



PARENT INFORMATION

BOOKLET FOR FAMILIES OF

BLAKE STREET KINDERGARTEN

GELLIBRAND CRESCENT KINDERGARTEN

MARYBOROUGH AVENUE KINDERGARTEN

2026 EDITION

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WELCOME to Northern Darebin Combined Kindergarten Association

The Northern Darebin Combined Kindergarten Association (NDCKA) and our dedicated kindergarten staff warmly welcome all new and returning families to our community.

NDCKA operates three kindergartens in the Northern Darebin area:

- **Gellibrand Crescent Kindergarten** and **Blake Street Kindergarten** in Reservoir
- **Maryborough Avenue Kindergarten** in Kingsbury

NDCKA is managed by a volunteer **Committee of Management (COM)** in partnership with our **Operations Manager**, and is responsible for the day-to-day operations of all three kindergartens. We offer programs for both **3-year-old and 4-year-old groups** across our services.

We hope the following information helps ensure a smooth and positive experience for your family.

Please read it carefully and keep it in a safe place for future reference.

NDCKA Philosophy

At NDCKA our philosophy is to provide a warm, safe, happy, and stimulating environment for all children and their families. Throughout our 3 services our goal is to assist each child into making a smooth transition from home to kindergarten and then onto school.

We strive in helping each individual child develop self-esteem, confidence, and a positive attitude to learning.

Throughout their kinder journey our children will develop knowledge, skills and attitudes which will lay down the foundations for later formal learning in life.

We respect, value, and embrace the diverse values, beliefs, family and cultural backgrounds, traditions, life experiences and knowledge that all children and their families bring to our kindergartens.

Mission Statement

We are committed to providing safe, inclusive, and high-quality early childhood education that nurtures each child's development and fosters strong partnerships with families and communities.

Aim

To create nurturing, inclusive, and well-governed early childhood environments for children aged 3 to 5 years, where families and educators feel safe, supported, and empowered to grow—guided by the principles and standards of the National Quality Framework.

Objectives

- Ensure safe and compliant environments by implementing clear procedures aligned with the National Regulations, ACECQA standards, and the National Quality Framework.
- Support each child's wellbeing and development through inclusive, play-based learning tailored to the needs of 3–5-year-olds.
- Foster strong partnerships with families, staff, and the wider community through transparent, empathetic communication and collaborative decision-making.
- Champion cultural responsiveness by embedding inclusive practices that respect and celebrate diverse backgrounds and perspectives.
- Maintain operational excellence through effective governance, clear documentation, and responsive systems that support staff wellbeing and service quality.

Values

- Safety and Wellbeing
- Inclusivity and Respect
- Integrity and Accountability
- Collaboration and Trust
- Professionalism and Growth
- Belonging

NDCKA STAFF & TIMETABLES

Staff

Name	Phone Number	Email
Mindy – Teacher	9478 8037	blake.st.kin@kindergarten.vic.gov.au
Maria – Teacher	9460 5862	gellibrand.cres.kin@kindergarten.vic.gov.au
Christine - Teacher	9460 5882	maryborough.ave.kin@kindergarten.vic.gov.au
Nina – Centre Co-Ordinator	9460 5862	admin@ndcka.org.au
Tracey – Operations Manager	9460 5862	manager.ndcka@kindergarten.vic.gov.au
Chani – Co-Educator		
Luana – Co-Educator		
Grace – Co-Educator		
Vena – Co-Educator		
Fiona - Co-Educator		
Rosalia - Co-Educator		
Natalie - Co-Educator		

Timetables

Blake Street Kindergarten

In 2026, Blake Street Kindergarten will be running one group - **integrated 3- and 4-year-old programs – 15 hours per week.**

Please refer to the timetable below for session details.

Group	Monday	Tuesday	Wednesday	Thursday	Friday
Kangaroo			9.00am to 2.00pm	9.00am to 2.00pm	9.00am to 2.00pm
Joey			9.00am to 2.00pm	9.00am to 2.00pm	9.00am to 2.00pm

Orientation Day Kangaroo Group – 29th of January 2026

Orientation Day Joey Group – 30th of January 2026

Gellibrand Cres Kindergarten

In 2026, Gellibrand Crescent Kindergarten will offer an integrated **3-year-old and 4-year-old program** on **Monday, Tuesday, Thursday, and Friday.**

On **Wednesdays**, the **3-year-old children** will attend the service independently.

- The **4-year-old program** follows a **15-hour rotational model**, operating on Monday, Tuesday, Thursday, and Friday.
Each child will be allocated to a group—**Possum, Kookaburra, Wombat**, or **Echidna**—and will attend on their designated three days.
- The **3-year-old program** is a **10-hour semi-rotational model**, running Monday to Friday.
Each child will attend on **Wednesday** and **one additional day**, and will be allocated to a group—**Koala, Kangaroo, Emu**, or **Platypus**.

Please refer to the timetable below for session details.

Age	Group	Monday	Tuesday	Wednesday	Thursday	Friday
4 Year old Program	Possum	8.30am – 1.30pm	8.30am – 1.30pm		8.30am – 1.30pm	
	Kookaburra	8.30am – 1.30pm			8.30am – 1.30pm	8.30am – 1.30pm
	Wombat	8.30am – 1.30pm	8.30am – 1.30pm			8.30am – 1.30pm
	Echidna		8.30am – 1.30pm		8.30am – 1.30pm	8.30am – 1.30pm
3 Year Old Program	Koala	8.30am – 1.30pm		8.30am – 1.30pm		
	Kangaroo		8.30am – 1.30pm	8.30am – 1.30pm		
	Emu			8.30am – 1.30pm	8.30am – 1.30pm	
	Platypus			8.30am – 1.30pm		8.30am – 1.30pm

Orientation Day 3 yo – 28th of January 2026

Orientation Day 4yo – 29th & 30th of January 2026 (you will be notified which day you need to attend)

Maryborough Ave Kindergarten

In 2026, we will be offering 2 different groups (Cockatoo & Kangaroo) at Maryborough Ave.

Both groups will be **integrated 3- and 4-year-old programs – 15 hours per week.**

Please refer to the timetable below for session details.

Group	Monday	Tuesday	Wednesday	Thursday	Friday
Cockatoo	8.30am to 4.00pm	8.30am to 4.00pm			
Kangaroo			8.30am to 1.30pm	8.30am to 1.30pm	8.30am to 1.30pm

Orientation Day Cockatoo group – 28th & 29th of January 2026

Orientation Day Kangaroo group – 29th & 30th of January 2026

Orientation Day / Interview Session

Orientation Day marks the beginning of each kindergarten year. On this day, parents and caregivers will meet with their child's teacher for an interview to discuss enrolment details and any confidential information.

All families will be notified of their specific date and time to attend and complete their child's enrolment.

Please ensure you bring any **completed medical forms** (if applicable), such as asthma, anaphylaxis or allergy management plans.

Introductory / Settling-In Sessions – Term 1

During the initial weeks of Term 1, children are gradually introduced to their regular sessions. To support a smooth transition into kindergarten, we arrange **smaller group sizes** and **shorter session times** to help each child adjust comfortably.

Beginning the year with the full group can feel overwhelming and unsettling for many children. While some may have attended day care, crèche, or 3-year-old kindergarten and are familiar with being away from their parents or caregivers, starting in a **new environment** with unfamiliar peers and educators can still be challenging. Children benefit from **reassurance, consistency, and time** to feel secure in their new surroundings.

Parents and caregivers will be notified of their child's **Introductory / Settling-In Session schedule** prior to the start of Term 1.

Key dates

Term Dates 2026

NDCKA services operates as a sessional kindergarten, which follows the same term dates as Victorian Government Schools. Student free days may occur within each term for teachers to attend professional development and plan curriculum. Parents and Guardians will be notified of any student free days as early as possible.

The first day of kindergarten is a designated Staff **Preparation Day**. During this time, teachers and co-educators set up the play areas and organize the introductory program. In 2026, **Preparation Day** will be on Tuesday, January 27th. **Children are not required** to attend kindergarten on this day.

Term 1: Tuesday, January 27th to Thursday, April 2nd.

Term 2: Monday, April 20th to Friday, June 26th.

Term 3: Monday, July 13th to Friday, September 18th

Term 4: Monday, October 5th to Friday, December 18th.

Public Holidays 2026

The kindergarten will be closed on the following days:

Australia Day Monday 26th January
Labour Day Monday 9th March
Good Friday 3rd April
Easter Sunday 5th April
Easter Monday 6th April
Anzac Day Saturday 25th April
King's Birthday Monday 8th June
Grand Final Friday prior to AFL Grand final
Melbourne Cup Day Tuesday 3rd November

Kindergarten Program

Our kindergarten program offers a rich blend of **social and educational experiences** for children, while also creating opportunities for families to connect and build community. The program is thoughtfully designed to support the **holistic development** of each child—nurturing their **physical, emotional, social, and intellectual growth**. Educators consider both individual needs and group dynamics when planning experiences that foster confidence, curiosity, and a sense of belonging.

Teaching teams—including teachers and co-educators—collaborate to develop and deliver the program. They draw on their professional knowledge, observations, and conversations with children and families to ensure the program is responsive, inclusive, and engaging.

We offer a balance of **indoor and outdoor play**, each providing unique opportunities for learning:

- **Indoor experiences** may include reading, painting, construction, dramatic play, and sensory exploration—supporting creativity, fine motor skills, and language development.
- **Outdoor experiences** encourage physical activity, environmental awareness, and social interaction—such as exploring plants, engaging in water play, or navigating obstacle courses.

Our programs are guided by the **Victorian Early Years Learning and Development Framework (VEYLDF)**, which includes **five key learning outcomes**:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

These outcomes shape our planning and practice, ensuring that every child is supported to thrive.

The current program is always displayed on the notice board (Reg. 75a), and we warmly invite parents and caregivers to share feedback or discuss the program with educators.

Educators/Child Ratio

At NDCKA, we operate in accordance with the **Education and Care Services National Regulations**, which set out the required educator-to-child ratios to ensure children's safety, wellbeing, and quality of care.

In our kindergarten programs:

- There are always **at least two educators** present.
- We maintain a maximum ratio of **1 educator to 11 children**, as required under **Regulation 123** of the National Regulations.

These ratios help us provide attentive, responsive care and support each child's learning and development in a safe environment.

Communications

Sign in Table

Please ensure you regularly check the sign in table at the kindergarten. This is one of the ways we distribute information to the families.

Noticeboard

The following information is displayed on the notice board at the entrance of the kindergarten (Reg. 173):

- An outline of the program and activities that are provided for the children
- Hours and days of operation
- Fees and fee arrangements
- Arrangements for dropping off / picking up children
- Information for dealing with illness and emergency care
- Information for dealing with infectious diseases
- Emergency evacuation procedures
- Complaint procedures
- Staff names and positions
- Privacy policy
- Asthma Policy
- Anaphylaxis Policy
- Child safe public commitment

Website

Each individual service has their own website

Blake Street Kindergarten – blakekinder.ndcka.org.au

Gellibrand Cres Kindergarten - gellibrandkinder.ndcka.org.au

Maryborough Ave Kindergarten – maryboroughkinder.ndcka.org.au

You will find all our policies, current timetables and general information here.

Appointments with the Teacher

Preparation time—before or after the session—is the ideal time to arrange a meeting with your child’s teacher.

Parents and caregivers are encouraged to feel comfortable initiating conversations about:

- The kindergarten program
- Their child’s development
- Any concerns, questions, or important matters

We value open communication and partnership with families to support each child’s learning and wellbeing.

Parents and caregivers are also welcome and encouraged to attend as an adult helper during their child’s kindergarten session from Term 2 (this may be subject to change).

Emails

You will receive regular emails from your Educational Leader about the curriculum and specific program related information as well as any upcoming events.

Parent Teacher Interviews, Child Progress reports & Transition Statements

Throughout the year, there are several opportunities to discuss your child’s learning and development with their teacher. These include:

- **Parent–Teacher Interviews:** Scheduled by your child’s teacher to support open communication and shared understanding.
- **Progress Reports:** Issued to provide insights into your child’s growth and learning journey.
- **Transition Statements:** If your child is moving to primary school next year, a transition statement will be prepared. This document summarises your child’s achievements, skills, and interests to support a smooth transition. It will only be shared with the nominated primary school **with your prior consent**.

You’re also welcome to request a meeting with your child’s teacher at any time to discuss progress or raise any questions. Your feedback is always valued—it helps us better understand and support your child’s experience.

SMS

The SMS service is used to promptly communicate with families or to issue reminders when necessary.

General Information

Absences

Parents and carers are kindly encouraged to contact your kindergarten by phone or email if your child is unable to attend their scheduled session.

Emergency Procedures

The kindergarten has an Emergency Evacuation Procedure in place if the need arises. This is displayed on the notice board (Reg. 97(4)). These procedures are practiced once every term with all the children.

Enrolment Requirements

Before a child can begin the kindergarten program at any NDCKA service, a **completed enrolment form** must be submitted.

Enrolment forms are emailed to parents and caregivers and are completed online via **Enrol Now**.

As part of the enrolment process, families must ensure that all **health records are up to date**, including:

- **Immunisation records**
- Any relevant **medical management plans** (e.g. asthma, allergies, anaphylaxis)

Under Victoria's **No Jab, No Play** legislation, it is a **legal requirement** that all children are fully immunised or have an approved exemption before attending kindergarten.

Families must provide a current **Immunisation History Statement** from the Australian Immunisation Register (AIR) as part of their enrolment.

If your child has any **medical conditions, health concerns, or additional needs**, please ensure these are clearly documented and any supporting documentation is attached. This helps our educators provide safe, responsive, and inclusive care.

Parents and caregivers must inform their child's teacher of any **known allergies** by completing the relevant section of the enrolment form.

If required, please supply any **medications** (e.g. EpiPen, antihistamines) and ensure a current **medical action plan** is provided to the kindergarten **prior to commencement**. This information is essential to ensure your child's wellbeing and to help us respond appropriately in the event of a medical situation.

If you have any questions or need support completing your enrolment, please contact NDCKA Administration via email to admin@ndcka.org.au

Excursions, Incursions, and Birthday Celebrations

The Committee of Management has decided that there will be **no external excursions**. However, **incursions**—such as visits from entertainers or special guests—may be arranged throughout the year to enrich the children’s learning experiences.

Children’s **birthdays** can be celebrated during group time.

If parents or caregivers wish to provide food for the celebration, they must first discuss arrangements with their child’s teacher. This ensures the safety of all children, particularly those with **allergies or special dietary requirements**.

Parents and caregivers are warmly encouraged to **join the session** and share in the celebration.

Fees

Free Kinder funding for 2026 applies to both **3-year-old** and **4-year-old** programs.

However, this funding can only be **allocated to one service**. If your child attends **multiple services**, you will need to **nominate which service** will receive the funding.

If NDCKA is not the nominated service, you will be responsible for covering the **full fee**, which may result in **additional out-of-pocket expenses**.

Families holding a **Health Care Card, Pension Card, or visa** must still notify the kindergarten, even if eligible for Free Kinder.

Note: Fees are subject to change in line with government recommendations.

Please refer to below for more details.

Please see listed the approximate out-of-pocket fees:

Up to 15hrs per Week

per capita \$4,447 + fee of \$2,693 = \$7,140

Up to 10hrs per week

per capita \$2,965 + fee of \$1,795 = \$4,760

Health and Wellbeing

To support the health and wellbeing of all children and staff, it is essential that **unwell children are kept at home**.

If your child is absent due to illness, please notify their teacher as soon as possible.

Staff will contact parents or caregivers if a child becomes unwell during the day or experiences an accident that requires medical attention.

It is extremely important that **contact phone numbers are kept up to date**.

If your details change—including mobile numbers or emergency contacts—please inform the kindergarten immediately so we can update our records in accordance with **Regulation 160**.

Incident Reporting

In accordance with **Regulation 87(1)**, an **incident book** is maintained at the kindergarten to record all accidents that occur during the day.

Parents and caregivers will be notified of any incidents involving their child at the **end of the session**, as required by **Regulation 87(3)(e)**.

If an accident is more serious, staff will **contact parents or caregivers immediately** and seek **medical assistance** if required.

Every effort will be made to reach families using the contact details provided. For this reason, it is essential that **all phone numbers and emergency contacts are kept up to date**.

In the event of a serious incident, parents or caregivers may be asked to **collect their child** from the service.

Infectious Diseases

To protect the health and wellbeing of all children and staff, any child with an **infectious disease** must **not attend kindergarten** until they have fully recovered and met the required exclusion period.

Parents and caregivers must **notify the kindergarten immediately** if their child has contracted an infectious disease. This allows staff to implement the necessary **regulatory procedures** and communicate appropriately with families.

For a full list of infectious diseases and their **recommended exclusion periods**, please refer to the [Victorian Department of Health website](#) and the kindergarten's **Dealing with Infectious Diseases Policy**.

Late Collection Fee

Kindergarten staff are **unable to supervise children after the session has ended**. Late collection can cause **distress for children**, who may feel forgotten or left behind, and it also prevents staff from completing important post-session duties.

To support a smooth and respectful end to each day, NDCKA has a **Late Collection Policy** in place.

- **All late collections** will be recorded in the **Late Collection Book**
- Parents and caregivers are required to **sign the record** to acknowledge the late pick-up
- Repeated late collection without a **legitimate reason** may result in a **late fee** and further **penalties**, as outlined in NDCKA's policy

We appreciate your cooperation in ensuring children are collected **promptly at the end of each session**.

Medication Administration

Staff will only administer medication to a child if a parent or caregiver has completed the **medication book**, as required under **Regulation 92(3)**.

This record must include:

- The child's full name
- The name of the medication
- The correct dosage
- Written permission to administer

All medication must be provided in its **original container**, with the child's **name clearly visible**.

If siblings attend the same session and both require medication, each child must have their **own separate medication**, clearly labelled with their individual name, in accordance with **Regulation 95(a)**.

Sign in and Sign out Procedures

Each morning, your child must be digitally signed into our **Arrivals system** and signed out again at the end of the day.

To do this, you'll need a **mobile phone number** that matches the one listed on your child's enrolment form.

When signing in for the first time, you'll use the **last four digits** of your mobile number to create a **PIN**, which will be used for daily sign-in and sign-out.

If someone else is collecting your child, they must be listed as a **nominee** on your enrolment form and have their own mobile number registered. This ensures they can access the system and complete the sign-out process.

Our staff are available to assist you with sign-in and sign-out procedures and answer any questions you may have.

Special Notice to Parents and Caregivers

All parents / caregivers must **ALWAYS** be careful that when they are leaving the kindergarten with their child/children, they **DO NOT allow** another child to leave the kindergarten unless accompanied by that child's parent / caregiver.

Smoking

The kindergarten is strictly a **non-smoking** environment. Parents / caregivers, visitors and staff are prohibited from smoking anywhere on or within kindergarten premises.

Sun Smart Policy

Our kindergarten follows a **SunSmart policy** to protect children from harmful UV exposure. Children are required to wear a **SunSmart hat every time they play outdoors** during **Term 1 and Term 4**, and on any day when the **UV index is 3 or above**.

If a child does not have a suitable hat, they will be asked to play in **shaded areas only**.

Hat Guidelines:

- Hats must have a **front peak and back flap** (e.g. legionnaire-style hats)
- **Caps are not permitted**
- Hats should remain at kindergarten for daily use

Clothing Guidelines:

- Children must wear a **t-shirt or top that covers the shoulders, back, and tummy**
- **Singlet tops and sun dresses are not suitable** for outdoor play

Sunscreen: Parents and caregivers should apply **sunscreen** to their child **before arriving** at kindergarten.

If your child has **skin sensitivities**, please supply your own sunscreen, clearly labelled with your child's name.

Supporting Children's Behaviour

At kindergarten, children are encouraged to use their **own problem-solving skills** to work through conflict and social challenges.

Educators support this process by guiding children in using a range of **verbal and non-verbal strategies** and helping them to **express their emotions appropriately**.

We do not use any form of discipline that involves **smacking, frightening, or humiliating experiences**.

Instead, educators use **positive reinforcement** and model respectful behaviour to help children develop appropriate social skills and self-regulation.

If needed, staff may redirect children to **alternate activities** to support positive engagement and ensure the wellbeing of others.

Should any behavioural concerns arise, educators will discuss these with parents and caregivers to work together in supporting the child's development.

Toilet Training

If your child is in the process of toilet training, we encourage you to speak with our educators to support a consistent approach. For children who are not yet toilet trained, we kindly ask that they wear pull-ups rather than nappies during their kindergarten sessions.

Uniforms

Uniforms are not compulsory at NDCKA. However, some families choose to use them for convenience and to help establish a consistent routine in preparation for school.

If you would like your child to wear a uniform, items are available for purchase directly through your kindergarten.

Please contact staff at your service.

Prices

- Caps \$20
- T-Shirts \$20
- Windcheaters \$30
- Complete Set \$65

Updating Personal Information

Throughout the year, parents and caregivers are asked to notify NDCKA Administration of any changes to their personal details.

This includes updates to phone numbers, email addresses, residential or postal addresses, and emergency contacts.

Please email any changes to admin@ndcka.org.au

Waiting Area

To ensure a well organised and operated program, parents and caregivers should wait quietly in the designated waiting area before the beginning and at the end of the kindergarten sessions. **Children are NOT allowed to enter the play area during this time.** Parents / caregivers are responsible for their children during this time.

Parking

Parking restrictions apply in the vicinity of the kindergarten. Please observe these restrictions and take due care when visiting the kindergarten.

What Children Should Bring to Kindergarten

To help your child feel comfortable and prepared for their day, please ensure they bring the following items:

- **Backpack or carry bag** to hold clothing, personal items, and creations made at kindergarten
- **Healthy snack and lunch** packed in a sealed, clearly labelled lunchbox
(More information is available under the Food/Snacks section)
- **Drink bottle** – Water only, please
- **Full change of clothing**, including:
 - Underwear, socks, outerwear, and shoes
 - A separate bag for storing any soiled clothes

Clothing Guidelines

All clothing should:

- Be **comfortable** and suitable for **active and messy play**
(Closed-toe shoes are required for climbing and running; thongs are not permitted.
Smocks are provided, but clothes may still get dirty.)
- Provide **weather protection**, including:
 - A **sun hat** for warmer days
 - A **warm jacket and beanie** for cooler weather
- Be **easy for children to manage independently**, especially when using the toilet

Labelling Belongings

Please ensure all items—including clothing, bags, lunchboxes, and drink bottles—are clearly labelled with your child's first name and surname.

NDCKA is not responsible for any lost items.

Food/Snacks

Children will have designated times for both **snack** and **lunch** during their kindergarten day.

Parents and caregivers are asked to pack a **healthy snack** (e.g. fresh fruit, vegetables, cheese, yoghurt, or a small sandwich) and a **nutritious lunch** (e.g. bread, sandwich, or wrap) in a **sealed and clearly labelled lunchbox**.

Any uneaten food will be returned home so families can see what their child has consumed throughout the day.

Please note:

- **Water only** is permitted in drink bottles—**cordial, juice, or other sweet drinks are not allowed**
- **Lollies, chocolate, and other sugary snacks** are also not permitted, in line with our commitment to promoting healthy eating habits

Thank you for supporting our healthy food policy and helping children develop positive eating routines.

Food Allergies and Dietary Restrictions

To ensure the safety of all children—particularly those with food allergies or anaphylactic reactions—we are a **nut-free service**.

No nut products are permitted, including items such as **Nutella, peanut butter, and muesli bars containing nuts**.

Children must not share food with others.

We appreciate your support in maintaining a safe and inclusive environment for all children.

Photographs

Photographs and videos are classified as ‘personal information’ under the Privacy and Data Protection Act 2014. There is a separate permission form that you will be required to complete as part of your enrolment process.

Photographs/videos taken by staff

Staff at the service may take photographs/videos of children as part of the program. These may be displayed at the service or placed in the service’s publications or promotional material to promote the service, or for any other purpose aligned to the service’s business operations. Some staff may use learning journals in which photographs are included. When the photographs/videos are no longer being used, the service will destroy them if they are no longer required or otherwise store them securely at the service as per Regulation 177.

Photographs taken by a photographer engaged by the service

A photographer may be engaged by the service to take individual and/or group photographs of children. Information will be provided in written form to parent/guardian prior to the event and will include the date and the photographer’s details.

Photographs/videos for use in newspapers, Northern Darebin Combined Kindergarten Association website and other external publications

The permission of parent/guardian of children will, on every occasion, be obtained prior to a child’s photograph being taken to appear in any newspaper/media or external publication, including the service’s newsletter, publications and website.

Access to photographs/videos

Access to any photographs or videos, like other personal information, is set out in the service’s Privacy and Confidentiality Policy, which is displayed at the service and available on request.

Policies

Complaints and Grievances

We are committed to supporting families and addressing any concerns related to kindergarten management, the children’s program, or individual children. If you experience any issues, we encourage you to speak directly with your child’s teacher as a first step.

If the matter remains unresolved, we ask that all formal complaints be submitted in writing to the address provided below.

Operations Manager
Northern Darebin Combined Kindergarten Association
26 Gellibrand Crescent, Reservoir 3073.
Email: manager.ndcka@kindergarten.vic.gov.au

If parents and caregivers are not satisfied with how the problem or difficulty is resolved, then they can contact.

The President
Northern Darebin Combined Kindergarten Association
26 Gellibrand Crescent, Reservoir 3073.
Email: president.ndcka@kindergarten.vic.gov.au

Alternatively, you can contact the Department of Education and Early Childhood Development (DEECD). Northern Metropolitan Region.

Management and Registration of the Kindergarten

The Northern Darebin Combined Kindergarten Association (NDCKA) is responsible for employing staff and overseeing the operation of each kindergarten, which is registered as a children's service.

All NDCKA staff hold current Working with Children Checks, Police Checks, and certifications in CPR and First Aid, ensuring a safe and responsive environment for all children.

Operational decisions are guided by the Education and Care Services National Regulations 2011. These Government Regulations are designed to prioritise the safety, wellbeing, and developmental needs of every child.

Families are welcome to view a copy of the Regulations, available at the kindergarten.

NDCKA Policies

A complete copy of all our policies is available on our websites. You can also find these policies at each of our kindergarten services.

If you would like a printed copy at any time, please contact our administration team via phone (9460 5862) or email admin@ndcka.org.au , and we'll be happy to assist.

Use of Personal Devices

In line with updated regulatory guidelines, the use of **personal mobile phones and other digital devices** is **not permitted** within the kindergarten environment. This policy applies to all staff, visitors, and volunteers during operational hours and while on-site.

This measure supports:

- The safety and privacy of children
- A focused, professional learning environment
- Compliance with current early childhood education standards

We appreciate your cooperation in maintaining a safe and respectful space for all children and educators.

Privacy Policy

We believe the privacy of every family is important. The Kindergarten Association has put in place a Privacy Policy. Our privacy policy covers any health or personal information and is bound by the Health Records Act (Vic.) and the Information Privacy Act (Vic). The service is bound by Government Legislations and policies; therefore, we might sometimes be required to disclose any health or personal information to some government agencies or departments to comply with the Education and Care Services National Regulations 2011, the Education and Care Services National Law Act 2010, The Incorporations Act 1981 and any employment related laws and agreements.

Committee of Management

NDCKA relies on a dedicated Committee of Management (COM) to operate effectively. Without the support and leadership of the COM, NDCKA simply could not function. The Committee works in close partnership with the Operations Manager to oversee and guide the running of our kindergartens.

We warmly welcome any family member—whether their child is currently enrolled or has attended recently—to join the Committee and contribute to our kindergarten community.

The Committee's key roles include:

- Sharing information with parents and carers about kindergarten operations
- Creating opportunities for families to engage in their child's education by suggesting activities and expressing needs
- Fostering connections among kindergarten families
- Supporting teaching and administrative staff with queries or concerns
- Coordinating special projects and events
- Organising fundraising efforts to enhance facilities, purchase new equipment, and improve indoor and outdoor learning environments

Committee meetings are held monthly at times that suit most members and staff. These meetings provide a space to discuss current issues, plan fundraising events, apply for grants, and manage other important tasks.

Each year, several committee positions become available as members transition out. The Committee includes the roles of President, Secretary, Treasurer, Fundraising Coordinator, and Ordinary Members.

If you're interested in supporting the kindergarten and making a meaningful contribution, please contact the Operations Manager via email manager.ndcka@kindergarten.vic.gov.au

Your involvement helps ensure NDCKA continues to thrive.