

**Kids World**  
**Child Care Centre & Kindergarten**  
*Parent Handbook*



## Welcome to Kids World

Dear Parents,

Welcome to Kids World Child Care Centre & Kindergarten.

We are so excited that you have chosen to partner with us in these formative years of your child's life. Whilst you have made a great decision, it is natural to feel levels of concern and anxiety.

This Parent Handbook is written to provide you with important information to help you and your child transition smoothly in to attending long day care. Please note that this handbook is intended to give you a quick initial understanding of how we do things at Kids World. For full details regarding the topics covered in this handbook, please refer to the Kids World Policies and Procedures Manual which is always displayed visibly in the centre premises or available upon request from our office staff.

Additionally, this Parent Handbook aims to provide you with links to information available elsewhere in the community to help you in relation to parenting and family life. We trust that this will be a useful resource for you.

Sincerely,

Kids World Management & Staff

## Kids World's Philosophy

Kids World is committed to quality early childhood education and care that provide equal opportunity for children from all backgrounds and their families to achieve the best outcomes through a stimulating educational program, a safe and healthy environment, warm and responsive relationships and effective leadership.

### **Statement of Principles:**

**Philosophy of Learning:** we believe in a multifaceted approach. Our curriculum is influenced by a mix of Reggio Emilia as well as Montessori as we strive for the fine balance of structure in play-based learning. We are confident this approach prepares our children for school and beyond.

**Child-Centered Approach:** we believe in experiences, resources and routines that are carefully planned and designed in response to children's interests and backgrounds. Educators will find opportunities to teach through planned and spontaneous interactions with children.

**Ethical, Respectful and Reflective Relationships:** we believe that ethical, respectful and reflective relationships amongst children, educators and families are key to achieving the best outcomes for children. We acknowledge the competency of children, the values and choices of parents, and the professional judgment of educators when making decisions relating to the service.

For more information on our philosophy, please approach our office.

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## Our Code of Ethics (Excerpts)

Kids World's Code of Ethics defines the values and behaviours that educators at Kids World are committed to. Our Code of Ethics is based on industry standards and modeled after Early Childhood Australia's Code of Ethics.

### In relation to children, Kids World educators shall:

1. Act in the best interests of all children.
2. Respect the rights of children as enshrined in the United Nations Convention on the Rights of the Child (1991) and commit to advocating for these rights.
3. Recognise children as active citizens participating in different communities such as family, children's services and schools.
4. Work with children to help them understand that they are global citizens with shared responsibilities to the environment and humanity.
5. Respect the special relationship between children and their families and incorporate this perspective in all my interactions with children.
6. Create and maintain safe, healthy environments, spaces and places, which enhance children's learning, development, engagement, initiative, self-worth, dignity and show respect for their contributions.
7. Work to ensure children and families with additional needs can exercise their rights.
8. Acknowledge the uniqueness and potential of all children, in recognition that enjoying their childhood without undue pressure is important.
9. Acknowledge the holistic nature of children's learning and the significance of children's cultural and linguistic identities.
10. Work to ensure children are not discriminated against on the basis of gender, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture, or national origin.
11. Acknowledge children as competent learners and build active communities of engagement and inquiry.
12. Honour children's right to play, as both a process and context for learning.

### II. In relation to families, Kids World Educators shall:

1. Listen to and learn from families, in order to acknowledge and build upon their strengths and competencies and support them in their role of nurturing children.
2. Assist each family to develop a sense of belonging and inclusion.
3. Develop positive relationships based on mutual trust and open communication.
4. Develop partnerships with families and engage in shared decision making where appropriate.
5. Acknowledge the rights of families to make decisions about their children.

6. Respect the uniqueness of each family and strive to learn about their culture, structure, lifestyle, customs, language, beliefs and kinship systems.
7. Develop shared planning, monitoring and assessment practices for children's learning and communicate this in ways that families understand.
8. Acknowledge that each family is affected by the community contexts in which they engage.
9. Be sensitive to the vulnerabilities of children and families and respond in ways that empower and maintain the dignity of all children and families.
10. Maintain confidentiality and respect the right of the family to privacy.

For a full copy of our Code of Ethics, please refer to Kids World's Policies and Procedures Manual.

For information on the Early Childhood Australia Code of Ethics, please refer to [www.earlychildhoodaustralia.org.au](http://www.earlychildhoodaustralia.org.au)

## Hours of Operation

Kids World is open Mondays to Fridays 6.30 am to 6pm every day of the year except on public holidays. Parents and/or guardians are welcome to enter the centre at any time during business hours to exchange information with management or Educators about their child.

## Educational Program

The educational program at Kids World is governed by the National Quality Framework (NQF). The NQF is a national system that introduces a new quality standard to improve early childhood services across Australia. Our program is also influenced and inspired by the teaching philosophies of Reggio Emilia and Maria Montessori.

Our activities, resources and routines are carefully planned and designed in response to children's interests, experiences and backgrounds. We are purposeful in each interaction and observant on how children react and engage. Through the influence of Reggio, we facilitate free play based learning whilst we also include a more structured approach as required through the guidance of the Montessori approach.

You are welcome to discuss your child's process with Educators or management; you will also receive regular updates via Storypark. Storypark is an online communication system that documents your child's learning journey at Kids World and beyond.

For details of what program has been planned for the children at any given time, please refer to the Storypark. We welcome feedback on all areas of the program.

For full details of the Program Policy, please refer to the Kids World Policies and Procedures Manual.

## Enrolment

During the enrolment process, we provide you with information to help you make an informed decision of whether to enlist your child in our centre. Once you've made the decision to send your child to Kids World, enrolment is also the time when we obtain all the information from you to ensure that the necessary systems are in place to avoid any problems in the future. As a guide, the steps to enroll your child at Kids World are:

- Arrange for a time to visit Kids World for a tour of our rooms and facilities.
- Receive and read a copy of the Kids World Parent Handbook.
- Complete all information in the Enrolment Form, sign the Authorisations page and return it to Kids World.
- Present your child's updated Immunisation Record to the Kids World staff.
- Present your child's birth certificate
- Complete the All About Me
- Complete the Direct Debit form to facilitate the payment of your future fees.
- If you have not already done so, lodge a claim for approved child care payments (Child Care Subsidy) with Centrelink.
- Provide us with any other additional information or items as applicable: any Medical Management plan for your child; any medication for your child; any court orders relating to custody arrangements; etc

## Orientation

Once you have returned your completed enrolment form and Kids World has confirmed your child's place in the centre, we will arrange a suitable time for you and your child to begin the Orientation Process. Orientation ensures that you have a full understanding of what you can expect for your child at Kids World and that you are completely at ease about leaving them in our care. This is also an excellent time for you to meet your child's Educators and to ask any questions you might still have. To facilitate the process, please take the time to read the Parent Handbook before you come to orientation.

The orientation process begins with a two-hour 'play visit' where you are invited to spend some time with your child whilst they become familiar with the new environment and people in their room. Depending on you and your child's comfort level, you may step out of the room but remain within the centre premises. You will not be charged for this two-hour play visit. An additional visit can be booked if you wish.

On your child's first full day in the centre, we encourage you to stay for a short time to help your child to settle into the room. You are welcome to bring a comfort toy or a photo from home if this will help. Be assured that although your child might become distressed in the first few times you leave them in care, they will grow in confidence in time. You are welcome to contact us any time during the day to see how your child is going. Please rest assured that you are doing a great thing for your child by placing

them in care with Kids World, the social and emotional benefits are immeasurable.

## Priority of Access

Enrolment at Kids World will be accessible to all children and families without exception, subject to availability of places, without distinction or discrimination on account of race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status, whether of child or family.

In relation to the allocation of childcare places to families, Kids World complies with the Priority of Access Guidelines mandated under the Child Care Management System. Priority is given in the following order:

1. Children at risk of serious abuse or neglect.
2. Children of a single parent who satisfies, or of parents who both satisfy, the work/ training/ study test under Section 14 of the New Tax System Act 1999.
3. Any other children.

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

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

The Priority of Access guidelines govern the management of waiting lists and situations when there are no places currently available, but a high-priority child is requesting a place.

For full details of the Access Policy, please refer to the Kids World Policies and Procedures Manual.

## Cancelling or Changing Days

A minimum of two (2) weeks written notice is required for changes or reduction in days as well as ceasing care. Prior to the change date, please confirm the change in days via email so we have a paper trail.

For full details of the Termination of Place in Children's Service Policy and the Change of Details Policy, please refer to the Kids World Policies and Procedures Manual.

## Fee Payment & Centrelink

Fee amounts are communicated upon enrolment.

In most cases, there is fee assistance available through Centrelink under the Child Care Subsidy (CCS) scheme. It is parents' responsibility to have their incomes assessed by Centrelink so that the applicable percentage reduction can be applied to your child care fees.

It is parents' responsibility to pay out-of-pocket for the remaining amount after your CCS and/or other entitlements are deducted from your daily fees. This remaining amount is called your 'Gap.'

Your Gap must be paid one week in advance and will be detailed in your emailed statement.

Kids World is responsible to ensure data reports submitted to Centrelink are accurate, valid and true and that any person submitting data is trained and confident to do so.

For full details of the Child Care Subsidy Policy, please refer to the Kids World Policies and Procedures Manual.

Information about Centrelink entitlements can be obtained from [www.humanservices.gov.au](http://www.humanservices.gov.au).

## Overdue Accounts

In case of financial difficulty, parents/guardians are encouraged to inform the Kids World Director of problems they are encountering with the payment of fees. The Director will endeavour to establish a suitable arrangement for payment of fees, taking into consideration the individual circumstances of the family involved.

Kids World retains the right to cease care at the service if the account remains unpaid. Parents will be notified if their child's place in the centre is due to be cancelled due to unpaid accounts. Long outstanding accounts will be referred to a Debt Collection Agency.

For full details of the Fees Policy and the Change of Details Policy, please refer to the Kids World Policies and Procedures Manual.

## Collecting and Dropping off your child

Please be sure to sign your child in at the Qikkids Kiosk and sign out at pick-up time. Please note that failure to do so may result in you paying out-of-pocket for the CCS component of your fees.

Please contact a staff member when dropping off and picking up your child, to ensure that the Educators are aware of your child's arrival and departure, and to allow some time for the exchange of important information about your child's day.

No child will be allowed to leave the service unless collected by the parent or the authorized person whom you have nominated in the Enrolment Form. This does not apply if the child requires medical assistance in case of emergency. To avoid

inconvenience, please advise Kids World immediately if there are any changes to the persons who are authorized to collect your child.

For full details of the Delivery & Collection of Children Policy, please refer to the Kids World Policies and Procedures Manual.

## Absences and Holidays

Because your child continues to hold a place in the centre even when he or she is not able to attend, the full fee is still payable during an absence. This applies to all absences due to sickness or any other reason, as well as public holidays and family holidays.

The only exception is when the child goes for holidays. Each parent is entitled to 4 weeks holiday per calendar year. A 50% discount is applied to reserve the spot and two weeks' notice must be given.

For full details of the Fees Policy, please refer to the Kids World Policies and Procedures Manual.

## Illness

Children and adults suffering from any of the diseases listed in the Health Department's Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases and Contacts chart must not attend Kids World for the recommended period.

In addition to the above, parents are requested not to send their child if he/she has any of the following:

**Fever and associated symptoms** – A child with a fever more than 38C must be kept at home (or will be sent home). It is advised that the child stay home fever free for at least 24 hours. A child should not return to the centre until a child's energy level and appetite should be back to normal.

**Hospitalisation** – Where a child has been hospitalized and is attending the service within 36 hours of discharge a medical certificate stating the child is able to recommence care is required.

**Prescribed antibiotic / medication** – A child who has been prescribed antibiotics for an illness should be kept at home for 24 hours after the commencement of antibiotics or on presentation of a medical certificate stating the child is able to recommence care. The service is not to administer the first dose of any medication in case of severe reaction.

**Vomiting** – A child who is vomiting must be kept home until the vomiting has ceased for at least 36 hours. Where it is determined that an outbreak has occurred, children infected will be excluded from the service for 48 hours after the last occurrence of vomiting or diarrhea.

**Head Lice** – The child must be excluded until treatment has commenced. Other members of the family will also need to be checked and treated if necessary. Kids World may conduct inspections for head lice if needed.

For a full online version of the Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases and Contacts, please visit [www2.health.vic.gov.au](http://www2.health.vic.gov.au)

For full details of the Infectious Diseases and Control Policy, please refer to the Kids World Policies and Procedures Manual.

## Late Collection or Failure to Collect a Child

Parents/guardians are expected to collect their child on or before the end of business hours 6pm. After 6pm, a penalty for late collection will be charged to the parent's account as follows:

\$15 for the first 10 minutes late  
\$5 per 5-minute block thereafter

When a child is not collected by the parent/guardian at the end of business hours, Kids World staff members will make every effort to contact the parent or emergency contact person nominated on the enrolment form. After a reasonable time, should staff not be able to contact any of the above persons, the Department of Education and Early Childhood Development and the Police will be informed. After hours, a sign will be placed on the front door as to the whereabouts of the child.

For full details of the Delivery & Collection of Children Policy, please refer to the Kids World Policies and Procedures Manual.

## Food

Kids World provides breakfast, morning tea, lunch, afternoon tea and late snack as part of the daily routine. We can also provide for a child who requests for food outside the routine meal times if needed. All meals are included in the child care fees. Educators keep a daily log of times and amount of your child's food intake and we can provide you with this information at the end of the day.

Food is prepared on-site by our Chef who is also a trained Food Safety Supervisor. Our food planning is guided by the national guidelines outlined in the *Get up & grow: Healthy eating and physical activity for early childhood*. Please feel free to view our menus which are displayed in the foyer just outside the kitchen. We welcome your feedback to help us in developing healthy, interesting and culturally diverse meals.

Please feel free to discuss with us any special dietary needs for your child, including allergies and intolerances, cultural or religious restrictions, or individual preferences, and we will aim to accommodate and support these needs and choices as much as practicable. To ensure the safety of all children, please discourage your child from bringing food from home into the centre.

Children are encouraged to try different types of food, and educators will ensure that children are eating adequately during the day. Alternative options will be provided for a child who adamantly refuses a meal. If refusing to eat adequately becomes a persistent pattern at meal times for your child, the Educators will discuss the matter with you.

Kids World supports mothers who wish to provide breast milk to their children whilst in care. If you wish to return to the service to breast feed your child, we will provide a comfortable area for you upon request. If you wish to provide expressed breast milk (EBM) or baby formula for your child to consume during the day, please refer to our food handling procedures or discuss the matter with your child's Educator.

For full details of the *Get up & grow: Healthy eating and physical activity for early childhood* please visit [www.health.gov.au](http://www.health.gov.au)

For full details of our Nutrition Policy, please refer to the Kids World Policies and Procedures Manual.

## Need help with English?

If you have English as an Additional Language and you need an interpreter to help you understand any of the information pertaining to enrolment, we recommend that you complete the Enrolment and Orientation process with a friend or relative who can translate for you. We also have a diverse workforce who are happy to help.

Otherwise, please advise us immediately. If your child is enrolled in the Kindergarten Program, you may be eligible for funded interpreting service through The Interpreter and Translating Services (Telephone No. 03 9280 1955), which will incur no cost for you. In all other cases, fees may apply and charged towards your account.

## Sleep and Rest

Kids World provides safe and effective rest and sleep arrangements for children as part of the daily routine. However, children who refuse to sleep are not forced to do so during organised sleep times. Children who are not sleeping will be offered experiences in quiet time allowing the sleeping children to rest without interruption.

When settling children for rest, Educators will use a range of techniques and strategies before and during rest periods considering the individual needs of children, parenting beliefs

and values of families, cultural and religious practices, professional philosophy, amongst other things.

Wherever possible, Educators are to accommodate parent requests regarding comfort toys (eg use of bottles or routines at sleep time; child not to have a sleep time or child to stay in a cot where possible). If Educators have concerns about the methodology requested by parents, a written advice from a medical practitioner may be requested.

To reduce the risk of Sudden Infant Death Syndrome, Kids World follows the SIDS safe sleeping guidelines, which include amongst others:

- All babies will be put on their back to sleep, from birth
- Older babies will be put to rest on their back. If they turn over during their sleep Educators will allow them to find their own position.
- Babies will sleep with their face uncovered
- Babies will be kept in an environment that is free from cigarette smoke whilst in care and families will be given information on the effects of smoking around children.
- There are no quilts, doonas, duvets, pillows, fluffy toys or cot bumpers in the cot.
- Regular cot checks occur consistently

For full details of our Sleep, Rest and Safe Sleeping Policy, please refer to the Kids World Policies and Procedures Manual.

For further information about SIDS, please ring 1300 308 307 or via the website [www.sidsandkids.org](http://www.sidsandkids.org)

## Individual Clothing Needs and Preferences

We respect your family's choice of clothing and cultural traditions. Please inform the Educators if you have preferences regarding privacy and modesty when children are having their clothes changed or are dressing themselves.

We encourage parents to dress children in comfortable, non-restrictive clothes that support their play and learning. A variety of messy activities are provided for the children and although protective smocks may be provided, we recommend that you provide a spare set of clothing for your child. Soiled clothing will be placed in a plastic bag for parents to take home. Please provide appropriate footwear for your child which Educators will ensure are always worn in the playgrounds, the only exceptions may be when children are playing in the sandpit or water. Thongs, slip-ons and clogs are not suitable footwear for play.

Because children are given the opportunity to go outside daily, we encourage you to dress your child in clothing that is

appropriate for the temperature and weather. During the months of September through to April, please remember to bring a hat (legionnaires, bucket or broad brim only) for your child to protect the face, neck. Children are also encouraged to wear sun protective clothing that covers as much skin as possible during this period. Singlet tops are not appropriate to be worn outside during this period and will need to be covered by a t-shirt.

Comfortable clothing that goes on and comes off easily is recommended to enable children to develop self-help skills and manage independently (especially at the toilet) e.g. trousers with loose elastic waists; tops with large necks, cardigans, jackets; slip on shoes/shoes with Velcro; bigger buttons/toggles etc.

For hygienic purposes, toilet-trained children (no matter what their age) will always be encouraged to wear underpants. Please mark all your child's clothes and shoes with their name. Every care is taken, but no liability can be accepted for the loss or damage of clothes.

For full details of Children's Clothing Policy and the Sun Smart Policy, please refer to the Kids World Policies and Procedures Manual.

## Hygiene Procedures

Kids World follows specific procedures to ensure that hygiene is always maintained in the centre. These include proper handwashing procedures, use of gloves, cleaning routines amongst others.

We encourage parents to help reinforce what the children are learning in the centre about hygiene by doing the same practices at home. Some of these procedures include:

- Wash hands after toileting, wiping noses, playing outside, handling animals or pets
- Wash hands before preparing/handling/eating food.
- Wash hands for approximately 15 seconds rubbing vigorously including backs of hands, wrists, between fingers, under fingernails. Rinse hands for approximately 10 seconds, and then dry.

For full details of the Hygiene Policy, please refer to the Kids World Policies and Procedures Manual.

## Immunisation

As a requirement to confirm your child's enrolment, you must provide proof that the immunisation status of your child is current. You may provide any of the following:

Immunisation History Statement from the Australian Childhood Immunisation Register (ACIR) OR

Immunisation Status Certificate from a medical doctor or local council immunisation with the required information.

We are required by regulation to refuse enrolment if your child's immunisation is not current. Exceptions apply.

The health of your child also relies on the health of all the members of the family in your household. Adult vaccination is offered under the National Immunisation Program to eligible adults.

For full details of the Immunisation Policy, please refer to the Kids World Policies and Procedures Manual.

For information on the necessary immunisation for your child and the appropriate age to receive it, please refer to the Department of Health National Immunisation Program Schedule at <http://www.immunise.health.gov.au/>

For information on adult vaccinations for yourself or other members of your family, please refer to the Victoria State Government's website at <https://www2.health.vic.gov.au>

## Child Protection

Kids World is committed to protecting children from physical, emotional, sexual abuse or neglect. We are mandated by law to report all concerns regarding the immediate safety, abuse, vulnerability and cumulative harm of a child. All concerns relating to child protection are immediately referred to the Kids World Director within the guidelines of confidentiality. Educators will document, including time and date, any observations relating to an identified concern.

If there are reasonable grounds to believe that a child and/or family is vulnerable, and the concerns have a low to moderate impact on the child and the immediate safety of the child is not compromised, Kids World will refer the family Child and Family Information, Referral and Support Teams (Child FIRSTs).

Kids World will notify Child Protection If there are reasonable grounds to believe that any child:

- has been abused physically, sexually, emotionally or is experiencing persistent neglect or persistent family violence where there is a likelihood of significant harm to the child;
- whose actions or behavior may place them at the risk of significant harm;
- who appears to have been abandoned and/or other person is caring properly for the child.

For full details of our Child Protection Policy, please refer to the Kids World Policies and Procedures Manual.

For information on the support available for vulnerable families through Child FIRST, please visit <https://www.anglicarevic.org.au>

For information on making a report to Child Protection, please visit the Department of Human Services website at <http://www.dhs.vic.gov.au/>

## Sustainable Practices

Kids World is committed to increasing children's and families' awareness of our shared responsibility towards the environment and to a sustainable future. Sustainability is an important aspect of the educational program at Kids World. Our children's garden gives opportunities for children to observe the cycles of crops. Children participate in segregating food scraps and composting. We talk about the importance of water, energy and non-renewable resources.

We encourage parents to help reinforce what the children are learning in the centre about sustainability by doing the same practices at home. Some of these practices include recycling, gardening, conserving energy, conserving water and purchasing sustainable products.

For full details of our Environmental Sustainability Policy, please refer to the Kids World Policies and Procedures Manual.

For information on how you can help make your practices at home more sustainable, please visit [www.sustainability.vic.gov.au](http://www.sustainability.vic.gov.au)

## Sun Protection

Kids World uses a balanced approach to play outside in the sun. We recognise the importance of having exposure to Vitamin D found in sunlight in order to develop healthy bones and muscles. However, exposure to too much of the sun's UV rays can cause sunburn, skin and eye damage and skin cancer. We incorporate this balanced approach in our policy and procedures, as well as in how we present sun protection to children in our educational program.

We encourage parents to help reinforce what the children are learning in the centre about being sun smart by doing the same practices at home. Some of these practices include:

- Daily exposure to sunlight through outdoor play
- Accessing the daily local sun UV levels and times from the Sun Smart website.
- Use of sun protective measures from September to the end of April and whenever UV levels reach 3 and



above:

- Use a wide-brimmed hat to protect the face, neck and ears
- Apply sunscreen SPF 30 or higher at least 20 minutes before going outdoors and reapply every 2 hours

Note: With parental consent, children with naturally very dark skin may not be required to wear sunscreen to help with Vitamin D requirements

- Seek shade when possible
- Wear loose fitting clothes that cover as much skin as possible

For full details of our Sun Smart Policy, please refer to the Kids World Policies and Procedures Manual.

For further information on sun protection, please refer to Sun Smart website at [www.sunsmart.com.au](http://www.sunsmart.com.au)

## Emergencies

Kids World has specific procedures in place to ensure that educators, children and families are prepared in case of any emergencies such as fire, earthquake, severe weather, bomb or substance threat, intruder, gas leaks, amongst others. These procedures are outlined in the Emergency Management Plan which is reviewed regularly. Practice drills are conducted throughout the year. An evacuation plan diagram and basic emergency procedures are posted near emergency exits throughout the centre.

In the event of injury, trauma or illness, first aid procedures shall be administered immediately. If necessary, Educators shall seek medical assistance and/or an ambulance. If injury, trauma or illness is severe, or if the injury is sustained on the head, you will be informed immediately by phone either at home or at work. If we are unable to contact you, we will contact the emergency contact persons whom you have listed in the enrolment form. If the injury is minor, you will be informed as soon as practicable but within 24 hours. Details of any incident will be recorded in an Injury, Trauma and Illness Report which educators will ask you to sign and date.

For full details of our Emergency Situations Policy and our Emergency Management Plan, please refer to the Kids World Policies and Procedures Manual.

## Children with Additional Needs

Kids World respects the diversity of children's backgrounds and abilities and we aim to support children with additional needs so they can participate successfully in the early childhood program and in other endeavours in the future. We recognise that supporting children with additional needs involves the consolidated effort of the family, Kids World and other members of the community.

If your child has a diagnosed additional need, or if you suspect that your child may have additional needs, please inform Kids World management so that we can make the necessary arrangements to support you and your child. In most cases, there is funding support available for children with additional needs, and we can assist you through the process.

For information on support services available for children with additional needs, please visit <http://www.education.vic.gov.au>

For full details of our Inclusion, Diversity and Equity Policy, please refer to the Kids World Policies and Procedures Manual.

## Concerns and Grievances

Kids World has an 'open door' approach towards families of children enrolled in the centre. Please feel free to discuss any concerns or grievances you may have directly with the relevant Educators or Leaders, and they will work with you towards mutually agreeable solutions. You may also address your concerns directly with management by contacting:

Patricia Winni-Emma (Operations Manager)  
Phone number: 0428 496 960  
Email: [trish@kidsworld.vic.edu.au](mailto:trish@kidsworld.vic.edu.au)

If the complaint is of a serious nature and alleges that the health, safety and well-being of any child is being compromised within the centre or if it involves a contravention of the National Regulations, please contact:

Department of Education and Early Childhood Development  
Phone: 1800 882 413  
Email address: [educationstandardboard@sa.gov.au](mailto:educationstandardboard@sa.gov.au)

For full details of our Concerns and Grievances Policy, please refer to the Kids World Policies and Procedures Manual.