



2018 | **INFORMATION HANDBOOK**

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Bishop Kindergarten by Benjamin (aged 4½ years)

DIRECTOR'S WELCOME

WELCOME TO BISHOP KINDERGARTEN

This handbook was designed by the 2002 Governing Council to assist in the sharing of information between preschool and home. They believed it would make your family's transition to preschool easy and friendly. Since then, information has been updated as needed.

Please read at your leisure and if you still can't find an answer to your question, don't hesitate to speak to a staff or Governing Council member.

Have fun learning at Bishop Kindergarten, keeping the communication open, honest and informative.

Margaret Henson (Director)

"Children and young people are at the centre of everything we do."

CONTEXT

Bishop Kindergarten is a full time Department for Education and Child Development (D.E.C.D.) preschool with 3 full-time equivalent staff; 1.0 Director, 1.0 Teacher and Early Childhood Worker (ECW). It is one of a number of early childhood services (preschool and child care centres) in and close to Port Lincoln.

All 4 year olds are entitled to attend 15 hours of preschool per week. Children attend 2 full days and 2½ hours on Fridays. Bishop Kindergarten works with the preschool community and Regional Office staff to support the placement of children into a preschool program. Our families come from diverse backgrounds and travel from within city limits and outlying rural areas, including a growing number of single, blended and fly in/fly out (FIFO) families.

Bishop Kindergarten has an outside play-space which is a welcoming, safe and stimulating environment, which can be utilized in all weather. It is designed to encourage children to use the natural environment to extend their play and learning while they also use the fixed and moveable equipment.

OUR PHILOSOPHY

At Bishop Kindergarten the staff believe in establishing respectful and reciprocal relationships with families and the community to enable the development of mutual understandings about children's knowledge, skills and dispositions. We value a quality curriculum that allows us to respect diversity and focus on the importance of children learning through play in a welcoming, safe and stimulating environment.

Director:

Margaret Henson (*Dip T.ECE & B. Ed*)

Teachers:

Ly Nguyen-Gabb (*B. Arts & Adv. Dip. Learning & Teaching*)

Kathy North (*Dip. Junior Primary*)

Early Childhood Workers:

Lisa Dutschke (*Certificate III in Education*)

Sharon White (*Diploma in Child Care*)

GOVERNING COUNCIL

Bishop Kindergarten is managed by a group of volunteer parents/carers who are elected annually. The Governing Council, supported by staff, is responsible for:

- communicating with other families and community members about the service provided by Bishop Kindergarten
- maintaining the grounds, building and equipment
- managing the preschool's finances
- participating in the planning and developing of policies with guidelines established by DECD

Chairperson: **Emma Hurrell**

Secretary: **Emma Franklin**

Treasurer: **Kristy Perin**

Financial Officer: **Karen Camileri**

The Governing Council meets 10 times per year (approximately monthly) which includes an end-of-year celebration. Each meeting provides parents/ carers with an opportunity to be involved with the continuing improvement of their child's preschool, plus an opportunity to meet and get to know the staff and other parents/carers.

Meetings are a fun and educational way to share your child's kindergarten year. All parent/carers of preschool children are invited and welcome to attend any meeting.

PROGRAMMES PROVIDED

Sessional Preschool

15 hours per week for 4 terms prior to starting school. Children attend EITHER:

BLUE GROUP (*Bluefin Tuna / fins*)

Mondays & Wednesdays (8:45am – 3pm)

Fridays (8:45am – 11:15am)

OR

GREEN GROUP (*Port Lincoln Parrot / feathers*)

Tuesdays & Thursdays (8:45am – 3pm)

Fridays (12:30pm – 3pm)

Afternoon pick-up time is flexible due to parent choice when picking up pre-school and school children. Please negotiate this with a staff member.

Fees \$65 per term

For everyone's safety, please observe the speed restrictions that apply around our preschool – 25 km/hr. During drop off and collection times we request that you drive at walking pace only.

There are 2 entrance gates – one from Willison Street (main entry), the other from George Street.

Parking is available on both streets. Please consider our neighbours by keeping their driveways clear at all times.

Due to the introduction of Universal Access (i.e. all children attending 15 hours of preschool from 2012) there is no allocated time or space for extension programs e.g. Pre-Entry, Playgroup.

A DAY AT BISHOP KINDERGARTEN

Staff usually arrive to set up and complete administration tasks between 8 and 8:30am. Staff are officially employed from 8:30am and 3:45pm.

8:45am	<ul style="list-style-type: none">• Children/families arrive• Adults sign children in and check note pocket• Children place their name card into container and hang up their bag
8:45 – 11:10am	<ul style="list-style-type: none">• Child Directed Play – children may elect to play inside or outside• Parent/carers may stay to puzzle/paint/chat/read• During this time, children will also be involved in intentional teaching experiences e.g. <i>small group games, music, movement, gardening, cooking, literacy kits, stories, science and other programmed experiences</i>• Children may help themselves to morning tea from their bag
11:10 – 11:25am	<ul style="list-style-type: none">• Children and staff tidy up
11:25 – 11:45am	<ul style="list-style-type: none">• Large Group Mat Time – all children participate in an intentional teaching experience – story and game – focusing on Literacy/Numeracy/Keeping Safe and Social Skills
11:45am – 12:30pm	<ul style="list-style-type: none">• Staff supervise lunch/sunscreen (Terms 1 & 4)/inside play
12:30 – 2:15pm	<ul style="list-style-type: none">• Child Directed Play – children may elect to play inside or outside• During this time, children will also be involved in intentional teaching experiences e.g. <i>small group games, music, movement, gardening, cooking, literacy kits, stories, science and other programmed experiences</i>• Children may help themselves to afternoon tea from their bag
2:15 – 2:35pm	<ul style="list-style-type: none">• Children and staff tidy up. Help is always appreciated
2:35 – 2:55pm	<ul style="list-style-type: none">• Large Group Mat Time – all children participate in an intentional teaching experience – story and game – focusing on Literacy/Numeracy/Keeping Safe and Social Skills
2:55pm	<ul style="list-style-type: none">• Staff begin to individually farewell children• Parent/carers sign their child out

Once families have left, the Kindy is swept, mopped, vacuumed, tidied and the environment reset for the next day.

FRIDAY AT BISHOP KINDERGARTEN

Staff usually arrive to set up and complete administration tasks between 8 and 8:30am. Staff are officially employed from 8:30am and 3:45pm.

8:45am	<ul style="list-style-type: none">• Children/families arrive• Adults sign children in and check note pocket• Children place their name card into container and hang up their bag
8:45 – 10:30am	<ul style="list-style-type: none">• Child Directed Play – children may elect to play inside or outside• Parent/carers may stay to puzzle/paint/chat/read• During this time, children will also be involved in intentional teaching experiences e.g. <i>small group games, music, movement, gardening, cooking, literacy kits, stories, science and other programmed experiences</i>• Children may help themselves to morning tea from their bag
10:30 – 10:50am	<ul style="list-style-type: none">• Children and staff tidy up
10:50 – 11:10am	<ul style="list-style-type: none">• Large Group Mat Time – all children participate in an intentional teaching experience – story and game – focusing on Literacy/Numeracy/Keeping Safe and Social Skills
11:10am	<ul style="list-style-type: none">• Staff begin to individually farewell children• Parent/carers sign their child out
<hr/>	
12:30pm	<ul style="list-style-type: none">• Children/families arrive• Adults sign children in and check note pocket• Children place their name card into container and hang up their bag
12:30 – 2:15pm	<ul style="list-style-type: none">• Child Directed Play – children may elect to play inside or outside• During this time, children will also be involved in intentional teaching experiences e.g. <i>small group games, music, movement, gardening, cooking, literacy kits, stories, science and other programmed experiences</i>• Children may help themselves to afternoon tea from their bag
2:15 – 2:35pm	<ul style="list-style-type: none">• Children and staff tidy up. Help is always appreciated
2:35 – 2:55pm	<ul style="list-style-type: none">• Large Group Mat Time – all children participate in an intentional teaching experience – story and game – focusing on Literacy/Numeracy/Keeping Safe and Social Skills
2:55pm	<ul style="list-style-type: none">• Staff begin to individually farewell children• Parent/carers sign their child out

Once families have left, the Kindy is cleaned and the environment reset.

ENROLMENTS

We work with the Preschool Community and Regional Office staff to support the placement of children into a Preschool program.

Pre-school

If you wish your child to attend a preschool in Port Lincoln:

- Please complete an **'Intention to Enrol'** form at only one preschool
- you will be contacted by staff during the term prior to your child attending sessional preschool
- you will be asked to visit to complete preschool enrolment forms

We ask you to please ensure all details on forms are kept current (i.e. should you change address or telephone number inform the preschool that you submitted the form to.)

All of your children need to be enrolled individually; it is not assumed that a younger sibling of a preschool child will be attending.

SCHOOL TRANSITION

During your child's 4th term of preschool, they will be invited to visit their intended school for transition sessions. (These vary in length from school to school).

In the week before the transition sessions start, the transition teacher from each school will visit the preschool to meet with your child and introduce themselves. You will also receive a notice detailing session times and parent/carer information.

HOW WE SHARE INFORMATION BETWEEN KINDERGARTEN AND FAMILIES

(This is part of the Assessment and Reporting process at Bishop Kindergarten)

While working in partnership it is important to share information – please don't hesitate to approach a staff member anytime to inform us of family issues, successes or events.

We provide a play-based programme that ensures children have large blocks of uninterrupted time in which to develop, explore, experiment and learn.

The 'Early Years Learning Framework for Australia' – *Belonging, Being & Becoming* is the curriculum we use. It is supported by the South Australian Curriculum, Standards and Accountability Framework (SACSA). We recognise and value that children entering into the learning programme at Bishop Kindergarten bring with them a variety of knowledge, abilities, experiences, values and attitudes. We also recognise and value the important role played by parents/carers in their child's education and we look forward to working in partnership with you to promote your child's development.

We use several methods for gathering and sharing information with our families.

ALL INFORMATION IS CONFIDENTIAL.

- **INTENTION TO ENROL** – we begin when you complete the 'Intention to Enrol' form expressing an interest to attend Bishop Kindergarten.
- **ENROLMENT** – when you complete the Enrolment forms some information is written while other is given verbally in conversations.
- **SESSIONAL PRESCHOOL** – you will be asked to fill in a 'Profile of My Child'. Take some time to think about your responses. We value this information and use this to continue to develop a total picture of your child. If your child is also in care you are asked to obtain information from them for us as well.
- **A PORTFOLIO** – is compiled for your child containing Curriculum Information / Observations / Work Samples / Photos supported by Learning Outcomes / Social Skills Checklist / Fine Motor Skills Development / Literacy Quilt.
- **DURING YOUR CHILD'S FIRST TERM AT PRESCHOOL** – we develop an Individualised Learning Plan (I.L.P.) using the information in their portfolio. We invite you to meet with a staff member to discuss your child's developmental learning journey using the portfolio. Your child's portfolio then goes home for family sharing and comments before being returned to the preschool.
- **DURING YOUR CHILD'S THIRD TERM AT PRESCHOOL** – we develop an Individualised Learning Plan (I.L.P.) using the information in their portfolio. Your child's portfolio is then sent home as a 'Home Pack' for sharing and completing the 'More About Your Child' form before being returned to the preschool. You may request an interview.
- **DURING TRANSITION TO SCHOOL** – staff share your child's portfolio with their school teachers supported by verbal information focusing on your child's growth and development in relation to Learning Outcomes. Children are presented with their portfolio in their last preschool week during a shared family tea.
- **AT SCHOOL** – we encourage you to share your child's portfolio with their teacher. This will refresh them about your child – where, how, what and with whom they learnt.

COMMUNICATION

The Parent/Carers communication bench is usually located along the north wall to the right as you enter the preschool's main room. This area is the focal point for preschool communications and parent/carer information.

The Money Box is found here. If not paying by EFT please place all fees or other payments in the envelopes provided. Fill in the details on the envelope and then post into the money box. Our Assistant Treasurer will process the funds and place a receipt in your child's note pocket.

The message book is also on the bench. Any messages for the staff relating to your child may be written in this book.

For example, if a different person is collecting your child please give details in the book, or if your child is going to be absent for any reason, staff can be notified via the book.

The first aid record and change clothes folders are also found on the parent bench. **(See First Aid Procedure on Page 18 for details)**

Whilst there is a lot of information relating to Bishop Kindergarten on display, please feel free to talk to any of the staff should you have any questions or concerns.

Don't forget to check your child's note pocket, hanging by the main door with your child's photo and name, for individual notices, newsletters etc.

PARENT / CARER PARTICIPATION

There are many ways you can be involved at Bishop Kindergarten:

- **Join the Governing Council**
- **Spend time at Bishop Kindergarten**
- **Collect collage material (boxes, cards, interesting paper etc.)**
- **Collect woodworking material (soft wood off-cuts, bottle tops etc.)**
- **Take home the “Dirty Stuff” for washing (can be found in the “wash me” bags by the front door)**
- **Take home and cut up collage material**
- **If you can play a musical instrument, come and play for the children sometime**
- **All green thumbs are welcome to help maintain and improve our garden**
- **Artistic folks may wish to use their talents around the preschool (a mural, decorate furnishings, dress ups etc.)**
- **Sweep the floor or help tidy up while waiting to collect your child**

All help is highly valued and greatly appreciated at Bishop Kindergarten. If you have a spare moment just ask a staff member how you can help and contribute to your child's preschool year.

We also love to see grandparents, uncles, aunts and others close to your children as well as mums, dads and carers.

EVERYONE IS WELCOME AT BISHOP KINDERGARTEN

LITERACY KITS/BAG OF BOOKS

Bishop Kindergarten has children's literacy kits, bags of books and parent/carers information books for you to borrow and take home.

Literacy kits and bags of books are hanging on a display rack near the main entrance.

Before borrowing please:

- sign a borrowing contract
- staff will issue a borrowing card for your child

When borrowing:

- check all items are in the kit
- complete details of kit and the borrowing date on your borrowing card
- place your child's card in the "pocket" corresponding with your kit selection

When returning:

- check that all items on the kit tag are in the bag
- collect the card from the pocket and record the return date
- put bag in the "return kit" basket
- if not borrowing please leave your card in the appropriate colour group pocket

Only 1 literacy kit or bag of books to be borrowed at a time

(1 week is the normal time to have a kit in your home)

PARENT LIBRARY

There are also a variety of adult books covering various topics available for borrowing. These are displayed in the hanging bookshelf as you enter the Bishop Kindergarten.

To borrow any books, please fill in the details in the borrower's book or see a staff member for assistance.

BANKING

Alliance One Credit Union, Bank SA and Bendigo Bank provide a "School Savers" facility. Deposit books and money can be left in the collection bags for processing. For further details and enquiries speak to a preschool staff member or your local branch.

KINDERGARTEN RULES

At preschool we need rules so we can be safe. Please be aware of these rules and help your child and any other children in your care to observe them.

- 1 **We walk inside**
- 2 **We walk on the cement areas outside**
- 3 **Adults are to operate the gates and only let out their child/children**
- 4 **We keep inside toys inside and outside toys outside**
- 5 **We swing straight and don't twist the ropes**
- 6 **We ask an adult if we want equipment from the shed or the hose on**
- 7 **We care and respect each other and the environment**
- 8 **We eat sitting down at the designated tables i.e. kitchen/outside**
- 9 **We use the steps to get to the top of the slide and slide down feet first**
- 10 **We store all our belongings in our bags**

PLEASE OBSERVE OUR PRESCHOOL'S PROCEDURES:

13	Sun Protection Policy
14	Clothing & Shoes
15	Healthy Food Supply and Nutrition Policy
16	Birthday Celebrations
17	Safe Health & First Aid
18	First Aid Procedure
19-20	Behaviour Support Code
21	Parent Concerns and Complaints Procedure
22	Violence/Bullying Procedure
23	Emergency Procedures

Bishop Kindergarten is a No Smoking Zone

SUN PROTECTION POLICY

Bishop Kindergarten is committed to providing and maintaining a safe and healthy environment for staff, children, families and visitors to the centre. All members of the kindergarten community need to be protected from skin damage by harmful ultra violet rays of the sun.

Children will:

- be required to wear a hat that provides good shade to the face, back of the neck, eyes and ears; e.g. a broad brimmed or soft legionnaire style
- the wearing of hats is compulsory during Terms 1 and 4

Parents of children who stay all day will:

- be asked to give written permission for staff to supervise their child applying sunscreen after lunch during Terms 1 and 4
- During Terms 1 and 4, it is recommended that children have sunscreen applied at home before they arrive for their kindergarten session

Staff will:

- be positive role models who practice skin protective behaviours by applying sunscreen and wearing appropriate hats and clothing
- incorporate sun and skin protection awareness activities into learning programmes
- provide a SPF 30+ Broad Spectrum Sunscreen for your child to apply with staff supervision
- if the type supplied is not suitable for your child please inform a staff member and provide a labeled tube of your own selection which staff can supervise your child applying

HOT WEATHER

Bishop Kindergarten will always be open during normal preschool times regardless of the weather and outside temperature UNLESS directed by the Department for Education and Child Development.

Parents/carers may decide to keep their child home during 'extreme' hot weather if they wish.

BUSHFIRE READY

Bishop Kindergarten is not rated as a High Risk bushfire preschool. We will be OPEN when the bushfire weather is forecast at Catastrophic level (Code Red) unless we inform you otherwise.

CLOTHING AND FOOTWEAR

Clothing worn by your child must be comfortable, suitable for active and sometimes messy play, and easily washed by you. It should provide protection from the elements, especially in Terms 1 and 4. Choose clothing that is going to protect your child from UV rays – we recommend that children do not wear singlet tops.

Please also send a spare change of clothing as occasional accidents do happen.

All clothing should be clearly named.

Footwear should be sturdy, comfortable and protect your child's toes and feet.

In summer, sandals may be worn, but for safety, must have a heel strap. When choosing shoes for kindergarten, ensure that they are suitable for climbing, running, jumping etc., and can be easily put on by your child with minimal assistance.

Clogs and thongs are not safe footwear for preschool.

Should your child need to use their **spare clothing**, their wet/soiled clothes will be bagged and placed outside by the back door. Parents/carers will be notified by a '*Changed Clothes*' tag on your child's note pocket.

Please sign the '*Changed Clothes*' folder and collect your child's clothes.

HEALTHY FOOD SUPPLY AND NUTRITION POLICY

Bishop Kindergarten is committed to promoting healthy eating habits in line with the ***Right Bite Healthy Food and Drink Supply Strategy for South Australian Schools and Preschools***, and relates to the Department for Education and Child Development wellbeing strategy.

Children will:

- have fresh, clean tap water available at all times and are encouraged to drink water regularly through the day
- will eat routinely at scheduled break times
- eat in a positive, social environment with staff who model healthy eating behaviours
- use the preschool garden to learn about and experience growing, harvesting and preparing nutritious foods

Parents and carers will:

- be encouraged to provide healthy food and drink choices for children in line with the ***Right Bite*** strategy

Staff will:

- promote and teach food safety to children as part of the curriculum
- promote and encourage correct hand washing procedures with children

Notes:

1. If a child has a serious **food allergy** (e.g. nuts), a separate policy for the duration of that child's involvement at Bishop Kindergarten will be developed and communicated to parents and staff.
2. Staff are unable to **HEAT** any foods. This is for your child's safety as we need to ensure the staff/child ratio is maintained at all times, and foods cannot be heated correctly to meet food safety standards.

BIRTHDAY CELEBRATIONS

Please do not send birthday treats or cakes.

Following discussion at a Governing Council committee meeting it was decided to establish a procedure that is inclusive of our Preschool Community.

While at preschool, we encourage healthy eating and the constant bringing of treats is not reinforcing this.

Therefore, our Birthday Celebrations are:

- a Birthday star – greeting the child on arrival
- a Birthday sticker – to be worn
- a Birthday Pencil – to take home to use

The staff will sing "*Happy Birthday*" on arrival or during the session and share a birthday chat.

Please save the treats and cake for celebrations at home.

If you do not celebrate birthdays, please inform us on your enrolment form and this can be appropriately documented.

SAFE HEALTH AND FIRST AID

At Bishop Kindergarten we follow certain procedures to ensure the safety of children and staff in relation to blood borne diseases (such as HIV/AIDS and Hepatitis B) and other communicable diseases (such as Hepatitis A).

Therefore we will:

- use latex rubber gloves when assisting a child who is bleeding and while cleaning up any blood or body fluids
- consistently and continually encourage children to maintain healthy habits such as hand washing after toileting and before eating, and covering mouth when coughing or sneezing
- incorporating this practice in children's play with the wearing of latex rubber gloves whilst playing hospitals, nurses, doctors, vets etc.
- discuss with children about the importance of blood, how it is made by our own bodies for us, and emphasise that we do not touch other people's blood
- discuss with children other "*things we do not touch*" e.g. vomit, faeces and syringes

If you would like any further information or help, please do not hesitate to speak to a staff member.

Confidentiality is assured at all times.

FIRST AID PROCEDURE

Staff are trained in “Basic Emergency Life Support”

Our procedures when giving first aid to children are:

Step 1: Offer reassurance and assess situation

Step 2: Apply treatment needed to suit injury

Step 3: Record injury and treatment in First Aid Folder

Step 4: Monitor the child if necessary

First Aid Treatment:

- Band-Aids on any blood, splinters, cuts, grazes etc. (we are not allowed to remove imbedded splinters as this is considered intrusive)
- icepack covered with clean Chux on bumps and bruises
- dirty wounds are washed with running water (we do not use any antiseptic lotions due to allergic reactions for some children)
- in conjunction with our “Safe Health Policy” we use latex rubber gloves when assisting a child who is bleeding or has other body fluids needing attention

Recording of Injuries and Treatment:

- all First Aid given is recorded in the “First Aid Record Folder” situated on the parent bench
- records note where the accident occurred, the injury sustained, treatment given and by whom
- parents will be notified by a First Aid Badge on their child's note pocket

If notified PLEASE:

1. Return badge to folder
2. Sign record sheet in folder to acknowledge treatment
3. If you need more information, please speak to the staff member who treated your child

Serious Injuries Requiring Emergency Treatment:

- staff will make every effort to contact you or your child's emergency contact person as soon as possible. Please make sure that these contact numbers are up to date. This is your responsibility.
- if a parent/carer cannot be contacted, staff will call an ambulance and arrange transport to the nearest hospital casualty. A staff member will remain with the sick or injured child until the child's parent/carer arrives.

BEHAVIOUR SUPPORT CODE

At Bishop Kindergarten we believe...

The staff work in partnership with parents/carers and the community to provide a quality learning curriculum in a welcoming, safe and stimulating environment where everyone is respected and valued.

The behaviours we encourage at Bishop Kindergarten are those which allow children to:

- express their needs while respecting others
- interact positively and purposefully with others and the environment
- care for themselves, others and the environment
- recognise the consequences of their behaviour
- develop cooperation, assertion, responsibility, empathy and self-control (while taking into account each child's age, stage of development and cultural background)

To maximize positive behaviours at Bishop Kindergarten we:

- build on children's prior experiences, skills and knowledge, encourage positive dispositions towards learning and provide for individual children's learning styles
- have behavioural expectations that are explicit and take into consideration children's culture, age, stage of development, life experiences and the context of the setting
- establish and maintain an environment which is safe, inclusive, supportive of learning and free from harassment and bullying
- work in partnership with parents/carers to develop consistent expectations to support the child's learning
- address challenging behaviour in a timely and appropriate manner

The behaviours that are not acceptable or appropriate at Bishop Kindergarten are those which:

- impede the child's capacity and others to access or participate in the curriculum
e.g. to be withdrawn and not wanting to participate
e.g. to be aggressive and endanger the safety of themselves, others or the environment

To minimize challenging behaviours at Bishop Kindergarten we:

- maximise positive behaviours
- respond to emerging challenging behaviour in a timely and appropriate manner
- identify challenging behaviours early
- Seek support from Department for Education and Child Development Support Services if needed

BEHAVIOUR SUPPORT CODE

The children are informed daily about Bishop Kindergarten's Behaviour Support Code as they participate and practice their skills while playing:

- e.g. explicit teaching by staff/parents/carers
- e.g. relevant conversations
- e.g. stories
- e.g. through play experiences
- e.g. role modeling by staff/parents/other children
- constantly building on their strengths and prior knowledge

Parents/carers are informed and consulted about Bishop Kindergarten's Behaviour Support Code:

- as part of our enrolment and reporting procedure
- ongoing / daily process as needed to maximize positive and minimise negative behaviours

Parents help support the Behaviour Support Code by:

- assisting in its development
- having appropriate expectations of their child and others depending on their age, development, culture
- supporting regular attendance
- informing staff of any changes that may affect their child's positive participation (this information is kept confidential)

The staff at Bishop Kindergarten are informed by:

- inclusion of the Behaviour Support Code in the Staff Induction Book
- keeping up to date with the Bishop Kindergarten community's needs
- open communication with parents/carers/staff to support partnerships with parent/families

How staff can help support the Behaviour Support Code:

- model, plan & implement behaviour management practices consistent with the principles & intent of the Behaviour Support Code
- plan and implement the '*Keeping Safe*'- *Child Protection Curriculum*

Reviewing the Behaviour Support Code:

- provide opportunities for the community to contribute to the development and review of the Behaviour Support Code.
- annually at the Governing Council Meetings

PARENT CONCERNS AND COMPLAINTS PROCEDURE (May 2012)

At Bishop Kindergarten we believe parents are partners in the education of children. Regular two-way communication between parents/carers and the preschool is essential in helping children achieve their potential. Our preschool is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

Guiding principles:

Safety of children is always the first priority. Our procedures are underpinned by the following:

- all persons in the Bishop Kindergarten community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the preschool's values
- parents have the right to raise concerns and make enquiries or complaints about any aspect of preschool life
- information about how, where and to whom complaints can be made should be visible and accessible through preschool procedures
- complaints will be acknowledged and addressed promptly within specified timelines
- individual complaints will be assessed objectively and without bias using principles of natural justice
- the rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints
- the confidentiality of all parties will be maintained wherever possible

Step 1: Talk to us

If your concern or complaint relates to an issue concerning your child's education or experiences you should talk to the teacher as soon as possible. You may prefer to organise a mutually convenient time to meet the teacher rather than discuss the issue via a telephone conversation. You are welcome to bring a support person with you, if you wish. The role of the support person is to provide advice and support during the process and not to answer questions on behalf of any of the parties or interfere with the discussion.

If your concern has not been resolved following discussions with the staff member, you should contact the preschool Director.

Step 2: Contact our local DECD Regional Office

If the complaint is about the Director of the preschool, or you are not satisfied with the outcome, you may contact our local DECD Eyre and Western Regional Office:

Eyre and Western Regional Office
3/7 Mortlock Terrace, Port Lincoln SA 5606 (Phone: 8682 0700)

Step 3: Contact the Parent Complaint Unit

If your complaint remains unresolved after working together with our preschool, regional personnel and Regional Director, you should submit, in writing, your complaint to:

Manager, Parent Complaint Unit
Level 6 / 31 Flinders Street Adelaide SA 5000 (Phone: 1800 677 435)
Or by email to decd.parentcomplaint@sa.gov.au

You should include information about the complaint, including why it remains unresolved, and an outline of what actions have been taken to resolve the complaint. You should also outline what you think a reasonable solution would be.

Parents may request that their identity remain confidential when making a complaint. While every effort will be made to comply with a request to keep the parent's identity confidential, *Freedom of Information* requirements may result in a parent's identity becoming known.

For more information, go to www.decd.sa.gov.au/parentcomplaint or the complete **Parent Concerns and Complaints Procedure** in the Bishop Kindergarten Policy Folder (located in the Parent Library by the front door).

VIOLENCE / BULLYING PROCEDURE

Proposed Outcome: to maintain a happy, safe and positive work environment.

CONTROLS already in place	Possible HAZARDS which may arise	STRATEGIES to use if hazards arise
<ul style="list-style-type: none"> * Regular check of where staff are * Open communication network 	Violent parent/carer on preschool grounds	<ul style="list-style-type: none"> * Become aware of * Stay in sight of others and put a barrier between you * Assessment
<ul style="list-style-type: none"> * Behaviour Management Procedure 	Violent child	<ul style="list-style-type: none"> * Modify procedure for the child/family * Request additional staff
<ul style="list-style-type: none"> * Psychological Health Procedure 	Staff member experiencing intimidation from manager	<ul style="list-style-type: none"> * Access to Grievance Procedure
<ul style="list-style-type: none"> * Psychological Health Procedure 	Staff member experiencing intimidation from a co-worker	<ul style="list-style-type: none"> * Access to Grievance Procedure

EMERGENCY PROCEDURES

Parent/caregivers should familiarise themselves with Bishop Kindergarten's emergency procedures.

EMERGENCY (One long blast on whistle)

1 Inside Teacher:

- sounds the alarm – whistles hang by the front and back doors
- communicates to ALL other adults
- checks all rooms shutting windows & doors if there is a fire
- collects roll book from front door bench
- exits to shed and phones if not already done by ECW
- advises Toy Library if necessary

2 ECW:

- checks on emergency
- communicates with inside teacher
- goes to equipment shed with cordless phone (from parent bench)
- phones 000 and answers their questions
- if there is a power outage our phones do not work – ECW to phone from Flinders Deli

3 Outside Teacher:

- communicates to ALL other adults
- gathers all children at the equipment shed
- checks all outdoor play areas
- collects name containers from front door
- calls the roll using list in equipment shed

4 All other adults and ALL children to gather at the equipment shed

5 If children are unaccounted for, teacher/director to re-check all areas

6 Evacuate through safest exit to the Trigg Street Reserve if necessary

If emergency is **OUTSIDE**, children are to gather inside the Kindergarten on the mat. Roles of inside/outside staff reversed.

KINDERGARTEN MAP (SHOWING EMERGENCY PROCEDURES) →

FRONT GATE

WILLISON STREET



- Exit Sign
- Whistle
- ✕ Fire Blanket
- ▲ Fire Extinguisher
- E Emergency Evacuation Plan



