messy play. All clothing should be sunsafe i.e. covering the shoulders with no strappy tops or dresses.
- Please avoid bringing toys from home, as these precious belongings may accidentally be lost or broken. Staff are responsible for the service equipment, but cannot ensure the safety of items brought from home.
- Water bottle.
- Any comforters that assist your child to settle i.e. soft toy / blanket / dummy.
- Bottles with formula or expressed milk (recommended for 0-2 year olds).
- Sun safe hat.
- Bags for dirty/wet clothing.
- If your child has allergies: Please bring along any specific sunscreen, lotions or nappy creams that suit your child's specific condition.
- Set of Sheets - SCECS will direct you to suitable suppliers for our bed types.
- If your child has a medical condition you will need to provide the required medication before your child starts.

ON ARRIVAL AND DEPARTURE

What to do on Arrival each day

- Sign your child in.
- Apply sunscreen on your child and a hat.
- Pass on any important messages regarding your child .
- Read notices in foyer / sign in areas.
- Fill in medication forms (when necessary) and pass onto staff, who will store it in a child proof medicine cabinet.
- Place your child's bag in their locker.

What to do on Departure each day

- Check with staff for important messages about your child's day.
- Check for soiled clothing (when required).
- Check for lost items of clothing in LOST PROPERTY.
- Sign your child out.

SIGN IN AND OUT

Please remember to sign onto the service kiosk both upon arrival and departure from the service. This is extremely important. Should there be an evacuation, these records are used as a roll call of those evacuated.

Also, please remember to confirm via the kiosk that your child has been absent and state the reason for absence. These records tie in with the Federal Government's Child Care Subsidy (CCS) and allowable absences.

Parents must notify the service if your child will not be attending on any day for which they are enrolled. For extended periods of absence, please advise the service Director in writing beforehand.



LICENSING

The service is licensed by the NSW Department of Education, and maintains its compliance with the regulations in relation to specific requirements such as staffing, policies, procedures, and the educational program.

THE NATIONAL QUALITY FRAMEWORK

The National Quality Framework (NQF) consists of;

- The Education and Care Services National Law and Regulations.
- The National Quality Standards.
- A National Quality Assessment & Rating process.
- *The Early Years learning Framework for Australia* – Belonging, Being and Becoming V2.0 2022.

The service is actively involved in the NQF. The system focuses on the standard of care and education provided in the service by assessing the factors which determine quality of care.

These factors involve interactions and communication between staff, children, and parents; the educational program; nutrition, health and safety; and service management and staff professional development.

SERVICE PHILOSOPHY

Our educators have a strong commitment to the care and education of young children. Our philosophy reflects our commitment to excellence in children's learning, relationships and growth.

A copy of our philosophy can be obtained directly from the service. The philosophy is updated and reviewed in consultation with families on a regular basis.



SETTLING IN

Children and parents love and need each other, and separating from one another can be difficult. Separation is a difficult process for young children. Our team will support you and your child at this time. Successful separations strengthen basic trust and the child's view of the parent as a source of support.

The following are helpful strategies that can be adopted:

- Spend time settling your child into the service. You can stay as long as they need and visit as often as they need. Try to make the first day a half day, if possible, and play with them, involving them in activities and experiences at the service, but avoid pressuring them into doing something that they don't want to do.
- You can phone our team at any time to ask how your child is doing.
- Children may be reluctant to come for a while but our team will help your child to settle and build those strong relationships.
- Reassure your child that you will return, using terms such as, *"I will be back after you have some afternoon tea"*, or *"I will be back when you have had lunch,"* avoid saying *"sleep"*, and using clock references like, *"1 o'clock"*.
- Provide objects for security, e.g. photos of mum/dad, dummies, bags and/or blankets.
- Talk positively about our environment to your child and be positive and happy yourself about the experience. This in turn will help your child to be happy too.
- Show your child where the toilets are and where his/her individual locker is.
- When you are ready to leave, always tell your child that you are leaving. You may need the help of our team to comfort your child should they become upset. Please do not leave without saying goodbye to your child.
- Children will need time and reassurance to adjust to new faces and routines.
- The settling in period may vary from child to child. Some take a few days, whilst others may take 2 weeks or maybe a little longer. Every child is unique and all children react differently when coming to the service. Please feel free to discuss your child's needs with staff so that we can work out the most comfortable way to introduce you and your child to the new environment.
- In most cases, children quickly settle once you have left.

EDUCATIONAL PROGRAM

Research demonstrates that children do their most important learning before the age of five and play is one of the main ways in which children learn and develop.

Sydney Catholic Early Childhood Services create environments that enable the youngest of children to flourish in all areas of human development, particularly in nourishing their spiritual lives as we engage their religious imagination and introduce them to the treasures of Catholic tradition.

Our educators endeavour to provide a rich learning environment for each child in care. The program reflects a play-based curriculum centred on the individual interests and explorations of each child, reinforced by our priorities and Catholic values.

We focus on the process of your child's work, not the finished product. Educators work hard to stimulate your child's love of learning and provide them with rich opportunities to learn and develop.

We observe children openly, question deeply, ask what is really going on, to make skilful decisions, judgements and choices that are the major contributions to children's experiences, in collaboration with children.

The program reflects an overall picture of children's development, learning, peer connections, interests and investigations, challenges, daily living experiences and routines as well as special events and experiences. The entries aim to reflect teachers and educators careful planning and preparation, as well as share the experience with families.

Documentation and planning stems from a combination of sources ranging from developmental milestones, observations of individual children, information from parents, what is occurring in the community, social issues, interactions and relationships, as well as interests and challenges expressed directly by the children.

Bi-annually staff summarise children's learning and growth through a developmental summary. This profile or statement, in conjunction with the program and learning entries, form the basis for a more formal meeting with families. This provides an opportunity to collaborate about the child's learning requirements in partnership with families.

The program is available to view in each room of the service and via the online documentation tool. Children's names and images may appear in various forms of documentation on display in the service.

Inclusion in our Services

At SCECS, we are committed to creating environments where every child feels a strong sense of belonging, safety, and connection. We recognise that children learn, communicate, and express themselves in many ways, and that behaviour is often a signal of their emotions, needs, and sense of safety in the moment.

Our educators support children by helping them build the skills they need for self-regulation, problem-solving, social connection, and resilience. This includes modelling calm and attuned responses, offering clear and consistent expectations, and establishing predictable routines that help children feel secure. Educators intentionally notice and affirm each child's strengths, guiding them with empathy and helping them understand their emotions and how to express them safely.

The service is committed to creating an environment where all children can actively participate and benefit from all aspects of the learning program, reducing any barriers to full inclusion. We take an inclusive approach, working in collaboration with families and professionals. This support is carefully developed with families, teachers, and the SCECS Inclusion Team to create Individual Support Plans or Behaviour Support Plans when needed.

To ensure we provide the most appropriate and consistent support, SCECS requires access to all relevant information about your child. This may include referrals, assessments, reports from medical or allied health professionals, and any ongoing updates received throughout your child's enrolment.

Daily Routine

The routine is displayed in each room. The routine is highly flexible to meet the specific interests of children. It may change to reflect changing needs at different times of the day. It includes opportunities for quiet times and more energetic times, for group and individual play, for teacher-facilitated and for self-initiated activity.

Family Grouping

Children of all ages may mix freely during certain times of the day. This provides a valuable avenue for social learning and awareness. The less able, or younger children learn from others by watching, imitating and joining in. All are encouraged to develop a caring attitude towards other (especially younger) children.

POLICIES AND PROCEDURES

SCECS has several Policies and Procedures that guide staff in their work with children and families as well as the overall management of the service. All SCECS policies and procedures are available for you to view at the service or online on the family intranet. Please refer to your Director for the Parental Portal password at **https://www.scecs.nsw.edu.au/parent-portal.**

Our policies and procedures are updated on a regular basis and new policies developed as required. When an existing or new policy is updated, it is circulated to staff and families for their feedback. SCECS welcomes your feedback and input into the review and development of policies.



CLOTHING

We ask that you provide at least three (3) full changes of clothing for your child (including underwear and socks). Having them labelled will help ensure their return. Please check the lost property for missing articles of clothing.

We keep a supply of extra clothing for weather changes and accidents.

Weather Changes

Our team try to ensure that children are adequately dressed for indoor temperatures and outdoor weather conditions. Please provide a jacket/extra warm jumper for the cooler months.

Sleep/Rest Time

Our team try to ensure that children are comfortably dressed for sleep and covered appropriately for room temperature. Please refer to 'What to Bring' on page 11.

Sun Protection

Our team try to ensure that the children are adequately protected from the sun outdoors via wearing hats and SPF50+ broad spectrum water resistant sunscreen.

Dressing for Play

Art/craft/messy activities are valuable experiences for children and included in the program every day. Protective clothing is provided for these activities, however, clothing may still become soiled/wet. Please keep this in mind when dressing your child and providing their spare clothes.

Toilet Training

If your child is in the early stages of toilet training please dress them in clothing which is easily managed by them e.g. elastic-waist pants/shorts, to encourage their independence. Generally overalls, belts, buttons, studs etc are too difficult for children of this age to manage. Please provide an extra supply of underpants/pants/socks/shoes to cope with accidents; and bags for soiled clothing.

Our educators are aware of cultural customs and beliefs and respect children's cultural diversity and individuality in relation to dress. We encourage parents to discuss any concerns about suitable clothing with us to best meet the needs of you and your child.

INFECTION CONTROL

We undertake several practices which have been shown to reduce the spread of illness in children's services in an effort to control infection. As teachers and educators we need to be aware of the ways to reduce the spread of disease and implement these strategies effectively in the service.

Children who are ill

Children may often be well at the start of the day and become ill quite quickly during the day.

The main reason for excluding sick children from attendance is to:

- Minimise the risk of cross-infection.
- Safeguard the welfare of children as sick children require intensive adult support and attention and this is not possible within the staffing levels in services.
- Protect other children in attendance, as we do not have designated areas where children, who may be infectious, can be isolated safely and comfortably.

Children cannot attend or remain in our care if they:

- Have a temperature over 38°C.
- Are unwell, to the extent that they are unable to actively participate in the service's program or in the case of young babies, need constant one-to-one attention.
- Have specific symptoms and / or conditions indicative of an infectious illness or disease e.g. rash, diarrhoea or vomiting.

Children returning to our care after contracting a notifiable disease

Children who have contracted a notifiable disease may only return to our care on presentation of a medical certificate which confirms that they are no longer infectious.

Children returning to our care after an illness

Children may return to our care once they are well.
Children who have had diarrhoea will be requested to stay away from the service for 48 hours after symptoms have ceased to reduce the infection transmission.

If they have had an infectious illness, the Director may ask the family to provide a medical certificate to confirm that the child is well enough to return to the service. However, while it is a doctor's role to provide a medical certificate, it is the Director who has the ultimate responsibility for deciding if a child is well enough to return to our care. They exercise a duty of care to the service and its children and staff*.

**Staying Healthy in Childcare*
www.nhmrc.gov.au.

BABY REQUIREMENTS

Bottles and dummies

Families are requested to supply their own child's bottles together with formula or breast milk and at the end of the day take home and wash their own bottles.

If your child requires dummies, please supply them.

Labelling and storing bottles

Parents who supply bottles for their children should label them with name tags and place them in the body of the fridge, not in the door of the fridge. *(Storage on fridge door shelves is not appropriate, as the temperature in the door panels is not as cold as that in the interior of the refrigerator).*

Returning bottles to parents

Children's bottles will be rinsed but not sterilised after use and all bottles, whether they have been used or not, will be returned to the parent at the end of each day. Parents should then complete their own sterilisation procedure.

ACCIDENTS AND INJURIES

Every effort will be made to prevent injuries, however, accidents may occur. Educators are alert and responsive to any signs of injury to children.

As well as taking appropriate steps to minimise the chance of any accidents educators are fully prepared in case an accident or emergency does occur.

If an accident does occur, the educator who attended the child will complete the 'Incident, Injury Trauma and Illness Record' and provide you with a copy, requesting that the form be signed within 24 hours.

EMERGENCY EVACUATION

Our teams undertake regular evacuation drills with children to practice in case of an emergency. Should an emergency occur where we need to evacuate educators, children and visitors, we will follow the 'SCECS Emergency Management Plan' procedures which are displayed on the wall at every emergency exit. If we are unable to return to the premises, families will be contacted and advised of the plan of action by the SCECS team.

MEDICATION AND MEDICAL PROCEDURES POLICY

From time to time, children enrolled in our care may require basic first aid treatment, or need to be given medication during their attendance. Additionally, some children have medical conditions that require ongoing specific medical procedures to be undertaken by our team.

The administration of any medication or medical procedure, can only be administered to a child under the following circumstances;

- With written authorisation from the parent(s)/guardian(s) on the appropriate SCECS forms.
- In the presence of two team members - one to administer the medication and the other to check and witness the procedure.
- To the child for whom it has been prescribed and in accordance with the information and instructions on the container and / or medical plans.
- If the medication is in the original container bearing the:
  - ***Child's name***
  - ***Dosage and frequency***
  - ***Current use by dates***
- After our team have followed SCECS hygiene procedures.

It may be necessary for our team to obtain further information about medications from the child's medical practitioner, particularly in situations where a child requires:

- Multiple medications simultaneously (the reason for this is the potential danger that might result from the combination of the medications)
- A non-prescribed medication which is to be administered for more than two (2) days
- A specific medical procedure.

CCTV

In some services CCTV has been installed. Where this is the case families will be advised at the time of enrolment and clear signage will be in place at the service. These cameras are in operation for the purpose of security, to deter crime and to monitor the safety of children, staff and visitors. The footage will be stored in house on a local server. Requests to view the footage will be reviewed by SCECS management and be determined based on SCECS's Privacy Policy.

NOTICE OF CHANGE OF DETAILS

To ensure continuity of care, please keep us notified and up-to-date with changes of:

- Telephone number and address.
- Employment details.
- Emergency contacts.
- Person authorised to collect child.
- Change in custody/access arrangements, etc.
- Immunisation status.
- Health & Medical conditions.
- Change in Direct Debit payment accounts.

Change of Attendance

If your attendance alters e.g. reduction/ increase in days per week or absence due to extended holiday, you will need to notify the Director giving four weeks' notice of change.

The Director will then approve the change, according to staff/child ratios and availability.



FEE PAYMENT

Direct Debit

All fees are paid by Direct Debit, fortnightly in advance. Payments will be debited from the family's nominated account. Strict regulations are followed to ensure this information is confidential.

Please ensure you have sufficient funds in your account to cover your fortnightly fees. Direct Debit rejections incur a dishonour fee payable by the parent.

Absences

Fees are payable at all times. Full fees are charged for any absences due to illness (even when a medical certificate is supplied), Public Holidays and any holidays arranged by families. Fees are also payable when a child is excluded from attending because of an illness or disease.

Public Holidays

Even though the service is not open for public holidays, you are required to pay for public holidays that fall on your child's attendance.

Child Free Day

The service has two (2) child free days per annum. These days give staff the opportunity to undertake specific duties and tasks that cannot be done whilst children are present. This may include staff training and service cleaning and maintenance. Families are not charged for these days.

Closedown Period

The service is closed for two weeks over the Christmas holiday period. No fees are payable during this closure period.

Overdue Fees

Families will receive a reminder if fees are in arrears. If the account continues to be in arrears for two (2) weeks or more, you will be sent a notice that payment is overdue. If fees in arrears continue, your child's enrolment will be terminated.

Withdrawing a Child / Dropping days

Four weeks' written notice must be provided from January to November when guardians withdraw their child or reduce booked days. Enrolments that include December must continue through to the final day of care for the year and cannot be ended earlier in the month. Notice to cease enrolment submitted during the Christmas closure period will take effect from the first day of operation in the new year. No CCS will be payable where children are absent on the last booked day(s) day/s of care.

Child Care Subsidy

Families can apply for the Child Care Subsidy (CCS). It is income and activity tested (i.e. based on hours of work or study) and paid directly to the childcare service to reduce the fees that eligible families pay. Families should keep Centrelink up to date with activity information to optimise payments. Once you have contacted Centrelink, you will need to provide the centre with your Parent and Child Customer Reference Number (CRN) to claim CCS. Once an enrolment has been created at the service, parents will need to confirm the details on the myGov website.

Centrelink withhold 5% of all subsidy payments which is reconciled with families at the end of the financial year. No CCS will be payable where children are absent on the first and last day/s of care they are booked in. Failure to pay the gap fee can jeopardise your eligibility to receive CCS from Centrelink.

Centrelink Office Ph: 13 61 50.

When registering with Centrelink please quote the following provider number: PR-40022356

Bond

A $500 'Bond' is retained before your child starts at the service and while your child attends the service. This is offset against the last 2 weeks' fees due when your child is withdrawn from care.

The Bond is non-refundable if your child does not start at the service, regardless of any notification given and if you fail to give 4 weeks' notice of your child's termination of care.

Payment of Fees

Fees are payable two weeks in advance at all times.

Financial Hardship

If at any time difficulty is experienced in paying fees, please discuss suitable financial arrangements with the Director.

COLLECTION OF CHILDREN

In cases apart from emergency, if parents wish their child to be collected by any person other than themselves, they must give the Director a written authority, signed by the parent(s). The authority may be included in the Enrolment Form, or may be a separate document, and in either case must specify:

- **Child's name; and**
- **The full name, address and telephone number of the authorised person/s. (Staff may request proof of identity, such as a current driver's licence, to confirm the identity of the authorised person/s).**
  Authorised persons must be 18yrs or over.

Both parents should agree upon those persons other than themselves who are authorised to collect the child unless a court order states otherwise.

This authority may only be changed in writing, and with agreement from both parents.

Late collection of children

It is advised that families pick-up their children 10 minutes prior to closing to ensure all families have departed the service by closure time. If a family picks up children following closure time, a late fee payment will apply. If there are continued late collections, the child's placement at the service will be in jeopardy.

LATE FEES

0–15 minutes late:	**$50.00**
Every 5 minutes thereafter:	**$10.00**

After scheduled close

If your child has not been collected by closing time at 6.00pm, and no contact has been made by the parent / guardian to inform our team, we will take the following steps:

- attempt to contact parent/guardians
- if unsuccessful, then emergency contacts on enrolment form will be contacted
- 30 minutes after scheduled close - if no contact has been made, our team will contact Department of Community and Justice and the Police.
  Our team will be under instruction from Department of Community and Justice, the Police and SCECS Management Team.
- a phone call will be made to the Operations Officer ECEC to notify them of the situation.

FAMILY INVOLVEMENT

Families are welcome visitors at all times.

We invite you to be involved in your child's learning at a level of commitment that you feel comfortable with. This will vary between families due to different professional and personal commitments.

We actively encourage your involvement in all aspects of our daily life, ranging from the setting of objectives, program development, sharing of information and attendance at family meetings and Parent/Educator Interviews.

EXCURSIONS / REGULAR OUTINGS

Excursions are an essential part of any learning program. They provide the opportunity to expand a child's experience, explore different environments and learn new activities. Excursions are planned to reflect the age, capability and interests of the children and to maximise safety. Parents/guardians are informed in advance of excursions stating desired goals and outcomes, as well as requesting written permission for children to attend. Payment for excursions may be required depending on the location and type of excursion planned.

MANAGEMENT

SCECS is an incorporated company within the Archdiocese of Sydney. SCECS has a commitment for the delivery of learning services in alignment with Catholic values, mission and vision.

Parent Advisory Group

Family meetings are held on a regular basis in the service.

Families are welcome to participate in the Parent Advisory Group which recognises and values the important role parents play in the education of their children and aims to strengthen the inter-relationship between family, service, parish and the wider community.

FAMILY INFORMATION

Family Newsletter

A newsletter is distributed regularly informing parents about current happenings, forthcoming events as well as the service's educational program and objectives.

Family/Educator Interviews

Parent/educator interviews are held twice a year to provide families with the opportunity to discuss their child's progress and development with teachers and educators.

Program and Learning Records

The program and learning records are accessible in each playroom of the service and on line, which highlights to parents:

- What children have been involved in throughout the day,
- Children's Routines e.g. sleep times, mealtimes and nappy changes,
- Children's progress, development and growth, and
- Learning goals and strategies.

Family Information

Parent Information located at entrances in foyer / sign in areas and play rooms highlight to parents current happenings and forthcoming events, acting as a reminder notice to families.

Family Survey

Annually you'll be asked to complete a family survey about how our team operates and responds to your needs. SCECS values your feedback and uses all information to inform critical review of all aspects of the service operation.

NAPPY SERVICE

Nappies are provided as part of our daily fee. This is of no extra cost to families.

MEALS

Our service cook provides a nutritionally balanced menu catering to children's medical and health requirements. A vegetarian option is always provided as an alternative to cater to all children's eating habits and preferences. The menu is displayed and regularly reviewed in consultation with children and families.

Drinking water is available to children at all times.

We are allergy aware and therefore certain allergens are restricted from coming into our environment, depending upon the allergy and anaphylactic reactions of children within our care.

BIRTHDAYS

Parents and children are welcome to celebrate children's birthdays. We advise families to consult with educators prior to the event, as special considerations may be required. e.g. children with specific food allergies and/ or religious customs/ beliefs. Families may also like to join in the festivities.

STUDENTS ON PLACEMENT

SCECS recognises the importance of the practice teaching component in courses conducted by universities and other approved colleges, and supports the placement of students.

Apart from students, parents, trainees and volunteer members of the community may work with our team from time to time under SCECS supervision.

Throughout the placement, students will be expected to maintain a professional manner and observe strict confidentiality at all times.

All students and volunteer workers will have Working With Children Checks completed prior to attending the service and never be left alone with children.

PARENT CONDUCT

At SCECS we value our team and have an obligation to provide a safe and harassment free working environment for them and children in our care. It is never acceptable to treat staff or children aggressively or to harass or threaten them.

Please refer to our *Parent Code of Conduct* found in the Parent Portal on our website.

PRAYER

"Prayer Leads Us Forward in Hope." **POPE FRANCIS**

"Don't worry about anything; instead, pray about everything. Tell God what you need, and thank him for all he has done."

PHILLIPIANS 4:6

Prayer is talking and listening to God. God wants us to talk to Him and his Mother Mary all the time. Talking to God and His Mother Mary is the best way of getting to know and love Him. God is with us all the time and you can pray to Him at anytime and anywhere.

THERE ARE MANY WAYS OF PRAYING, HERE ARE JUST A FEW SIMPLE PRAYERS YOU CAN PRAY AS A FAMILY.

Making the Sign of the Cross *(using your right hand)*

1. Touch your forehead



2. Touch your chest



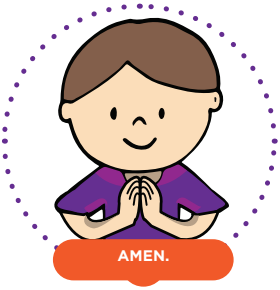
3. Touch your left shoulder



4. Touch your right shoulder



3. Bring your hands together



Grace Before Meals

Bless us, O Lord! and these your gifts,
which we are about to receive from your bounty,
through Christ our Lord. Amen.

Thank you for the World so Sweet

Thank you for the world so sweet.
Thank you for the food we eat.
Thank you for the birds that sing.
Thank you, God, for everything.
Amen.

Morning Prayer

Now, before I run to play,
Let me not forget to pray.
God in Heaven hear my prayer.
Keep me in your loving care.
Be my guide in all I do.
Bless all those who love me too.
Amen.

Bedtime Prayer

Now I lay me down to sleep,
I pray the Lord my soul to keep,
Guide me safely through the night,
And wake me with the morning light.
Amen.

Our Father

Our Father, who art in heaven,
Hallowed be thy name,
Thy kingdom come, thy will be done on earth as it is in heaven.
Give us this day, our daily bread and forgive us our trespasses,
As we forgive those who trespass against us and lead us not into
Temptation but deliver us from evil. Amen

Hail Mary

Hail Mary, full of grace,
The Lord is with thee;
Blessed are thou among women
and blessed is the fruit of thy womb Jesus.
Holy Mary, Mother of God, pray for us sinners,
now and at the hour of our death. Amen.

USEFUL RESOURCES FOR FAMILIES

- **Sydney Catholic Early Childhood Services**
  www.scecs.nsw.edu.au
- **Catholic Sydney Archdiocese**
  www.sydneycatholic.org
- **Sydney Catholic Schools**
  www.sydcatholicschools.nsw.edu.au
- **How to Pray with Your Children**
  www.hallow.com/blog/how-to-pray-with-kids
  How to Pray with Kids is a guide to Catholic children's prayers on the Hallow App. You will find many useful Catholic resources on the Hallow App.
- **Scripture Lullabies**
  www.scripture-lullabies.com/free
  Scripture Lullabies is peaceful music to help calm anxious hearts; sleep soundly; and bring peace to those suffering from illness, trauma, grief, and difficult circumstances. A beautiful way to experience God's Word in a uniquely gentle way.
- **Kids Matter**
  www.beyou.edu.au
  KidsMatter is an Australian mental health and wellbeing initiative set in early childhood education and care services.
- **Kidsafe**
  www.kidsafensw.org
- **Raising Children Network**
  www.raisingchildren.net.au
  Raising Children website useful resource to support you in raising your children.
- **Childsafe Australia**
  www.childsafe.org.au
  Child safety resources and training

- **Positive Parenting Program**
  www.triplep.net/glo-en/home
  Positive Parenting Program (Triple P) gives parents simple and practical strategies to help them build strong, healthy relationships, and confidently manage their children's behaviour to prevent problems from developing.

- **Starting Blocks**
  www.startingblocks.gov.au
  Starting Blocks provides parents with information about early childhood education and care

- **Safer Internet**
  www.esafety.gov.au/parents
  eSafety Australia is a useful website for safer and more positive family online experiences.

- **ACECQA**
  www.acecqa.gov.au
  Australian Children's Education & Care Quality Authority

- **NSW Government Early Childhood Education**
  www.education.nsw.gov.au/early-childhood-education

SERVICE COMPLAINT & COMPLIMENT FLOWCHART

SCECS supports your right to communicate your concerns and try to resolve them at your service level.

We are committed to the fair and effective resolution of families concerns or compliaints, in order to respond to the rights and needs of families and improve service quality.

INFORM THE SCECS DIRECTOR

All confidential conversations with parents/carers will take place in a quiet place away from other children, parents or staff. If you or your child has a complaint or comment about the service, you are encouraged to talk to the SCECS Director, who will arrange a time to discuss your concern and come to a resolution to address the issue.

If you are not satisfied with the response please go to the next step.

INFORM SCECS MANAGEMENT

38 Renwick Street Leichhardt NSW 2040
Phone: (02) 9568 8628
Email: scecs@syd.catholic.edu.au

If you are not satisfied after using the above steps, you can contact the Regulatory Authority:

NSW Early Learning Commission
Phone: 1800 619 113 (toll free)
Email: information@earlylearningcommission.nsw.gov.au

Sydney Catholic early childhood services

For further information
contact us below

PH 02 9568 8628
EMAIL scecs@syd.catholic.edu.au
Head Office 38 Renwick Street Leichhardt, NSW 2040

scecs.nsw.edu.au