



il nido  
**Children's Centre**  
for Early Childhood  
Development and Parenting



Government  
South Australia

il nido Children's Centre  
**Parent Handbook**

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## Welcome

The name il nido means nest in Italian and symbolises our vision to provide a safe, healthy, fun and nurturing environment where children can learn, develop and grow.

Our vibrant Childcare Centre has served the community for almost 30 years and opened its doors back in 1995 as il nido Paradise Community Childcare Centre. In 2008, il nido Childcare Centre merged with Campbelltown Preschool Centre to form il nido Children's Centre for Early Childhood Development and Parenting. Merging with Campbelltown Preschool Centre enabled us to offer a complete range of early childhood development services catering for children from birth to school. To make our services convenient and easy to access, we built a new purpose-built, fully integrated site here at Campbell Road, Paradise, which opened its doors in 2010.

il nido Children's Centre is proud to offer an unrivalled range of early learning programs, including long daycare, Department for Education preschool, playgroups with a range of onsite support services, allied health services, a Family Practitioner, and a Community Development Coordinator.

We are excited to welcome you and your family to our Center. il nido is filled with passionate educators and teachers dedicated to supporting and guiding your child to reach their potential and thrive.



## Educational Quality Standards

### National Quality Standards (NQS)

il nido offer high-quality care and has been recognised as a leader in Early Childhood Education by being rated and acknowledged as exceeding the National Quality Standard (NQS).

il nido is audited by ACEQA (Australian Children's Education and Care Quality Authority), the national body that oversees the implementation of the National Quality Framework (NQF) in Early Childhood care settings. The Framework aims to raise the quality of education and care of children through the National Quality Standards.

At il nido, we maintain our high standards of care and education, through our staff meetings and management committee regularly evaluating our equipment, environments, policies, and practices to ensure that we meet or exceed NQS accreditation requirements. We are proud to have consistently received the highest rating possible in all of our accreditation reviews. Our most recent review certificate and quality profile are displayed in the front foyer. For more information on The National Quality Standards, please visit [www.acecqa.gov.au](http://www.acecqa.gov.au).

### Awards for Excellence

In 2003, il nido received the prestigious Award for Excellence in the Early Years for outstanding service in the field. This award recognises our commitment to innovation and research in the provision of care and education for young children and their families. il nido regularly seeks grants and scholarships to assist our staff to engage in research and ongoing professional development.

In 2013 il nido was presented with an Early Childhood Service award at both state and national levels, acknowledging our commitment to excellence in early childhood education and care. We take great pride in these achievements, and they serve as a recognition of our ongoing pursuit of excellence for the benefit of all children in our care.

### Early Learning Programs

The Early Years Learning Framework (EYLF) is used throughout the site (as mandated by ACEQA) to support early childhood providers, teachers and educators to extend and enrich children's learning from birth to 5 years. EYLF guides us on principles, practices and learning outcomes for children with a holistic approach. When planning/designing learning programs, educators consider each child's individual strengths, interests and goals, group goals, community events and family participation.







## Delivery & Collection of Children

### Parking

Plenty of parking is available for parents at the front and rear of the Centre. Parking is available on Campbell Road or a car park is available on Ind Street at the rear of the Centre. For the safety of pedestrians and other drivers, please drive slowly in and around the car park. Please note the car park on Campbell Road at the front of the Centre is strictly for staff and disabled use only.

### Signing In & Out

All children must be signed in and out of the Centre at all times. Children should be signed in via the OWNA app using one of the registered devices (iPads) at reception. When entering or exiting the Centre please ensure that you close all doors securely behind you.

If your authorised contacts are unavailable to collect your child, you must let us know who will be collecting them. Please notify us in writing via email or text and ensure the person collecting your child brings some photo ID so we can release the child into their care.

il nido closes promptly at 6:00 pm. We kindly ask that you allow enough time to gather your child's belongings and communicate with our staff before closing time, as we are not licensed to provide care after 6:00 pm.

If an authorised person is not available to collect your child/ren and emergency contacts cannot be reached, children remaining at the Centre after 6.00 pm will be referred to Crisis Care.



## Clothing, Hats & Sun Protection

### Clothing

il nido Children's Centre is proud to offer a wide range of fun and stimulating activities for children to learn and grow, which may involve messy or wet materials such as paint, water, sand or clay to name but a few. Clothing may get dirty or stained, so we suggest children wear easily washable clothing. We recommend that children wear comfortable, loose-fitting clothing that allows them to move freely and can be quickly and easily managed when toileting. Belts and overalls/dungarees are not recommended.

### Hats

All children attending childcare will be provided with a named legionnaire-style hat. This hat should remain at the Centre at all times for easy access. Children in preschool are required to bring a named hat. Our team manages the wearing of hats in line with our Sun Smart policy.

### Sunscreen

SPF 50+ sunscreen is available at the Centre and regularly applied throughout the day. Parents are encouraged to apply sunscreen to their child on arrival at the Centre. If your child requires a particular type of sunscreen, you will be asked to provide it and leave it on site.



## Meals, Snacks & Nutrition

### Meals & Snacks

il nido provides breakfast and a cooked lunch for children in childcare and a cooked lunch for all children in preschool. All meals are cooked and prepared fresh, onsite daily.

Menus are seasonal and updated every four weeks. il nido uses local fresh produce and encourages families to communicate and share recipes as we welcome a wide range of culturally diverse meals that can be included in our seasonal menu.

Breakfast is served between 7.00 am – 8.00 am, and lunch is served between 11.00 am – 12.00 pm.

Snacks and morning/afternoon tea are available throughout the day at il nido, and children are encouraged to eat when hungry. A late snack is also provided for children staying with us after 5.00pm.

We kindly ask parents to provide each child in childcare with a piece of fresh fruit to cut up and share at morning snack time. (No apples for the Sole room please). Preschool parents should pack two pieces of fruit for their child to snack on throughout the day.

Children should not bring any food, snack foods or lollies to the Centre other than fruit. Food brought from home may not be consistent with our strict nutrition policy and could present a significant danger to other children either through choking or allergic reactions.

### Nutrition

Good food and nutrition are essential for children's development. il nido recognises the importance of a healthy diet and provides a wide range of delicious and nutritious meals and snacks in line with the Dietary Guidelines for Children and Adolescents.

We cater for individual dietary requirements and allergies (e.g. nut, dairy, egg & gluten) as well as providing halal, vegetarian and vegan options. Please notify the Director in writing of any special dietary restrictions and/or allergies your child/ren may have.

For food allergies, families will be required to complete appropriate documentation to ensure that there clear communication is in place to support both the families and the centre.

### Birthdays

If your child is having a birthday we encourage you to bring in a large piece of watermelon to help celebrate their special day.

### Excursions

Excursions play a vital role in expanding children's knowledge and understanding of the world and provide a unique learning opportunity that cannot always be replicated within the Centre.

A separate consent form will be issued for each excursions. Our staff take great care in assessing the safety requirements for each excursion and always consider the type of activity and the age of the children involved to prioritise the safety and well-being of all children.





## Long Daycare (Childcare)

### Program Times

Monday to Friday 7.00 am - 6.00 pm (full day)

il nido is closed on public holidays and for 2 weeks over Christmas.

### Sessions

Due to high demand, we can only offer full-day sessions at our Centre. Children are welcome to attend morning or afternoon sessions but will be charged at the full daily rate.

Extra days, emergency and casual care are made available only if space is permitting.

### Priority & Access Guidelines

il nido is an inclusive and supportive environment for all children, regardless of their background or circumstances. As a not-for-profit government-funded childcare centre, il nido follows the Department of Family and Community Services guidelines for childcare eligibility. This means we prioritise children who are at risk of serious abuse or neglect first and then children of single parents/parents who satisfy work/training/study test under section 13 of the Family Assistance Act before other children.

### Building Strong Connections

When your child joins il nido, they will be assigned to a specific staff member who will take responsibility for building a secure attachment with your child and supporting sibling relationships by arranging visits to each other's rooms. They will tailor their approach to support your child's social and emotional needs

while providing a positive environment for your child to grow. We encourage all parents and caregivers to get to know their child's educators, and we always welcome input and feedback from families to enhance the connections between home and il nido.

### What To Bring

Each child has their own storage tray/locker at the Centre to store personal belongings, so we recommend bringing a small bag containing the following items where appropriate.

- Labelled drink bottle
- A change of clothes
- A jacket, rain coat and boots for cold/rainy weather
- Pre-prepared bottles (where appropriate)
- A nappy for going home (see note below)
- Sunsmart broad brimmed hat

il nido provides nappies for all children. However, we kindly request that parents bring an additional nappy that we can change the child into before going home. This practice helps to establish a predictable routine for children and reinforces the notion that it is approaching home time.

Whilst children are allowed to bring items to the centre while they are settling and/or if needed for sleep, we strongly advise that all other personal items are left at home to avoid loss or damage. All items brought to the Centre must be clearly labelled and the Centre cannot take responsibility for any items that get lost or damaged.



## Preschool Program

### Program Times

Preschool operates during school term times only.

Monday, Tuesday, Thursday and Friday 8.45 am – 3.15 pm

Wednesday 8.45 am – 12.45 pm

### Term Dates 2023

**Term 1** 20th January to 14th April

**Term 2** 1st May to 7th July

**Term 3** 24th July to 29th September

**Term 4** 16th October to 13th December

### Sessions

Preschool sessions fall into two different groups.

Group 1 and Group 2.

#### Group 1

**Monday** - full day 8.45 am - 3.15 pm

**Tuesday** - full day 8.45 am - 3.15 pm

**Wednesday** - half day 8.45 am - 12.45 pm  
(odd weeks, 1, 3, 5 etc.)

#### Group 2

**Wednesday** - half day 8.45 am - 12.45 pm,  
(even weeks 2,4,6 etc.)

**Thursday** - full day 8.45 am - 3.15 pm

**Friday** - full day 8.45 am - 3.15 pm

### Eligibility

il nido preschool provides children with 12 months of preschool education consisting of 15 hours a week over 4 terms.

If your child turns four before 1st May, they can start their preschool journey with us on the first day of term 1 that year. If your child's birthday falls on the 1st May to 31st October, they can start preschool at the mid-year intake at the start of term 3 that year. If your child turns 4 after 31st October they will be eligible to start preschool on the first day of term 1 the following year.

First nation children and children under the guardianship of the minister are welcome to join us and start their preschool journey from 3 years of age for 12 hours a week.





## Preschool Program

### What To Bring

Each child has their own locker at the Centre to store personal belongings. We recommend bringing a small bag containing the following items where appropriate.

- A change of clothes
- A jacket, raincoat and boots for cold/rainy weather
- Labelled drink bottle
- Sunsmart broad brimmed hat
- Two pieces of fruit in a lunch bag

We strongly advise that all other personal items/toys are left at home to avoid loss or damage. All items brought to the Centre must be clearly labelled and the Centre cannot take responsibility for any items which may get lost or damaged.

### Community Connections

Community excursions will be part of the curriculum throughout your child's time at il nido Preschool. Trips to neighbouring Charles Campbell College to participate in school assemblies and utilise facilities such as the library and oval help children prepare for the transition into a larger educational setting. We also visit the Milpara Aged Care facility to foster intergenerational connections and create a unique learning opportunity to enrich your child's educational experience.

### Parents Evening

We invite families to attend a parent's evening with teachers so you can discuss your child's needs, interests, strengths and progress. Our dedicated team are always happy to discuss important matters about your child, so please feel free to arrange a meeting with one of the teachers or director if required.

### Wrap-Around Care

We offer our preschool families a 'wrap-around' childcare service that operates before and after preschool hours. Wrap-around care is charged per session, with separate fees for morning and afternoon sessions. Child Care Subsidy can be used to reduce payments of wrap-around care fees.



## Fees

### Fees Policy

il nido Children's Centre operates as a not-for-profit organisation and receives government subsidies to ensure our services are accessible to families. As such, all funding, fees, and grants are utilised solely to pay our staff, invest in new equipment and cover the operational expenses of our facility. The Governing Council/Management Committee sets our fees which are reviewed throughout the year.

Generally Child Care Subsidy are paid directly to the Centre and passed on to you as a reduction in fees. Families are responsible for ensuring that their Child Care Subsidy assessment remains current.

Please note that fees are charged for public holidays and days missed due to illness. However, fees are not charged during the Christmas closure. We also offer an additional two weeks at a reduced rate of 50% off the out of pocket expenses for holiday leave.

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### Long Daycare Fees

**\$115.00** per day  
**\$555.00** fulltime (5 days per week)

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### Casual Day Rate

**\$120.00** (vacancies permitting)  
Once you have booked the day you will be charged if less than 24 hours' notice is given to cancel.

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### Preschool Fees

**\$200.00** per term

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### Wrap-Around Care Fees

Before preschool care

**\$28.00**

7.00 am to 8.45 am

Long afternoon session (Wednesday Only)

**\$57.00**

12.15 pm to 6.00 pm

Lunch and snacks included.

After preschool care

**\$41.00**

3.15 pm to 6.00 pm

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## Communication

### Face To Face Meetings

Our team is always here to assist you in any way we can, and your comments and thoughts about your child's interests, strengths and learning are always welcome. We understand that pick-up/drop-off times can be a stressful time for parents to catch up with educators/teachers, so please feel free to call or email for a chat or to arrange a confidential meeting with a Team Leader, Director or Educators to discuss any aspect of your child's health or education.

### OWNA App

il nido uses the OWNA app as our primary method of communication with parents. The OWNA app is used for enrolment, signing in and out of the Centre, fee notices, general notices, curriculum programs and updates about your child.

The OWNA app is updated on a daily basis, and every child's learning journey and milestones are documented via the app. We provide information on what your child has eaten, sleep/rest times, nappy/toileting information and regular photographs to capture your child's learning.

### Email

In addition to the OWNA app, we also send invoices and newsletters via email, so please ensure you supply us with an up-to-date email address and let us know if you change your email address. Printed notices will be delivered to you directly or placed in your child's bag if you do not have an email address.

### Digital Media

All program timetables and policies can be downloaded directly from our website. You can also find information and updates about the Centre on our social media Channels.

**Facebook** [www.facebook.com/ilnidochildrenscentre](http://www.facebook.com/ilnidochildrenscentre)

**Instagram** [www.instagram.com/ilnidochildrenscentre](http://www.instagram.com/ilnidochildrenscentre)

## Parental Involvement

### Governing Council/Management Committee

il nido is managed by a committee of parents, staff and local community representatives called the Governing Council/Management Committee. We welcome you to join the council or provide input at the committee meetings and encourage all parents to attend our Annual General Meeting held in March each year.

### Volunteering

We welcome parental/family involvement in our Centre, so if you would like to share your time, interests or expertise, please chat with a member of our team. Some volunteer activities may need a WWCC (Working With Children Check), whilst others can be done under the supervision of an educator.



## Policies

### Where To Find Our Policies

At il nido, the health, safety and protection of children in our care are paramount, so we regularly update our policies to ensure we follow the latest regulations and practices. Centre policies can be found on our website.

A folder containing all current policies is also available for parents to view in the parent library in the foyer at the Centre. A copy of our Medical Conditions Policy and Medication Policy is supplied to all parents of children identified as having a medical condition.

### Medical Conditions Policy

We aim to work with parents to maintain a safe and healthy learning environment for all children under our care. Parents must advise the Centre of any medical conditions that a child has and keep us updated as and when changes occur. To ensure that we can provide appropriate care for your child, we require parents to provide us with a Medication “Action Plan” outlining any necessary medication or management plans for health issues.

Please be informed that your child will not be able to attend our Centre without the correct and in date medication prescribed by a medical practitioner for their specific health care need, allergy or medical condition.

### Medication Policy

il nido staff can only administer medications prescribed by a registered health care provider that are stored in the original container stating the name of the medication, date of dispense, date of expiry, child’s name, dosage, frequency and method of administration.

A Medication Action Plan must be completed by a registered health care provider for all medications (this includes antibiotics, teething gel, paracetamol, demazin etc.). Written and signed permission must be given by parents/guardians for the administration of any medication. Verbal authorisation will not be accepted.

**For the safety of all concerned, medication will be checked by two staff before being administered, at least one of whom will have a diploma in childcare.**

### First Aid

Every member of our team is trained in First Aid in an Education and Care Setting, which includes detailed asthma and anaphylaxis training, so you can rest assured that your child is in safe hands should an emergency arise.

### Mandated Notifiers

As per our Child Safe Environment Policy, all our staff are Mandated Notifiers. Our staff are required by law to report/notify the Department for Child Protection if they suspect on reasonable grounds that a child or young person is, or may be, at risk of harm or neglect.





## Policies

### Illness & Infectious Diseases

To prevent the spread of illness and infection, any child that is unwell should be kept at home. If a child is too ill to participate in normal activities without additional care from staff, that child should not be in childcare and the Centre will use its discretion in regard to exclusion.

Children with minor ailments such as coughs and colds should be kept at home until the symptoms are no longer present. Children with infectious diseases must be excluded from the Centre for a period of time specified by a doctor.

il nido follows the 5th Edition of Staying Healthy in Child Care 2012 - Preventing Infectious Diseases In Early Childhood Education And Care Services guidelines published by the Australian Government National Health and Medical Research Council. For further information about specific exclusion periods, please speak to a member of our team.



## General Information

### Behaviour Guidance

il nido is dedicated to establishing a safe and supportive space that encourages young children's continual growth and development. Educators and parents/caregivers work together as a team to guide children's behaviour in a consistent and positive manner to ensure the environment is safe and secure for all children. If a child has additional rights our educators will work closely with families and agencies to create Individual Learning Plans to best support the needs of the child.

For more detailed information on our approach to behaviour guidance, please see our behaviour guidance and anti-bullying policies.

### Grievance Procedure

il nido are committed to addressing complaints in a respectful, helpful manner to achieve a satisfactory resolution for all parties involved. The first step in working through a complaint is to talk directly with the individual involved (your child's educator, teacher or staff member) to discuss your concerns. If you are not content with the outcome of that discussion or feel unable to approach the individual, please feel free to discuss the matter with the Director.

If your concerns or complaint is not adequately resolved at the local level, you can refer the matter to Department for Early Childhood and Developments (DECD) complaints resolution service.

### Support Services

il nido offers a full range of onsite support services, including Child and Family Health Services, a Family Practitioner, a Community Development Coordinator, a speech therapist and an occupational therapist. If you would like to access any of these services, please speak with a staff member who can provide you with a referral or further information.

Based on individual needs, preschool children can also access Department for Education support services, including a psychologist, social worker, Special Education and Bilingual support. Please chat with the Director for more information.





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