Every Story Begins with a Conversation.

32 Olive Street, Prospect, SA
8344 3066

Keep in touch:

32 Olive Street, Prospect, SA, 5082

08 8344 3066

director@prospectcc.com.au

www.prospectcc.com.au

www.facebook.com/PCEEC/

https://www.instagram.com/prospectcommunityeec/

https://prospectcc.blog

prospectcommunityeec

Education Standards Board

Email: educationstandardsboard@sa.gov.au

Phone: Toll free 1800 882 413

Compliance and investigations e:
esb.complianceinvestigation@sa.gov.au

Our Promise

We cannot promise every day will be perfect.
Children will fall over.
They will become frustrated.
They will get muddy, test boundaries, make mistakes and sometimes have difficult days.

What we can promise is this:
Every decision we make will be guided by what we believe is in the best interests of children.

We will welcome every child with warmth, treat every family with honesty and respect, listen before we judge, communicate openly, and continually reflect on how we can do better.

Children's safety and wellbeing is our paramount concern.

We believe the strongest outcomes for children occur when families and educators work together in genuine partnership. Together, we will celebrate successes, navigate challenges, and create a place where every child feels safe, valued, respected and able to flourish.

Growing Together isn't about children growing up.
It's about all of us growing—children discovering the world, families navigating each new stage, educators continually reflecting and learning, and a community that becomes stronger because we learn from one another.

Welcome to our community.

Welcome to Prospect.

Every story begins with a conversation. We're glad yours has led you here.

Questions are always welcome.

Conversations are encouraged.

OUR PHILOSOPHY OF EDUCATION

1.Championing individuality

2. Recognising children as capable learners

3. Adopting a holistic view of children

4. Honouring the uniqueness of each child

5. Acting in the best interest of every child

6. Deepening engagement with child-centred education

7. Strengthening our play-based learning environment

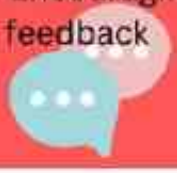
8. Focusing on educational visibility

9. Welcoming environment

10. Respecting child-rearing practices

11. Exchange of information

12. Encouraging feedback



13. Improving communication and awareness

14. Providing information about family and child services

15. Organising events for parental involvement

16. Maintaining professionalism

17. Encouraging teamwork

18. Promoting Educators' skills and contributions

19. Staff input and professional growth

20. Incorporating specific educational approaches

21. Prioritising ongoing education and training

22. Innovation and continuous improvement

23. Language

24. Upholding quality and excellence

25. Respect and Recognition

26. Striving for equal recognition and pay

27. Promote awareness and understanding

28. Respond to changing needs

29. Strengthen and expand community ties

30. Fostering collective effort and hope

31. Tackling reputational issues within the industry

32. Recognising the complexity of our work

33. Importance of the Early Years

34. Strengthening advocacy and support

35. Seeking increased government funding

36.Recognising our impact

Our People Make the Difference

PROSPECT COMMUNITY EARLY EDUCATION AND CARE

320+ Years
AT PROSPECT

More than three centuries of dedication, commitment and community.

500+ Years
OF EARLY CHILDHOOD EXPERIENCE

A wealth of knowledge and experience supporting children, families and each other.

HIGHLY QUALIFIED TEAM *Skilled. Dedicated. Passionate.*

2
EARLY CHILDHOOD TEACHERS
Leading learning and mentoring our teams.

21
DIPLOMA QUALIFIED EDUCATORS
Highly skilled and experienced in early childhood education and care.

13
CERTIFICATE III EDUCATORS
Early in career and making a valued difference every day.

2
EDUCATORS CURRENTLY STUDYING TO BECOME EARLY CHILDHOOD TEACHERS
Investing in their future. Investing in our children.

STABILITY MATTERS

- **7** EDUCATORS 20+ YEARS WITH OUR SERVICE
- **11** EDUCATORS 10+ YEARS WITH OUR SERVICE
- **320+** YEARS AT PROSPECT
- **500+** YEARS OF EARLY CHILDHOOD EXPERIENCE

A WORKFORCE THAT GROWS

- Students become educators
- Educators complete higher qualifications while working
- Leadership developed from within
- Educators welcomed back after parental leave
- Continuous professional learning embedded across the service

Growing people. Growing possibilities.

WHAT MAKES OUR TEAM DIFFERENT?

- 2 Early Childhood Teachers
- 21 Diploma Qualified Educators
- 13 Certificate III Educators
- 2 Future Early Childhood Teachers currently studying
- Leadership developed from within
- Long-term educator retention
- Hundreds of hours of professional learning completed annually
- Specialists in child wellbeing, food safety, finance, educational leadership, inclusion and governance

Why it matters

LONG-TERM RELATIONSHIPS
Build trust, security and belonging.

CONSISTENT CARE
Familiar faces support children to feel safe and confident.

STRONG COMMUNITY
Deep connections with families and each other.

BETTER OUTCOMES FOR CHILDREN
Research shows stable, experienced educators positively impact learning and wellbeing.

Children don't just need educators. They need experienced educators who stay.

AT PROSPECT COMMUNITY EARLY EDUCATION AND CARE, THAT'S EXACTLY WHAT WE STRIVE TO PROVIDE.

Throughout the guide, we will refer to the centre as simply “Prospect”, as this is what we would say with you in a conversation… at Prospect we…., here at Prospect you will find…. we love Prospect because….

🌱 Conversation One

Let's Get to Know Each Other

"Every family arrives with a different story. We look forward to learning yours."

📘 Why This Matters

Starting early education is more than enrolling in a service—it is the beginning of an important partnership between families and educators.

The National Quality Standard recognises that strong partnerships with families are essential to children's learning, development and wellbeing. It expects approved services to build respectful relationships, value family knowledge and work together to support every child.

What does this mean for your child? It means your voice matters. Your knowledge, experiences and hopes for your child help us build meaningful relationships and create the best possible start to their early learning journey.

Before We Begin...

Becoming part of a new community can feel exciting, overwhelming and sometimes a little emotional.

Whether this is your family's first experience with early education and care, or you're joining us after another service, we're honoured you've chosen to spend this part of your child's journey with us.

This guide isn't designed to answer every question. It's designed to begin conversations.

As you read, you'll discover who we are, what we believe and how we work alongside children and families every day.

The rest...
We'll discover together.

⭐ Why We Do This

Relationships are at the heart of everything we do. Children thrive when they feel safe, known and connected. Before meaningful learning can occur, children need to develop trusting relationships with the people around them. That's why we invest time in getting to know every child and family—not just enrolment details, but the unique strengths, interests, cultures and stories that make each family who they are.

For us, belonging isn't something children earn. It's something they feel from the moment they join our community.

Questions are always welcome.

Conversations are encouraged.

🌱 Growing Together Tip

There is no such thing as telling us too much about your child.
The little things often become the big things.
Favourite songs.
Special comforters.
Family traditions.
Foods they love.
Things that make them laugh.
What helps when they're feeling worried.
Every piece of information helps us build trusting relationships and create a sense of belonging from the very first day.

Welcome to Prospect Community Early Education and Care.

We are delighted to welcome you and your family into our community.

Choosing an early education and care service is one of the most important decisions a family makes. It is about far more than finding a place for your child to spend the day. It is about finding a place where they feel safe, valued, respected and genuinely known. A place where they can build relationships, develop confidence, explore their curiosity and discover who they are.

It is also about finding people you trust to walk alongside your family through some of childhood's most significant years.
That is a responsibility we never take for granted.

At Prospect, we believe the strongest outcomes for children are achieved when educators and families work together in genuine partnership. We know that every family brings different experiences, cultures, traditions, hopes and aspirations, and we value the opportunity to learn from one another.

Our role is not to replace families.
Our role is to work alongside them. Together, we create the secure relationships that allow children to thrive.

What would you like us to know about your child?

Prospect Community Early Education and Care has been part of the local community for more than three decades.

We are proudly community owned and not-for-profit, governed by a volunteer Management Committee made up of families and community members who share a commitment to providing exceptional early childhood education and care.
Being community owned means every decision is made with children and families at the centre.

Being not-for-profit means every dollar we earn is reinvested back into the service—supporting children, educators, resources, environments and continuous improvement.

Our success is measured not by profit, but by the relationships we build, the opportunities we create and the difference we make in the lives of children and families.

Questions are always welcome. Conversations are encouraged.

What You'll Find Here

When you join Prospect, you'll discover much more than classrooms and playgrounds.

- You'll find educators who take the time to know your child.
- A community that values inclusion, belonging and diversity.
- Beautiful learning environments that invite curiosity and exploration.
- Gardens that grow food, friendships and conversations.
- Families who become part of our story.
- Children who are encouraged to wonder, investigate, create, question and belong.

You'll also find a service that is continually learning.
We reflect, ask questions, seek feedback and embrace new ideas because we believe there is always an opportunity to improve the experiences we provide for children and families.

Our Commitment to You

As you become part of our community, we make this commitment.

- We will welcome your child with warmth.
- We will listen before we judge.
- We will celebrate their strengths and support them through challenges.
- We will communicate honestly, respectfully and openly.
- We will value your knowledge of your child and invite you to be an active partner in their learning journey.
- We will continually reflect on our practice and strive to do better.
- Above all, your child's safety and wellbeing will always be our paramount concern.

💬 Let's Keep Talking...
Every family is different.
Every child is unique.
There is no "right" way to begin this journey.
As questions arise—and they will—we encourage you to ask.
Whether you're wondering about your child's routine, learning, friendships, health, wellbeing or simply how their day has been, we are here to listen.
Because the best partnerships begin with conversation.

Questions are always welcome. Conversations are encouraged.

QUICK GUIDE

My Child's First Day

BEFORE YOU ARRIVE

- Pack spare clothes
- Bring any comfort item your child may need
- Ensure medications or medical plans have been provided (if applicable)
- Share any last-minute updates with us

WHEN YOU ARRIVE

- Greet your educators
- Help your child settle
- Say goodbye with confidence *(even if it's emotional)*

DURING THE DAY

- We'll support your child through routines, play and relationships.
- We'll comfort, reassure and encourage them as they begin to explore.

AT COLLECTION TIME

- We'll share highlights from your child's day.
- Together we'll discuss how they settled and plan for tomorrow if needed.

🌱 Conversation Two

Let's Talk About What We Believe

"Children don't need perfect childhoods.
They need people who believe in them."

Every child is unique. Every family is different.

No two children arrive at Prospect with the same experiences, interests, culture, abilities or family story.

We believe that is something to celebrate.

Childhood is not a race where every child reaches the same milestone at the same time. It is a journey filled with curiosity, discovery, challenge, joy and growth. Every child deserves to experience that journey in a way that honours who they are.
We don't ask children to fit into Prospect.

We shape Prospect around the children and families who make up our community.

What We Believe

Everything we do begins with a simple belief.
Children deserve to feel safe.
Children deserve to belong.
Children deserve to be heard.
Children deserve to be challenged.
Children deserve to be respected.
Children deserve to experience joy.
When these things come together, learning naturally follows.
Our role is to create the relationships, environments and opportunities that allow every child to flourish.

📘 Why This Matters

Every approved early childhood education and care service in Australia delivers its educational program through an approved learning framework. At Prospect, our curriculum is guided by Belonging, Being & Becoming: The Early Years Learning Framework (EYLF v2.0).
The EYLF recognises that children learn through play, relationships, responsive teaching and meaningful experiences. It also acknowledges families as children's first and most influential teachers.
What does this mean for your child?
It means your child will experience a program that values curiosity, play, relationships and belonging. Rather than focusing only on what children know, we focus on supporting who they are becoming.

Questions are always welcome.

Conversations are encouraged.

We believe... Relationships come before routines.

We believe... Children learn best when they feel safe, secure and valued.

We believe... Families are children's first and most important teachers.

We believe... Play is meaningful learning.

We believe... Every child has strengths worth celebrating.

We believe... Questions are signs of curiosity, not interruption.

We believe... Mistakes are opportunities to learn.

We believe... Belonging comes before becoming.

We believe... Communities grow stronger when everyone feels welcome.

We believe... There is always a better way.
That's why we continue to reflect, learn and improve.

💬 Let's Keep Talking...
Every family has hopes and dreams for their child.
We'd love to hear yours.
The more we understand what matters to your family, the better we can create experiences that reflect your child's interests, strengths and aspirations.

Educators celebrating Diwali

Questions are always welcome. Conversations are encouraged.

Learning Through Relationships

Long before children learn letters, numbers or how to hold a pencil, they learn something much more important.
They learn whether the world is a safe place.
Whether adults can be trusted.
Whether their ideas matter.
Whether they belong.

🌱 Reflection Question
What are your hopes and dreams for your child during their time at Prospect?

These early relationships become the foundation for confidence, resilience, wellbeing and lifelong learning.

That is why relationships are at the heart of everything we do.

We take the time to truly know each child—their interests, their personality, the things that make them laugh, the things that comfort them, the ways they communicate, and the dreams they are beginning to imagine.

Because when children feel known, they feel safe.

And when children feel safe, they are ready to learn.

❤️ **Our Practice, Guided by Purpose**
Everything you've read in this conversation is more than a collection of ideas.
It shapes the decisions we make every day.
Our educators use the Philosophy of Education to guide reflection, planning and continuous improvement. Developed together by our educators, families and community, they reflect the values, aspirations and commitments that make Prospect uniquely ours.
It reminds us that quality isn't something we achieve once.
It's something we choose, together, every day.

Questions are always welcome. Conversations are encouraged.

Growing Together

The title of this guide reflects something we believe deeply.
Growing isn't something that only children do.
Children grow in confidence.
Families grow through new experiences.
Educators grow through reflection.
Communities grow when people come together.
Every conversation, every question, every challenge and every success becomes part of that journey.
Growing Together is about recognising that we all learn from one another.

🌱 Growing Together Tip

Children thrive when the important adults in their lives work together.
Sharing your child's interests, favourite books, recent achievements or even the challenges they're facing helps us create meaningful learning experiences and provide support that reflects who they are.
Together, we create continuity between home and Prospect.

⭐ Why We Do This

Children may not remember every activity they participated in.
They may not remember every song they sang or every painting they created.
But they will remember how people made them feel.
Respected.
Included.
Capable.
Safe.
That is why relationships remain at the centre of everything we do.

Looking Beyond Today

Our hope is not simply that children enjoy their time at Prospect.
Our hope is that they leave with a strong sense of who they are.

That they are kind.
Curious.
Confident.
Compassionate.
Respectful of others.
Willing to ask questions.
Comfortable making mistakes.
Proud of their individuality.

And confident that they can make a positive contribution to the world around them.
These are qualities that last well beyond childhood.

Questions are always welcome. Conversations are encouraged.

🌱 Conversation Three

Let’s Start Together

"Every beginning is different. Every child deserves the time and support to begin in their own way."

Beginning a New Chapter Together

Starting early education and care is more than a date on a calendar.
It is the beginning of new friendships, new experiences and new opportunities for both children and families.

For some children, this first step is taken with excitement and curiosity. Others may need a little more time, reassurance and encouragement. Families often experience similar emotions—anticipation, pride, nervousness and sometimes even guilt.

Whatever your family's story, please know this:
There is no right or wrong way to begin.

At Prospect, we believe every child deserves the time, patience and support to settle in a way that feels right for them. We'll walk alongside you every step of the way.

📘 Why This Matters

Research consistently shows that children's transitions are most successful when families and educators work together to build trusting, responsive relationships from the very beginning.
The National Quality Standard expects approved services to support positive transitions and help every child develop a strong sense of belonging as they begin their early learning journey.
What does this mean for your child?
It means we take the time to get to know your child before expecting them to settle into new routines. By working closely with your family, we create a transition that supports confidence, security and a genuine sense of belonging.

Every Journey Begins Differently

Starting early education and care is a significant milestone.
For some children, it's an exciting adventure.
For others, it can feel unfamiliar and overwhelming.
The same is true for families.
There may be excitement, pride, nervousness, relief, guilt or a mixture of many emotions. Every feeling is valid.
There is no "perfect" way to begin.
At Prospect, we believe the strongest starts happen when children, families and educators take the journey together.
We'll get to know one another, learn from each other and build trusting relationships that help everyone feel confident and supported.
There is no expectation that everything will happen overnight.
Relationships take time.
And they're worth investing in.

Questions are always welcome. Conversations are encouraged.

You Know Your Child Best

One of the most valuable things you can bring to Prospect isn't something you pack in a bag.

It's your knowledge of your child.

You know what makes them laugh.

What comforts them when they're upset.

Their favourite books.

The songs they ask for every night.

How they communicate when they're tired.

What they're curious about.

The little routines that help them feel secure.

We'd love you to share those things with us.

Together, we'll use that knowledge to help your child settle, build relationships and feel that they belong.

🌱 Reflection Question

What helps your child feel safe, comforted and ready to explore new experiences?

Belonging Begins Before the First Day

Children begin building a sense of belonging long before their official first day.

That's why we invite families to spend time with us through orientation visits, conversations and opportunities to explore the environment together.

These early experiences allow children to become familiar with new faces, new spaces and new routines at a pace that feels comfortable for them.

They also give us the opportunity to begin learning about your child.

The more we know before your child starts, the better we can create a welcoming and responsive experience from day one.

🌱 **Growing Together Tip**

Goodbyes are often harder for adults than children.

Children take their cues from the important adults in their lives. A warm, confident goodbye helps your child understand that you trust the people caring for them and that you'll be back.

If you're feeling emotional, please know that's completely normal too.

We'll look after both of you.

Building Trust Together

Trust doesn't happen because forms have been completed.

It grows through everyday moments.

A warm welcome each morning.

A conversation at pick-up.

Remembering your child's favourite dinosaur.

Celebrating a new achievement.

Supporting a difficult goodbye.

Listening when something isn't quite right.

These moments create the relationships that children rely on every day.

Questions are always welcome.

Conversations are encouraged.

Your First Weeks

Every child settles differently.
Some children confidently explore from the moment they arrive.
Some prefer to observe before joining in.
Some happily wave goodbye.
Others need extra cuddles and reassurance.
All of these responses are completely normal.
Our educators will work closely with you to develop strategies that support your child's individual needs and help them feel safe and secure.
If the plan changes, we'll adapt together.
Because children don't follow a timetable.
They follow relationships.

Communication Matters

The first few weeks are often when families have the most questions.
That's wonderful.
Please ask them.
We'll share how your child is settling, the friendships they're beginning to build, the things they're enjoying and any challenges they're experiencing.
Likewise, we encourage you to keep us updated about what's happening at home.
Even small pieces of information can help us understand your child's day.
Together, we create consistency between home and Prospect.

⭐ Why We Do This

Children develop confidence through predictable, trusting relationships.
Taking the time to build strong connections from the beginning creates a foundation for learning, wellbeing and resilience that extends well beyond the first few weeks.
Starting well isn't about eliminating tears.
It's about ensuring every child feels supported while they learn to trust a new community.

❤️ Our Promise in Practice

Starting somewhere new takes courage.
Whether it's your child's first day or your family's first experience with early education and care, we'll meet you where you are.
We'll celebrate the exciting moments.
We'll support the difficult ones.
We'll take the time to build relationships.
And we'll never expect your child—or your family—to fit into a predetermined timeline.
Because belonging can't be rushed.

💬 Let's Keep Talking...

The first few weeks are full of new experiences.
Some days will feel easier than others.
Please keep sharing your thoughts, questions and observations with us.
No question is too small.
Every conversation helps us better understand your child and strengthen the partnership we're building together.

Your Child's PCEEC Story Starts Here.

Questions are always welcome.

Conversations are encouraged.

🌱 Conversation Four

Let’s Keep Children Safe

"Every child deserves to feel safe, heard, respected and protected"

Children's Safety is Our Paramount Concern

Every child has the right to grow, learn and belong in an environment where they feel physically safe, emotionally secure and genuinely valued.

At Prospect Community Early Education and Care, children's safety and wellbeing is our paramount concern.

It is the foundation upon which everything else is built.

Children learn best when they feel safe.

Families build trust when they know their child is protected.

Educators thrive when safety is everyone's shared responsibility.

Keeping children safe isn't one policy.
It isn't one procedure.

It is a culture that shapes every decision we make.

Every conversation.

Every environment.

Every relationship.

Every single day.

🌱 **Growing Together Tip**
If something has changed at home, even if you're unsure whether it's important, please let us know.
Children often express big emotions in unexpected ways.
The more we understand, the better we can support them.

📘 Why This Matters
Our child safe culture is guided by Australia's National Principles for Child Safe Organisations.
These principles help us create environments where children's voices are valued, diversity is celebrated, risks are identified and every child is supported to feel safe, respected and included.
Because for us, child safety isn't simply about meeting standards.
It's about creating a community where every child can flourish.

Questions are always welcome.

Conversations are encouraged.

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At Prospect Community Early Education and Care, children's safety and wellbeing is our paramount concern.
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Children learn best when they feel safe.
Families build trust when they know their child is protected.
Educators thrive when safety is everyone's shared responsibility.

Working Together to Keep Children Safe

Families know their children better than anyone.
Educators see children learning, growing and interacting within our community every day.
When we bring those two perspectives together, children receive the very best support.
We encourage open, honest and respectful conversations about anything that may affect your child's wellbeing.
This may include:
• medical conditions
• allergies
• dietary requirements
• medications
• sleep
• family changes
• behaviour
• developmental changes
• specialist involvement
• cultural considerations
• worries or concerns
No piece of information is too small.
Every conversation helps us better understand your child.

Safety Looks Different for Every Child

Feeling safe means different things to different children.
For one child, it might be knowing an educator is nearby.
For another, it might be having time to observe before joining in.
Some children need predictable routines.
Others need extra reassurance during transitions.
Some need medical support.
Others need emotional support.
Our role is to understand what safety looks like for every child and to respond with compassion, respect and care.

💬 Let's Keep Talking...
If you ever have concerns about your child's safety, wellbeing or experiences at Prospect, please talk with us.
Questions are always welcome.
Conversations are encouraged.
Working together is the best way to support every child.

Keeping children safe isn't one policy.
It isn't one procedure.
It is a culture that shapes every decision we make.
Every conversation.
Every environment.
Every relationship.
Every single day.

Safe People

Creating a child safe organisation starts with the people who work within it.
Every member of our team is committed to creating respectful, responsive and nurturing relationships with children and families.
Our educators participate in ongoing professional learning, child protection training and reflective practice to ensure children's safety and wellbeing remain at the centre of everything we do.
We are committed to continually learning, reflecting and improving because keeping children safe is an ongoing responsibility.

❤️ Our Promise in Practice

We promise to always act in the best interests of children.
We will listen.
We will notice.
We will respond.
We will continue learning.
We will work alongside families with honesty, compassion and respect.
And when we have concerns about a child's safety or wellbeing, we will always act with courage and care.
Children deserve nothing less.

Safe Environments

Safety isn't only about supervision.
It's also about creating environments that help children feel confident, capable and secure.
Our learning environments are carefully designed to support children's independence while providing appropriate supervision and opportunities for exploration.
We continually review our indoor and outdoor spaces, equipment, routines and practices to ensure they remain safe, welcoming and responsive to children's changing needs.

⭐ Why We Do This

Children flourish when they feel emotionally and physically safe.
Safety creates confidence.
Confidence encourages curiosity.
Curiosity inspires learning.
Everything begins with children knowing they are safe, valued and surrounded by adults who genuinely care.

🌱 Reflection Question

What helps your child feel safe, secure and confident?

Questions are always welcome.

Conversations are encouraged.

GROWING TOGETHER GUIDE

Child's Safety or Wellbeing

We Will Always Listen

- Children communicate in many different ways.
- Sometimes through words.
- Sometimes through behaviour.
- Sometimes through play.
- Sometimes through silence.

Our educators are committed to listening carefully, responding thoughtfully and taking children's voices seriously.

Children deserve to know that trusted adults will listen when something doesn't feel right. That commitment sits at the heart of our child safe culture.

Our Commitment to Child Safety

We are committed to creating an environment where children:

- feel safe
- feel heard
- feel respected
- feel included
- know their voices matter
- are supported to understand their rights
- are surrounded by trusted adults
- can confidently express their ideas, feelings and concerns.

Every child deserves nothing less.

Child Safety is a Shared Responsibility

Keeping children safe is something we all do together. We ask families to work alongside us by:

- sharing important information honestly
- keeping emergency contacts up to date
- advising us of changes to health or family circumstances
- discussing any concerns early
- talking with us if something doesn't feel right.

Open communication helps us respond quickly and appropriately to support every child.

🌱 Conversation Five

Let's Keep Everyone Healthy

"Healthy children are better able to play, learn, explore and belong. Together, we create an environment where everyone can thrive."

Looking After Our Community

Every child who walks through our gates becomes part of a much bigger community.
Children learn alongside friends.
Families connect with other families.
Educators spend their days supporting and caring for children.
When one person becomes unwell, it can quickly affect many others.
Looking after our community means looking after one another.
Sometimes that means staying home when we're sick.
Sometimes it means sharing important health information.
Sometimes it means asking questions or seeking support.
Every action, no matter how small, helps protect our community.

📘 Why This Matters

Approved early childhood education and care services must meet national requirements for children's health, medical conditions, nutrition, hygiene and the safe administration of medication under the Education and Care Services National Law and Education and Care Services National Regulations.
These requirements help protect children, reduce risks and ensure every child receives safe, consistent care.
What does this mean for your child?
It means clear health procedures, trained educators, safe medication practices, effective hygiene routines and strong partnerships with families all work together to support your child's wellbeing every day.

❤️ Why We Do This

Children learn best when they feel well.
Healthy children have more energy to explore, build relationships, solve problems and enjoy learning.
Supporting children's physical, emotional and social wellbeing creates the foundation for lifelong health and learning.

Questions are always welcome.

Conversations are encouraged.

Every Child is Different

Every child arrives with their own health needs.
Some children have allergies.
Some have asthma.
Some have diabetes.
Some have medical conditions that require ongoing support.
Others may have dietary, cultural or religious requirements that influence meals and daily routines.
There is no "one size fits all."
By working closely with families and health professionals, we develop plans that support each child's individual needs while ensuring every child can participate safely and confidently.

CPR updates held twice a year at the centre

🌱 **Growing Together Tip**

Please don't worry about "bothering us" with health updates.
Whether it's a new allergy, a change in medication, a restless night's sleep or simply that your child isn't quite themselves today—sharing this information helps us provide the care and support your child needs.

Working Together Keeps Everyone Well

Keeping children healthy is a partnership.
Families play an essential role by keeping us informed about changes to their child's health, medications or wellbeing.
We ask families to let us know about:

- new medical diagnoses
- allergies or intolerances
- medications
- infectious illnesses
- changes in health
- injuries
- sleep or wellbeing concerns
- anything that may affect your child's day.

There is no such thing as "too much information."
Knowing more helps us provide better care.

Healthy Habits Start Early

Health is about much more than illness.
Every day children learn lifelong habits through everyday experiences.
Together we encourage:

🌱 nutritious food
🌱 regular handwashing
🌱 outdoor play
🌱 rest and relaxation
🌱 physical activity
🌱 emotional wellbeing
🌱 independence and self-care
🌱 positive relationships.

These everyday routines help children build healthy habits that last well beyond their early childhood years.

🌱 Reflection Question

What helps your child feel healthy, comforted and ready for the day?

Questions are always welcome.

Conversations are encouraged.

GROWING TOGETHER GUIDE

Helping Children Stay Healthy

When we work together, we keep children, families and educators healthy and happy.

1 START WITH THE WHOLE CHILD

Ask yourself:

Is my child well enough to comfortably participate in the day?

Playing · Learning · Eating · Sleeping · Outdoor play · Group experiences

If NO → Keep your child at home.

Children need to be well enough to take part and enjoy the day, not just "well enough" to be here.

2 ARE THEY SHOWING SIGNS OF ILLNESS?

Keep your child at home if they have:

- Fever
- An unexplained rash
- Vomiting
- Difficulty breathing
- Diarrhoea
- A persistent cough with other symptoms
- Eyes with thick discharge
- A diagnosed illness requiring exclusion

They are unusually tired, distressed or unable to participate

3 SOME SYMPTOMS NEED US TO LOOK AT THE WHOLE PICTURE

A child may still attend if they have one mild symptom only and are otherwise well enough to participate.

Examples include:

Clear runny nose · Mild occasional cough · Stable asthma symptoms · Allergy symptoms · Old or recurring symptoms with a known cause

However...

If several symptoms occur together (for example cough + fever + runny nose + lethargy), children should remain at home until symptoms resolve or another diagnosis is made.

This reflects NHMRC guidance that symptoms should be assessed together rather than individually.

4 TELL US EVERYTHING

Please let us know if your child:

Had medication before arriving · Was unwell overnight · Slept poorly because of illness · Visited a doctor · Has been exposed to an infectious illness

Honest communication helps us make the safest decisions for everyone.

5 IF WE ASK YOU TO COLLECT YOUR CHILD

Our educators assess children throughout the day.

If a child becomes unwell, we will ask that they are collected as soon as reasonably possible.

Our decisions are based on:

Your child's wellbeing · Protecting other children · Protecting educators · Reducing illness across our community

OUR SHARED COMMITMENT

- Keep unwell children home
- Be honest about symptoms and medication
- Collect children promptly when needed
- Follow recommended exclusion periods
- Protect our whole community

Thank you for partnering with us to create a healthy, safe and caring environment where children can grow and thrive.

This guide is based on:

- National Health and Medical Research Council (NHMRC) Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services (6th Edition).
- SA Health – Exclusion from childcare, preschool, school and work.

When Children Feel Unwell

We understand that deciding whether a child is well enough to attend can sometimes be difficult.

Children recover best when they are comfortable, well rested and able to participate in the day.

If your child is unwell, we encourage them to remain at home until they are feeling better and meet any required exclusion periods.

This helps:
❤️ your child recover
❤️ reduce the spread of illness
❤️ protect babies and vulnerable children
❤️ support educators to provide quality care
❤️ keep our whole community healthier.
We know staying home isn't always easy.
Thank you for helping us care for everyone.

❤️ Our Promise in Practice

We promise to care for your child with compassion, dignity and respect.

We'll support individual health needs.

We'll communicate openly with you.

We'll work closely with families and health professionals.

And together, we'll create an environment where children feel safe, healthy and able to flourish.

Medications and Medical Support
Some children require medication during the day or have medical conditions that need ongoing management.

Our educators work closely with families to ensure medications are administered safely and in accordance with each child's medical management plan.

We encourage families to speak with us whenever medication or medical needs change so we can continue providing safe and appropriate support.

💬 Let's Keep Talking...

Health needs change as children grow.
Please continue sharing updates, asking questions and letting us know if anything changes.
Together we can ensure your child receives the safest and best possible care.

Want to explore this further?

Our illness exclusion requirements follow the recommendations of SA Health and are available by scanning the QR code or speaking with our team.

Questions are always welcome. Conversations are encouraged.

🌱 Conversation Six

Let’s Eat Together

"Mealtimes nourish more than growing bodies. They nourish relationships, conversations, culture and a sense of belonging."

More Than a Meal

Every day, children gather around the table to share much more than food.
They share stories.
They learn new skills.
They try unfamiliar flavours.
They practise independence.
They build friendships.
They experience different cultures and traditions.
They learn that everyone belongs.
At Prospect, mealtimes are an important part of our curriculum.
They are moments of connection, conversation and community.

❤️ Why We Do This
Food is about much more than nutrition. Shared meals help children develop relationships, independence, communication skills, confidence and a sense of belonging.
By creating calm, inclusive mealtimes, we support children's wellbeing while helping them develop healthy attitudes towards food that can last a lifetime.

📘 Why This Matters
Approved early childhood education and care services must provide food that is nutritious, safe and appropriate for each child's dietary requirements. National legislation also requires services to safely manage allergies, medical dietary needs and food handling practices to protect children's health and wellbeing.
At Prospect, our practices are also guided by our comprehensive Food Safety Plan and current food safety standards.
What does this mean for your child?
It means every meal is thoughtfully planned, safely prepared and carefully served to meet your child's individual needs while creating enjoyable mealtime experiences for everyone.

Safe Food, Safe Children
Behind every meal is careful planning.
Our kitchen and educator teams work together to ensure food is prepared, stored and served safely.
Every dietary requirement is treated seriously.
Every allergy is carefully managed.
Every medical management plan is followed.
Safety allows every child to enjoy mealtimes with confidence.

Questions are always welcome. 💬 Conversations are encouraged.

Learning Happens Around the Table

Mealtimes are full of learning.

Children develop independence as they serve themselves, pour drinks and make choices.

They build confidence by trying new foods at their own pace.

They learn about healthy eating, sustainability and where food comes from. They practise communication, patience and respect as they share meals with others.

These everyday moments help children develop skills that will last a lifetime.

Food Connects Us
Food tells stories.
It celebrates culture.
It creates memories.
It brings people together.

Throughout the year we celebrate the diversity of our community through shared meals, cooking experiences, family recipes and cultural celebrations.

Children begin to understand that every family's traditions are valued and respected.

Healthy Relationships with Food

We believe children should enjoy eating without pressure or anxiety.

Educators encourage children to listen to their own hunger and fullness cues, make choices within safe boundaries and explore new foods through curiosity rather than obligation.

Our role is to support positive relationships with food that children can carry throughout their lives.

🌱 Growing Together Tip

Please tell us if anything changes.

Whether it's a newly diagnosed allergy, a change in cultural practices, a favourite family recipe, or simply that your child has suddenly decided they no longer like bananas—we'd love to know!

The more we understand your child's relationship with food, the better we can support them.

🌱 Reflection Question

What foods, traditions or mealtime routines are important to your family?

💬 Let's Keep Talking...

Food preferences, allergies and dietary needs can change over time.
If something changes, or if you'd simply like to share a favourite family recipe or cultural tradition, we'd love to hear from you.
Some of our most meaningful conversations begin around the table.

Questions are always welcome.

Conversations are encouraged.

Every Child Belongs at the Table

Every family has its own traditions, beliefs and dietary needs.
Some children have food allergies.
Some have medical dietary requirements.
Some follow cultural or religious food practices.
Some children experience challenges with eating or trying new foods.
Whatever your child's relationship with food, we are committed to creating an environment where every child can participate safely, confidently and with dignity.
No child should ever feel different because of what is—or isn't—on their plate.

"Every child deserves a place at the table."

❤️ Our Promise in Practice
We promise to create mealtimes where every child feels safe, included and valued.
We'll respect individual dietary needs.
We'll celebrate cultural diversity.
We'll support children to develop independence.
We'll ensure every meal is prepared and served with the highest standards of food safety and care.

Questions are always welcome.

Conversations are encouraged.

My Child Has a Dietary Requirement

PROSPECT AND CASE EARLY EDUCATION COMMUNITY

1.

Tell us about your child's dietary need

2.

We'll talk with you to understand their individual requirements

3.

Medical documentation or supporting information provided (where required)

4.

Our team develops a safe plan for meals, snacks and food preparation

5.

Educators and kitchen staff work together to safely support your child every day

6.

We'll continue to review and update the plan together as your child's needs change

Working together for your child's health, safety and inclusion.

Conversation Seven

Let’s Discover Together

"Childhood isn't a race to the next milestone. It's a time to wonder, explore, create and discover."

Learning Looks Different Here

When visiting Prospect, you may not immediately notice "lessons."

Instead, you'll see children playing, building cubbies, working in the garden, painting enormous artworks, asking hundreds of questions, reading with educators, mixing sand and mud, solving problems and laughing with friends.
To us...
That's learning.
Children learn best through relationships, curiosity, play and meaningful experiences.
Every moment holds the potential for learning.

Every Child is Capable
We believe children are naturally curious.
They are thinkers.
Problem-solvers.
Scientists.
Artists.
Builders.
Storytellers.
Researchers.
Friends.
Every child arrives with unique strengths, interests and ways of learning.
Our role isn't to fill children with knowledge.
Our role is to nurture the curiosity that already exists.

📘 Why This Matters
Every approved early childhood education and care service in Australia must provide an educational program based on an approved learning framework.
At Prospect, our curriculum is guided by Belonging, Being & Becoming: The Early Years Learning Framework (EYLF v2.0), which supports children's learning, development and wellbeing through play-based, intentional and responsive teaching.
What does this mean for your child?
It means your child's learning is carefully planned, thoughtfully supported and responsive to their interests, strengths and individual development—not a one-size-fits-all program.

💬 Let's Keep Talking...
Children's interests change every day.
We'd love to hear what your child is talking about at home, what they're wondering about, or what has captured their imagination lately.
Those conversations often become tomorrow's learning.

Questions are always welcome.

Conversations are encouraged.

🌱 **Growing Together Tip**
Tell us what your child is interested in right now.
Whether they're fascinated by insects, dinosaurs, baking, music, trucks or rainbows, these interests often become wonderful starting points for learning.
Some of our most engaging projects begin with a conversation from home.

Learning Beyond the Classroom
Learning doesn't happen only indoors.
Our gardens, community spaces, neighbourhood walks and outdoor environments provide opportunities to connect with nature, sustainability and the wider community.
Children become active participants in caring for their environment and understanding their place within it.
Learning happens wherever curiosity takes us.

Documentation Tells a Story
You may see photographs, learning stories and displays throughout the service.
These aren't simply records of what children have done.
They are reflections of children's thinking, learning and growth.
They also help us plan what comes next.
Recently, we've intentionally reduced the amount of time spent documenting so our educators can spend even more time engaging directly with children.
Sometimes the most important moments are the ones we're fully present for.

Families Are Our Partners in Learning
Learning doesn't begin at Prospect.
It begins with families.
Children bring their experiences, interests, cultures, languages and traditions with them every day.
When families share these experiences with us, they become part of our curriculum.
Together, we create learning that is meaningful because it reflects children's real lives.

Learning Through Play

Play is children's way of making sense of the world.
Through play children:
🌱 develop friendships
🌱 solve problems
🌱 practise language
🌱 express emotions
🌱 build resilience
🌱 explore ideas
🌱 take safe risks
🌱 develop confidence
While it may look like "just playing," children are developing the skills that form the foundation for lifelong learning.

Following Children's Interests

The most meaningful learning often begins with a question.
"Why do worms live in the dirt?"
"Can birds talk?"
"What happens if...?"

Rather than always providing the answers, we encourage children to investigate, wonder and discover alongside us.

Their questions often become our curriculum.

Our educators observe children's interests, listen carefully and intentionally plan experiences that extend their thinking while remaining responsive to where their curiosity leads.

❤️ **Why We Do This**
Children who feel curious become confident learners.
By following children's interests, building secure relationships and providing rich opportunities for exploration, we help children develop the skills, dispositions and confidence that support lifelong learning.

Questions are always welcome.

Conversations are encouraged.

🌱 Reflection Question
What sparks your child's curiosity at the moment?

❤️ Our Promise in Practice
We promise to see your child as a capable learner.
We'll listen to their ideas.
We'll encourage curiosity.
We'll celebrate effort as much as achievement.
We'll create opportunities for children to explore, wonder and discover in ways that are meaningful to them.

PROSPECT COMMUNITY EARLY EDUCATION AND CARE

What Learning Looks Like at Prospect

At Prospect, learning is joyful, meaningful and builds a strong foundation for life.
It happens through relationships, play, exploration and connection.

CHILD-LED & INTEREST BASED

We follow children's interests, curiosity and wonder. Their ideas shape our experiences and investigations.

PLAY IS HOW CHILDREN LEARN

Play is essential.

Through play, children explore, imagine, practise, solve problems and make sense of the world.

EDUCATORS AS CO-LEARNERS

Educators observe, listen and extend learning. We walk alongside children, supporting, challenging and celebrating their growth.

THE 5 LEARNING OUTCOMES GUIDE OUR PROGRAM

Children have a strong sense of identity

We support children to feel confident, capable and proud of who they are.

Children are connected and contribute to their world

We nurture relationships, belonging and a sense of community.

Children have a strong sense of wellbeing

We promote emotional wellbeing, resilience, healthy bodies and positive habits.

Children are confident and involved learners

We encourage curiosity, creativity, problem solving and a love of learning.

Children are effective communicators

We value all forms of communication and support children to express ideas, feelings and thoughts.

LEARNING HAPPENS EVERYWHERE

- Outdoors in nature
- In relationships and conversations
- Through play, exploration and everyday routines
- With families and community

Every moment is an opportunity to learn.

WE VALUE...

Every Child
Each child is unique and capable.

Every Family
Families are partners in learning.

Diversity
We celebrate cultures, languages and experiences.

Inclusion
Everyone belongs and participates.

Sustainability
We care for our planet and future generations.

HOW WE DOCUMENT LEARNING

We observe, document and reflect on learning to understand each child's journey and plan meaningful experiences.

Together, we create a nurturing environment where every child can grow, learn and thrive.

Conversation Eight

Let’s Build Community

"Children grow within families.
Families grow within communities.
Together, we create a place where everyone belongs."

📘 Why This Matters

The National Quality Standard recognises that meaningful partnerships with families and communities enrich children's learning and wellbeing. Approved services are expected to build collaborative relationships, value family knowledge and foster connections with the broader community.

These partnerships help children develop a sense of identity, belonging and active citizenship from an early age.

What does this mean for your child?

It means your child's learning is strengthened by the people around them. By connecting home, Prospect and the wider community, children experience richer relationships, broader perspectives and a stronger sense of belonging.

🌱 Reflection Question

How would you like to be part of our community?

More Than an Early Education Centre

Prospect Community Early Education and Care has always been about more than education and care.

We are a community.

A place where children, families, educators, volunteers and our wider neighbourhood come together to learn from one another, celebrate together and support each other.

The relationships built here often continue long after children have started school.

Many families remain connected to Prospect for years, returning to visit, volunteer, attend events and share their stories with the next generation.

That ongoing sense of belonging is something we treasure.

Families Are Part of Our Community

Families aren't visitors in our service.

You are part of it.

Whether it's chatting at drop-off, joining us for a special event, sharing your profession with the children, volunteering on our Management Committee or simply stopping for a conversation in the garden, every family contributes something unique to our community.

There are many ways to be involved.

Every contribution matters.

Questions are always welcome.

Conversations are encouraged.

Learning Together
Children learn best when they see strong partnerships between the important adults in their lives.
Throughout the year we invite families to share their knowledge, cultures, traditions, skills and experiences with our community.
You might:
🌱 read a favourite story
🌱 share a family tradition
🌱 help in the Community Garden
🌱 cook a favourite recipe
🌱 talk about your work or hobbies
🌱 attend a family event
🌱 volunteer your time or ideas
There is no expectation.
Only an invitation.

Growing Through Our Community and Yours
Some of our richest learning experiences happen beyond our gates.
Children explore local parks.
Visit community spaces.
Care for our Community Garden.
Build relationships with neighbours.
Learn about sustainability.
Develop an understanding that they are active members of their community.
Community isn't something we visit.
It's something we belong to.

Our Community Garden
One of the most loved places at Prospect is our Community Garden.
It's a place to grow food, nurture biodiversity, care for the environment and spend time together.
Families are welcome to enjoy the space, harvest produce, contribute plants or simply sit and have a conversation.
The garden reflects something we deeply believe:
Communities flourish when everyone contributes in their own way.

❤️ Why We Do This
Children develop a strong sense of identity and belonging when they see their families, cultures and communities reflected in their everyday experiences.
Strong communities create stronger children.

🌱 **Growing Together Tip**

You don't need lots of time to make a difference.
Sometimes the most meaningful contribution is simply sharing a story, suggesting an idea, joining us for a community event or taking a few herbs home from the garden.
Every connection helps strengthen our community

A Community That Gives Back
Prospect has always believed that learning extends beyond our own gates.
Throughout the year we support local initiatives, charities and community projects that encourage children to develop kindness, empathy and a sense of social responsibility.
Together we learn that even small acts of generosity can make a meaningful difference.

Everyone Belongs
Belonging isn't something children earn.
It isn't dependent on language, culture, ability, family structure, beliefs or background.
Every child.
Every family.
Every educator.
Every visitor.
Every member of our community deserves to feel welcomed, respected and valued.
That's the community we continue to build together.

Questions are always welcome.

Conversations are encouraged.

💬 **Let's Keep Talking...**
Communities are built one conversation at a time.
Whether you have an idea, a question, a skill to share or simply want to say hello, we'd love to hear from you.
Together, we're creating something much bigger than early education and care.
We're building a community.

❤️ **Our Promise in Practice**

We promise to create a community where everyone feels welcome.

We'll value your ideas.
We'll celebrate diversity.
We'll encourage meaningful participation.

We'll continue building a place where children and families experience genuine belonging.

Legislation • Standards • Best Practice

📘 **Understanding Early Childhood**

What do all these abbreviations mean?

NQF
National Quality Framework
The national system that guides quality early childhood education and care in Australia.

NQS
National Quality Standard
Seven quality areas that every approved service is assessed against.

EYLF
Belonging, Being & Becoming: The Early Years Learning Framework
Australia's approved curriculum framework for early childhood education.

Approved Provider
The organisation legally responsible for operating the service.

Nominated Supervisor
The person responsible for the day-to-day operation of the service.

Responsible Person
The person in charge at any particular time.

Child Safe Standards
National principles that help create organisations where children are safe and their rights are respected.

Mandatory Reporter
Someone who is legally required to report concerns about child abuse or neglect.

QIP
Quality Improvement Plan
A living document that helps services reflect, improve and continually strengthen their practice.

POE
Philosophy of Education
The framework developed by our educators, families and community that details who Prospect Community Early Education and Care is.

Questions are always welcome. Conversations are encouraged.

Conversation Nine

Let’s Keep Talking

"The strongest partnerships are built through honest conversations, mutual respect and a shared commitment to every child."

Every Conversation Matters
The best relationships are built on communication.
Sometimes that's celebrating a wonderful day.
Sometimes it's sharing an exciting milestone.
Sometimes it's asking a question.
Sometimes it's raising a concern.
Whatever the conversation, we want families to know they will always be welcomed with openness, respect and kindness.
Questions are always welcome.
Conversations are encouraged.

You're Your Child's First Teacher
No one knows your child better than you.
You notice the little things.
The changing interests.
The difficult mornings.
The exciting achievements.
The quiet worries.
When families and educators share these insights, children benefit.
Your observations help us understand your child more deeply.
Our observations help you see your child's experiences within our community.
Together, we create a fuller picture.

🌱 Reflection Question
How do you prefer us to communicate with you so we can build the strongest possible partnership?

📘 Why This Matters
The National Quality Standard recognises respectful relationships and collaborative partnerships with families as essential to high-quality early childhood education and care.
Approved services are expected to communicate openly, seek family feedback and have clear processes for responding to questions, concerns and complaints.
These requirements help ensure families are informed, respected and active partners in their child's education and care.
What does this mean for your child?
It means your child's wellbeing is supported by adults who work together.
Open communication allows us to respond quickly, celebrate successes, address concerns and continually improve the experiences we provide.

Sharing the Everyday
Some of the most important conversations happen in just a few minutes.
A quick update at drop-off.
A story shared at pick-up.
A note about a restless night.
An exciting family celebration.
A new interest at home.
These everyday conversations help us provide responsive care and meaningful learning experiences.

When You Have Questions, Please ask.

Whether you're wondering about routines, friendships, learning, health or anything else, we'd much rather have a conversation than leave a question unanswered.
There is no such thing as a silly question.
Open communication builds trust.

When Something Doesn't Feel Right
Occasionally, there may be times when you have a concern or feel something hasn't gone as expected.
If this happens, we encourage you to speak with us as early as possible.
Most concerns are resolved through respectful conversation and shared understanding.
If further support is needed, we have clear processes to ensure every concern is listened to fairly, respectfully and confidentially.
Our goal is never simply to resolve concerns.
Our goal is to strengthen relationships.

❤️ Why We Do This
Strong relationships are built through communication.
When families and educators trust one another, children experience greater consistency, security and confidence.
Open conversations help us respond early, solve problems together and continually strengthen our community.

💬 Let's Keep Talking...
Whether it's your first day or your child's final day before school, our door is always open.
Some of the best ideas we've ever had began with a simple conversation.
Thank you for trusting us with your child and for being an important part of our community.

Feedback Helps Us Grow
We genuinely value feedback.
Whether it's a compliment, a suggestion or an opportunity to improve, every conversation helps shape Prospect's future.
Many of the initiatives you see today began with an idea shared by a family, educator or member of our community.
Listening helps us continue growing.

A Culture of Continuous Improvement
You'll often hear us talking about reflection.
Reflection means we continually ask ourselves:
Can we do this better?
Can we make this easier?
Can we make this safer?
Can we make this more meaningful?
Quality isn't something we achieve once.

It's something we keep working towards together.

Questions are always welcome.

Conversations are encouraged.

❤️ **Our Promise in Practice**

We promise to listen with respect.
We'll communicate honestly.
We'll welcome questions.
We'll work through concerns together.
We'll continue learning from every conversation we have

"The best communities aren't built because everyone always agrees. They're built because everyone feels safe to have a conversation."

🌱 **Growing Together Tip**

Don't wait for a "big issue" before talking with us.
The little conversations often make the biggest difference.
Whether it's something you're proud of, something you're wondering about or something you're worried about, we'd love to hear from you

Questions are always welcome. Conversations are encouraged.

Your Child's PCEEC Story Starts Here.

PROSPECT COMMUNITY EARLY EDUCATION AND CARE

Questions are always welcome.

Conversations are encouraged.

🌱 Conversation Ten

Let’s Keep Growing Together

"The best communities are never finished.
They continue to learn, reflect and grow together."

📘 Why This Matters

Approved early childhood education and care services are required to participate in a process of continuous quality improvement under the National Quality Framework.
Every service develops and maintains a Quality Improvement Plan (QIP), reflecting on current practice, identifying opportunities for growth and setting goals for the future.
Continuous improvement is also a key element of the National Quality Standard, recognising that high-quality services never stop learning.
What does this mean for your child?
It means your child attends a service that is always looking for ways to improve. By reflecting on our practice, listening to our community and embracing innovation, we continue creating the best possible experiences for children and families.

Always Learning

Learning isn't only for children.
It's something we value as an entire community.
Our educators continue to learn through professional development, research, reflective practice and collaboration.
Our leadership team continually reviews our practices, listens to feedback and seeks new ways to improve.
Because when adults continue learning...
Children benefit.

Reflecting Together

Reflection is one of the most important things we do.
We ask ourselves:
How could we make this experience even better?
What are children teaching us?
What are families telling us?
What does our community need next?
Reflection allows us to celebrate what's working while always looking for opportunities to grow.

Our Story Continues
Every child who joins Prospect changes us.
Every family teaches us something new.
Every educator brings fresh ideas.
Every conversation helps shape our future.
Although this guide may be coming to an end, our journey together is only just beginning.

🌱 Reflection Question
What do you hope your family will remember most about your time at Prospect?

Questions are always welcome.

Conversations are encouraged.

🌱 **Growing Together Tip**

If you have an idea, we'd love to hear it.
Sometimes the smallest suggestion leads to the biggest improvement.
You don't need to wait for a survey or meeting.
Your thoughts help shape Prospect's future.

❤️ **Why We Do This**

Continuous improvement isn't about striving for perfection.
It's about staying curious, listening carefully and being willing to evolve.
When we reflect on our practice and embrace new ideas, children, families and educators all benefit.

💬 **Let's Keep Talking...**

This handbook may have reached its final page, but our conversations don't end here.
Our doors are always open.
Whether you have a question, an idea or simply want to share a moment from your child's day, we'd love to hear from you.
Because every story begins with a conversation.
And every conversation helps us grow.

Quality is a Journey

Quality isn't something that happens every few years during an assessment visit.
It's something we think about every day.
Every conversation.
Every interaction.
Every environment.
Every decision.
Every improvement—big or small—helps strengthen the experiences we create for children and families.

Your Voice Shapes Prospect

Many of the changes you'll see around Prospect began with an idea.
A conversation.
A suggestion.
A question.
The Community Garden.
Our Food Safety improvements.
Being With Children Days.
Our blog.
Our Philosophy of Education.
Many of these projects began because someone asked:
"Could we do this differently?"
We hope you'll continue asking that question with us.

Looking Ahead

The world children are growing into is constantly changing.
So are we.
We'll continue embracing new ideas while staying true to what matters most.
Relationships.
Belonging.
Community.
Children.
These will always remain at the heart of Prospect.

Questions are always welcome.

Conversations are encouraged.

❤️ **Our Promise in Practice**

We promise never to stop learning.
We'll continue listening.
We'll continue reflecting.
We'll continue improving.
We'll continue advocating for children, families and the early years.
Together, we'll continue creating a place where every child can flourish.

Growing Together Guides

🌿 **Beginning Your Journey**
Applying for Child Care Subsidy
Starting Together
Items to Bring (and Stay Home)

❤️ **Health & Wellbeing**
A Shared Responsibility
A Healthy Community
Sleep in Care
SunSmart
Medical & Dietary Needs

🍎 **Everyday Care**
How We Plan Learning Together

🤝 **Community**
There Are Many Ways to Be Involved
Our Community Leadership

💬 **Communication**
Let's Keep Talking – *Questions, Feedback, Concerns or Compliments*
I Have a Question or Concern
Your Voice Helps Us Grow

💰 **Fees & Administration**
Our Finances

Privacy, Confidentiality & Record Keeping

Questions are always welcome. Conversations are encouraged.

GROWING TOGETHER GUIDE

Applying for Child Care Subsidy

A simple guide for families

We're here to help every step of the way.

Child Care Subsidy (CCS) helps eligible families with the cost of child care. Follow these steps to apply and link your subsidy to Prospect Community EEC.

1

HOW TO APPLY

Log in to your myGov account and link Centrelink.

Apply for Child Care Subsidy through Centrelink.

TIME FRAMES

Centrelink assesses your application.

This can take up to 14 days.

2

PASS ON YOUR CRN & DATE OF BIRTH

Once you receive your Customer Reference Number (CRN), please provide it to us along with the date of birth for you and your child.

We need this to enrol you and your child at our service.

Once we have this information, we can begin the enrolment process.

3

WE ENROL YOU & YOUR CHILD

We enrol you and your child in our system using your CRN and dates of birth.

This is how your enrolment is matched with Centrelink.

Your enrolment is matched electronically with Centrelink so you can receive your subsidy.

4

CONFIRM YOUR ENROLMENT ON MYGOV

You will receive a message in your myGov Inbox.

Please confirm your enrolment to allow CCS to be paid.

We enter an 'enrolment active' date once everything is ready to go.

5

FIRST ATTENDANCE DAY

The first day of care (your first booking day) is recorded as your first attendance day.

This date cannot be entered prior.

CCS will be paid from your first attendance day, not from the enrolment active date.

PLEASE NOTE

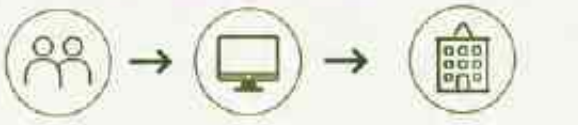
- Please do not dispute your enrolment in myGov.
- Disputing can delay your subsidy and payments.
- If you have questions, please talk to us before making changes.

DID YOU KNOW?

We do not receive any information about your CCS.

If you change your circumstances (income, activity, care hours, etc), only you and Centrelink are notified.

HOW PAYMENTS WORK



A secure third party software acts as the go-between so the correct CCS rate is applied to your account.

We're here to make the process as easy as possible.
If you need help at any stage, please let us know.

GROWING TOGETHER GUIDE

Starting Together

Helping your child feel safe, secure and ready to belong

"Every child begins their journey differently. Taking the time to build trust creates the strongest foundation for learning."

OUR ORIENTATION JOURNEY

1 STAY & PLAY VISIT 1

Approximately 30 minutes

- Meet educators
- Explore together
- Begin building familiarity

2 STAY & PLAY VISIT 2

Approximately 30 minutes

- Spend time in the learning environment
- Become familiar with routines
- Build confidence

3 STAY & PLAY VISIT 3

Approximately 30 minutes

- Develop relationships
- Practise saying goodbye
- Help your child feel safe before care begins

4 FIRST DAYS OF CARE

We recommend beginning with shorter sessions, such as half days where possible.

This gives children time to become familiar with new people, routines and surroundings without becoming overwhelmed.

5 BUILDING CONFIDENCE

As your child's confidence grows, time in care can gradually increase.

Every child settles differently—we'll work together to support what is right for your family.

WHY WE RECOMMEND THIS

Children need to feel safe before they can learn

Strong relationships create confidence, security and belonging.

Gentle transitions reduce stress

Taking things slowly often helps children settle more comfortably and confidently.

Every child deserves to begin successfully

There is no prize for rushing. We believe feeling safe comes before everything else.

Goodbye Matters

Always say goodbye.

- Tell your child you're leaving.
- Tell your child you'll be back.
- Leave confidently—even if it's emotional.

Please don't leave without saying goodbye.

Although it may seem easier in the moment, children often become distressed when they realise a trusted adult has disappeared unexpectedly. Honest, predictable goodbyes help build trust.

We're Here For You

If your child becomes distressed or is unable to settle:

We'll always call you.
You are never "bothering us."

You're welcome to:

Call us

Email us

Check in throughout the day

We'll also contact you if we have any concerns or if your child needs extra support.

Starting a New Routine

A new beginning is a big adjustment for the whole family.

Before your child's first day, it can help to:

- Practise the drive to the centre
- Prepare bags the night before
- Practise morning routines
- Allow extra time
- Keep drop-offs calm and predictable

Small routines create a sense of security.

Children • Families • Educators • Community • Every story begins with a conversation

PROSPECT AND CARE COMMUNITY EARLY EDUCATION

Our Promise

At Prospect, we will never ask a child to simply "get used to it."
If a child is distressed, we respond with patience, comfort and connection.
We know children learn best when they feel safe, secure and supported—and we will always prioritise their emotional wellbeing above rushing the transition into care.

Questions are always welcome. Conversations are encouraged.

GROWING TOGETHER GUIDE

Items to Bring or Stay Home

These guidelines help keep all children safe, comfortable and able to fully enjoy their day at Prospect.

ITEMS TO BRING

Comforter (optional)

A labelled comforter is welcome if your child needs it for rest or reassurance. It must be clean and hygienic, and able to be cared for at the service.

Milk Bottle (if required)

If your child has a milk bottle, please supply it in a clearly labelled milk bottle that is clean and in good repair.

Dummies (if required)

Dummies are welcome if needed. They must be in good condition with no damage and clearly labelled.

Suitable Shoes

Shoes must fit well, be closed-in and non-slip for safety and active play. Please help us by ensuring your child wears appropriate footwear.

Other Essentials

Any item you provide from home must be clearly labelled with your child's name (e.g. hats, clothing items, comforters).

WHAT WE PROVIDE

Nappies

Meals

Bedding

Water Bottles

We've got the everyday essentials covered.

ITEMS TO STAY HOME

Crocs or Thongs

For safety reasons, crocs and thongs are not suitable for our play and learning environments.

Toys from Home

Please leave toys at home unless your educator has asked for something specific for a learning experience.

Electronic Devices

Devices such as tablets, phones and smart watches are not permitted at the service.

Jewellery & Valuables

To avoid loss or injury, we recommend leaving jewellery and valuable items at home.

Lollies & Chewy Foods

These are not suitable at the service due to allergy and safety risks.

IMPORTANT REMINDER

Any item provided from home must be clearly labelled with your child's name.

MEDICATIONS, CREAMS & SUN CARE

Over the Counter Creams or Medication

Must have a pharmacy label and the appropriate medication paperwork completed.

Home Provided Sunscreen

A Sunscreen Consent Form must be completed before we can apply it. See Leadership.

Home Provided Insect Repellant

An Insect Repellent Consent Form must be completed before it can be used. See Leadership.

For forms or more information, please speak with our Leadership team or email **bookings@prospectcc.com.au**

PROSPECT AND CARE COMMUNITY EARLY EDUCATION

GROWING TOGETHER GUIDE

A Shared Responsibility

Keeping children safe, connected and present—together.

Our focus is on relationships, wellbeing and learning through connection.

Thank you for being part of this commitment.

NO PHONES. NO RECORDING. IN THE CENTRE.

To protect the privacy and safety of all children, families and educators:

- Please do not take photos or videos in the centre.
- Please do not be on your phone while in the centre.
- Do not send recording devices in your child's toys (e.g. Raffy's that have recording capability).

Let's all be mindful.
It's a shared responsibility.

PERSONAL DEVICES HAVE NEVER BEEN ALLOWED IN ROOMS

Educators use service devices only when needed for documentation.

We believe in being present with the children.

That means eyes up, hearts open, and full engagement in every moment of learning and connection.

WHY WE LIMIT PHOTOS AND RECORDING

We intentionally reduce our reliance on cameras and recordings so educators can focus on what matters most—relationships and responsive teaching.

- More time engaging and connecting
- More meaningful interactions
- Less interruption to children's play
- Richer learning through presence, not devices

We are here to be with your child, not behind a screen.

CCTV: OUR CHOSEN APPROACH

Our centre does NOT have CCTV.

This decision comes from our risk assessments, which consider the recording of children and the limitations of technology.

Our reasons include:

- Risk of recordings being accessed or misused
- Technology is not fool proof or unhackable
- Potential for privacy breaches of children, families and staff
- Active supervision and trusting relationships provide the strongest protection

WE BELIEVE IN:

- Active trust
- Intentional supervision
- Professional relationships
- A holistic child safe environment

We know that relationships, not cameras, create safety.

NO APP. NO CONSTANT UPDATES. JUST REAL CONNECTION.

We do not use an app to share information across the day.

We value conversations. We will always call if there is anything to share or if we have any concerns about your child.

BEING WITH CHILDREN FOCUS

We dedicate time to put devices away and simply be with the children.

- More play
- More conversations
- More connection
- More belonging
- More meaningful learning

TOGETHER, WE MAKE A SAFE AND CONNECTED COMMUNITY

Children feel safest when the adults around them are present, attentive and working together.

Thank you for helping us create an environment where every child can feel secure, seen and valued.

Every story begins with a conversation.

Questions are always welcome. Conversations are encouraged.

PROSPECT CHILD CARE AND EARLY EDUCATION

GROWING TOGETHER GUIDE

A Healthy Community

Working together to keep everyone healthy, safe and supported.
Thank you for helping us care for our community.

IMMUNISATION RECORDS

The service must have a current copy of each child's Australian Immunisation Record from MyGov.

Please ensure this is supplied in a timely manner.

How to: Log in to MyGov › Child › Immunisation history statement › Download and send to us.

Thank you for keeping us up to date.

UNWELL CHILDREN – PLEASE STAY HOME

If your child is unwell, please keep them home to rest and recover. This helps protect the health and wellbeing of all children, families and educators.

When in doubt, please keep them home.
A healthy child enjoys their day and feels their best.

ALWAYS A CONTACTABLE PERSON

At all times, there must be a contactable person when your child is in care for in the event of an emergency, illness or incident.

We will always call for advisory purposes.

Please ensure your contact details are current at all times. Let us know of any changes as soon as possible.

COLLECTION WHEN CALLED

If we call for collection, we ask that this is done in a timely manner for the health and safety of all children, families and educators.

Thank you for responding promptly – it makes a big difference for everyone.

STAFF ILLNESS & COVER ARRANGEMENTS

When educators are off sick we endeavour to cover within our pool of educators. However, at times we will need to call agency staff in due to high levels of staff illness.

If we would send home your child for being unwell, we expect our staff to also stay home when they are unwell.

STAFF HEALTH & VACCINATIONS

We encourage all educators to take up recommended booster vaccines and the annual flu vaccine. The flu vaccine is offered to all staff and is covered by the service.

Healthy staff. Healthy children. Healthy community. Thank you for looking after each other.

Together, we create a healthy and caring environment for all.

If you have any questions, please speak with a member of our Leadership team.

PROSPECT CHILD CARE EARLY EDUCATION

GROWING TOGETHER GUIDE

Sleep in Care

Rest is important for every child's health, learning and wellbeing.
At Prospect, we create a calm, safe space where children can rest and recharge.

ALL CHILDREN MUST REST

The National Quality Standard requires that all children have appropriate opportunities to rest.

National Quality Standard
Standard 2.1 (Element 2.1.1)
acecqa.gov.au/nqs

WE PROVIDE THE ESSENTIALS

We provide clean linen, mattresses and blankets for all children.
Your child's comfort and safety is our priority.

SPECIAL LINEN NEEDS?

If your child requires special linen (such as allergy or cultural needs), you are responsible for providing and laundering this weekly.

Please take it home each week for washing and return clean, ready for care.

WE WILL NOT WAKE A CHILD

Allowing a child to wake naturally supports their emotional regulation, mood and sense of security.

Waking a child can cause distress, confusion and emotional dysregulation.

WHY SLEEP MATTERS

- Supports brain development and learning
- Improves mood and behaviour
- Strengthens the immune system
- Helps children feel safe, secure and ready to connect

OUR REST TIME

- Quiet, calm environment with relaxed routines
- Comfortable spaces that feel safe
- Children may sleep, rest quietly or relax
- Educators provide comfort and reassurance as needed

WE WORK TOGETHER

Please share any information about your child's sleep needs, routines or preferences.

Together, we can ensure your child feels supported and cared for during rest time.

Let's keep the conversation going – we're here to help.

HOW YOU CAN HELP

Ensure your child is well-rested at home

- Follow consistent bedtime routines
- Let us know about any changes to sleep needs
- Talk to us – we value your insights and partnership

QUESTIONS ARE ALWAYS WELCOME.
CONVERSATIONS ARE ENCOURAGED.

For more information, visit Red Nose Safe Sleep Guidelines
rednose.org.au/safe-sleep

GROWING TOGETHER GUIDE

SUNSMART

PROSPECT AND CARE COMMUNITY EARLY EDUCATION

We care for our community by protecting our skin every day.

CHECK THE UV EVERY DAY!

Use the SunSmart app, myuv.com.au or the Bureau of Meteorology to check the daily sun protection times.

PROTECT YOUR SKIN BETWEEN

11AM – 3PM
Daylight Saving

10AM – 2PM
Non-Daylight Saving

Plan outdoor activities outside of these times where possible.

WHY IS IT IMPORTANT?

Australia has one of the highest rates of skin cancer in the world.
Most skin damage happens in childhood and is preventable.
Every bit of protection makes a difference.

OUR 5 SUNSMART STRATEGIES

1 BE SUNSMART IN THE MIDDLE OF THE DAY

- We plan outdoor activities outside peak UV times.
- Lunch, rest and indoor activities are held between 11am – 3pm (daylight saving) and 10am – 2pm (non-daylight saving).

2 BE SHADE SMART

- We use shade from trees, pergolas, umbrellas and tents.
- Children without a SunSmart hat or appropriate clothing play in the shade or go indoors.

3 DRESS SUNSMART

- Wear clothing that covers shoulders, chest and back.
- Choose cool, loose-fitting clothing.

4 WEAR A SUNSMART HAT

- Broad brimmed, bucket or legionnaire style hat.
- Hats are worn whenever outdoors.

5 SLIP, SLOP, SLAP, SEEK & SLIDE

- Apply SPF50+ broad spectrum, water resistant sunscreen.
- Reapply every 2 hours.
- Seek shade.
- Wear sunglasses (optional).

BALANCING SUN PROTECTION AND VITAMIN D

Safe sun exposure is important for vitamin D. We balance sun protection with sensible sun exposure through planned outdoor play, short periods in the sun, and regular movement throughout the day.

WE ARE COMMITTED TO...

- Protecting everyone's health
- Modelling SunSmart habits
- Providing shade and safe spaces
- Educating children, families and educators
- Reviewing and improving our practices

We all play a part in being SunSmart and keeping our community healthy.

GROWING TOGETHER GUIDE

Medical & Dietary Needs

Open and honest communication helps us protect and support every child.

To provide the highest level of care, we need clear and open communication about your child's medical conditions, allergies, dietary needs and first foods.

We are here to work with you – together we can keep your child safe and thriving.

YOUR CHILD'S SAFETY IS OUR HIGHEST PRIORITY

Incorrect food or medication can cause serious harm.

By sharing accurate information, you help us prevent risks, respond quickly, and care for your child with confidence.

OPEN COMMUNICATION BUILDS TRUST

We can only provide the best care when we have the full picture.

Please tell us about any changes, concerns or updates to your child's needs.

We are here to listen, support and help.

YOUR INFORMATION GUIDES OUR CARE

All dietary, medical and medication information is:

- Acted on immediately
- Followed consistently
- Kept confidential
- Reviewed and updated when needed

WE NEED TO KNOW ABOUT:

Medical Conditions
e.g. asthma, diabetes, epilepsy, heart conditions or any ongoing health needs

Allergies & Anaphylaxis
All foods, insect stings, medications or other allergens – even if mild.

Dietary Requirements
e.g. cultural, religious, vegetarian, vegan, intolerances or preferences.

First Foods
Please let us know before introducing any new foods, including allergens.

Medications
All medication (including creams, inhalers, pain relief) must be supplied with the correct paperwork and pharmacy label.

HOW WE WORK TOGETHER

YOU SHARE
Let us know all the details and any changes.

WE PLAN
We create a plan, communicate with our team and put supports in place.

WE CARE
Our team follows your child's plan every day to keep them safe and included.

WE CHECK IN
We regularly review and update information together.

WE SUPPORT
We are here for you – ask questions, reach out, talk to us.

OUR COMMITMENT TO YOU

- We treat every child with respect, dignity and care.
- Your information is kept private and secure.
- We act quickly on all information you provide.
- We follow medical plans exactly as advised.
- We keep the lines of communication open and welcoming.

PROSPECT AND CARE COMMUNITY EARLY EDUCATION

Together, we create a safe, healthy and inclusive environment where every child can grow and flourish.

Questions are always welcome.
Conversations are encouraged.
We're glad you're part of our community.

Thank you for being open and honest – it makes all the difference.

GROWING TOGETHER GUIDE

How We Plan Learning Together

Our learning journey is a cycle of curiosity, connection and discovery.
Together, we follow children's interests and build meaningful learning.

1 We observe children's interests, ideas and play

Educators listen, watch and notice what children are curious about.

2 We listen to children's voices and families' insights

Children share their thoughts and ideas.
Families share their knowledge of their child.

3 Educators reflect, discuss and plan meaningful experiences

Our team collaborates to plan learning that builds on children's interests and extends their thinking.

4 Children explore, investigate and learn through play

Children lead their learning through play, exploration, experimentation and discovery.

5 We reflect on the learning together

We celebrate, document and reflect on what children have discovered, understood and achieved.

6 New interests emerge... and the journey begins again

Children's curiosity is endless.
We begin the cycle again, following new ideas, questions and possibilities.

Inclusion · Respect · Sustainability · Curiosity · Community · Voice · Belonging

Every child. Every voice. Every day.

GROWING TOGETHER GUIDE

There Are Many Ways to Be Involved

1 Join us for a family event

Come along, connect and celebrate together.

2 Share your culture, profession or interests with the children

Your experiences help children learn, wonder and grow.

3 Visit or contribute to our Community Garden

Grow food, care for nature and enjoy the space together.

4 Join our Management Committee or volunteer your skills

Help guide decisions, share your strengths and make a difference.

5 Share ideas, feedback and suggestions

Your voice helps us improve, innovate and grow.

6 Help us continue growing a community where everyone belongs

Together, we create a place where children, families and educators thrive.

Together we grow, together we belong.

GROWING TOGETHER GUIDE

Our Community Leadership

GROWING PROSPECT TOGETHER

"Prospect belongs to its community. Every family has the opportunity to help shape its future."

What Makes Prospect Different?

Unlike many early learning services, Prospect Community Early Education and Care is a community-owned, not-for-profit organisation.

We aren't owned by a corporation or franchise.

Instead, our service is guided by families, educators, leadership and community members who all share a common purpose:

Creating the very best outcomes for children.

Every decision is made with children at the centre and guided by our philosophy, legislation and our commitment to continuous improvement.

Why This Matters

Strong governance ensures our service remains financially sustainable, ethically managed and focused on delivering high-quality education and care.

Working together allows Prospect to continue evolving while remaining true to our community values.

How We Work Together

FAMILIES
Share ideas
Provide feedback
Become involved

MANAGEMENT COMMITTEE
Provides governance
Strategic direction
Financial oversight
Policy development
Quality improvement

LEADERSHIP TEAM
Leads the day-to-day operation of the service
Supports families, children and educators
Implements the strategic direction of the Committee

EDUCATORS
Create meaningful learning experiences
Build relationships
Support children every day

CHILDREN
Remain at the heart of every decision we make.

Approved education and care services are required to have clear governance arrangements that support accountability, ethical decision-making and continuous quality improvement under the National Quality Framework.

What Does the Management Committee Do?

PROSPECT AND CARE COMMUNITY EARLY EDUCATION

FINANCIAL STEWARDSHIP

Ensuring Prospect remains financially sustainable.

POLICIES & GOVERNANCE

Reviewing policies and ensuring legislative compliance.

PLANNING FOR THE FUTURE

Helping shape the strategic direction of the service.

QUALITY IMPROVEMENT

Supporting innovation and continuous improvement.

REPRESENTING FAMILIES

Ensuring family voices help guide decisions.

PROTECTING OUR COMMUNITY VALUES

Keeping children at the centre of every decision.

These responsibilities align with the Committee's role in overseeing finance, future planning, policy development, communication and quality improvement while supporting our Director and educators.

Could This Be You?

Every family is welcome.

You don't need previous committee experience. You don't need financial expertise. You don't need governance qualifications.

All you need is:

- an interest in **governance**
- a passion for community
- ideas you'd like to share
- a willingness to work alongside others

Every new voice brings a new perspective.

Ways You Can Be Involved

- Join the Management Committee
- Attend the Annual General Meeting
- Help review policies
- Join a working group
- Volunteer professional skills
- Share ideas and suggestions
- Support community events
- Help shape Prospect's future

Families are encouraged to participate, contribute feedback and engage in the continuous improvement of our service.

Interested?

We'd love to have a conversation.

You can express an interest in joining the Management Committee at any time during the year.

Simply speak with:

- The Director
- A current Committee Member
- Or contact the office

There is absolutely no obligation—just a conversation.

Growing Together Tip

Some of the biggest improvements at Prospect started with a simple conversation.

"I've got an idea..."

Whether you join the Committee, volunteer your skills or simply share your thoughts, your contribution helps Prospect continue to grow.

Prospect isn't just a place your child attends...

It's a community you have the opportunity to help shape.

CHILDREN • FAMILIES • EDUCATORS • COMMUNITY

Thank you for helping us grow a safe, respectful and connected community for every child.

GROWING TOGETHER GUIDE

Let's Keep Talking

QUESTIONS • FEEDBACK • CONCERNS • COMPLIMENTS

Strong partnerships are built through open, honest and respectful conversations.

HAVE A QUESTION?

Or perhaps you're wondering if it's "too small" or "too big" to ask?

Please ask anyway.
There is no question too **small**.
There is no question too **big**.

If it's important to you, it's important to us.

Sometimes the smallest questions provide the greatest reassurance, and sometimes asking early prevents a small concern from becoming a bigger one.

We're always happy to talk.

HAVE SOMETHING POSITIVE TO SHARE?

We'd love to hear it.

Kind words, compliments and celebrations mean so much to our educators.

Sharing what we're doing well helps us recognise great practice and continue building a positive community.

HAVE A CONCERN?

Please don't let worries grow.

The earlier we talk, the easier it is to understand one another and work towards a solution together.

Most concerns are resolved through respectful conversation.

OUR COMMUNICATION PATHWAY – WORKING TOGETHER

1. **START WITH A CONVERSATION**
   Speak with your child's educator whenever possible.
2. **NEED MORE SUPPORT?**
   Speak with a member of our Leadership Team.
   We're here to listen.
3. **WE'LL WORK TOGETHER**
   We'll listen carefully.
   Seek to understand.
   Explore possible solutions.
4. **IF REQUIRED**
   A formal complaint or grievance process can be commenced.
   We'll guide you through every step.
5. **RESOLUTION**
   We'll provide feedback, keep you informed and continue working together.
6. **CONTINUOUS IMPROVEMENT**
   Every conversation helps strengthen Prospect.

WHAT YOU CAN EXPECT FROM US

- We'll listen respectfully.
- We'll treat everyone fairly.
- We'll maintain confidentiality.
- We'll follow a transparent process.
- We'll keep you informed throughout.

WE ASK FAMILIES TO

- Communicate respectfully
- Raise concerns early
- Work with us towards solutions
- Respect confidentiality
- Remember we all share the same goal—the wellbeing of every child.

Our Commitment

PROSPECT COMMUNITY AND CARE EARLY EDUCATION

We believe feedback is a gift.

Many of the improvements you see around Prospect today began with a question, an idea or a suggestion from a family.

Whether you're celebrating something wonderful or raising a concern, your voice matters.

When Concerns Need Formal Review

If a concern can't be resolved through discussion, we'll follow our formal Working Through Concerns Together Process.

This includes:

- Acknowledging your concern.
- Investigating fairly and confidentially.
- Speaking with everyone involved.
- Providing a written outcome.
- Identifying opportunities for improvement.

You can view our Dealing with Complaints Policy on our website or ask at the office.

INDEPENDENT ADVICE

If you believe your concern has not been resolved, or if your concern relates to legislative compliance, you may also contact the Education Standards Board (South Australia).

SCAN ME
For more information

educationstandards.sa.gov.au
(08) 8226 1990

Questions are always welcome. Conversations are encouraged.

Thank you for helping us create a safe, respectful and connected community for every child.

GROWING TOGETHER GUIDE

PROSPECT CHILD CARE AND EARLY EDUCATION COMMUNITY

Your Voice Helps Us Grow

Together we listen, reflect and grow—every day.

1

Share an idea, question or suggestion

Your voice matters.
Share what's on your mind—big or small.

2

We listen and consider every perspective

We listen with respect and
value all voices in our community.

3

Our team reflects on opportunities for improvement

We look closely at what we do,
what we hear and where we can grow.

4

Where appropriate, we trial new ideas and evaluate their impact

We try, learn and gather feedback
to understand what works best.

5

We share outcomes and continue refining our practice

We keep you informed and
keep improving.

6

Together, we create an even stronger community for children and families

Every conversation helps us grow
and build a better future—together.

Thank you for being part of our journey.
Your voice helps us grow.

GROWING TOGETHER GUIDE

Our Finances

Simple • Transparent • Community Focused

We are committed to providing high quality education and care at an affordable fee. Our fees support our educators, resources, facilities and the day-to-day operation of Prospect so we can continue to provide the very best for your child.

$5 RESOURCE LEVY

ONE SIMPLE LEVY. EVERYTHING INCLUDED.

Our **$5 Resource Levy** is applied each week per family with a booking.

It covers all resourcing, activities and extras in the centre, including:

- Art & Creative experiences
- Natural resources
- Learning resources & equipment
- Music, movement & performances
- Special events & celebrations
- Incursions & excursions

No hidden extras. It's all included!

HOW YOU CAN PAY

THROUGH KIDSOFT PARENT PORTAL

- Easily set up recurring payments
- View statements & payment history
- Secure & convenient
- Download the iLink app
  Your family login details will be provided at enrolment.

BANK TRANSFER

Pay directly from your internet banking.

payment reference is your Child's name so we can allocate your payment correctly.

NO CASH PAYMENTS – BY LAW

Legislation requires early childhood services to have electronic payment options in place.
Thank you for helping us meet our legal obligations.

CHILD CARE SUBSIDY (CCS)

We take care of it for you.

If you are eligible, Child Care Subsidy is applied on your behalf and paid directly to our Centre by Services Australia.
You only pay the gap fee.

- You apply through Centrelink
- We claim CCS for you
- CCS is paid directly to Prospect
- You pay the gap fee

Thank you for helping us keep Prospect a sustainable, community focused and child centred service.

If you have any questions about fees, CCS or your account, please speak with our Team – we're here to help!

SIGN IN. SIGN OUT. EVERY DAY.

For the safety and wellbeing of all children, educators and families, it is a legal requirement that you sign your child in and out each day.

42 ABSENCES EACH FINANCIAL YEAR ♡

42

You are entitled to 42 allowable **absence days per** child, per financial year.

You can use these days for any reason (e.g. illness, family holidays, appointments, personal leave).

Additional days may be available in certain circumstances – see the Child Care Subsidy Handbook for details.

HALF FEE HOLIDAY DISCOUNT ♡

You may request 1 week per calendar year at **half fee for family holidays.**

Half fee applies to the full fee (not the gap fee).

Please give at least 1 week's notice where possible.

OUR ILLNESS SUPPORT POLICY ♡

Keeping children home when unwell protects everyone.

We know that keeping an unwell child at home can be hard – especially with the cost involved.

Our Illness Policy includes support to help families with the cost of doing the right thing.

- Supports healthier children
- Protects educators & staff
- Reduces the spread of illness
- Creates a safe, caring environment for everyone

IMPORTANT TO KNOW ♡

Fees are charged for all booked sessions, including your child's sick days and family holidays.

If the Service must close (e.g. due to emergency or pandemic), fees may still be charged.

Government decisions on fee relief may apply.

Public holidays are charged at normal rates.

CCS is still paid for eligible sessions.

A dated receipt is provided on your invoice for every payment.

We comply with all legislative requirements regarding privacy, financial integrity and Child Care Subsidy administration.

GROWING TOGETHER GUIDE

Privacy, Confidentiality & Record Keeping

PROTECTING INFORMATION. RESPECTING PEOPLE. SUPPORTING TRUST.

Our Commitment

Privacy is a fundamental human right. We are ethically and legally committed to protecting the privacy and confidentiality of children, families, educators, staff and visitors at our service.

We handle personal and sensitive information with care, respect and professionalism at all times.

Trust is at the heart of everything we do.

OUR PRIVACY PRINCIPLES

- We collect only the information we need
- We use information for the purpose it was collected
- We protect information with strong security
- We only share information when we must, and in line with the law
- You can access and update your information
- We store records securely and safely
- We dispose of information responsibly when it is no longer needed

All personal and sensitive information is protected in accordance with the *Privacy Act 1988* (Cth), the *Education and Care Services National Law and National Regulations*, and *Family Assistance Law*.

WHAT INFORMATION DO WE COLLECT?

- Personal details
- Contact information
- Health & medical information
- Emergency contacts
- Family & legal information
- Photos & videos (incl. approvals)
- Enrolment & attendance
- Fee & subsidy information

We collect this information so we can care for your child, meet legal requirements and access funding on your behalf.

HOW WE PROTECT YOUR INFORMATION

SECURE STORAGE
Records are stored securely, both electronically and in locked cabinets with limited access.

DIGITAL SECURITY
Our systems are password protected with regular updates and data backup.

NEED TO KNOW
Information is only accessed by those who need it to support your child or our service.

SHARING INFORMATION
We only share information when required by law or with your permission.

RESPONSIBLE DISPOSAL
We dispose of records securely when the retention period is met.

RECORD KEEPING: WHAT WE KEEP & HOW LONG

We are required by law to keep certain records for set periods of time.

TYPE OF RECORD	HOW LONG WE KEEP IT
Enrolment & attendance records	3 years after the child's last day of attendance
Incident, injury, trauma & illness records	Until the child turns 25 years
Medication records	3 years after the child's last day of attendance
Staff & educator records (qualifications, checks, etc.)	At least 7 years
Fee statements, invoices & receipts	At least 7 years
Complaints, notices, reports & CCS related records	At least 7 years

A full list of records we keep and the required retention periods is available in our Record Keeping and Retention Policy.

YOUR RIGHTS

You have the right to:

- Access the information we hold about you or your child
- Ask us to correct information
- Ask questions about how we manage your information
- Make a privacy complaint if needed

Please speak with the Director if you would like to access or update your information.

EVERYONE PLAYS A PART

Educators, staff, students, volunteers and visitors are all responsible for protecting the privacy and confidentiality of information.

We all help create a culture of trust, safety and respect.

CONFIDENTIALITY MATTERS

We never discuss children, families, staff or service matters outside of our service. Information is never shared on social media or with others without consent.

WHY THIS MATTERS

Protecting privacy and keeping accurate records helps us:

- Keep children safe
- Provide high quality education and care
- Meet our legal responsibilities
- Build and maintain strong relationships with families
- Access funding to support your child's care

Thank you for partnering with us.

HAVE QUESTIONS?

We're here to help. If you have any questions about privacy, confidentiality or records, please speak to the Director or any member of our Leadership Team.

Questions are always welcome.

LINKS TO OUR POLICIES

- Privacy and Confidentiality Policy
- Record Keeping and Retention Policy
- Enrolment Policy
- CCS Account Policy
- Payment of Fees Policy

These policies are available at the office and on our website.

Respecting privacy. Safeguarding information. Building trust. Growing together, every day.

Thank You

Thank you for choosing Prospect Community Early Education and Care.
Thank you for trusting us with the most important person in your life.
Thank you for sharing your stories, your hopes, your ideas and your time.
We feel incredibly privileged to be part of your family's journey.
Welcome to our community.
We're so glad you're here.

Every story begins with a conversation.

Thank you for becoming part of ours.