



intereach



Intereach
Community
Preschool

Family Handbook

About Intereach

Intereach is a community-based, not-for-profit organisation supporting children, families, older people, people with disabilities, and communities across the Riverina-Murray region of NSW and Northern Victoria.

Our vision is Strong Connected Communities, and we work towards this through quality, inclusive, and family-centred early childhood services.

Our Commitment

- Provide inclusive, equitable learning opportunities for all children.
- Support children's agency, empowering them to make choices and influence their world.
- Engage in reflective practice to continually strengthen teaching, learning, and leadership.
- Promote wellbeing, resilience, and the foundations for lifelong learning.
- Uphold the Intereach values of Respect, Integrity, Leadership, Equity, and Connection in all aspects of our practice.

What We Do

Intereach offers a wide range of services, support and information for:

- Children and Families
- Community
- People with Disability
- Mental Health
- Older People

Our Vision

Strong connected communities

Our Values

Leadership

We use our social influence to motivate others to reach their full potential.

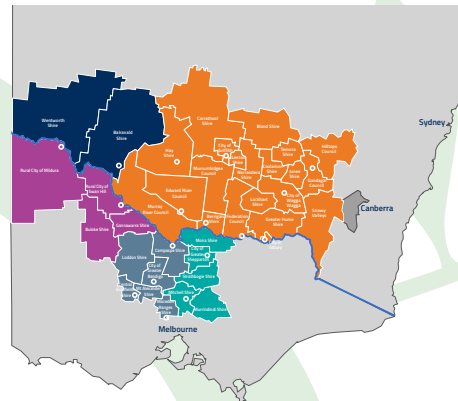
Partnership

We work collectively with others toward a common goal of positive social and cultural change.

Social Justice

We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

Intereach service area





Intereach Community Preschool

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Acknowledgement of Country

Intereach acknowledges the Traditional Owners and Custodians of this land and their strong spiritual connection to the land and the waterways.

We pay our respects to their Elders, both past and present and to those of the future, for they hold the memories, the traditions, the cultures and aspirations of Aboriginal and Torres Strait Islander people.

We will always remember that despite major physical changes, this land is, was and always will be Aboriginal and Torres Strait Islander land.

Intereach supports Treaty for Victoria and welcomes Treaty in NSW.

Inclusion Statement

Intereach welcome every person irrespective of gender or gender identity, age, Aboriginal or Torres Strait Islander heritage, country of birth, religious beliefs, sexual identity and other real and perceived differences

Welcome

to Intereach Community Preschool

At Intereach Community Preschool, our centre is thoughtfully designed to reflect and support the unique needs of our local community.

We believe children thrive when their early learning is shaped by the families, culture, and environment that surround them.

What You'll Find in Our Preschool:

Play Based Learning Programs

Engaging, high quality programs built around children's interests and developmental needs, encouraging curiosity, creativity, and confidence.

Dedicated and Qualified Educators

Our experienced Educators work closely with families to support each child's growth and help them feel ready and excited for the transition to school.

Inspiring Indoor and Outdoor Environments

Safe, stimulating spaces filled with resources that encourage exploration, problem solving, and imaginative play.

A Community Connected Program

Our curriculum reflects the values, cultures, and experiences of the families we serve, ensuring every child feels a sense of belonging.

Join Our Intereach Community

We look forward to welcoming you and sharing in your child's early learning journey. Together, we'll create a nurturing foundation for lifelong learning.

Philosophy

We believe every child is a capable, competent learner who thrives in an environment that honours belonging, being, and becoming.

Guided by the Intereach values of Respect, Integrity, Leadership, Equity, and Connection, we create a safe, inclusive, and inspiring space where children feel valued, supported, and empowered.

Play is the foundation of learning. Through play, children explore, experiment, and make sense of their world, developing social, emotional, physical, and cognitive skills in meaningful and joyful ways. We view children as active contributors to their learning, nurturing curiosity, creativity, problem-solving, and critical thinking.

Families are essential partners in this journey. Together, we celebrate each child's unique strengths, interests, and identity. Strong, respectful relationships between children, families, educators, and the wider community form the heart of wellbeing and lifelong learning.

We embrace and celebrate diversity, ensuring all cultures, identities, and ways of being are acknowledged, respected, and included. Equity guides our practice, ensuring every child has access to opportunities that support their growth and success.

We foster a deep appreciation for the natural world and embed sustainable practices into everyday routines, encouraging children to become thoughtful, responsible caretakers of their environment.

Our Commitment

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Education Program - EYLF

Our preschool program is guided by the Early Years Learning Framework (EYLF): Belonging, Being and Becoming. This national framework supports high quality early childhood education and is built on the following key principles:

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

How We Teach and Support Learning

Our program combines intentional teaching, play based learning, and child led experiences. Educators plan thoughtfully to extend children's interests, abilities, and emerging skills. This creates a rich environment where children feel confident, curious, and capable.

Your child's learning at preschool builds on the strong foundation you have already created at home. We recognise families as a child's first and most influential teachers.

At preschool, children learn best through play, and our indoor and outdoor learning environments are carefully designed to offer opportunities for children to:

- Explore and investigate
- Experiment and problem solve
- Communicate and express ideas
- Build social skills and friendships
- Develop confidence, independence, and a strong sense of self

Through these experiences, children develop the essential skills that support their transition to school and lifelong learning.

Curriculum, Quality and Continuous Improvement

Our learning program is guided by the Early Years Learning Framework, which is the national curriculum for early childhood education. More information about the EYLF can be found on our website.

Intereach Community Preschool also operates under the Education and Care Services National Regulations and the National Quality Framework (NQF).

As part of this framework:

- Our educators and community regularly evaluate our service against the National Quality Standards (NQS)
- Each term, children and staff practise emergency evacuation and lock down training drills.



Child Safe Standards

Intereach Community Preschool embeds the Child Safe Standards under the NSW Child Scheme, into all aspects of our daily practice, leadership, and program delivery.

These standards guide how we create a safe, inclusive, and supportive environment for every child in our care.

Intereach is a Child Safe organisation.

Staff and educators are mandatory child protection reporters and have all completed mandatory Child Safe Training.

This means they are required by law to report suspected child abuse and/or neglect to government authorities and are committed to implementing the Child Safe Standards from the Office of the Children's Guardian NSW Government.

Our commitment is reflected in the following principles:

- Child safety is strengthened through our leadership, governance, and organisational culture.
- Children are encouraged to share their views, contribute to decisions, and are listened to with respect.
- Families and the wider community are kept informed and actively involved in our service.
- We uphold equity and recognise and support the diverse needs of all children and families.
- All adults working with children are carefully selected, trained, and supported to ensure they are suitable for their roles.
- Our processes for responding to concerns or allegations of child abuse prioritise the needs and safety of the child.
- Staff participate in ongoing training to maintain the skills, knowledge, and awareness required to keep children safe.
- Both our physical and online environments are designed to minimise risks and prevent harm.
- We regularly review and improve our practices to ensure the standards are upheld consistently.
- Our policies and procedures clearly outline how we maintain a child-safe organisation.

Educator and Child Ratios

What to Expect

High quality early childhood education creates the foundation for children's learning, wellbeing, and development.

Two key factors that influence quality are:

- The qualifications of educators, and
- The number of educators available to support each group of children.

When more educators are present, children receive richer individual attention.

This enables educators to:

- Build strong, meaningful relationships with each child
- Support children's social and emotional development
- Respond to children's interests and needs
- Create safe, calm, and engaging learning environments

Required Ratios for Preschool Aged Children

Educator to child ratios are part of the National Quality Framework for Early Childhood Education and Care. The set ratios are based on evidence about how quality education and care are beneficial to children.

The following ratios are recommended and supported by Australian Children Education and Care Quality Authority (ACECQA).

For children attending preschool programs (aged 3–5 years):

- **Centre based care ratio:** 1 educator for every 10 children. Additional requirements apply during excursions:
 - **Standard excursion:** The service conducts a risk assessment to determine appropriate supervision often 1:8 depending on the environment and activity.
 - **Water based excursion:** More intensive supervision is required often: 1:4 or 1:5, depending on the risk assessment.

These ratios ensure that children remain safe, well-supported, and able to participate confidently in all experiences provided.

Enrolment and Fees

Please phone the office on **0418 691 371** or email **preschool.admin@intereach.com.au**. Preschool staff will provide information on enrolment.

Families are welcome to contact the centre to arrange a tour of the centre.

Enrolment requires:

- Up to date Immunisation Record
- Emergency Contact details
- Medical Information (e.g., allergies, asthma management plans)
- Any custody or court orders relevant to the child's safety
- Start Strong Child Consent form- Preschool Funding, NSW Department of Education
- Start Strong Fee relief declaration form
- Start Strong funding is only able to be claimed at one service. This means if your child attends multiple services you will need to allocate the funding to the preferred one. This will be done via the Consent form which is completed on enrolment

Start Strong Funding and Fees

About Start Strong Funding:

Fee relief is available to children aged 3-5 years old through the Start Strong for Community Preschools program. Fee relief is paid to the community or mobile preschool you nominate and passed on to you as a reduction to your fees.

Your service will let you know if fee relief has been applied to reduce your fees, such as through a regular invoice or statement. You will still need to pay any remaining fees and/or levies after the fee relief has been applied.

How is my fee relief calculated?

There are 2 categories of fee relief:

- Children eligible for the maximum fee relief rate can receive up to \$4,456.
- Depending on the hours they are enrolled, all other children can receive up to \$3,565 depending on the hours they are enrolled.

For more information on fee relief, visit

www.education.nsw.gov.au/startstrong

Eligibility Criteria

To be eligible for Start Strong funding and fee relief, your child must generally:

- Be at least 3 years old on or before 31 July in their preschool year.
- Be attending a government-approved preschool program.
- Not be enrolled in compulsory schooling. Children six years old or above may be eligible for a formal exemption from mandatory education.

Priority of access is considered when services make enrolment decisions. If you need clarification about this, speak to your centre director.

Start Strong Funding Priority of access

The following children are given priority:

- Children in Aboriginal or Torres Strait Islander families
- Children in families which include a person with disability
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children in families with low incomes

Where a service has no vacancies and is providing care for a child who is a Priority 3, the service may require that the child's place be allocated to a child with higher priority. Families will be provided with at least 14 days' notice if a placement needs to be changed to allow care for a higher priority child.

In situations where the service does not have any vacancies, the service will establish a waiting list.

Attending, Arrivals and

Departures

At our Preschool, we want every child and family to feel welcomed, supported, and safe. Arrival and departure times also help families and educators share important information about each child's needs for the day.

For safety reasons each child must be accompanied to and from preschool by their parent or another authorised person over 18 years of age. Upon arrival, parents and carers are required to wait in the Parent Room until the Preschool room is opened by an educator.

At collection time, families will remain in the Parent Room, where educators will bring children to their parent or authorised adult.

Arrival time: from 7.30am

Departure time: 3pm



Signing Children In and Out:

When children arrive and when they go home, they must be signed in and out by a parent, guardian, or another authorised person. This is an important safety requirement and ensures we always know who is in our care.

Who Can Pick Up Your Child:

To keep children safe:

- Children will only be released to people listed as authorised on their enrolment form.
- If someone on your authorised list is collecting your child, please notify us by phone or email. An educator will call you to confirm.
- If you unexpectedly require someone not on your list of authorised adults to collect your child, please phone the preschool to provide the name and phone number of the adult. The person's name will be recorded on the arrival and departure register and the person will be required to show photo ID (e.g. driver's licence) before collecting your child.
- If you are running late due to exceptional circumstances, please alert the preschool as soon as possible.

Digital Sign In/Out – Harmony

Our Preschool uses Harmony, a secure digital sign in system.

- Families use their mobile number and personal PIN to quickly and safely sign children in and out each day.

Absences

If your child is marked as absent or a session is missed, Harmony will prompt you to confirm the absence.

Further Information:

- From time to time, we may also share reminders or important notices through the Harmony system.

What to wear and bring

Clothing

Comfortable play clothes that suit the weather conditions.

- Covered shoes, preferably with buckles or Velcro fasteners, no thongs or slip on shoes.
- Wide brimmed hat is essential for all outdoor learning experiences
- Please bring a hat clearly labelled with your child's name. Please bring a spare set of clothes packed in your child's bag in case changing is required.
- All Personal belongings need to be labelled with your child's name
- For children who are toilet training, parents must supply nappies and wipes.

Bags

- An age-appropriately sized bag/back-pack that can fit your child's healthy lunch box, water bottle and a seasonal change of clothes.



Food

Please note we are a nut free Centre.

- Healthy food for lunch packed in an easy to access container.
- Fruit or vegetables in an easy to access container for snack time. If the food needs to be peeled or chopped, then this should be done at home.
- Water bottle.

Our preschool promotes good nutritional habits for children and staff. We discourage any junk foods and packaged items such as chips, sweets, chocolates, lollies, flavoured milk or sweetened drinks, etc.

- Children's lunch boxes will be placed in a fridge.

To support and minimise any risk to children with anaphylaxis or allergies, we request that families refrain from sending any peanut related foods, including Nutella.

Due to children with certain food allergies as well as different cultural dietary requirements, we do not allow children to share food at preschool.

Child lunch box ideas:

Choose one item from each section. Mix and match each day.

<https://www.nsw.gov.au/health-and-wellbeing/healthy-living/healthy-living-for-children-and-families/lunchboxes>

Rest and Sleep:

For all children that require or request a sleep:

Sleep mats/beds will be provided, families are required to bring their own sheet and blanket for their child. (We do not supply these items)

Daily Routine

The Daily Timetable is a guide to the flow of the day and is dependent on the children's involvement in the program and anything that is occurring in the environment that could impact the day.

Time	Activity	Time	Activity
7.30 am	Session begins - Indoor play / breakfast	1.15pm - 1.45pm	Lunchtime
9am - 12.30pm	Indoor / outdoor play	1.45 - 2.15	Independent reading / rest / pack bags
1.30am - 10.30am	Progressive morning tea	2.15pm - 2.45pm	Group time (story time)
12.30pm - 12.45pm	Pack up	2.42pm - 3pm	Day review with children
12.45pm - 1.15pm	Group time (focus / intentional teaching)	3pm	Session ends

This daily routine is a flexible guide, and adjustments can be made to accommodate children's interests and needs, as well as in response to weather conditions.

Rest Time

- Please let staff know if your child usually has a rest or sleep during the day.
- Stretcher beds are available for children who require or request sleep.
- Passive, quiet places and activities are also provided in the preschool program for children who do not usually rest or sleep during the day.



HEALTHY LUNCHBOXES

Healthy lunchboxes can be fun and delicious, packed with excitement, colours, textures and tastes, an adventure in eating everyday. With a little planning your child will be unable to resist. For young children variety is important, choosing a food from each of the six groups below creates a balanced healthy lunchbox and can be easily tailored to the fussy eater.

Mix from 6

2
FRUIT

3
VEGETABLES

1
GRAINS & CEREAL

6
WATER

4
DAIRY

5
LEAN MEAT



HEALTHY LUNCHBOXES



1. GRAINS & CEREALS	2. FRUIT	3. VEGETABLES	4. DAIRY/ ALTERNATIVES	5. LEAN MEAT/ ALTERNATIVES	6. WATER
<p>Wraps Sandwiches Bread rolls Pasta Rice Noodles Cous Cous Corn and rice cakes Crackers Sushi Naan Rice paper rolls <i>(wholegrain or wholemeal varieties are the best choices)</i></p>	<p>Fresh fruit: Apple Apricot Banana Grapes Mandarin Orange Pear Peaches Pineapple Plum Rockmelon Strawberries <i>(fruit can be cut into chunks for small children)</i></p> <p>Tub of fruit in natural juice</p> <p>Dried fruit Sultanas Dried fruit mixes <i>(less often)</i></p>	<p>Fresh veggies: Avocado Carrots Capsicum Celery Corn cobs Cucumber Green beans Mushroom Snow peas Tomatoes <i>(veggies can be cut into sticks or shapes for small children, they can also be teamed with dips, like hommus or natural yoghurt)</i></p> <p>Salads: Salad filling in sandwiches and wraps.</p>	<p>Plain milk <i>(freeze the night before to keep cool)</i> Soy or other calcium enriched plant based milk Plain yoghurt Custard Cheese slices, cubes, sticks Cream cheese Cottage cheese Ricotta cheese. <i>(choose reduced fat for children over 2 years of age)</i></p>	<p>Fish: Tinned tuna Tinned salmon</p> <p>Meat: Lean roast or grilled meats: beef, lamb chicken Lean meat or chicken patties Skinless chicken drumsticks Rissoles or meatballs Lean deli meat: ham, chicken, beef <i>(less often)</i></p> <p>Alternatives: Boiled eggs Baked beans Tofu Lentil patties Hommus Falafel</p>	<p>Water is the best thirst quencher and the best choice of drink for every lunchbox.</p> <p>Tap water is safe, so buy your child a refillable drink bottle they like and get them involved.</p> <p>Freezing water bottles overnight keeps them cool during the day.</p>

SOMETIMES FOODS

Snack foods and drinks that are high in added sugar, saturated fat or salt are generally low in nutrients. They also provide a lot of kilojoules that can contribute to children becoming overweight or obese. We call these 'sometimes' foods and drinks because they should only be consumed sometimes and in small amounts. Foods like lollies, chocolates, jelly cups, fruitbars and fruit straps, sweet biscuits, potato and corn chips should be given much less often.



For more information and ideas on healthy eating and physical activity go to www.healthykids.nsw.gov.au

Celebrations

Safety is considered when planning celebratory experiences. Risk assessments will be conducted as required based on the nature of the activity and circumstances, in accordance with regulatory requirements. Special occasions are celebrated in ways that recognise, respect and strengthen children's appreciation of diversity and differences.

Cultural Celebrations

- Cultural celebrations that are significant to our families and relevant to our broader community are implemented within the preschool when possible.
- Educators remain current with professional knowledge and skills that support planning for and engaging in culturally inclusive practice. They liaise with our local Aboriginal educational consultative group to provide advice on relevant cultural celebrations and correct protocols to be followed (e.g. NAIDOC Week, Sorry Day, National Reconciliation Week).
- Families are encouraged to be involved in the preparation and/or the celebration in the Preschool.
- Preschool has an 'Events Calendar' that is used to support such events throughout the year. We ask that families discuss with their child's Teacher if they would like to have a celebration added to the calendar so educators can prepare the program in advance.

Birthday Celebrations:

- Families' beliefs about celebrating birthdays are respected within the preschool.
- Options for birthday celebrations are discussed with families which may include fruit platter, watermelon balls, muffins or patty cakes.
- If cupcakes are the families preference for their child's birthday it is recommended that cupcakes (not a whole cake) be provided as this reduces the major cross-contamination allergy risks associated with most other cakes (nuts, eggs) and are more hygienic for educators to manage. A list of ingredients must be supplied.

Other Celebrations:

- Religious celebrations such as Christmas and Easter are recognised within the Preschool and reflected in our programs.



Medical Information

Individual Health Care Needs

Parents are required to inform the preschool of any pre-existing or newly diagnosed conditions that may affect your child's health.

- Children with conditions such as asthma, anaphylaxis, diabetes, allergies, epilepsy or any other medical conditions which require support must develop an individual health care plan with the preschool before starting preschool or at the onset of the diagnosis. Where appropriate, this will include an original individual action plan signed by your child's doctor.

Medication

If your child is required to take any prescribed medication during preschool hours, the medication must be given to the preschool teacher in its original packaging with the directions of use. You will need to sign a consent form detailing the medication, dosage and method of administration that gives permission for the medication to be administered by the preschool staff.

We are not permitted to give children any non-prescribed medication such as Panadol, Nurofen, cough medicine, etc.

Illness and Accidents

Please do not send sick children to preschool.

Sick children often become distressed when away from home and a sick child may infect others.

- Children with any infectious conditions, including gastroenteritis, diarrhoea, vomiting, etc. must stay at home for at least 24 hours. Clearance from a doctor may be required before a child resumes preschool.
- If your child has an infectious illness (e.g. measles, whooping cough, COVID-19, etc.), please notify the preschool immediately
- Supervision occurs at all times at preschool, but accidents may still occur.
- First aid and comfort will be given to your child by a staff member. Details of all accidents are recorded, and parents will be asked to sign the form upon collection of the child.

- In the event of a serious accident or if your child becomes sick during the preschool day, you will be notified to collect your child.

Immunisation

Under the NSW Public Health Act 2010, a child cannot be enrolled in a preschool unless the parent/guardian has provided an approved Australian Immunisation Register (AIR) record that shows that the child is fully immunised for their age OR has a medical reason not to be vaccinated OR is on a recognised catch-up schedule.

If your child turns 4 after enrolling, you are asked to supply this updated immunisation record to the school office immediately.

Staying Safe and Healthy

We encourage our families to help their children learn how to blow and wipe their nose, cough into elbows and practise effective hand washing and drying.

Our preschool staff undertake daily indoor and outdoor safety checks of the preschool environment. If you notice anything of concern, please inform one of the staff immediately.

Sun Smart

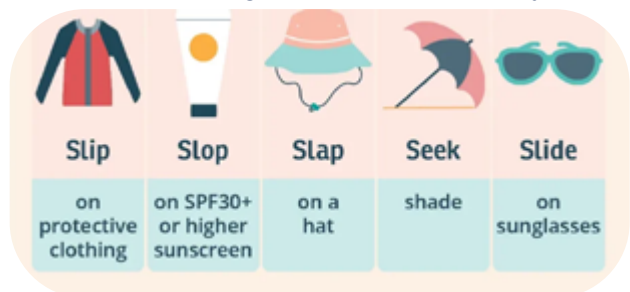
Preschool is a 'Sun Smart' service,

Hats are required to be worn by children for all outdoor activities when the UV index is above 3. Educators are also required to wear a hat outdoors. The use of sunscreen is mandatory,

Educators minimise the time children spend outdoors during peak UV times. Sunscreen is to be applied before going outdoors and reapplied.

We follow a No hat, No play policy, and outdoor play is adjusted when UV levels are high, with children encouraged to use shaded play areas.

Preschool provides sunscreen, however, if your child is sensitive to sunscreen, we request you provide your own.



National Quality Framework

Our Commitment to Quality: National Quality Framework (NQF)

As a new Preschool, we are committed to providing high quality early education and care for every child and family.

Our work is guided by the National Quality Framework (NQF), which sets the national standards for early childhood services across Australia.

The NQF helps ensure that all children receive safe, nurturing, and developmentally rich experiences, no matter where they attend.

What Is the NQF?

The National Quality Framework provides a consistent approach to:

- Regulation
- Assessment
- Quality improvement

It supports services like ours to continually grow, reflect, and improve the education and care we offer.

The Seven Quality Areas

Under the NQF, preschools are assessed and rated against seven key quality areas:

1. **Educational Program and Practice** – providing meaningful and engaging learning experiences.
2. **Children’s Health and Safety** – creating safe, healthy, and supportive environments.
3. **Physical Environment** – ensuring indoor and outdoor spaces are stimulating and inclusive.
4. **Staffing Arrangements** – employing qualified, professional, and caring educators.
5. **Relationships with Children** – fostering warm, respectful, and responsive interactions.

6. **Collaborative Partnerships with Families and Communities** – working together with families and our wider community.
7. **Governance and Leadership** – ensuring strong, ethical management and continuous improvement.

Assessment and Rating

Once our Preschool is established, authorised assessors will visit and observe our practices to determine our service rating. Although we may be new, we are committed to building a high quality service from the beginning, with a strong focus on continuous improvement.

We welcome families to ask about the National Quality Framework, our quality practices, and our future service rating when it becomes available.

For more information about the NQF and service ratings, families can visit:

www.aceqa.com.au

Quality Improvement Plan

Since the introduction of the National Quality Standards (NQS) in 2012, early childhood education and care services across Australia have been required to examine and reflect on the services they provide for children and families, and to implement processes that help them to strive for continuous improvement, which is recorded. This forms the Quality Improvement Plan (QIP).

The approved provider must ensure a QIP is in place for each service.

The aim of a QIP is to help providers self-assess their performance in delivering quality education and care, and to plan future improvements. The QIP also helps regulatory authorities assess the quality of the service.



Policies and Procedures

At Intereach, our Children's Services policies and procedures are readily available to families via our [website](#). These include but are not limited to the required policies and procedures under the national regulations:

Policies

- Child Safety
- Children's Health and Safety
- Collaborative Partnerships with Families and Communities
- Educational Program and Practice
- Governance and Leadership
- Interactions with Children
- Physical Environment
- Relationships with Children
- Staffing Arrangements

Procedures

- Administration of First Aid
- Administration of Medication
- Animal Safety
- Attendance and Absence of Children
- Authorisation, Access, Delivery, Collection and Refusal of Authorisations
- Complaints Procedure
- Child Protection
- Collaborative Partnerships
- Contact with Blood and Fluids
- Dealing with Medical Conditions
- Death of a Child
- Delivery and Collection of Children
- Determining Responsible Person and Staffing
- Educational Program and Practice
- Educator Assessment, Monitoring and Support
- Emergency and Evacuation Procedure
- Enrolment and Orientation Procedure
- Environmental Sustainability
- Excursion
- Facilities and Equipment

- Glass Safety
- Hand washing Procedure
- Hot Water Procedure
- Illness and Infectious Disease
- Immunisation/Vaccination Procedure
- Incident, Injury, Trauma and Illness
- Inclusion and Diversity
- Interactions with Children
- Managing Medical Conditions, Medical Administration and First Aid
- Marketing and Advertising
- Missing Child
- Nappy Changing, Toileting and Bathing
- Notification of Serious Incidents
- Nutrition
- Physical Activity and Small Screen Time
- Policy and Procedure Review
- Positive Behaviour Guidance
- Providing a Child Safe Environment
- Relationships with Children
- Safe Arrival of Children
- Safe Environment and Physical Activity Procedure
- Safe Food Handling
- Safe Use of Digital Technologies and Online Environments
- Safe Transport of Children

- Sleep and Rest for Children and Infants
- Storage of Dangerous Chemicals, Substances and Equipment
- Sun Protection
- Supervision
- Tobacco, Drugs and Alcohol
- Transport
- Visitors to the Service
- Walkie Talkie
- Water Safety

Additional Resources

Policies and Procedure Definition Schedule



Your Rights and Responsibilities

We recognise that all people are equal in dignity and rights.

Our Preschool is committed to working within a human rights framework to ensure every child, family, and community member feels respected and valued.

We ensure that all people we work with:

- Are treated with respect.
- Do not experience discrimination based on any real or perceived differences.
- Are welcomed into a safe and secure environment.
- Have their privacy protected.
- Receive clear and accessible information about our services.
- Are encouraged to participate in decisions that affect them.
- Can be supported by an advocate if needed.

We ask families and visitors to:

- Be respectful to children, families, and educators.
- Act in ways that support safety for everyone.
- Maintain privacy and confidentiality in group or shared settings.
- Provide feedback so we can continue improving our service.

For more information, please see our Human Rights Policy (available on our website at www.intereach.com.au or on request).



Child Safety and Protection

Intereach is a Child Safe organisation. Staff and educators of our Preschool are mandatory child protection reporters. This means they are required by law to report suspected child abuse and/or neglect to government authorities and are committed to implementing the Child Safe Standards from the Office of the Children's Guardian NSW Government.

Child Safe organisations create cultures, adopt strategies and act to prevent harm to children, including sexual abuse.

A Child Safe organisation is one that:

- Creates conditions to reduce the likelihood of children being harmed;
- Creates conditions that increase the likelihood of identifying and reporting harm; and
- Responds appropriately to disclosures, allegations and suspicions of harm.

Inclusion

All children are welcome at our Preschool. We are committed to providing an inclusive environment that recognises, respects, and responds to the diverse needs of children and their families, regardless of ability, background, or circumstance.

If your child requires additional support, we ask that you contact the Preschool Director before enrolment or booking. This allows us to work with you to understand your child's needs and determine how we can best support them. While we aim to be inclusive, there may be situations where our service is not equipped to safely or effectively meet every child's individual requirement.

Working in partnership with families, educators design our daily program using information provided by families, along with our own observations and interactions with each child. We set individual goals and plan experiences that support, extend, and celebrate each child's learning, development, and enjoyment.

Frequently Asked Questions

Where do I find the enrolment form?

Please phone the office on **0418 691 371**. Preschool staff will provide information on enrolment.

What is a Community Preschool?

A community preschool is a not-for-profit early childhood education service designed to support children's learning, development and wellbeing in the year (or years) before school.

At Intereach Community Preschool, we focus on play-based learning that builds confidence, social skills, early literacy and numeracy, and a love of learning. Our program supports children aged 3–5 years and is delivered by qualified Early Childhood Teachers and educators in a safe, welcoming and inclusive environment.

As a community-based service, we are locally focused and community driven. That means:

- We put children and families first.
- We reinvest back into the service and community.
- We build strong partnerships with local schools and services.
- We create a space where every child feels they belong.

Our goal is simple — to help your child feel confident, capable and ready for school.

How does it work?

What days and hours does the preschool operate? Our preschool runs Tuesday to Friday, with sessions from 7:30am to 3:00pm each day.

Are there different session days available?

Yes- families can choose from two session groups. One group attends Tuesday and Wednesday, and the other attends Thursday and Friday, both running 7:30am to 3:00pm.

When is the preschool open throughout the year?

We operate during NSW school terms and close during school holidays, in line with the standard school term calendar each year.

How do I know Intereach Community Preschool is a quality service?

Intereach is a trusted not-for-profit organisation that has been supporting children, families and communities across regional NSW and Victoria for over 50 years.

Our Community Preschool is:

- Led by qualified Early Childhood Teachers
- Focused on child safety and wellbeing
- Staffed by experienced and caring educators
- Inclusive and welcoming of all families
- Compliant with the National Quality Framework

We are committed to continuous improvement, strong governance and high standards across all our services. As part of Intereach, our preschool is backed by experienced leadership, strong policies and systems, and a deep commitment to community impact.

How are preschool fees calculated?

Preschool fees vary depending on:

- Your child's age.
- Your eligibility for government funding.
- The number of days enrolled.

What is Start Strong and how does it help?

Intereach Community Preschool participates in the NSW Start Strong funding program, which provides fee relief for eligible families, helping to reduce the cost of preschool education. Start Strong allows eligible children to attend up to 15 hours of preschool per week at a significantly reduced cost.

The program is available for eligible 3-year-old and 4-year-old children.

In many cases, families are eligible for significant fee reductions.

How do I find out what I'll pay?

For a personalised fee estimate, please contact our preschool team. We're happy to talk through:

- Session options.
- Payment arrangements.
- Available funding.
- Any additional support your family may need.

We aim to keep our preschool accessible and affordable for local families.

How families can help keep our preschool safe

Families play an important role in helping us maintain a safe and secure environment.

You can support our Preschool by:

Supporting Our Security Procedures

- Following all Preschool security measures when entering the service.
- This includes using the secure entry system and checking in with an educator when you arrive.
- Reporting any issues, concerns, or unusual activity to the Nominated Supervisor or the responsible person on duty, for example, signs of fire, severe weather, or suspicious behaviour around the premises.
- Keeping your child's emergency contact details up to date.

If a situation occurs that requires us to contact you or another listed person, accurate information is essential.

Smoke Free and Vape Free Environment

Our Preschool is a strictly smoke free and vape free service.

Smoking, vaping, or the use of any e cigarette products is not permitted anywhere on the premises, including indoor areas, outdoor spaces, car parks, or within sight of children.

This ensures a healthy, safe environment for all children, families, and staff.

Emergency Procedures: Lock down, Shelter-in-Place, Evacuation & Relocation

Our Preschool has clear procedures to ensure children's safety in different types of emergencies:

- **Lock down** - A lock down is used if there is a potential threat inside or very close to the service. Children, educators, and visitors move to secure areas inside the building, and access to the Preschool is restricted.
- **Shelter-in-Place** - Shelter-in-place is used when there is a threat outside the building, such as a weather event, nearby incident, or environmental hazard (e.g., smoke or gas release). Everyone remains safely inside designated rooms or areas until the situation is resolved.
- **Evacuation** - An evacuation occurs when it is safer to leave the building. Children, educators, and visitors will move calmly to a designated assembly point away from danger.
- **Relocation** - If there is a significant risk such as a fire approaching, flood, or extended safety issue, we may relocate children and staff to an alternative safe location.

For more information about our emergency procedures, please speak with our Director or visit www.intereach.com.au.





Keep in touch

We value our families' points of view. If you have feedback or suggestions for us, there are several ways you can contact us:

- Speak to our friendly educators on the phone or in person
- Complete a feedback form via www.intereach.com.au/contact

Need help?

Contact us: Monday to Friday - 7.30am - 3.30pm

Phone: **0418 691 371**

Email: preschool.admin@intereach.com.au



P: 1300 488 226 | www.intereach.com.au

May 2026