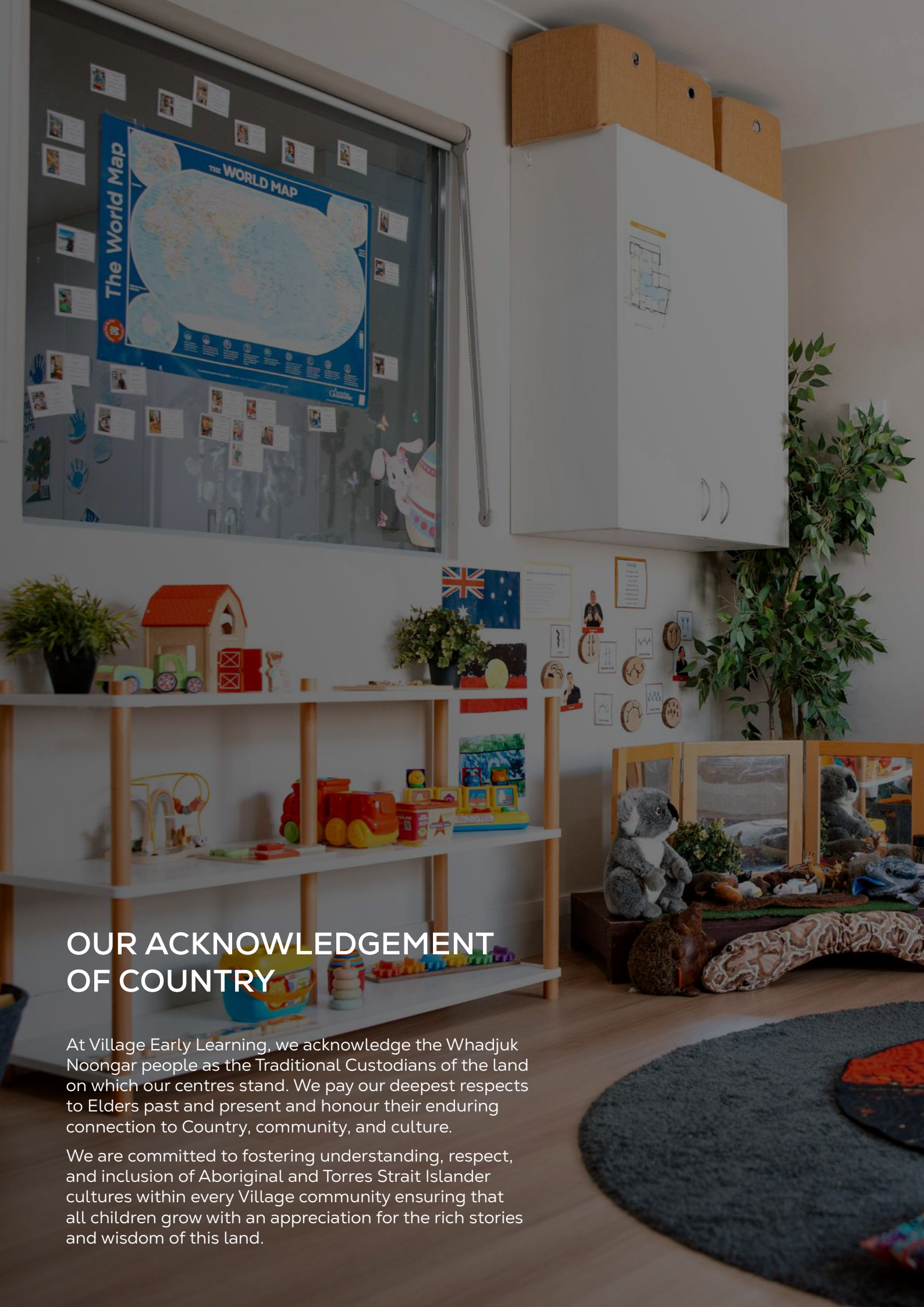


A child's hands are shown interacting with various sensory toys on a green mat. One hand is holding a grey stone over a circular tray filled with blue sand. Another hand is touching a tray with pink and green sand. Other trays with purple, yellow, and blue sand are visible. A wooden log and a mossy ball are also on the mat. The background is slightly blurred, showing more of the play area.

Family Handbook

Village
early learning



OUR ACKNOWLEDGEMENT OF COUNTRY

At Village Early Learning, we acknowledge the Whadjuk Noongar people as the Traditional Custodians of the land on which our centres stand. We pay our deepest respects to Elders past and present and honour their enduring connection to Country, community, and culture.

We are committed to fostering understanding, respect, and inclusion of Aboriginal and Torres Strait Islander cultures within every Village community ensuring that all children grow with an appreciation for the rich stories and wisdom of this land.

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Welcome to Village Early Learning

We are delighted to welcome you to the Village family. Choosing care for your child is one of the most personal and meaningful decisions you'll make, and we're honoured by the trust you place in us. From the very first hello to every milestone along the way, your child is a cherished part of our Village, celebrated for who they are and supported as they grow, explore and discover each day. At Village, we believe childhood is a shared journey one that blossoms through connection, creativity, and community. Each day, our educators and families come together to create nurturing spaces where children feel safe, confident, and inspired to explore the world around them.

Our centres have long been part of Western Australian communities, each with its own story, character, and heart. Today, as part of ECEC Services Pty Ltd, Village continues to grow as a family of local early learning centres, built on relationships, guided by thoughtfulness, and committed to providing the very best in early education and care.

Thank you for entrusting us with the most important part of your world your child. We look forward to walking beside you through these precious early years, as partners, guides, and extended family.

In partnership and care,

The Village Early Learning Family





Our Vision

To create thriving villages of learning where every child feels seen, supported, and inspired to grow with confidence.



Our Mission

To give every child the best start by providing quality foundations in the pivotal first five years. In close partnership with families, we nurture health, happiness, growth and development and support each child to strive for their best.

Guided by creativity, thoughtfulness and high-quality care, we inspire a love of learning and a strong sense of belonging, so children continue to discover, connect and thrive throughout life.

Our Values



COMMUNITY

Community is at the heart of everything we do, including our children, families, educators, and the wider neighbourhoods we belong to.



QUALITY

We strive for excellence in every moment, providing consistent nurturing spaces where families and educators alike can flourish.



THOUGHTFULNESS

Thoughtfulness creates a respectful, inclusive, and supportive environment. One where every voice is heard and every individual feels they belong.



CREATIVITY

We believe creativity fuels curiosity and joy. It helps children make sense of their world, build confidence, and express who they are.

HOW WE LIVE OUR VALUES

Our values are not just words, they shape the way we teach, lead, and care:

- We nurture creativity through open ended play, exploration, and discovery
- We plan thoughtfulness for each child's unique path of learning and growth
- We measure quality by the smiles we see, the growth we witness, and the stories our families share
- We model kindness, empathy, and community spirit.

Our Philosophy

It takes a village to raise a child and we are that village.

Our philosophy is grounded in the belief that children flourish when they feel a strong sense of belonging. We create environments where children feel safe to explore, supported to grow, and inspired to discover who they are.

We honour each child as capable, curious, and full of potential. Through nurturing relationships, thoughtful routines, and rich learning experiences, we support children to build confidence, independence, and lifelong wellbeing.

Families are our partners. We respect the knowledge, culture, and aspirations you bring, and we work alongside you to create continuity between home and Village.

By living our values authentically every day, we create a true village, one where children, families, and educators thrive together



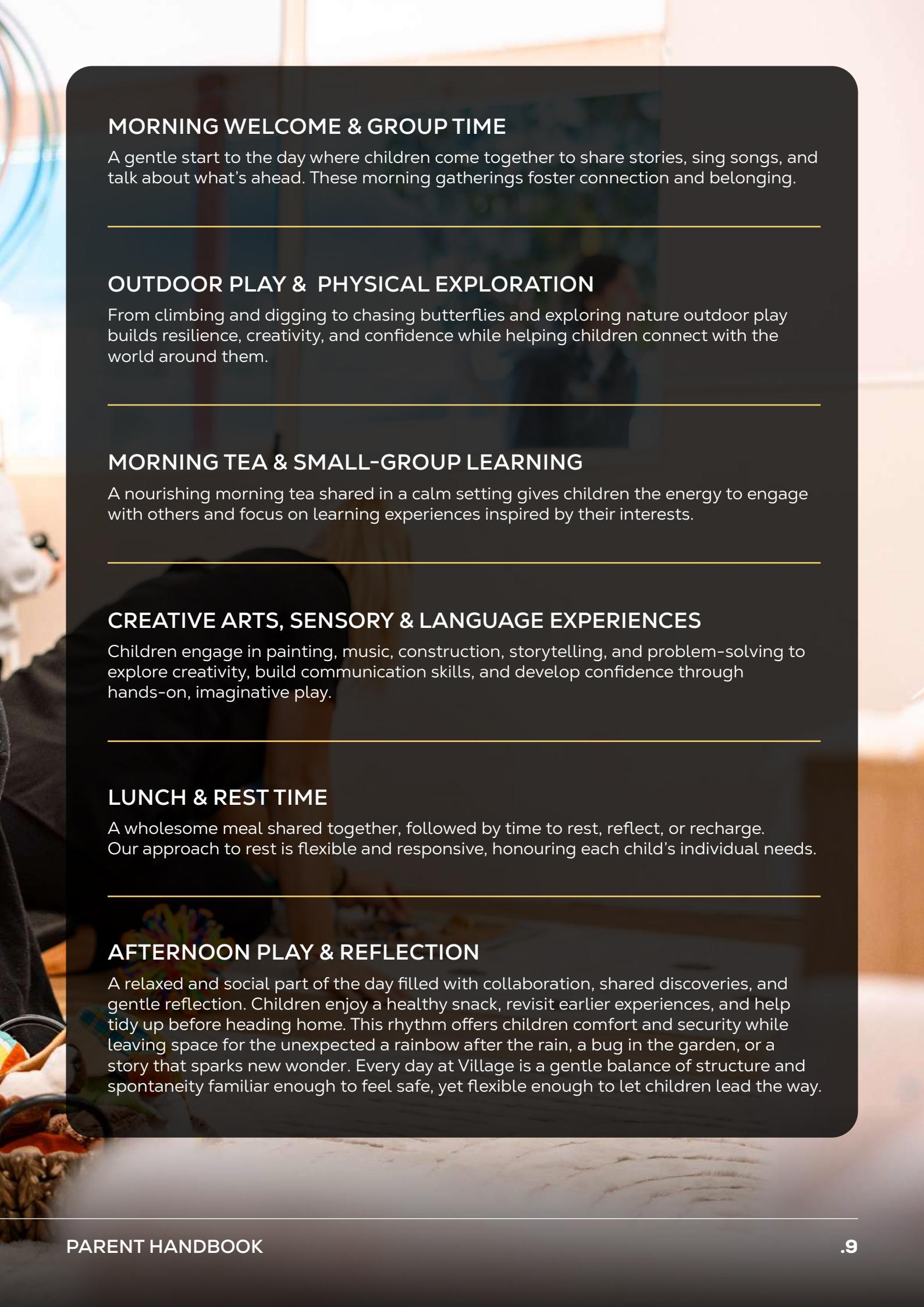
A Day in the Life

Each day at Village unfolds with a calm and comforting rhythm, one that balances routine and discovery, structure and imagination. We believe children flourish when their days follow a predictable flow yet plenty of space for wonder, exploration, and joy.

Mornings begin with warm smiles and familiar faces. Children are greeted by name, welcomed into calm, thoughtfully designed spaces, and given time to reconnect with friends, with educators, and with themselves. Some jump straight into play; others need a cuddle, a story, or a slower start. Every beginning looks different, and each one is just right.

Throughout the day, children move through experiences that nurture their curiosity, confidence, and sense of belonging. Educators plan and adapt each experience with thoughtfulness, ensuring every moment whether shared or independent has meaning and purpose.





MORNING WELCOME & GROUP TIME

A gentle start to the day where children come together to share stories, sing songs, and talk about what's ahead. These morning gatherings foster connection and belonging.

OUTDOOR PLAY & PHYSICAL EXPLORATION

From climbing and digging to chasing butterflies and exploring nature outdoor play builds resilience, creativity, and confidence while helping children connect with the world around them.

MORNING TEA & SMALL-GROUP LEARNING

A nourishing morning tea shared in a calm setting gives children the energy to engage with others and focus on learning experiences inspired by their interests.

CREATIVE ARTS, SENSORY & LANGUAGE EXPERIENCES

Children engage in painting, music, construction, storytelling, and problem-solving to explore creativity, build communication skills, and develop confidence through hands-on, imaginative play.

LUNCH & REST TIME

A wholesome meal shared together, followed by time to rest, reflect, or recharge. Our approach to rest is flexible and responsive, honouring each child's individual needs.

AFTERNOON PLAY & REFLECTION

A relaxed and social part of the day filled with collaboration, shared discoveries, and gentle reflection. Children enjoy a healthy snack, revisit earlier experiences, and help tidy up before heading home. This rhythm offers children comfort and security while leaving space for the unexpected a rainbow after the rain, a bug in the garden, or a story that sparks new wonder. Every day at Village is a gentle balance of structure and spontaneity familiar enough to feel safe, yet flexible enough to let children lead the way.



Our Commitment to Quality & Excellence

We are dedicated to providing an exceptional early learning experience, one that inspires curiosity, confidence, and a lifelong love of learning. Our environments are calm, engaging, and safe, and our educators are supported with the time, mentoring, and resources they need to create rich, play-based programs tailored to each child.



Quality Systems & Continuous Growth

Village operates within the National Quality Framework (NQF), ensuring the highest standards of education and care. We meet all legal obligations under the National Law and Regulations and continually strive to exceed expectations across all seven Quality Areas.

Each of our centres maintains a Quality Improvement Plan (QIP), developed with input from our educators, families, and children, so our growth is guided by the voices that matter most. Families are always welcome to view or contribute to our QIP at any time.





A Connected Community

Every Village centre reflects the unique character of its local community. We celebrate diversity and build strong relationships with families and local partners, creating inclusive, culturally responsive environments where every child feels respected, valued, and part of something bigger.

Wellbeing at the Heart

Children's health, safety, and wellbeing are the foundation of everything we do. We promote healthy eating, daily physical activity, time in nature, and moments of mindfulness laying the groundwork for lifelong balance, resilience, and happiness.

Strong Partnerships with Families

We recognise families as a child's first and most important teachers. Through open communication, shared goals, and genuine collaboration, we ensure that learning at Village connects meaningfully with life at home. Together, we create a true partnership, one that nurtures every child's potential.

Our Educational Approach

We see every child as a capable, curious learner, eager to explore, create, and make sense of their world. Our approach is both inquiry-based and play-based, grounded in strong relationships, thoughtful reflection, and real-world purpose.

Learning here feels like discovery, joyful, hands-on, and connected to life. We honour each child's rhythm, voice, and individuality, designing experiences that nurture confidence, curiosity, and care for others.

The Role of the Educator

Our educators are more than teachers, they are co-learners, researchers, and guides.

They observe with care, listen with intent, and design experiences that extend thinking and spark curiosity. Strong, trusting relationships help every child feel safe, valued, and ready to explore.

Literacy, numeracy, science, and the arts are naturally woven into everyday play and conversation, ensuring learning feels seamless, joyful, and authentic.

A Place to Learn & Grow

Our environments are intentionally crafted to inspire exploration, calm focus, and a deep sense of belonging. Natural light, open spaces, greenery, and authentic materials encourage independence and creativity while connecting children to the natural world.

Outdoors, children experience the gentle rhythm of nature caring for living things, observing change, and developing physical confidence alongside an appreciation for the environment that surrounds them.



Learning Through Play

Play is how children make sense of the world, and at Village, it's where learning begins. Through play, children investigate ideas, test their theories, negotiate roles, practise empathy, and solve problems. Our educators balance unstructured exploration with intentional teaching, ensuring play naturally leads to deep understanding across social, emotional, cognitive, and physical domains.



Sustainable Practices in Daily Learning

Children participate in sustainability experiences such as recycling, composting, tending to plants, and water conservation. These hands-on experiences foster environmental awareness, responsibility, and care for the world around them.



Daily Routines

Predictable routines help children feel secure and develop a sense of belonging, while flexibility leaves space for creativity and spontaneous exploration.

Children are encouraged to take part in small daily responsibilities, pouring water, setting tables, or helping tidy up, nurturing independence, pride, and a growing sense of contribution.







Early Learners & Kindergarten and School Readiness

EARLY LEARNERS

The Early Learners program marks the beginning of each child's journey, a time of connection, discovery, and growth.

Learning begins with relationships. Through nurturing, responsive care, children form secure attachments and develop the confidence to explore their world. Everyday moments, filled with laughter, music, movement, and sensory play, build trust, curiosity, and belonging.

As toddlers grow, their world expands. Educators gently guide them to build independence and friendships while introducing new experiences that spark language, creativity, and problem-solving through play.

KINDERGARTEN & SCHOOL READINESS

Kindergarten and School Readiness builds upon these foundations, supporting a confident, joyful transition to school.

Curiosity deepens, independence grows, and learning becomes increasingly purposeful. Educators design rich, play-based environments that encourage exploration, collaboration, and creativity. Through hands-on experiences and intentional teaching, children develop early literacy, numeracy, science, and creative thinking in meaningful, everyday ways, counting while cooking, spotting patterns in nature, or expressing ideas through art and storytelling.

Just as importantly, social and emotional growth takes centre stage. Children learn to understand feelings, cooperate, show empathy, and build resilience, skills that shape confident learners and compassionate friends.

Our Kindergarten and School Readiness program is led by qualified Early Childhood Teachers and guided by the Early Years Learning Framework (EYLF) and the Western Australian Kindergarten Curriculum Guidelines.



Early Years Learning Framework

Our curriculum is shaped by Belonging, Being and Becoming, The Early Years Learning Framework. We plan and reflect using the five learning outcomes, aligning our practice with its principles and teaching approaches.

LEARNING OUTCOMES

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

PRINCIPLES

- Secure, respectful, and reciprocal relationships
- Partnerships with families
- High expectations and equity
- Respect for diversity
- Ongoing learning and reflective practice.

PRACTICES

- Holistic, integrated and interconnected approaches
- Responsiveness to children Learning through play Intentional teaching
- Rich learning environments
- Cultural competence
- Continuity of learning and transitions
- Assessment for learning.





Assessment, Documentation & Planning

We use a reflective planning cycle that makes learning visible, intentional, and meaningful. Through our online platform, families can access updates, observations, and learning stories, strengthening the connection between home and Village.

EDUCATOR PLANNING TOOLS

- Group learning programs capturing both planned and spontaneous experiences
- Group reflection stories inviting input from children, families, and colleagues
- Educator planning folders that organise observations, goals, and environmental changes

INDIVIDUAL LEARNING JOURNALS

Every child's journey is documented through observations, stories, and ongoing assessments. Families can view and contribute through Storypark or EarlyWorks, sharing photos and reflections to create a shared record of learning and development.

ASSESSMENT, DOCUMENTATION AND PLANNING

Families are at the heart of our educational approach. We deeply value the knowledge, culture, routines, and aspirations you share, and we see parents and carers as partners and co-educators.

Together, we create continuity between home and Village through daily conversations, shared documentation, and community experiences. Families are always welcome to stay and play, join excursions or celebrations, contribute ideas, or share skills, languages, stories, and traditions.

Our centres maintain an open-door approach (within safety guidelines), and communication flows easily through face-to-face chats, email, phone, and secure platforms like Storypark or EarlyWorks.

Our educational approach is about more than early learning, it's about nurturing thoughtful, capable, and kind young people who love learning, feel connected to their community, and carry the confidence to keep discovering throughout life.



Enrolment & Orientation

BEGINNING YOUR JOURNEY WITH VILLAGE

Our team is here to guide you every step of the way, ensuring a smooth, transparent, and welcoming process.

ENROLMENT PROCESS

Beginning your journey with Village marks the start of a meaningful partnership between your family and ours. Our enrolment process is designed to be warm, transparent, and family-centred, ensuring every family feels supported from the very first interaction.

ENQUIRY & TOUR

You're warmly invited to book a personalised tour of your chosen Village Early Learning centre. This is a wonderful opportunity to:

- Meet our Centre Director, friendly educators and leadership team
- Explore our learning environments
- Discuss your child's needs, routines, and interests
- Learn about our programs, philosophy, and daily rhythms
- Ask any questions about our programs or enrolment process.

CHILD CARE SUBSIDY

If you are eligible for the Child Care Subsidy (CCS), please ensure you have submitted your claim via myGov before your child's start date.

Our team is happy to guide you through this process if needed. When completing your enrolment form, please include:

- Your Centrelink Reference Number (CRN)
- Your child's Centrelink Reference Number (CRN).

Both are required to link your family to your CCS claim.



Confirming Your Place

Once your place has been offered, we will send a confirmation email with details about your start date, booked sessions, and orientation options.

You'll then complete your child's enrolment through our Kidsoft online platform, which includes:

- Your child's details and emergency contacts Medical information and allergy management Court Orders (if applicable)
- Authorised pick-up contacts
- Birth Certificate
- An up-to-date Immunisation History Statement (available from Medicare or the Australian Immunisation Register)

Each enrolment must include at least one guardian, the CCS registered guardian.

- If two guardians are listed, at least one emergency contact is required.
- If one guardian is listed, at least two emergency contacts must be provided.

CONFIRM YOUR COMPLYING WRITTEN ARRANGEMENT

Your Complying Written Arrangement (CWA) authorises us to apply your CCS to reduce your full fee.

To finalise your CWA:

- Accept it in the Kidsoft app
- Confirm through myGov.

Our team can assist you with this step if needed.

Orientation

Orientation is an essential part of supporting your child's successful transition to Village. These visits help children build confidence, form relationships, and become familiar with their new environment.

Our orientation process is flexible and designed around your family's needs. You are welcome to:

- Spend time in the room with your child
- Meet educators and discuss routines
- Share comfort items, preferences, and key information
- Ask questions about daily life at Village

Orientation sessions give your child a chance to explore, play, and connect with educators before their official start. Some children benefit from one visit; others prefer several shorter visits. We will work with you to create the approach that feels right for your child.

During orientation, we gather information about:

- Your child's routines
- Feeding, sleep, or toileting needs
- Medical, health, or allergy considerations
- Comfort items or strategies
- Interests, strengths, and personality

This information helps us create a personalised settling plan for your child's first days.

First Day

A little preparation can make the first day smoother and more enjoyable for everyone.

- Visit together: Attend your orientation visit to meet educators and explore the learning spaces.
- Talk positively: Describe what will happen at Village, the games, friends, and kind educators who will be there.
- Read together: Explore stories about starting school or care, such as *The Kissing Hand* by Audrey Penn, *I Love You All Day Long* by Francesca Rusackas, or *Llama Llama Misses Mama* by Anna Dewdney. Reading together helps children visualise and look forward to their new adventure.
- Pack a comfort item: A favourite teddy, blanket, or family photo can provide familiarity and reassurance
- Plan your goodbye: Create a short, consistent routine. Always say goodbye rather than slipping away, it builds trust and helps your child feel secure.

ON THE FIRST DAY

- Arrive a little early so your child has time to settle.
- Greet educators together, this signals safety and connection. Encourage your child to explore or join play with gentle support.
- Say goodbye warmly and confidently. You're always welcome to call later in the day for reassurance, and we'll reach out if your child needs extra comfort.

OUR APPROACH TO SETTLING

At Village, we don't define a "successful start" by how quickly a child separates from their parent, we define it by how confidently they begin to explore, connect, and feel a sense of belonging.

We focus on:

- Warm, consistent educators who greet each child by name
- Flexible routines that follow the child's rhythm
- Individualised settling plans created in partnership with families
- Honest, open communication with updates and photos for peace of mind
- Gradual transitions adjusted to each child's comfort and pace.

WHAT TO BRING



Drink bottle



Labeled broad-brimmed hat



Two changes of clothes



A special comforter
(teddy, blanket, or familiar item)

For Nursery and Toddler Rooms:



Dummy if required, with a cap and container for hygiene



Formula or breast milk
(discuss storage and preparation with your educators)

FOR FAMILIES

Your calm, confident presence sends the strongest message, that Village is a safe, happy place to be. It's completely normal for children to cry when saying goodbye; what matters most is that they are comforted quickly, cared for deeply, and learn that you always return.

If you're feeling uncertain, please talk to us. We're here to support you as much as we support your child.

FOR CHILDREN

At Village, we believe in connection before correction, and relationships before routines. Children settle best when they feel secure, seen, and supported, when they know they belong.

We build trust through:

- Warm greetings and familiar routines
- Gentle support during separations
- Comfort, reassurance, and connection
- Valuing their cues, emotions, and pace.

TOGETHER, WE BUILD CONFIDENCE

Every child's story is unique. Some feel at home after a few days; others need a few weeks. Each child finds their own rhythm.

Our goal is to help every child begin their Village experience with a sense of belonging, comfort, and curiosity. Because when a child feels secure, they are ready to explore, play, and learn with joy.





Communication with Families

Strong communication is essential to our partnership with families. At Village, we ensure you feel informed, connected, and involved in your child's day and learning journey.

HOW WE COMMUNICATE

- Daily face-to-face conversations at drop-off and pick-up
- Secure digital platforms such as Storypark or EarlyWorks
- Email or phone contact for important updates
- Incident, injury, or illness reports requiring your signature
- Regular program reflections sharing learning themes and projects
- Newsletters and centre updates
- Invitations to events, celebrations, and community activities.

WHAT WE SHARE WITH YOU

- Learning stories and observations
- Photos of experiences (according to your photo permissions)
- Updates on routines—meals, sleep, nappies/toileting
- Information about emerging interests and developmental progress
- Notifications of upcoming events, excursions, or changes.

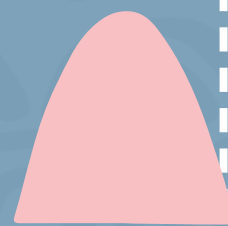
YOUR ROLE IN OUR PARTNERSHIP

Families are encouraged to:

- Share goals, updates, or changes in your child's routine
- Provide cultural, language, or family insights that support belonging
- Participate in celebrations, excursions, or centre events
- Contribute ideas, feedback, and reflections.

We believe communication should be warm, honest, and collaborative—ensuring that home and Village feel meaningfully connected in your child's world.

Daily Arrival & Departure



ARRIVALS AND DEPARTURES

To ensure your child's safety and meet regulatory requirements, please sign your child in and out using the iPad through Kidsoft. Your child must be personally handed to an educator on arrival and collected by an authorised adult at pick-up.

If outdoor play is underway when you arrive, please ensure your child is wearing their hat and sunscreen before joining in (sunscreen is available at the centre).

If you ever experience difficulties signing in or out, our friendly team is always happy to assist.

Please record any absences or holidays through the Kidsoft app or by emailing your Centre Director.

Kindly note that failure to sign in and out may affect your CCS.

AUTHORISED PERSONS

Your child's safety is always our top priority.

Only those listed as authorised contacts on your enrolment form may collect your child. Each authorised person will be asked to sign in at our digital kiosk and present photo ID if they are not known to our Educators.

If someone unexpected arrives to collect your child, we will contact you immediately to confirm authorisation. If we cannot reach you or verify permission, your child will not be released.

A few important reminders:

- Please keep your list of authorised persons up to date
- Collectors must be 16 years or older, unless they are a parent
- Older siblings may collect only if they are 16 or older and listed as an authorised person.

COURT ORDERS

If there are court orders relating to your child's care, please provide a current copy so we can uphold them. This information allows us to protect your child and ensure our team follows the correct procedures.

If a restricted person attempts to collect your child or enter the premises, we will contact the police immediately, followed by notifying you. Your child's wellbeing and safety will always guide our response.

Child Safe Commitment

At Village Early Learning, every child's safety, rights, and wellbeing come first. We maintain a strong child-safe culture built on trust, transparency, and zero tolerance for harm.

OUR COMMITMENT

- We uphold the rights of every child to feel safe, respected, and protected
- We actively prevent abuse, neglect, and harm
- All educators are trained in child protection and mandatory reporting
- We follow all legislative requirements and report concerns promptly
- We create environments where children can express themselves confidently
- We work closely with families to support safety, wellbeing, and inclusion.

If an educator has reasonable grounds to believe a child is at risk, we follow strict reporting procedures to ensure their safety. Your Centre Director can provide more information about our Child Safe policies.

Mandatory Reporting & Child Protection

MANDATORY REPORTING – YOUR OBLIGATIONS AND OUR LEGAL REQUIREMENTS

Under Western Australian law (Children and Community Services Act 2004), all early childhood educators, early childhood teachers, and Centre Directors are Mandatory Reporters. This means they must lodge a report if they have reasonable grounds to believe a child is, or may be, at risk of physical, emotional, or sexual harm.

OUR INTERNAL REPORTING PROCESS

1. Educator immediately informs the Centre Director/Nominated Supervisor/Responsible Person
2. The Centre Director assesses the information, documents concerns, and determines if a Mandatory Report must be lodged
3. Where required, a report is submitted to the Mandatory Reporting Service
4. Follow-up support and documentation are completed in line with legislation.

EXTERNAL REPORTING CONTACTS

Mandatory Reporting Service (WA): 1800 708 704

Crisis Care Helpline (24/7): 1800 199 008

Families may also raise concerns directly with the Centre Director, Area Manager, or ECRU.

Nutrition

We know how important healthy, balanced meals are for growing minds and bodies.

Our centre provides a rotating menu of nutritious meals and snacks each day, aligned with recognised nutritional guidelines and Nutrition Australia recommendations. Menus are displayed for families to view and discuss. Please let us know of any allergies, intolerances, or dietary requirements, and keep this information up to date. If dietary substitutions are requested outside standard guidelines, we may ask for written advice from your child's medical practitioner to ensure their nutritional needs are safely met.

ALLERGIES – OUR CENTRES ARE ALLERGY AWARE

For children with diagnosed allergies, we develop a Risk Minimisation Plan and Communication Plan with families. These documents outline:

- Identified allergens and risk points
- Emergency response procedures
- Food preparation and storage controls
- Staff responsibilities and training

Medication must remain on site at all times.

To protect all children in our care, our centres are nut-aware environments. Some children have severe, potentially life-threatening allergies, and even trace contact can cause a reaction.

Please avoid bringing any nut products into the centre, including peanut butter, Nutella, nut spreads, peanuts, or tree nuts. If your child has eaten nuts before arrival, kindly wash their hands and face before drop-off.

A sign in the foyer will display any current allergy alerts for the centre. Your cooperation helps us maintain a safe and inclusive environment for every child. Village follows Hazard Analysis Critical Control Point (HACCP)-aligned processes for food handling, including:

- Separate preparation areas for allergy-aware meals
- Labelling and safe storage of all food items
- Daily sanitisation schedules.





Rest & Sleep

Rest is an important part of every child's day. We provide calm, quiet spaces where children can rest, nap, or simply relax according to their individual rhythms.

Babies sleep in cots following Red Nose Australia safe sleep practices. Educators check and supervise sleep environments every 10 minutes. Children are never forced to sleep or woken unnecessarily.

Families and educators work together to create personalised calming routines, and comfort items from home are always welcome.

Educators must:

- Remain within sight and hearing of all sleeping children
- Conduct, record, and physically check each sleeping infant every 10 minutes
- Follow all Red Nose Australia guidelines, including safe bedding and sleep positioning
- Ensure cots and sleep environments meet AS/NZS safety standards

Children who are not sleeping are offered quiet activities such as reading, drawing, or puzzles in a restful environment.

Infant Feeding

We recognise that every family's feeding journey is unique, and we're here to support your choices. Our educators create a calm, respectful environment where families feel comfortable feeding their infants in ways that suit them.

Families are warmly encouraged to breastfeed at the centre, and we provide information and guidance on both breastfeeding and bottle feeding upon request. Our goal is to make feeding a relaxed, nurturing experience for both you and your child.

Nappies & Toilet Training

Nappies are provided for children who need them and are changed regularly throughout the day. Please provide your own nappy cream (nut-free).

When your child is ready to begin toilet training, we'll work closely with you to create a consistent approach between home and the centre. Pack a few extra changes of clothes, and we'll keep you updated as your child grows in independence and confidence.

Celebrating Birthdays

We love to celebrate birthdays and special moments with our children! Please chat with your educators in advance so we can plan a celebration that feels joyful and inclusive.

Because our Village family includes children from many cultural and dietary backgrounds, we kindly ask that families do not bring cakes or outside food this ensures everyone's safety and wellbeing. Our educators are happy to suggest fun, food-free ways to make your child's day extra special.



Illness, Injury & Trauma

Children's health comes first, both for their own wellbeing and that of others.

If your child is unwell, we encourage you to keep them at home so they can rest and recover. Please notify the centre of any absence due to illness or injury.

If a child arrives showing symptoms of contagious illness, we may not be able to accept them that day. Should symptoms develop while in our care, we will contact you promptly to discuss next steps or request collection.

- A temperature of 38°C or higher
- Two or more episodes of vomiting or loose bowel movements
- Rash, unusual eye or ear discharge, or signs of distress (e.g., Refusal to eat or drink)

These guidelines follow the Staying Healthy in Childcare framework. In some cases, you may be asked to provide a medical clearance from your doctor before returning.

Your cooperation ensures that every child remains healthy, happy, and ready to learn.

COMMUNICABLE DISEASES & EXCLUSION PERIODS

Village follows Staying Healthy (6th Edition) and WA Health guidelines for exclusion periods. A full list of exclusion periods (e.g., gastro, conjunctivitis, hand-foot-mouth, influenza) is available at reception and can be provided to families. Children may require a medical clearance to return following certain conditions.

EMERGENCY MEDICAL ATTENTION

If your child becomes seriously unwell while in our care and we're unable to reach you or your emergency contacts, our first aid trained educators will act promptly to ensure your child's safety.

In an emergency, we may contact an ambulance, and one of our educators will accompany your child to receive medical attention. Please note that any associated costs are the family's responsibility.

A medical clearance may be required before your child returns to the centre to ensure they're well enough to participate safely.

Under National Law and National Regulations, Village must notify ECRU within 24 hours of any Serious Incident. These include:

- Injury or trauma requiring medical treatment (doctor, hospital, ambulance)
- Attendance of emergency services
- Child missing, unaccounted for, or mistakenly released
- Death of a child.

Families will be contacted immediately if any serious incident occurs involving their child.

MEDICATION

For your child's safety, all medications both prescribed and over the counter, must be handed directly to an educator upon arrival, along with a completed Medication Form (available from the centre).

Medication must be:

- In its original packaging
- Clearly labeled with your child's name
- Within expiry date.

We can only administer medication as directed by a doctor or according to the product label. Over-the-counter analgesics such as Panadol or Nurofen will only be given with a recent doctor's letter.

Each centre holds emergency Panadol medication, which may only be administered by first aid trained educators in urgent situations, following policy and documentation procedures.

Excursions & Learning Beyond the Centre

Excursions are a wonderful way for children to extend their learning and connect with the wider community. These experiences may include short local walks, bus trips, or visits to nearby attractions.

- The destination and purpose
- Transport and supervision arrangements
- Ratios and risk assessments
- What your child needs to bring.

Written parent or guardian consent is required for each outing. Children without permission will stay at the centre with educators and join an engaging alternate program.

During excursions, educators maintain close supervision, perform regular headcounts, carry first-aid kits, and ensure children are sun-safe and well-hydrated. Consent applies only to the specific excursion, never as a blanket approval.

Photographs of Children

Photographs and videos are a beautiful way to document children's learning, share their progress with families, and celebrate our community life.

We take consent and privacy seriously. During enrolment, families provide written permission outlining how and where images of their child may be used. You can update these preferences at any time.

Images may appear in:

- Individual learning journals
- Classroom displays
- Secure family platforms such as Storypark or EarlyWorks.

Separate, written consent is always sought for any use in marketing or social media. We never publish children's full names with images, and we always respect cultural preferences and each child's right to choose not to be photographed.

Educator Devices Educators' personal phones are stored away and are not used in the presence of children unless part of authorised duties.

Family Photography Rules Families may only take photos of their own child. Photos containing other children must not be posted online.

Supervision

Village follows strict active supervision practices at all times, including:

- Maintaining required staff-to-child ratios
- Ensuring educators remain within sight and/or hearing of children at all times
- Continuous supervision of bathroom and nappy-change areas
- Increased supervision during high-risk activities (outdoor play, water play, cooking, excursions)
- Students and volunteers are never counted in ratios and are always supervised by qualified educators.



Sun Protection

We're a proud SunSmart centre, teaching children, lifelong habits of sun safety.

Each new family receives a hat in their enrolment pack, please bring this or another clearly labeled broad-brimmed, bucket, or legionnaire-style hat each day.

We encourage protective clothing that covers shoulders, and we apply sunscreen throughout the day. Please apply sunscreen before arrival and let us know if your child has sensitivities, you're welcome to supply your own.

If a child forgets their hat or appropriate clothing, outdoor play will be limited to shaded areas.

Water Safety

To comply with National Regulation 168, our water safety practices include:

- Direct, active supervision during all water play
- Emptying and storing wading pools after each use
- No unsupervised bodies of water permitted anywhere on the premises
- Risk assessment completed for any water based experience.



Emergency & Evacuation

Safety is something we practise every day. Regular emergency and evacuation drills help children and educators know exactly what to do if a real emergency ever occurs.

These rehearsals are conducted calmly and supportively so that children feel confident, not scared. At times, drills may involve leaving the centre grounds under close supervision, this is always covered in your enrolment consent and required by our governing body.

Workplace Health & Safety

We're committed to maintaining a safe and healthy environment for every child, family, educator, volunteer, and visitor.

We regularly assess risks, maintain our facilities, provide staff training, and practise emergency procedures. Everyone on-site plays a part, please report any hazards, incidents, or near misses to an educator or the Centre Director immediately.

Emergency & Lockdown Procedures

We conduct emergency evacuation and lockdown drills at least every three months. These include:

- Evacuation due to fire, gas leak, or environmental hazard
- Lockdown procedures in response to security or safety threats
- Medical rehearsals.

If a real emergency occurs, families will be notified via phone, SMS, or email as soon as practicable once children and staff are safe.



Fees & Payment Information

At Village Early Learning, we aim to make understanding fees simple, transparent, and fair. Fees support the high-quality care, programs, and learning experiences we provide every day.

ENROLMENT FEE AND ADVANCE PAYMENT

A \$50 enrolment fee is payable when you accept your place at Village. Fees are charged in advance and apply to all booked days, including public holidays, sick days, and family holidays.

Current fees are available on request. Fees may be reviewed from time to time, with 14 days advance notice provided to families.

PAYMENT METHODS

All fees are collected via Direct Debit. When completing your enrolment form, you will nominate a bank account or card for regular fee collection.

Through the Kidsoft App, you can:

- Update your nominated billing details at any time
- Review past payments and upcoming debits
- View invoices and statements.

MISSED PAYMENTS

Families are responsible for ensuring fees are paid on time.

If you experience financial hardship, please speak with your Centre Director as early as possible and contact Centrelink if applicable. Short-term payment plans may be offered at the centre's discretion to help manage your account.

Missed or dishonoured payments will incur outstanding amounts and any associated bank fees. Repeated missed payments may result in temporary suspension of care until accounts are settled.

Child Care Subsidy

Eligible families can reduce fees through the CCS, which is paid directly to the service. CCS is assessed by Services Australia based on:

- Estimated family income
- Approved activity hours
- Type of service.

Before your child's first day, please ensure you:

- Create or update your myGov Centrelink account
- Provide your CRN and your child's CRN on the enrolment form
- Submit your CCS claim and confirm enrolment with Village.

Until CCS is approved, full fees apply.

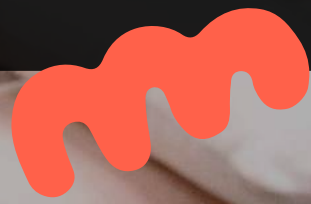
Daily sign-in/out at the digital kiosk is required to confirm attendance and absences. Centrelink allows 42 allowable absences per child per financial year, including public holidays. Additional absences may require a medical certificate, otherwise, full fees will apply.

Please note that late collection fees are not covered by CCS and are billed at the full rate.

IMMUNISATION REQUIREMENTS

To remain eligible for CCS, children must be up to date with vaccinations under the National Immunisation Program or have an approved medical exemption.

Upload your child's current AIR Immunisation History Statement to the Kidsoft Family Portal. Update the record after each new vaccination and notify the Centre Director to keep our records current.



Holidays & Holiday Discounts

Families with a permanent booking may access a 20% to 25% holiday discount on booked days when their child will be absent.

- Discounts are available in day blocks, up to the equivalent of four weeks per year (prorated to your child's permanent booking pattern)
- To use the discount, submit a Holiday Notification in writing at least two weeks before the first day of absence
- Accounts must be up to date before the holiday period for the discount to apply
- Standard CCS rules apply. Where CCS is not payable, full fees will apply to the discounted charge.





Routine Bookings

For the smoothest settling experience and continuity of care, we recommend a minimum of two days per week for routine bookings.

- Casual or one-off sessions are available upon request, subject to availability. Requests must be submitted in writing (email) and are confirmed only once the centre provides written approval
- A \$5 per child, per day surcharge applies to casual or extra bookings
- If an extra session is added within the current billing cycle, payment is required upfront, and your statement will be updated to reflect the change
- To change your child's routine booking, two weeks' written notice is required. Standard fees continue to apply during the notice period.

Cancellations

If you need to cancel booked days, provide at least two weeks' written notice (email). Standard fees continue to apply during this notice period.

Last Day of Care

Under Centrelink's Cessation of Care rules:

- Your child must attend and be signed in and out on their final booked day
- If this does not occur, CCS will not apply to the fees for the final day, and full fees will be charged
- In some circumstances, earlier days may also be affected.

Please speak with your Centre Director to confirm your child's final attendance date and plan for sign-in and sign-out.

ABSENCES AT THE START OR END OF ENROLMENT

CCS is generally not paid if a child's first or last day of care is an absence.

Exceptions may apply within the first or last seven days of enrolment for approved reasons, such as:

- Change of service ownership
- The usual service being closed, with the child attending another service under the same provider
- Family tragedy
- An enrolment that ceased in error.

If you believe one of these circumstances applies, contact your Centre Director so we can support you to meet CCS requirements.

Vacancies

At Village Early Learning, we aim to welcome all children, while also supporting families with the greatest need. There are no mandatory rules for filling vacancies, but we follow the Australian Government's guidelines to prioritise children when places become available.

Priority Procedure:

- Priority One: Children at risk of serious abuse or neglect
- Priority Two: Children of a sole parent, or children of parents who both meet the activity test through paid employment
- Priority Three: All other children.

This approach ensures that we support children and families most in need, while also promoting the safety and wellbeing of every child in our care, in alignment with the Framework for Protecting Australia's Children.



Governance

PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy of children, families, and staff. Information is collected only for care, education, and safety purposes, stored securely, and shared only with authorised personnel or as required by law. Families may request access or corrections to their information at any time.

Our Privacy and Confidentiality Policy is available at the centre.

CHILD PROTECTION

All educators have a duty of care, a legal and ethical responsibility to act in the best interests of children.

If a child is suspected to be at risk of harm or neglect, our Centre Director and educators follow strict legislative procedures, reporting concerns to the relevant regulatory authority to ensure the child's safety.

COMPLAINTS AND GRIEVANCES

We value open communication and aim to resolve issues professionally and promptly. Families and team members are encouraged to raise concerns, big or small, so we can maintain the highest quality care and learning environment.

- For detailed steps, please refer to the Complaint Policy available at the centre
- If a grievance is not resolved, you may escalate to the Area Manager (details in the foyer)
- Further escalation can be made to the Education and Care Regulatory Unit at (08) 6277 3889.

BEHAVIOUR GUIDANCE & PROHIBITED PRACTICES

At Village, our behaviour guidance practices are grounded in connection, respect, and relationship-building. We never use punitive, shaming, or exclusionary practices.

In accordance with National Regulation 155, the following practices are strictly prohibited:

- Corporal punishment of any kind
- Isolation of a child (including time-out rooms or withdrawal from supervision)
- Any form of physical restraint except where necessary to prevent immediate harm
- Humiliation, intimidation, or threats.

EXCLUSION OR TERMINATION OF ENROLMENT

In addition to exclusion due to illness, temporary or permanent exclusion may occur under certain circumstances, including:

- Inappropriate, abusive, or threatening behaviour from a family member or associate towards children, educators, families, or visitors
- Ongoing physically or verbally aggressive behaviour by a child where others are at risk
- Continual late or non-payment of fees.

Each situation is considered carefully, with the outcomes communicated clearly and respectfully to all involved. Individual support plans will be created with families if persistent challenging behaviours arise.

POLICY COMPLIANCE AND DEVELOPMENT

Our centres operate with a comprehensive set of policies and procedures to meet legislative requirements and reflect contemporary early childhood practices.

- Policies are available for families to view at each centre
- Policies are regularly reviewed and updated as regulations and best practices evolve
- Families are encouraged to provide feedback and input during these reviews.

ACCESS TO POLICIES

All centre policies are available:

- At the front office for families to view at any time
- In digital form upon request.

Key policies displayed at all times include:

- Emergency Evacuation
- Plan Sun Protection Policy
- Complaints & Grievances Policy
- Child Protection Policy.

RESPONSIBLE PERSON & GOVERNANCE

At all times when the service is operating, a Responsible Person is present on the premises.

This may be:

- The Nominated Supervisor
- An Approved Provider representative
- A certified Responsible Person
- Photographs and names of the current Responsible Persons are displayed in reception daily.

BEAUMARIS

🕒 6:30am – 6:00pm

☎ 08 9300 5100

✉ beaumaris@village.wa.edu.au

📍 54 Constellation Dr,
Ocean Reef WA

A

CLAREMONT

🕒 7:00am – 5:45pm

☎ 08 9384 4173

✉ claremont@village.wa.edu.au

📍 2 Alfred Road, Claremont WA

B

DIANELLA

🕒 7:00am – 6:00pm

☎ 08 9375 7777

✉ dianella@village.wa.edu.au

📍 450 The Strand, Dianella WA

C

HARRISDALE

🕒 6:30am – 6:00pm

☎ 08 6396 4747

✉ harrisdale@village.wa.edu.au

📍 125 Yellowwood Avenue,
Harrisdale WA

D

HILTON

🕒 7:00am – 6:00pm

☎ 08 9337 7222

✉ hilton@village.wa.edu.au

📍 32 Collick Street, Hilton WA

E

KARRINYUP

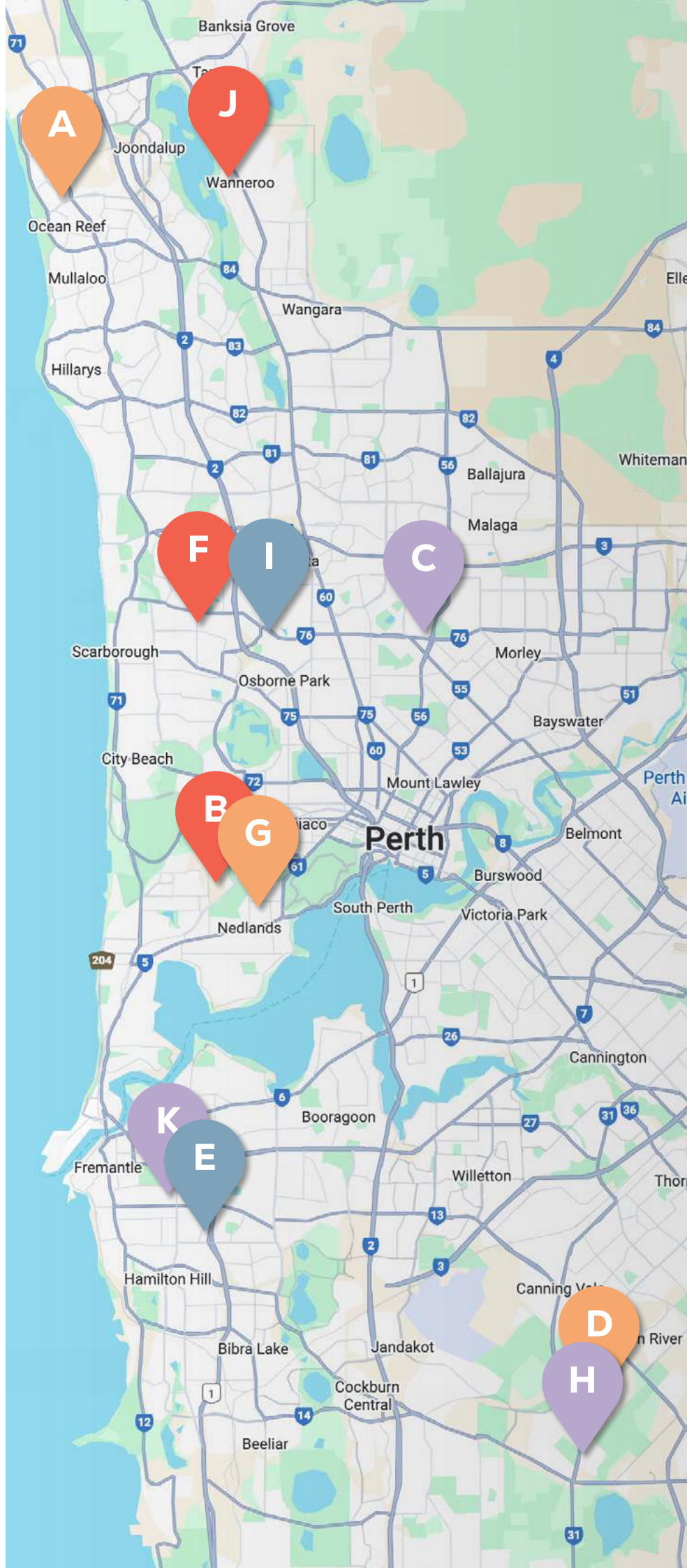
🕒 7:00am – 5:45pm

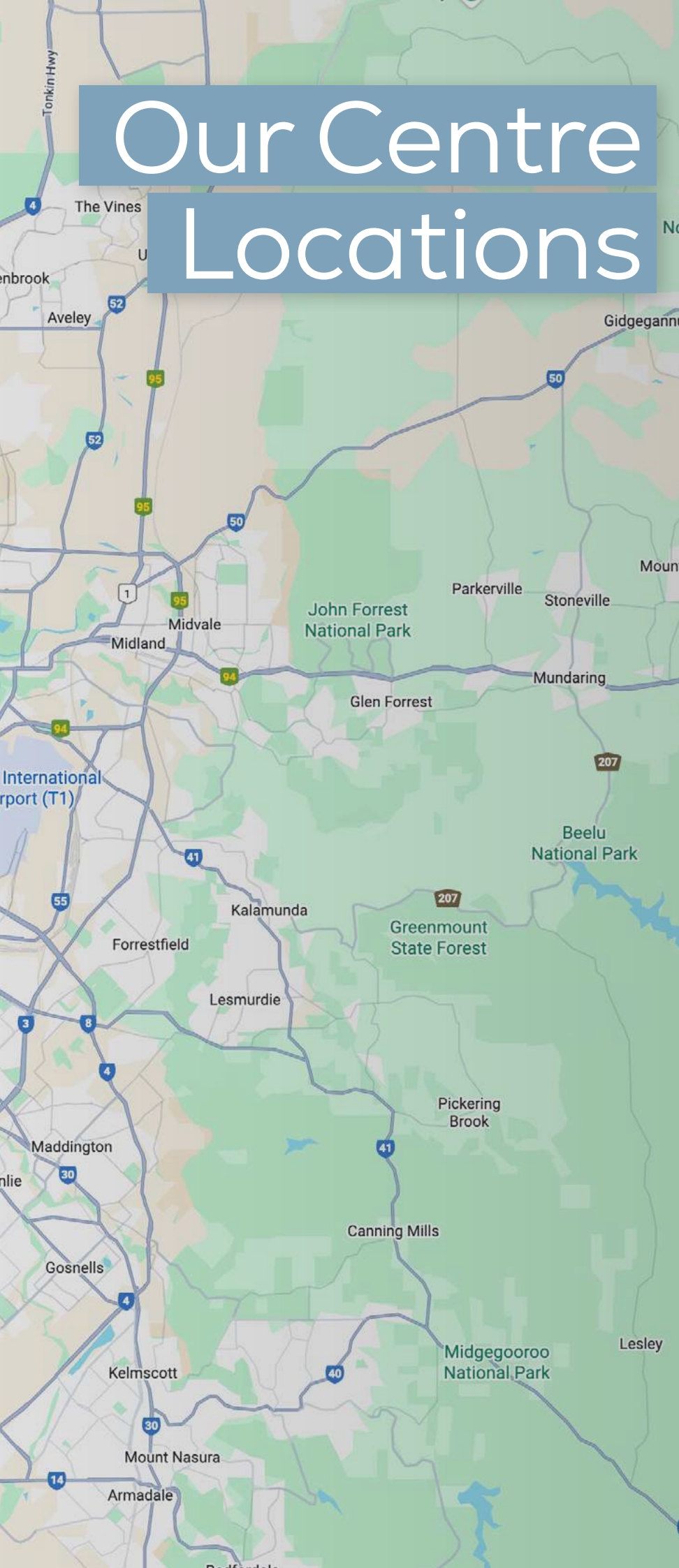
☎ 08 9244 4939

✉ karrinyup@village.wa.edu.au

📍 21 Norman Street,
Karrinyup WA

F





Our Centre Locations

NEDLANDS



🕒 6:30am – 6:00pm

☎ 08 9386 4444

✉ nedlands@village.wa.edu.au

📍 121 Monash Avenue,
Nedlands WA

PIARA WATERS



🕒 6:30am – 6:30pm

☎ 08 6361 2000

✉ piarawaters@village.wa.edu.au

📍 3 Riva Entrance,
Piara Waters WA

STIRLING



🕒 7:00am – 6:00pm

☎ 08 6162 1664

✉ stirling@village.wa.edu.au

📍 2 Jones St, Stirling WA

WANNEROO



🕒 6:30am – 6:00pm

☎ 08 9306 5557

✉ wanneroo@village.wa.edu.au

📍 3 Keane Street, Wanneroo WA

WHITE GUM VALLEY



🕒 6:30am – 6:00pm

☎ 08 9335 7630

✉ whitegumvalley@village.wa.edu.au

📍 170 Samson St,
White Gum Valley WA

Regulatory Authority

Child care services in Australia are licensed and overseen by state and territory governments. Each state or territory has a regulatory authority responsible for ensuring services meet the legal and quality standards set out in legislation.

WESTERN AUSTRALIA

Department for Communities – Education and Care Regulatory Authority (ECRU)

www.communities.wa.gov.au

ecru@communities.wa.gov.au

Level 7, 130 Stirling Street, Perth WA 6000

(08) 6277 3889 or 1800 199 383 (toll free) (08) 6552 1555

NATIONAL AUTHORITY

Department for Communities – Education and Care Regulatory Authority (ECRU)

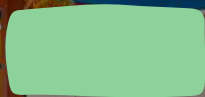
enquiries@acecqa.gov.au

PO Box A292, Sydney NSW 1235

Level 15, 255 Elizabeth Street, Sydney NSW 2000

1300 4 ACECQA (1300 422 327) | Media: 0477 301 274

Families are encouraged to contact these authorities if they have questions, concerns, or feedback regarding regulatory compliance or quality standards at our service.



Village

early learning

1300 OURVILLAGE
village.edu.au

