



**Queen Street**  
Early Learning Centre

2026

# PARENT HANDBOOK

Connect, Explore, Construct

**Queen Street ELC**

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**46 Queen Street, Ashfield**

[info@queenstreetelc.com.au](mailto:info@queenstreetelc.com.au)

0451 153 575

# Welcome

Dear Parents,

We would like to acknowledge the traditional owners of the land in which we are located, the Gadigal people and extend a warm welcome to every child who enrolls at our Service and to all parents, relatives, friends, and citizens. We hope that your association with this centre will be satisfying and an enjoyable one.

Our Centre is a small family operated service that prides itself on its high standards of care, safety and learning. It has a family atmosphere, caring staff and true community spirit that caters for children between the ages of 6 months to 6 years. With natural, quiet open plan premises to stimulate the growing minds of young children.

The management of the Centre is privately owned and operated. Owner/ director/ nominated supervisor/ room leader/ educators is the management hierarchy.

At Queen Street ELC, we believe in open communication between families and the Centre.

Parents or guardians are always welcome to arrange a time to talk with educators or with the Director.

The information provided in this handbook may prove useful to you during the year. If you would like more information on these or other matters, please don't hesitate to contact the centre on 0451 153 575 or email enquiries to [info@queenstreetelc.com.au](mailto:info@queenstreetelc.com.au)

New enrolments are always welcome.

Our educators are here to support you and your child. Our commitment is to provide you with regular feedback during the year on your child's interests, strengths and any areas that need further development. This feedback will be both formal and informal. Our educators will support the children as they work towards developing them to their full potential.

With a great sense of excitement, we welcome you to our Centre's Program.

Yours sincerely,

Zoe Maraldo  
Service Provider

# Centre Philosophy

Queen Street ELC endeavours to create a safe, secure, and nurturing space that encourages children to be active and engaged learners. The educational focus promotes an inclusive and spontaneous environment, reflecting the Early Years Learning Framework to extend each child's strengths, satisfy their needs, and reach their potential. Children are always encouraged to connect, explore, and construct their schema.

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**CONNECT**

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**EXPLORE**

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**CONSTRUCT**

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Please visit the following link to view the full Queen Street ELC Philosophy:

[2026 Queen Street Early Learning Centre Philosophy](#)

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# Introduction

This Parent Handbook contains useful information about the Centre and an overview of the philosophy, policies and guidelines which guide our daily practices. Please keep this Handbook as a ready reference during your child's stay with us. All of Queen Street ELC Policies and Procedures are available on the Ipad in the foyer/entry area for parents to read at any time. The Education and Care Services National Regulations 2017 and the Educational and Care Services National Law can also be located in the foyer area.

### **The Centre**

Queen Street ELC is situated at 46 Queen Street, Ashfield and offers a peaceful, supportive environment for all children to feel at ease and cared for. With a limited capacity of 24 children, individual attention is given to ensure each child's well-being is prioritised and a smooth transition from home to Centre is ensured.

### **Hours of Operation**

Monday to Friday from 7am to 6pm. The Centre closes on Public Holidays and for 2 weeks over the Christmas and New Year break.

### **Groups/Rooms**

The Centre provides care for children from 6 months to 6 years. They are cared for in three groups:

- Infants: 0-2 years of age
- Toddlers: 2-3 years of age

### **National Quality Framework & Standards and National Regulations & Law**

Queen Street ELC complies with relevant Australian and State government regulatory requirements. It is licensed by the New South Wales Department of Education and Communities which regulates ongoing compliance with the National Quality Framework, Education and Care Services National Regulations 2021 and the Educational and Care Services National Law.

### **Confidentiality of Records & Data Privacy**

To ensure safety and high-quality childcare, Queen Street ELC must collect personal information (including sensitive information) about families and children as per legal requirements. This information is securely protected in accordance with the Privacy Act 1988's National Privacy Principles. The details are kept in locked filing cabinets and on a password-protected computer and only accessible to those directly involved in the care of your child. In some cases, the Centre may need to share necessary information with government organisations, agencies, and community service organisations to assist you as required by law.

# Payment Structure & Fees

Fees are automatically updated in Xplor. To have a current, accurate and on demand version of your statement please install the Xplor Home app. Fees can be paid directly in the Xplor Home app (this incurs a surcharge imposed by the application) or via bank deposit (details can be provided on request). Fees should be paid in full fortnightly. Children may not be admitted to the centre if fees are not up to date. All overdue fees incur a late fee charge of \$20.00 per week after 3 weeks of overdue account. Public Holidays and days absent must be paid for, as you are paying for the position held.

The Centre Director can be contacted if you have any queries about your fees. Sometimes it is not possible to answer your query immediately. They may need to investigate the matter and will respond to you as soon as possible. The centre operates under a number of policies and procedures which are determined by the Department of Education & Community Services, Centre owner, staff and parents.

## Daily Fees:

0 – 3 years: \$167.00 – per child/per day

3 – 6 years: \$148.00 – per child/per day

Child Care Subsidy requirements must be met prior to claiming Child Care subsidy. Additional information can be obtained from: <https://www.servicesaustralia.gov.au/child-care-subsidy> or the Department of Human Services on 136 150.

## Family Income

The amount of Child Care Subsidy you receive is calculated individually for each family as is dependent on individual circumstances. Please use the link provided to check your eligibility: [Services Australia](#)

## Start Strong Subsidy (3-4+ Year Olds)

In 2026, families can access fee relief for preschool-aged children through the Start Strong program. Under Start Strong, LDC services and Multifunctional Aboriginal Children's Services (MACS) will receive funding to support children aged 3 and above. LDC services which are listed on the Australian Government's Child Care Subsidy System (CCSS) and regulated under the National Quality Framework are eligible to receive Start Strong LDC funding.

Further information For further information visit the [2026 Start Strong for Long Day Care program guidelines](#) If eligible, a declaration form will be provided to you and Start Strong will automatically be applied to your statement

# CSS Information

## Child Care Subsidy Fee Relief Brackets

Changes to the Child Care Subsidy have come into effect as of the 5th January 2026.

From 5 January 2026, all CCS eligible families can get at least 72 hours of subsidised child care each fortnight, or 3 days per week. These changes are known as the 3 Day Guarantee.

You can check your estimate at the Services Australia Payment Finder, using the link provided: [https://www.centrelink.gov.au/apps/clkonline\\_cof/payment-service-finder/payments-finder](https://www.centrelink.gov.au/apps/clkonline_cof/payment-service-finder/payments-finder)



## Withdrawal & Changes to Attendance

We require four (4) weeks' notice in writing via email (not verbal) if you intend to withdraw your child from the Centre or to decrease the number of days. Increases in days will be accommodated if there is availability for the requested day/s. The four (4) weeks' notice starts on the following working day after you inform the Centre in writing.



# Enrolment

*Queen Street ELC is committed to non-discriminatory access.*

## Priority of access guidelines

When allocating places in the Centre, Queen Street ELC follows the priority of access guidelines set down by the Australian government. When filling vacant places, a service must fill them in the following priorities, as a guideline this follows:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test
- Priority 3 – any other child

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Within these main Priority categories, priority should also be given to children of:

- Aboriginal and Torres Strait Islander families
  - families which include a disabled person
  - families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner is on income support.
  - families from a non-English speaking background
  - socially isolated families
  - single parents
- 



## At QSELC

We believe in providing a safe, nurturing and inclusive environment for all children and families. Our enrolment process is designed to be transparent, respectful, and accommodating to meet the unique needs of every family

## Requiring a child to vacate a place

Under the Priority of Access Guidelines, a childcare service may require a Priority 3 child only to vacate a place to make room for a higher priority child. The service can only do so if:

- The person liable for the payment of the childcare fees was notified when the child first entered care that the service followed this policy, and
- The service gives the person at least 14 days' notice of the requirement for the child to vacate the place.

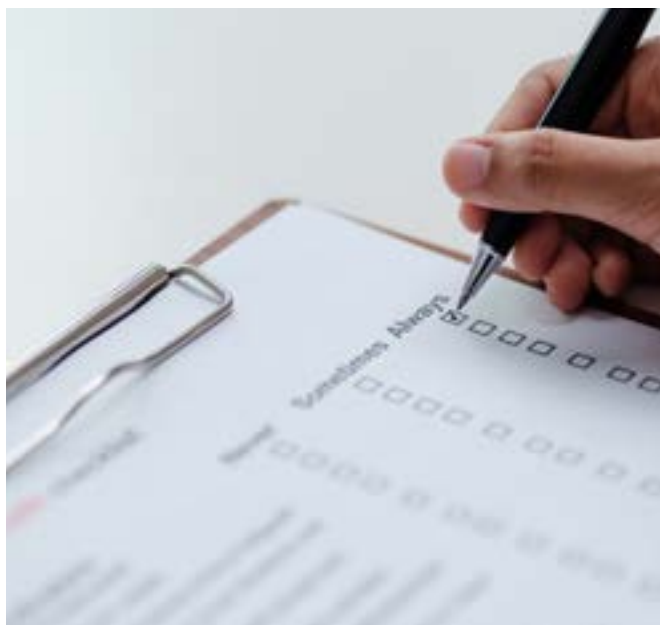
Occasional Care days are available on request. These can only be provided if you are requiring additional days and if a position is available at the Centre.

# Initial Consultation

The Director/s and/or Nominated Supervisor will meet with parents/guardians and child prior to enrolment to provide a tour of the Centre, introduce the educators, discuss enrolment information, the Centre's program, and daily operations, and any special needs the child may have (such as dietary requirements, medical plans, allergies, asthma plans).

Enrolment forms must be completed, the child's immunisation record, birth certificate, and any relevant court order/s must be provided at this time for photocopying. An orientation time will be scheduled for each enrolled child before their start date.

The decision on enrolling a child with additional needs will be made after consultation with:



01

**Nominated Supervisor/Director/  
Certified Supervisor in-charge/  
Approved provider**

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02

**Child's Parents**

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03

**Child's Doctor/Pediatrician/  
Specialist**

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04

**Department of Education and/or  
other relevant professional and  
medical personnel**

## What You Can Expect From Us

We understand that enrolling your child in child-care can be a big step, and we want to make it as smooth and stress-free as possible. Here's just a few of the things you can expect when enrolling your child at our centre:

- A friendly and knowledgeable staff who will guide you through the enrolment process and answer any questions you may have.
- A thorough tour of our facility, including classrooms, outdoor play areas, and common spaces.
- A review of our policies, programs, and curriculum to ensure it meets your family's needs and expectations.

# Arrival & Departure



## ARRIVAL

To ensure your child's safety, we require that you (or another authorised adult over 18 years of age) accompany your child into the Centre. You must sign your child in upon arrival with time noted, this is done via the Xplor sign-in kiosk located on the foyer Ipad. Additionally, the Centre must be notified of any of the following:

- You are going to be away from your place of work or home for the day and leave a direct contact telephone number for a medical emergency.
- Someone different is collecting your child.
- Your child is unwell or has been sick.
- Your child requires medication throughout the day (a medical certificate is required)
- Your child has been given medication at home within the past 24 hours.
- Your child is teething.
- You are aware of anything that might have happened/or is planned that we should know about to ensure we meet your child's needs.
- Before you leave, inform an educator of your child's arrival.



## DEPARTURE

To ensure your child's safety, we require that you (or another authorised adult over 18 years of age) collect your child from the Centre. Sign your child out on departure with time noted. Before you leave, inform an educator of your child's departure.

It is a legislative requirement that your child is signed in and out of the Centre. Your signatures are also required to be eligible for Child Care Benefit payments for your child for that day, this is all completed via the sign-in/out Kiosk Ipad.

# Arrival & Departure

## Persons authorised to collect children – Authorised nominees

At enrolment, parents must provide the Centre with the names and contact information, including telephone numbers, of authorised nominees collecting their child. The Centre must be notified of any changes to this authorisation and informed in writing if someone other than the nominated person/s is collecting their child. Children will only be released to authorised individuals. Photo ID must be shown by anyone unknown to staff, and a copy of their drivers license will be taken and kept on file. All authorised individuals must be 18 years or older. This can also be updated in the Xplor Home App to enable efficient sign-in/out on the Ipad Kiosk.

Parents with court orders or legal parenting plans must provide a copy to the Centre. If there is no legal documentation on who may pick up the child, either parent can do so until notified otherwise in writing (as per the Access and Custody Policy).



## Late Collection

The Centre closes at 6pm each night. To enable this to occur, parents need to arrive at least 10 minutes before that time to collect the child, sign-off, gather any personal belongings, and speak briefly with educators about your child's day. A late fee of \$2 per minute after 6pm will automatically be applied and appear in your next statement.

In case of emergencies, the Centre asks that parents inform them before closing time. If the Centre has not heard from parents by 6pm, they will first try to reach the parent, then the emergency contacts, then the police, and lastly inform the Department of Education & Communities, this in accordance with the centres policies and procedures and National Laws and Regulations.

## Arrival and Departure of a child with a member of staff

Queen Street ELC prohibits employees from transporting children to and from their homes, except for their own children.

# Required Items

What you need to bring to the centre - label all items

## Toddlers

- ✓ Changes of Seasonal Clothes
- ✓ Bottles (Milk + Water)
- ✓ Formula or Breastmilk
- ✓ Nappies (minimum 5/day)
- ✓ Cot Bed Sheet + Cover
- ✓ Sleep Bag - labelled
- ✓ Sun Hat - labelled

## Preschoolers

- ✓ Changes of Seasonal Clothes
- ✓ Bottles (Water)
- ✓ Cot Bed Sheet + Cover
- ✓ Sun Hat - labelled

**Every item is to be clearly labelled with the child's name and all bottles must have bottle covers/lids. Dummies must come with covers or in a container clearly labelled with your child's name.**

## Children's Toys from Home

Toys and items of value are best left at home - the service takes no responsibility for lost or damaged toys. While many children would like to bring their own toys to the Centre, sharing these with other children can be a difficult concept for a child to grasp, and can cause distress. It is not within the duties and responsibilities of staff to look for misplaced toys as their responsibility is to supervise and educate children.

Of course, security items (e.g., dummy, blanket) are exceptions. However, these items are to be clearly labeled with the child's name. We encourage parents not to allow their children to bring toys such as swords, guns etc. as these types of toys can entice play that is aggressive and can cause injury to other children or themselves.

## Birthdays

Birthdays are an important part of a child's life, and at Queen Street ELC we are delighted to help your child celebrate this occasion with their friends by providing cupcakes that are baked on the premises. These do not contain any ingredients to which other children are known to be allergic especially nuts, nut products and dairy. No fee will be charged to cover the cost of the cupcakes, however, please inform centre staff if you wish to have cupcakes prepared for your child's birthday at least a week in advance. As it is difficult to control the presence of allergens in store bought items cakes or cupcakes are prohibited to ensure the safety of all children. Communication and photographs of birthday events will be shared on Kinderloop. Parents may bring in sugar free ice-blocks as an alternative.

# Getting Started

## Settling In

To ensure a smooth transition for children starting at Queen Street ELC, the orientation program includes visits with parents before the child's start date. This helps alleviate anxiety for children who may need time to settle into their new surroundings.



## Additional Ways to Help Your Child

01

### Prepare in Advance

Encourage a positive attitude toward the Centre by discussing the exciting activities your child will enjoy, such as painting, drawing, crafts, music, and games. Your enthusiasm can help shape a positive experience for them.

02

### When It's Time to Leave

Keep goodbyes brief to reduce separation distress. While children may understand that you'll return, parting can still be challenging for them.

03

### Always Say Goodbye

When dropping off your child, reassure them that you'll return later and emphasize the importance of saying goodbye to build trust and create a sense of security.

04

### Use Regular Phrases

Say goodbye before leaving and reassure your child that you'll return after the designated time (e.g. "I'm leaving now, see you after rest time").



# Queen Street ELC Goals

**Whilst our philosophy is the foundation of everything we do, the following goals describe what we need to do in order to support our philosophy in everyday practice**

The learning environment will be unhurried, offering a wide range of meaningful learning experiences focusing on developing each child's interest.

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Children will feel safe, secure, and accepted, with the dignity of the child upheld at all times.

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Children will develop and expand in areas of self-worth and social competence.

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Children will be given the opportunity to construct knowledge through repeated experiences involving people and materials.

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Children will be supported in terms of both their actual development and their potential.

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Children will develop responsibility for their immediate and personal environment.

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The content of the curriculum will be relevant, engaging, and meaningful to the children and be developed in collaboration with the educator, the children, and families

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Curriculum objectives will respect each child's individuality and be realistic and attainable according to each child's interest.

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Children will develop and expand their ability to express, represent, and understand thoughts, feelings and experiences of self and others.

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Children will develop and expand their ability to make decisions and solve problems.

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Children will be evaluated as they engage in concrete, meaningful tasks that parallel the curriculum.

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Children will be provided with opportunities that develop and extend an awareness of sound health, safety, and nutrition practices

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Children will be provided with opportunities to develop appreciation and enjoyment for music, creative expressions, movement, and different art forms.

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Preschool children will be provided with a range of opportunities that prepare them for the 'school' (Kindergarten) environment.

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***"We welcome input from our families to align our aims and goals with the best interests of each child at the centre. Your feedback is important to us in continuously improving our services"***

# Our Educators

Queen Street ELC believes high quality educators are vital to providing the best education and care program for children. Staff qualifications, levels and staff to child ratios ensures compliance with the Care Services National Regulations. Rostered staff members work directly with the children at all times. For further information please refer to policy folder.

## About Our Educators

- Appropriately qualified, including First-aid CPR, anaphylaxis, and asthma training, Working with Children Check, and fire training.
- Purposefully aware of legislative responsibilities and adhere to Centre policies and procedures.
- Safety conscious and remain within sight and/or hearing of children. Play area arrangement to ensure children can be effectively supervised and communicate effectively with each other about the supervision of children.
- Up to date with the knowledge of how children grow and learn.
- Skilled in fostering positive and constructive relationships with children (and between children), parents, families, and the community.
- Effective team members
- Respectful towards children
- Advocates of social justice, access, and equality for all involved.
- Committed to programming (planning, implementing, and evaluating learning experiences and teaching strategies) for individuals and groups of children based on direct and indirect observations of the children’s development.

### Zoe Maraldo Owner/Service Provider/NS

Holds a Bachelor of Teaching. She is knowledgeable about child development, regulations and best practices in early childhood education. She has a vision for the centre and works hard to create a welcoming and inclusive environment for children families and staff. She is dedicated to providing high quality care and education and is always striving for improvement.



### Pen Nie Yap Educational Leader

Is a educational leader who has 5 years of experience. She is driven by a love for young children a desire to inspire learning and a belief in their limitless potential. She is dedicated in creating a positive and nurturing learning environment that fosters growth and discovery.



### Shane Smith Educational Leader

Is our educational leader who has 5 years of experience. She is driven by a love for young children a desire to inspire learning and a belief in their limitless potential. She is dedicated in creating a positive and nurturing learning environment that fosters growth and discovery.





# The Learning Program and Our Environment

The Centre's program is guided by the Early Years Learning Framework (EYLF) and informed by the Reggio Emilia philosophy, recognising children as capable, curious, and confident learners who actively construct their own knowledge through relationships, play, and exploration. Educators act as facilitators, co-learners, and researchers, intentionally observing, listening, and responding to children's ideas, questions, and interests.

Children are provided with the freedom to select activities and resources, supporting independence, agency, and autonomy. This child-led approach nurtures creativity, critical thinking, and problem-solving, leading to deeper and more meaningful learning. When children have a sense of ownership over their learning, engagement and motivation increase, strengthening confidence, wellbeing, and social and emotional development. The Centre provides a supportive, inclusive learning environment that values each child's voice and contributions.

A wide range of experiences is available, including art, puzzles, dramatic play, writing, music, languages, construction, sensory play, and outdoor learning, allowing children to pursue their interests and express ideas through multiple forms, reflecting the Reggio Emilia concept of the hundred languages of children. Bush Kindy is embedded as a weekly regular experience, offering ongoing opportunities to connect with nature, observe plants and insects, develop environmental awareness, and build resilience and wellbeing. Child Safety is also a weekly feature, supporting children to explore personal safety, emotions, respectful relationships, and help-seeking behaviours in age-appropriate ways.

Children participate in shared decision-making about resources and learning experiences, strengthening collaboration, communication, and problem-solving skills while fostering a strong sense of community and belonging. Learning experiences may occur individually or in groups and evolve in response to children's interests.

The program remains flexible and responsive, accommodating individual needs and interests, including planned incursions and excursions that consolidate learning and support exploration of the local and wider community. Families are valued as essential partners in children's learning and are encouraged to participate and contribute. The curriculum builds on each child's existing knowledge, abilities, interests, cultural background, and ideas, ensuring inclusive practice and maximising learning opportunities for every child.

# Program Feedback

**We value your input and welcome your thoughts in the development and assessment of our program. As a parent, you have unique insights into your child's interests and areas that can be further explored and fostered. It is through this collaboration that we can continuously improve the quality of education and care for your child/ren. We encourage you to communicate regularly with your child's educators about your child's evolving interests and needs.**

**Ways to share your thoughts on your child's development and the program include:**

- Talking to their educator or centre director
- Providing feedback via the Kinderloop app
- Providing feedback on our daily feedback post on Kinderloop
- Emailing
- Scheduling interviews to review your child's progress
- Participating in surveys and questionnaires
- Provide Feedback via the Digital QR Codes situated around the service

At Queen Street ELC, we value parent involvement as it positively impacts children's learning and growth. We welcome both parents and grandparents to participate in the centre. For more information, please contact us at [info@queenstreetelc.com.au](mailto:info@queenstreetelc.com.au).

## Approach to Positive Child Guidance

At Queen Street ELC, our educators take a respectful and proactive approach to behaviour management. Recognising that young children strive for acceptance and care for others and the environment, our educators view challenges as opportunities to teach children better decision-making. Our positive behaviour guidance strategies are outlined in our "Positive Behaviour Guidance Policy" in the policy folder.

# Health & Safety



# Health & Safety

## Food & Nutrition (Refer to the 'Nutrition Policy' in the Centre's Policies and Procedures Folders)

Queen Street ELC provides daily nutritious meals, including breakfast, morning tea, lunch, afternoon tea, and a late snack. The menu offers a variety of options like toast, cereal, yogurt, fresh fruit/vegetables, hot meals, crackers with dip/cheese, and toasted sandwiches, all in accordance with the Munch and Move program guidelines. A weekly menu plan is available for viewing on Kinderloop every Monday.

Our staff ensures each child has access to adequate and appropriate food and drinks, including water, and supervises to prevent the sharing of plates and utensils. Infants receive assistance with eating, and their drink bottles are filled only with water. Milk is served during morning and afternoon tea, while bottle routines for 0-2-year-olds are followed as per the parents' provided daily routine.

We encourage children to eat their meals but do not force them. Staff will not limit the amount of food children eat, nor pressure them to eat a certain amount. Children also have a role in deciding how much and what they eat, as we believe in fostering their eating self-regulation. This means allowing children to choose from the food offered, eat as much or as little as they want, and refuse foods they do not want to eat.

Meal and sleep details are recorded by staff on Kinderloop charts for parents to view. Parents are encouraged to inform the Nominated Supervisor and/or service provider of any specific dietary requirements or allergies during enrolment. Our centre has a "nut-free" policy, so please ensure your child does not bring any products containing nuts.



## Toilet Training

Centre staff will not begin toilet training your child until parents and educators agree that the child is developmentally and emotionally ready. This will ensure a consistent approach between educators and parents. Once your child is successfully using the toilet at home, educators will work with you and your child to implement the same strategies within the education environment.



# Health & Safety

## Sleep & Rest Time (Refer to the National Regulations/Law)

At Queen Street ELC we encourage rest and sleep for our children. Our staff adapts to each child's individual sleep and rest needs, which are regularly communicated by families. Our rest & sleep policies align with current research and guidelines from Red Nose, a national authority on safe sleep practices, to support healthy growth and development. Our policies are continually reviewed and updated to maintain the highest standards. Children who don't sleep can engage in quiet activities, and their sleep and eating habits are recorded through Kinderloop.

## Incursions/Excursions

At Queen Street ELC, learning extends beyond the walls of the Centre through exciting excursions and educational incursions. These experiences offer children a chance to learn through new and diverse environments, demonstrating that learning can occur anytime and anywhere. Some of these activities may incur additional costs, and families will be notified of all relevant details, including time, location, cost, travel arrangements, educational activities, supervision, and transportation needs. The Centre follows Excursion policy and National Law & Regulations while planning these outings, completing comprehensive risk assessments prior to each event which are always accessible to families.



# Health & Safety

## Immunisation

As from 1st January 2018, ELCs cannot enrol a child unless the parent/guardian has provided an approved immunisation form that shows that the child:

- is fully immunised for their age, or
- has a medical reason not to be vaccinated, or
- is on a recognised catch-up schedule if the child has fallen behind with their immunisations.

Immunisation is the best way to protect your child from serious diseases. By immunising your child, you are protecting them and the broader community, especially those who are too young to be immunised nor those that are not able to be immunised for medical reasons.

Parents must provide an Australian immunisation register (AIR) History Statement (that shows a child is up to date or can't be immunised for medical reasons) or an AIR Immunisation History form (that shows a child is on a recognised catch-up schedule) when enrolling a child in childcare.

Vaccination is not compulsory, and parents will continue to have the choice whether to vaccinate their child. However, conscientious objectors will no longer be able to enrol their children in childcare and will need to make alternative arrangements.

These changes to the Public Health Act 2010 are to remind parents about the importance of timely vaccination and help to reduce the risk of children contracting potentially deadly diseases such as whooping cough and meningococcal disease.

- [AIR Immunisation History Form](#)
- [NHMRC - Staying Healthy](#)

All families, staff and visitors to the Centre will be informed in writing that an outbreak of the particular infectious disease has occurred. The Director/Service Provider has the right to send a sick child or staff member home if they are believed to be unwell and possibly contagious.

# Health & Safety

## Infectious Diseases

Young children have immature immune systems, and the nature of their play makes them more susceptible to the risk of cross-infection, especially in their first year of group care.

In addition to staff and children maintaining healthy and hygienic practices, the Centre excludes children and staff according to the National Health and Medical Research Council Guidelines.

Children and staff who have contracted an infectious disease may only return to the Centre on presentation of a medical clearance certificate, which confirms that they are no longer contagious and are well enough to return to the Centre. However, the Director has the ultimate responsibility for deciding if a child is well enough to return to the Centre. If a difference of opinion exists between the parents/doctor and the Director, she/he will contact the Authorised Public Health Unit for advice.

Note: A child who has had vomiting or diarrhea may only return to the Centre 24 hours after their last loose bowel motion or episode of vomiting.

Head lice: Exclusion is only required if treatment has not been applied before the next attendance at the service. There are two methods to remove headlice, mechanical and chemical. More information can be found below:

- [NHMRC](#)
- [NSW Health](#)

The Centre is required by legislation to inform their local Public Health Unit whenever:

- Either staff or children contract a vaccine-preventable disease
- An outbreak, that is two or more cases of other infectious diseases, occurs in a centre.
- Either staff or children contract a notifiable disease.

The local Public Health Unit guides and assists the Centre to manage any such outbreaks (e.g., immediately treat staff and children with medication or vaccination in the case of meningococcal), and provides the Centre and families with accurate information.

The Centre is also required, by the Education & Care Services National Regulations 2011/2017, to inform all families:

That an instance(s) of the disease has been identified in the Centre

- Of the symptoms of the condition
- Of the exclusion time from the Centre for any infectious persons
- If a medical clearance is required before returning to the Centre
- In a way that maintains the confidentiality of individual persons or Families.

To minimise the risk of spreading the disease or condition, parents are asked to inform the Centre immediately if their child or a member of their immediate family has contracted an infectious disease.

# Health & Safety

## Management of Children with Signs of Illness or Infectious Conditions

To safeguard the health of other children and staff members, a child with any of the following signs/symptoms or conditions will not be admitted to the Centre:

- Ear, eye or discolored nasal discharge.
- An undiagnosed rash
- High temperature (Refer to 'Dealing with a High Temperature' in the Centre's Medication, Health and Safety Policy and Procedures Folder)
- Infectious sores or diseases (children need a doctor's clearance before re-admittance)
- Vomiting and/or abnormally loose bowel actions for that child (exclude for 24 hours after last bout)
- Any obvious signs of ill health (e.g., obvious difficulty breathing, barking cough)
- Head lice (NITS) (no clearance from medical practitioner is required however ALL eggs and lice must be removed prior to re-admission to centre)

***If a child becomes unwell or has infectious condition whilst at the Centre, a staff member holding a first-aid certificate is to assess the child's condition as per the steps below:***

- Take the child's temperature. If a child has a temperature higher than 37.5 °C refer to the 'Procedure for Dealing with a High Temperature'
- Inform the Nominated Supervisor/Director of the child's condition.
- Find a quiet area where the child can rest comfortably and be observed by an adult for any escalating or further symptoms.
- Inform the parents and ask them to collect the child from care as soon as possible.
- Employ an additional staff member at the parent's expense to care for the child if parents and/or emergency contacts cannot be contacted or cannot collect the child.
- Call an ambulance, if necessary

Parents are required to sign the Incident/Injury/Trauma and Illness Report Form when they collect their child from the Centre.

N.B. In the event Panadol has been prescribed a parent must sign a medication form.



# Health & Safety

## Incident, Injury, Trauma, and Illness Management

Educators at Queen Street ELC take every effort to minimise the chance/likelihood of any accident happening at the Centre. Educators supervise children closely at all times and do so knowing the times and situations where accidents are more likely to occur. All qualified educators are to hold current First-aid, Asthma and Anaphylaxis and CPR certificates and are attentive and quick to respond to any signs of injuries, trauma, or illness.

In the event that a child is injured; or becomes ill; or suffers a trauma, staff will:

- Follow the DRSABCD Action Plan
- Complete the Incident/Injury/Trauma and Illness Report Form
- Complete the Hospital Transfer Form (if necessary)
- Enter the details in the Centre's Incident/Injury/Trauma Register
- Notify the family of the child as soon as practicable once the child is stabilised or in the care of medical staff.
- Advise the NSW Department of Education & Communities immediately (If the child receives medical treatment by a registered medical practitioner) within 24 hours.
- Ensure the parent/emergency contact signs the Incident/Injury/Trauma and Illness Report Form.

Parents are required to sign the Incident/Injury/Trauma and Illness Report Form in Kinderloop as soon as practical.

If a parent/family notifies the Centre of any accident, injury, or illness once the child has left the service and no record of the incident was noticed whilst the child was in attendance, a detailed record must be taken by the staff member receiving the information and this information must be placed in the child's personal confidential file.

Any notifications received of this nature must be reported to the Director and/or the Service Provider under regulatory/licensing requirements.



# Health & Safety

## Administering of Medication at the Centre

Whenever possible, medication is to be administered at home. Careful consideration is then to be given to whether or not the child is well enough to attend the Centre. If the child attends the Centre after being given medication at home, the Centre must be informed of its purpose and possible side effects. When medication is administered at the Centre, the following procedures will apply:

- Parents have completed the Medication Form on Kinderloop.
- Prescribed medication (Prescribed by: Registered Medical Practitioner) is only administered to a child when in its original container, bearing the original chemist's label with full details of:
  - Child's name
  - Name of medication
  - Dosage
  - Frequency
  - How to be administered
  - Date of dispensing
  - Expiry date
- Three (3) doses of a prescribed medication must have been given or applied to the child by the parent at home or 24 hours passed since the first dose before it will be administered by staff. This is to ensure the child will not have an unexpected reaction to the medication.
- Ongoing prescribed medications are accompanied by an Emergency Action and Support Plan or an authority letter from the child's registered medical practitioner/doctor and staff are fully trained to all requirements contained within the Plan. When implementing an Asthma, Diabetes or Anaphylaxis Management Plan, the staff member(s) attending the child must be trained specifically in asthma, anaphylaxis and/or Diabetes first-aid management.
- Medication requiring administration other than an oral route or external application will only be administered by senior staff with a current First Aid Certificate who have been given specific instruction from a health care professional and feel confident with the procedure.

Important: Medication must NEVER be put into a baby's bottle or drinking cup. No over the counter medication will be administered without a registered medical practitioner/doctor's letter

# Health & Safety

## Storing Medication

At Queen Street ELC, medication must be given directly to a staff member, not stored in a child's bag or locker. The medication is stored securely in a cupboard with a childproof lock or in the Centre's kitchen refrigerator as needed. Epi-pens, however, are kept easily accessible to staff while still being out of reach of children.

## Tobacco, E-Cigarette (Vapes), Drug and Alcohol-Free Environment

The Centre provides an environment that is free from the use of tobacco, illicit drugs, and alcohol.

## Sun Protection

Queen Street ELC follows Sun Smart guidelines, including:

- Wearing legionnaire style or broad brim hats while outside for both children and educators.
- Encouraging families to apply sunscreen to children before arrival or leaving home in the morning, with sunscreen provided in the foyer and rooms.
- Children without hats play indoors or in the shade.
- Wearing clothing that covers as much skin as possible, especially the shoulders, back, and stomach, when outside.
- Applying SPF 50+ broad-spectrum water-resistant sunscreen 20 minutes prior to going outdoors for all children and educators.
- Meeting regulatory requirements for shade in the playground at all times.
- Keeping babies under 12 months in the shade.
- Prioritising sun protection during excursions.
- Including sun protection awareness activities in the program, both planned and spontaneous.
- Promoting sun protection information to staff, families, and visitors.



# Health & Safety

## Safety Procedures

At Queen Street ELC, safety is a top priority. The Centre has an emergency and evacuation plan in place for various incidents and threats, including fires, which are displayed in each room. Fire extinguishers are installed, regularly maintained, and educators are trained in their use.

To ensure readiness in case of an emergency, safety drills are conducted quarterly for a week at different times of the day, without prior warning. Evaluations are done after each drill, and any necessary changes are made based on the results. A fire safety scheduled is conducted annually and all fire equipment bi-annually.

The Centre adheres to various Work Health and Safety policies and procedures in addition to the emergency evacuation plan. All parents, staff, and visitors are encouraged to promptly report any perceived health and safety risks to the office or educators.



## Clean & Hazard Free Environment

The Centre prioritises a safe and sanitary environment through constant upkeep, promptly cleaning any spillages, and dedicating daily time to cleaning the facility.

## Child Protection – Protecting Young Children

The Children and Young Persons (Care and Protection Act) 1998 requires educators by law to report to Community Services if they suspect (using their professional judgment and training), on reasonable grounds, that a child or young person is at risk of significant harm.

## Visitors to the Centre

Visitors who are not parents or guardians of enrolled children will be required to present proper identification and sign the Digital Visitors' Book upon arrival and departure. While on the premises, they will always be accompanied by a Centre staff member.

## Parking

Off-street parking is available at the front of the building on Robert Street. Please observe all posted parking regulations.

## Collaborative Partnerships with Families

Strong communication and meaningful partnerships between families and educators are central to providing a high-quality early learning service. Important information, newsletters, and program updates are shared via Kinderloop, displayed on foyer notice boards, and/or emailed to families. Families are always welcome to speak with educators to ask questions, raise concerns, or share information about their child. Children's learning, development, and wellbeing are communicated regularly throughout the year. Families may request meetings with educators at any time, and formal written progress reports are provided twice yearly (March and September).

Families are encouraged to contribute to weekly program input and feedback on Kinderloop. Your ideas, insights, and reflections help shape our curriculum and support children's learning. Parents, grandparents, and extended family members are welcome to visit and participate in the service at any time. Sharing time, skills, interests, or cultural knowledge is highly valued and enriches our learning community. Our Centre is committed to inclusive and accessible communication. Translation of newsletters, information sheets, and key documents can be arranged upon request.

## Parent Participation is Welcome

The Centre values and appreciates the support and involvement of families. We believe that strong partnerships enhance children's learning, wellbeing, and sense of belonging. Families can be involved in many ways, including:

- Talking with educators about your child's day, experiences, and wellbeing
- Sharing your child's interests, strengths, and individual needs
- Offering ideas, feedback, and suggestions about the program or service
- Engaging with and commenting on posts shared via our secure Kinderloop platform
- Reading the program displayed at the Centre
- Participating in experiences such as reading, cooking, or other activities with the children
- Sharing family skills, talents, hobbies, or cultural traditions
- Assisting with collecting or donating resource materials when appropriate
- Supporting or participating in incursions, excursions, or special activities
- Attending social events and parent gatherings

Families are encouraged to share ideas or suggestions they would like to see implemented at the Centre or within their child's program. This can be done through Kinderloop, via email, or by discussing ideas directly with educators.

If your child has any special interests you would like us to build into the program, please let staff know or record this information in the Centre's Possibilities for Learning This helps in planning meaningful, interest-based learning experiences for your child.

### Public Holiday and Centre closure periods

The centre is closed on the following public holidays:

- Australia Day
- Good Friday
- Easter Monday
- ANZAC Day
- Queen's Birthday
- Labour Day
- 2 week holiday period over Christmas New Year Period (families will be notified annually of the closure period - **This period is not charged**)

Full fees are charged for these days to cover costs associated with maintaining the centre, and providing a high-quality and well-maintained environment for your children and our staff. (

### Please Inform the Centre if:

Your child is sick or going on holidays.

- Custody/access arrangements have changed.
- Your child's immunisation has been updated.
- Your home telephone or mobile number/address has changed.
- Your work telephone number/workplace has changed.
- The name of child's doctor, telephone number and address has changed.
- Name of persons authorised to collect your child, and their telephone numbers have changed.
- Any other information pertinent to education and care of your child.

### Parent Library

The Centre offers a parent library, that is accessible to all families, at the centre and digitally. It includes a variety of resources such as pamphlets, magazines, journals, and other child-related information. Additionally, the Inclusion Folder, which includes the Inclusion and Learning and Support Policy and information about support agencies for families and children with special needs, can be found in the foyer. We also communicate this information via Kinderloop

# Grievance & Complaints Procedures

Queen Street ELC strives to swiftly resolve any concerns related to the well-being of children, parents, educators, or the operation of the centre, in a fair and positive manner through consultation and cooperation.

If you have any concerns about the care or safety of your child, please speak with your child's educators or the Nominated Supervisor/Director/Approved Providers. If you are not satisfied with the resolution, or if the concern pertains to the Director's performance, you can contact the Service Provider Zoe at [info@queenstreetlc.com.au](mailto:info@queenstreetlc.com.au).

Effective complaint management demonstrates that concerns will be taken seriously, in accordance with legislative requirements. This policy outlines the process for promptly handling issues, with clear steps and provisions for anonymous complaints.

If necessary, you may also contact the Department of Community Services Children's Services Directorate at:

Department of Education & Communities Children's Service Directorate  
Locked Bag 5107 Parramatta NSW 2124  
Phone: 1800 619 113

For more information on how to pursue complaints or grievances, please refer to the "Grievance, Parent Feedback and Suggestions Policy" in the Centre's Policies and Procedures Folder.



**Queen Street**  
Early Learning Centre

2026



# **We Look Forward to Being Apart of Your Childs Journey**

## **Contact Us :**

**Phone :** 0451 153 575

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**E-mail :** [info@queenstreetlc.com.au](mailto:info@queenstreetlc.com.au)

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**Place :** [www.queenstreetlc.com.au](http://www.queenstreetlc.com.au)

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