PARENTS' GRIEVANCE PROCEDURE
When parents and staff show mutual respect for one another it enables them to discuss issues and work together to resolve problem situations.

1. Identify the grievance in terms of behaviour
2. Talk to the other party if possible
3. Approach Line Manager for assistance (Preschool Director or District Co-coordinator, Children's Services if person concerned is the Director)
4. Approach District
5. Refer to next level

- Allow a reasonable time frame for issue to be addressed.
- All discussions between staff, parents and DETE are confidential and should not be discussed with parties outside the above parameters.

NORRIE STUART
CHILDHOOD SERVICES CENTRE

2 – 4 Dowd Street
Whyalla Norrie 5608

Phone: 86454552
Fax: 86457720
Email: kindy.director@norriestuartcsc.sa.edu.au

Director: Mandy Klessens
**WELCOME TO OUR CENTRE**

We welcome your and your child to Norrie Stuart Childhood Services Centre

**Our Philosophy**

At Norrie Stuart Childhood we respect children as unique individuals and value their diverse backgrounds. We provide a safe and caring environment that is responsive to the needs and interests of all children and their families. It is our belief that children learn best through a play based curriculum and we understand that all children come to kindergarten with prior knowledge and experience. Our role as educators is to build on this knowledge and experience by providing developmentally appropriate, play based activities that are structured around the Early Years Learning Framework (EYLF).

**Our Staff**

There are currently 4 core staff members, but this can change at any time, depending on the number of children enrolled. They are:

- **Director**: Mandy Klessens - qualified Teacher
- **Teacher**: Barbara White - qualified Teacher
- **ECW**: Deb Travis
- **Occasional Care Worker**: Selena Pickhaver

**Session Times**

Norrie Stuart is a part time centre and offers five sessions of kindergarten per week for four year old children. The sessions are Monday, Wednesday and Thursday mornings, starting at 9.00 am and finishing at 12 noon, and Tuesday all day 9:00 am to 3:00 pm. To assist working/studying parents we are able to offer a limited number of places for children to attend all day Thursday instead of one morning session.

**WEEKLY PLANNER**

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooking</td>
<td>Kindy Library</td>
<td>Literacy Kit</td>
<td>Occasional Care</td>
<td>No Kindy</td>
</tr>
<tr>
<td>Program (parents welcome to assist)</td>
<td>borrowing</td>
<td>borrowing</td>
<td>9.00am - 12.00pm</td>
<td>Pre-entry &amp; Occasional Care PM</td>
</tr>
<tr>
<td>Small group Story reading</td>
<td>Playgroup 12.00pm - 2.00pm</td>
<td>Visits to Long St. School</td>
<td>Large group mat activity</td>
<td>12.30pm - 3.00pm</td>
</tr>
<tr>
<td>Small group</td>
<td></td>
<td></td>
<td>Literacy &amp; Numeracy small group activity</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Behaviour Management**

The staff have decided that they will have a behaviour management policy based on children caring for others, looking after their own and other's belongings and looking after themselves. The children are given 2 warnings for inappropriate behaviour and then they are directed to another play area. If parents have any concerns these can be brought to the attention of staff.

**Governing Council**

The Governing Council is a committee of interested parents which are elected at the beginning of each year at the AGM. The Governing Council is responsible for the local management of the centre, which includes:

- Promoting interest in the centre throughout the local community and becoming involved in the program and activities of the centre;
- Managing the fundraising and finances of the centre;
- Offering input into centre policies and programmes;
- Ensuring buildings, equipment and grounds are kept in a safe, secure and hygienic condition.

Meetings are usually held twice a term and all parents are welcomed and encouraged to attend to support the ongoing well being of our centre and its services - kindergarten, occasional care and playgroup. Please speak to a staff member if you are interested in joining the Governing Council.

Our Governing Council members for 2011 are:

- Chairperson: Mel Fisher
- Secretary: Simone Prince
- Playgroup Rep: Mel Fisher
- General Members: Kylie Morris, Peta Shore, Kylie Pooley, Charmaine Papadontas and Tammy Sneddon.

**KINDERGARTEN**

| Monday, Wednesday & Thursday 9am - 12 noon |
| Tuesday 9.00am - 3:00pm |
| (Thursday afternoons negotiable for working/studying parents) |

**OCCASIONAL CARE**

| Wednesday 9am - 12 noon |
| Monday 12.00pm - 2.00pm |
| Thursday 9am - 12 noon |
| Thursday 12:30pm - 3:00pm |

The centre is not open on Fridays

**Early Care**

At Norrie Stuart we offer early care (from 8:30am) for $1 for working families. Please see a staff member if you require this service.

**Fees**

Cost per term for kindergarten is $45 or you may pay in instalments. Children need to pay fees even if they are absent from kindy. Fees are paid by placing money in the envelopes provided and label with your child's name and amount paid and post it in the white letterbox on the wall above the kitchen counter. Internet banking is also available.

**Pre-entry**

Pre entry is offered to children for 10 weeks prior to starting kindergarten sessions. The school that your child will be attending and their process of intake is taken into account when deciding your child's pre-entry starting date. Cost is $20.00 per term, this includes a legionnaires hat. Please bring a piece of fruit to share.
Occasional Care
Occasional Care is offered for children aged 2 years up to 4 years. Session times are Wednesday and Thursday mornings and Thursday afternoon. The times are the same as kindy sessions. Children need to be booked in week by week. Concessions are available for Occasional Care. Fees are as set out below:

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>No concession</td>
<td>$5</td>
</tr>
<tr>
<td>Concession</td>
<td>$1.50</td>
</tr>
<tr>
<td>2nd child attending same session</td>
<td>1/2 price</td>
</tr>
</tbody>
</table>

*Concession cards must be sighted on enrolment.

Playgroup
Playgroup operates each Monday afternoon from 12.00pm to 2.00pm. Cost is $2 per family. Please bring a healthy snack and a suitable hat.

What to bring
Children are asked to bring a piece of fruit or vegetable to share. They also need a wide brimmed, legionnaire or bucket style hat or purchase one from the centre. The centre provides water for the children to drink, so please do not send a drink bottle. Children staying for the all day session will need to bring a packed lunch. We do not have the facilities to heat food or to store lunches in a refrigerator so please plan accordingly and include an ice pack if necessary. We are a Nut Awareness Zone and nuts and products containing nuts should not be brought into the centre.

Children’s Belongings
Please ensure your child’s belongings are clearly marked with their name. This includes shoes, hat and bag. We ask that children do not bring any toys to kindy, except for “Show and Tell” on Tuesdays. We ask that suitable footwear (i.e. no thongs, rubber boots etc) be worn by your child to ensure their safety when climbing and running.

Parent Involvement
All our sessions are open to you so feel free to stay or come back early as time allows. If you so wish to stay regularly for a session, please let us know, we would love to have you! We appreciate your support, no matter how small. Here are some ways you can provide input:

- Help give out children’s library books.
- Do some cooking with the children.
- Read stories to children.
- Join in with children’s activities, e.g. play dough, puzzles, dames.
- Talk to children or sit and listen to them.
- Help prepare materials for pasting, painting etc.
- Share your hobbies with the children, e.g. craft, cooking, dance, music, cultural knowledge, gardening, etc.
- Provide supervision on excursions.
- Help with tidying or washing dishes at the end of sessions

Attendance
Kindergarten staffing is allocated by attendance not enrolments, so we encourage you to ensure that you child attends kindergarten on a regular basis so we are able to get the highest number of staff members possible.

Please phone the kindergarten if your child is going to be absent for a prolonged period

Evacuation Procedure
In the event of having to evacuate the centre, the point of collection of children is at Long St. School oval. As part of our program we practise evacuation procedures at once a term.
Library borrowing
Each week, on Tuesdays, the children are able to borrow 2 library books to take home and read for the week. You have the choice of bringing along a library bag for your child or we can supply one for you. On Tuesdays mornings there will be a box outside near the back door, please put your child’s library bag with their books in it into this box.

Show and Tell
On Tuesdays we have Show and Tell at kindy, where children are able to bring in an item from home to show everyone and talk about what it is. We put blue boxes outside near the hat pockets for children to put their Show and Tell items in when they arrive at kindy. The boxes have the children’s names on them; please help your child find their name and put their item in the correct box. Show and Tell has a theme each week, and we ask that you try and find something from home to fit in with the theme. If your child has something special they wish to bring in we do offer free choice Show and Tell themes during the term.

Literacy Kits
Also on Tuesdays children are able to borrow a Literacy Kit to take home for the week. The kits contain a story book and hands on activities for your child to complete. They are put out on display near the entrance door at the end of session, please fill in the borrowing book. Please ensure all contents are returned each week.

Cooking
Once a week, usually Mondays, we run a cooking program with the children. We cook a healthy meal or snack for the children to help prepare and try. We encourage parents to get involved if you have the time and a recipe you would like to share, please see a staff member.

Our Program
Our Kindy program is based on the Early Years Learning Framework (EYLF). The EYLF focuses on the learning and development of children aged from birth to school entry (usually 5 years of age) and their transition from early childhood services to school. The Framework has a strong emphasis on play-based learning as play is the best vehicle for young children’s learning providing the most appropriate stimulus for brain development. The Framework also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development.

We program fortnightly and it is displayed on the back wall near our Tortoises. We also have information on EYLF displayed on the wall on the right hand side as you enter kindy.

Reporting to Parents
Reporting to parents is both oral and written. Parents are encouraged to discuss their child’s interests, strengths, progress or any other concerns with the staff at any point of time throughout the year.
Each child has a workbook they have access to while they are at kindy. These books contain samples of children’s work, photos, activities, term overviews etc. We encourage parents to look through these books with their child.
At the end of your child’s time at kindy they are given their books, developmental folders showing their progress and a summative report.
Picking Up and Dropping Off Children
Parents /carers who drop off children are asked to bring them into the kindy and not drop them at the gate. If you arrive early please stay outside with your child until staff have opened the door. The time from 8:30 am to 9.00am is used by staff to set up indoor and outdoor learning areas. If you need to drop your child off early for any reason, please see a staff member. If someone other than parents or regular caregivers are picking up your child, a staff member needs to be advised and the A4 lined book on the kitchen bench needs to be filled and signed when the child is collected.

Please ensure the gate is shut properly when leaving the centre.

Changes
Please notify the kindergarten about any changed circumstances which may affect your child's well being.
For example: custody changes
bereavement
marriage
medical concerns
change of name, address or telephone number

Transition to School
Norrie Stuart Kindergarten has a transition policy with Long Street Primary School. As a part of this program, all kindy children visit the school library and participate in craft activities with reception children each week. It is parents/caregivers responsibility to enrol their child at school and arrange visits. If your child is going to attend another school, please contact that school for visiting times and information.

Newsletters
These are put in the pocket with your child’s name on it, located near the back door. Please read them to keep up to date with happenings at kindy. Information is also available on the Parent notice boards.

Dental Clinic
The School Dental Service offers dental care to all our children. It is the parent’s responsibility to ring the clinic and enrol their child on 86454068.

Safety
Please observe the parking restrictions that apply around the kindergarten. Please take care not to stop in the NO PARKING ZONES. It is also important the you use the back side gate entry, so staff can observe who is entering or leaving.

Sun Safe Policy
Ultra violet radiation from the sun can penetrate the skin and eyes, where, over a period of time, it may cause damage to their underlying structures and lead to serious health problems.

All children must wear a broad brimmed hat or legionnaires style hat during the time they are at kindy to protect them from the sun during outdoor play. Parents are asked to apply a 30+ sunscreen at home at least 20 minutes before their child’s arrival at kindy. Shade is provided for outside play. Children will not be allowed to play outdoors between the hours of 11:00 am and 3:00 pm on days of excessive heat and very high UV readings. Parents are requested not dress their child in sleeveless T-shirts, dresses and singlet tops. Sensitive skin sunscreen supplied by the centre will be applied in the afternoon for children who stay all day.