

Mount Burr Preschool



Site Policies

<https://www.education.sa.gov.au/department/policies-and-legislation/departmental-policies>

Use link above to navigate to the Department for Education Policy Library.

NB: some policies and procedures can only be accessed by Department for Education staff and so please feel free to request any information to be printed and made available to you.



Government of South Australia
Department for Education

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Quality Area 2 – Children’s Health and Safety

Nutrition Policy

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website, including:

- [Nutrition and dietary requirements in preschool \(edi.sa.edu.au\)](http://edi.sa.edu.au)

Mount Burr Preschool promotes safe, healthy eating habits in line with the **Right Bite** Healthy Food and Drink Supply Strategy for South Australian Schools and Preschools and relates to the Department for Education (DfE) wellbeing strategy.

We believe that early childhood is an important time for establishing lifelong, healthy eating habits and can benefit the children in three ways:

1. Short term: maximises growth, development, activity levels and good health.
2. Long term: minimises the risk of diet related diseases later in life.
3. Good nutrition contributes to good health and wellbeing and this is vital for positive engagement in learning activities.

Therefore:

- educators at this preschool model and encourage healthy eating behaviours
- food and drink are consumed in a safe, supportive environment for all children
- parents and caregivers are encouraged to supply healthy foods that fit within the **Right Bite** strategy for their children at preschool.

This food policy has been established after consultation with educators and parents within the preschool community.

Curriculum

Our preschool's food and nutrition curriculum:

- is consistent with the *Dietary Guidelines for Children and Adolescents in Australia*, and the *Australian Guide to Healthy Eating*
- includes activities that provide children with knowledge, attitudes and skills to make positive healthy food choices and learn about the variety of foods available for good health
- includes opportunities for children to develop practical food skills like safely preparing and cooking healthy food
- integrates nutrition across the EYLF framework where possible, particularly **relating to the developmental learning outcome: 'Children develop a sense of physical wellbeing'**.

The Learning environment

Children at our preschool:

- have fresh, clean bottled water available at all times and are encouraged to drink water regularly through the day
- will eat routinely at scheduled break times or more flexibly if required
- use the school garden to learn about and experience growing, harvesting and preparing nutritious foods
- engage in age appropriate, healthy and interesting cooking experiences

Our preschool:

- provides rewards/encouragements that are not related to food or drink
- understands and promotes the importance of breakfast and regular meals for children
- teaches the importance of healthy meals and snacks as part of the curriculum
- is a breastfeeding friendly site especially for our playgroup families

Food supply

Our preschool:

- encourages healthy **food and drink choices** for children in line with the *Right Bite* strategy
- encourages food choices which are representative of the foods of the preschool community
- ensures healthy food choices are promoted and are culturally sensitive and inclusive
- ensures a healthy food supply for preschool **activities and events** in line with the *Right Bite* strategy
- displays **nutrition information** and promotional materials about healthy eating
- has the following guidelines for families for **food brought from home** or provided by educators within preschool time

Fruit Time:

Parents and carers are encouraged to supply fruit and vegetables at fruit time to:

- provide children with important minerals and vitamins
- encourage a taste for healthy foods.

Food and drinks provided to children:

- parents and carers are encouraged to provide healthy food and drink choices in line with the **Right Bite** strategy – water only in drink bottles
- educators will ensure that food provided to children by the preschool is in line with the **Right Bite** strategy.

Food safety

Our preschool:

- promotes and teaches food safety to children as part of the curriculum
- encourages educators to access training as appropriate to the *Right Bite Strategy*
- provides adequate hand washing facilities for everyone
- promotes and encourages correct hand washing procedures with children and educators.

Educators will:

- encourage both children and educators to wash hands before preparing food
- ensure there is adequate soap and paper towel for hand washing and that the hand basins are cleaned if necessary during the day
- work together to keep the kitchen clean and tidy
- clean and prepare food preparation areas before the children engage in cooking or preparing food
- include discussions about food safety where appropriate in children's learning to build understanding of the importance of food safety
- support the food policies around anaphylaxis and allergies when appropriate
- ensure the tables are wiped clean before and after meal times and floors are swept and dishes done
- support children with extra hand washing when colds, coughs, sneezes are evident
- use appropriate cloths for cleaning
- ensure children are seated when eating
- use food preparation equipment appropriately – for example different chopping boards when preparing meat and salad/vegetables.
- using gloves and tongs where appropriate.

Food-related health support planning

Our preschool:

- liaises with families to ensure a suitable food supply for children with health support plans that are related to food issues and will involve parents in procedure development for children with allergies/intolerances.

Working with families, health services & industry

Our preschool:

- invites parents and caregivers to be involved in the review of our whole of site food and nutrition policy
- provides information to families and caregivers about the *Right Bite Strategy* through a variety of ways including:
 - newsletters
 - policy development/review
 - information on enrolment
 - pamphlet/poster displays.

Note: If our preschool enrolls a child with a serious **food allergy** or **intolerance** (eg. nuts), a separate procedure for the duration of that child's involvement with the preschool will be developed and communicated to parents and educators.

Sources:

- [Australian Dietary Guidelines | NHMRC](#)
- [Food legislation | SA Health](#)
- [Staying healthy: Preventing infectious diseases in early childhood education and care services | NHMRC](#)
- [Oral eating and drinking procedure \(edi.sa.edu.au\)](#)
- [Supporting children and students with anaphylaxis and severe allergies \(education.sa.gov.au\)](#)
- **Consultation process completed and feedback included from children, staff, families and Governing Council members**

Last policy review and amendments endorsed by Governing Council: 6th November 2025

Endorsement recorded in Governing Council minutes on: 6th November 2025

Next review date due: November 2026

Hot Weather and Sun Smart Policy

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website, including:

- [Inclement weather and sun protection \(edi.sa.edu.au\)](http://edi.sa.edu.au)

Rationale

A balance of ultra violet radiation (UVR) exposure is important for health. Too much of the sun's UV radiation can cause sunburn, skin and eye damage, and skin cancer. Sun exposure in the first ten years of life is a major factor in determining future skin cancer risk.

Too little UV radiation from the sun can lead to low vitamin D levels. Vitamin D is essential for health bones and muscles and general health. Sun protection must be used during Terms 1 and 4 and whenever UV levels reach 3 or above, inclusive of terms 2 and 3.

Mount Burr Preschool aims through our skin protection policy to promote the following amongst children, staff and parents:

- encourage children and staff to use a combination of sun protection measures whenever UV index levels reach 3 and above – appropriate hats, sunglasses, clothing, sunscreen will be used
- provide a safe outdoor environment that gives shade for staff and children
- ensures all children and staff have some UV radiation exposure for vitamin D
- assist children to be responsible for their own sun protection
- ensure families and new staff are informed of the centre's Sun Protection Policy

Legislation

This policy relates to the following National Law and Regulations:

- Education and Care Services National Law Act 2010: Section 167 – Protection from harm and hazards
- Education and Care Services National regulations 2011
 - Regulation 100 – Risk assessment must be conducted before an excursion
 - Regulation 113 – Outdoor space – natural environment
 - Regulation 114 – Outdoor space – shade
 - Regulation 168 – Policies and procedures (2)(a)(ii) – sun protection

National Quality Standards – QA 2: Children's health and safety (with links to QA 1, 3, 5, 6, 7)

Implementation and Procedures

Staff are encouraged to access the SunSmart app, www.myuv.com.au or www.bom.gov.au/au/sa/uv to find out the daily local sun protection times to assist with the implementation of this policy. We use a combination of sun protection methods for all outdoor activities during terms 1, 3, 4 and whenever UV radiation levels reach 3 and above at other times of the year. Extra care is taken during the peak UV radiation times and outdoor activities are scheduled outside of these times where possible.

- Clothing - When outside children are required to wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, closely woven fabric is recommended. Tops with sleeves, collars and knee length shorts are best. Shoulders and upper arms must be covered. Children without appropriate sun protective hats or clothing will be required to play in areas protected from the sun. Children are also allowed to bring along and wear their own sunglasses from home.
- Sunscreen - SPF 30 or higher, broad spectrum and water resistant is supplied for staff and children's use. Sunscreen is to be applied 20 minutes before going outside and reapplied after 2 hours. Children are encouraged to apply their own sunscreen with staff supervision.
- Hats - All children are required to wear hats that protect their face, neck and ears. Parents are encouraged to supply their own hat for their child.
- Shade - We regularly check to ensure that there is adequate provision of shade and that when planning excursions and outdoor activities we consider the availability of shade. We will encourage children to use the

shaded areas for their play and ensure that they are appropriately dressed for outdoor play. The school yard has ample of shade from trees and large pergolas. We also have a fully shaded veranda area and indoor sandpit for peak UV times.

- Enrolment information for families - Families will be informed of our Sun Protection policy on enrolment and encouraged to bring a suitable sun protective hat for their child. We also encourage families to ensure children are adequately dressed in suitable sun protective clothing and have given permission for staff to apply the centre's sunscreen. If this is not suitable they must supply their own suitable SPF 30 or higher, broad spectrum, water resistant sunscreen (such as when children have allergies). Families, visitors and playgroup members must also be encouraged to model good sun protection practices. Parents are reminded in Terms 1, 3 and 4 about the Sun Protection Policy.
- For Work Health and Safety, and role modelling staff will wear suitable clothing, sunscreen, sunglasses and hat when the UV is 3 and above and will work in the shade wherever possible. They will include education and information about sun protection and vitamin D into the learning program and will reinforce this with displays and activities. Families will also be provided with sun protection information as per above.
- Educators and Governing Council will monitor and review this SunSmart policy when required (at least every 3 years) and it will be sent to the Cancer Council at that time to ensure our SunSmart centre status is continued.

We recognise that children are at greater risk than adults from suffering from heat-related illness in very hot weather.

Therefore, on very hot days we will:

- Conduct outdoor learning activities in shaded areas of the preschool yard
- Encourage children to drink water more frequently and enable access to safe drinking water at all times
- Encourage parents to dress their children appropriately in light clothing that is sun safe
- Encourage parents to pack lunches in insulated containers with a freezer brick, or to utilise the kindergarten fridge for storing lunchboxes

While our air conditioning is working efficiently, kindergarten will not be cancelled on days of extreme heat. If there is a breakdown or power blackout, and the temperature is over 36oC then staff will contact parents to collect their children.

Sources:

- [Inclement weather and sun protection \(edi.sa.edu.au\)](http://edi.sa.edu.au)
- Consultation process completed and feedback included from children, staff, families, Cancer Council SA and Governing Council members

Last policy review and amendments endorsed by Governing Council: 6th November 2025

Endorsement recorded in Governing Council minutes dated: 6th November 2025

Next review date due: November 2026

Water Safety Procedure

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website, including:

- [Preschool water safety procedure \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/preschool-water-safety-procedure)
- [Water safety for preschools \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/water-safety-preschools)

During 2016-17, 76% of toddler (children aged 0-4 years) drownings were from falls into water

Childhood drowning – the issue

- The most common factor for childhood drowning is lack of active supervision
- A child can drown silently in as little as 5cm of water, in less than 20 seconds
- For every 1 child who drowns, 10 others are rescued from a near drowning incident
- Why young children are most at risk of drowning
 - They love to play with water and are naturally drawn to it
 - They do not understand the danger
 - They are top heavy (their head is large in comparison to their body) and they have a tendency to fall.

Water hazards

- A water hazard is anything that can hold 5cm of water and fit a child's nose and mouth.
- There are a number of water hazards in children's learning environments, including:
 - Sinks, basins, fish tanks/bowls, baths
 - Swimming pools, portable pools, spas
 - Water courses, ponds, sandpits, clam shells
 - Water troughs, containers and buckets used for play
 - Pooling water.

Mount Burr Preschool will actively identify and assess risks associated with any water hazards and water-based activities. Risk assessments should include matters such as:

Active supervision - Children must be actively supervised at all times when there is a risk of access to any water hazard.

Active supervision includes:

- Direct and constant monitoring of children – within arm's length (within 1 – 2 metres)
- Careful intentional positioning
- Scanning and moving around the area
- Listening closely for sounds or the absence of noise
- Observing play and anticipating behaviour

Eliminating hazards – water must be emptied immediately after use and stored in a manner that prevents the vessel filling with water when not in use. All aspects of the environment must be designed to ensure adequate drainage of water to avoid pooling.

Sources:

- [Water safety in education and care settings \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/water-safety-education-care)
- [Safety management \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/safety-management)
- [Outdoor learning environments standard \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/outdoor-learning-environments-standard)
- [Camps and excursions \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/camps-and-excursions)
- **Consultation process completed and feedback included from children, staff, families and Governing Council members**

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Nappy Change, Clothing Change and Toileting Procedure

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website including:

- [Health and complex needs support and management \(education.sa.gov.au\)](http://education.sa.gov.au)

Rationale

The majority of children enrolling in preschool are toilet trained. Most children's toileting needs can be managed by the site practices outlined below. The duty of care for children is our priority.

Site procedures and practices:

- It is suggested that all families provide their child with a change of clothes in case of accidents, toileting or otherwise. It is quite common for preschool children to have toileting accidents and they are often happier to change into familiar clothes that they identify as their own. We keep a supply of spare clothes for emergencies.
- Staff will support children to change in a manner that provides privacy, minimises anxiety and encourages independence.
- DECD policy advises that it is not essential to have two people present although at times it may be necessary. Staff will endeavour to inform another staff member should they need to change a child and will try to do so within hearing of other staff. This is for the protection and safety of all concerned.
- Some children who enrol in preschool are not toilet trained and may require some support in this area. It is important that this information is provided to the preschool when the child is enrolled in order for staff to plan appropriate support.
- Toileting support involves reminding a child to use the toilet or supporting the child to independently use the toilet. We expect families to teach children how to pull down/up their own pants, how to wipe their own bottom, how to flush the toilet etc. We will also support children to build their self-help skills and independence. Please ensure that children are dressed in easy to manage clothing if they require toileting support.
- Families are responsible for providing all aids and equipment their child may need. (eg. Nappies, pull-ups, wipes) and spare clothes (including underpants).
- The kindergarten will supply the resources needed for staff to complete their duties (eg. Gloves, hand wash, changing facilities, nappy bags.)
- Children wearing pull ups need to be in a fresh pull-up when they arrive at kindergarten. If they soil or become noticeably wet and/or uncomfortable, staff will change the child according to the practices outlined above.
- Children with pull-ups or nappies will be checked by staff at mealtimes and when necessary.
- Wet or soiled clothing will be sent home for washing. Used nappies will be disposed of by the kindergarten. Nappy sacks will be provided for soiled underwear etc.
- If a child requires support that is additional or different to the practices and procedures outlined above, then an individual continence plan may be needed in consultation with your child's doctor or other health professionals.

Mount Burr Preschool

Changing of children's clothes/nappy/pull-ups procedure

1. **Staff are to encourage children to clean themselves up and change their own clothing – where practical depending on the level of soiling, ability and confidence of the child.**
2. **If staff help children to change clothing let another staff member know what you are doing and where possible have another adult nearby.**
3. **Respect and support children's own need for privacy by allowing them to choose where they would like to get changed – eg. In a toilet cubicle, or office.**
4. **Wear gloves and use baby wipes if necessary. These are located in the office.**
5. **Collect child's clothing out of their bag OR access our preschool spare clothing.**
6. **Put soiled clothing in a plastic bag and tie to seal the bag – double bag and/or use nappy sacks if necessary.**
7. **Dispose of nappy/pull-up in nappy sack in red bin outside.**
8. **Wash own hands and child's hands.**
9. **Support child to dress themselves with clean hands (not used gloves). Place soiled clothing in child's bag.**
10. **Wipe down change mat and change area. Ensure that parents are informed at the end of the day.**

Sources:

- [Health and complex needs support and management \(education.sa.gov.au\)](http://education.sa.gov.au)

- Consultation process completed and feedback included from children, staff, families, and Governing Council members

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Sleep and Rest Procedure

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website including:

- [Safe sleeping for infants and young children procedure](#)

Policy Statement:

The need for adequate sleep and rest is fundamental to the well-being and development of all children. Mount Burr Preschool recognises the uniqueness of every child and their individual routines for sleep and rest. Educators will work in partnership with families to meet the needs of individual children according to age and developmental stages.

Mount Burr Preschool's environment incorporates restful spaces for children to retreat to and staff will set up individual spaces with children to rest in in a responsive way aligned with the DfE 'Safe sleeping for infants and young children procedure'.

Procedure:

- Educators will work in partnership with families to ensure sleep and rest routines are respectful of individual needs, ages, developmental stages and cultural practices
- Children will be encouraged and supported to rest or sleep if necessary and will be regularly checked on. Educators will work with children to choose and set up their rest area. Parents will be consulted if needed about their child's rest/sleep and may pick them up if they think necessary.
- Children's sleep/rest periods will be monitored and parents will be notified if children sleep or rest during the day at pick up time.
- Preschool learning programs will promote and incorporate the benefits of rest and relaxation
- Information on safe sleeping practices will be available to families
- Educators will be kept informed of safe sleeping practices recommended by Red Nose (SIDS) and Kidsafe and implement these strategies

Sources:

Sources:

- [Safe sleeping for infants and young children \(edi.sa.edu.au\)](http://edi.sa.edu.au)
- [Safe Sleeping Practices for Newborns | Red Nose Australia](#)
- www.sidssa.org
- [Safe Infant Sleeping | Kidsafe SA](#)
- [Safe sleep and rest practices | ACECQA](#)
- [Safe Infant Sleeping Standards | SA Health](#)

Consultation process completed and feedback included from children, staff, families, and Governing Council members

Last policy review and amendments endorsed by Governing Council: 6th November 2025

Endorsement recorded in Governing Council minutes dated: 6th November 2025

Next review date due: November 2026

Safe Transport of Children Procedure

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website including:

[Safe transportation of children procedure \(education.sa.gov.au\)](https://www.education.sa.gov.au/safe-transportation-of-children-procedure)

Procedure Statement:

This procedure applies to regular bus transportation at Mount Burr Primary and Preschool. Children travel via bus between our education and care service premises and an alternate location mainly identified as their home.

A risk assessment has been completed to identify and assess risks that the transportation of a child may pose to the safety, health or wellbeing of the child. It specifies how the identified risks will be managed and minimised. Risks assessments are re-evaluated regularly, or when there is a change in circumstances.

Children who regularly use bus transport require an "Authorisation for Transportation of Children in Education Care Services" completed, prior to the commencement of transportation.

Transportation can present heightened risks to the safety of children often during the period of movement between a vehicle and our education and care service or other location. It is important that active supervision of children embarking and disembarking a vehicle at the education and care service is maintained at all times, the duty staff member and the bus driver must **ensure that no children are left inside a vehicle, they both must check the length of the bus conducting a visual inspection of the vehicle once it has reached its final destination.**

A staff member or nominated supervisor (other than the driver), must be present when children embark and disembark from a vehicle. When the children embark and disembark from the bus the children mark the "Transport Me" App located at the front of the bus. This system is in addition to the nominated staff member's visual head count and the recording of names and number on our Preschools "The Daily Regular Transportation Record". If a child is unaccounted for, both systems are quickly compared for accuracy, the Principal is notified and an immediate search of the Preschool and grounds or any other final destination must be conducted by all available staff.

If the bus reaches the child's destination and an adult is unavailable to collect the child, the bus driver will attempt to make contact using the regularly updated emergency contact numbers previously provided by the school. If this is unsuccessful the driver will contact the school to notify them that they will be returning with the child to Preschool.

The bus is equipped with a mobile phone and full first aid kit supplied by the contracted bus company.

This policy is included in the staff induction booklet, and will be discussed at handover to all new and relieving staff and the beginning of the day, prior to the arrival of children.

Sources

[Safe transportation of children procedure \(education.sa.gov.au\)](https://www.education.sa.gov.au/safe-transportation-of-children-procedure)

[Safe transportation of children policy \(education.sa.gov.au\)](https://www.education.sa.gov.au/safe-transportation-of-children-policy)

Consultation process completed and feedback included from children, staff, families, and Governing Council members

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Endorsement recorded in Governing Council minutes dated: 6th November 2025

Next review date due: November 2026

Quality Area 4 – Staffing Arrangements

For information about Department for Education's policies and procedures on:

- Staff code of conduct
- Determining the responsible person
- Participation of volunteers and students

Please follow the link: <https://www.education.sa.gov.au/department/policies-and-legislation/departmental-policies>

Consultation process completed and feedback included from children, staff, families, and Governing Council members

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Endorsement recorded in Governing Council minutes dated: 6th November 2025

Next review date due: November 2026

Quality Area 5 – Relationships with Children

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website including:

- [Behaviour support policy \(edi.sa.edu.au\)](http://edi.sa.edu.au)

Wellbeing Policy

At Mount Burr Preschool

- We all have the right to be safe
- We can help ourselves to be safe by talking to people we trust

We believe that children need guidance and assistance in a positive and supportive way to help them become caring and responsible members of our kindergarten community. We provide a physically and emotionally safe learning environment which promotes empathy, understanding self-worth and respect. We believe that working together with families to support children's learning about their behaviour is highly valuable.

Educators will:

- Plan for a positive learning environment that promotes belonging, being and becoming and provides opportunities for high levels of engagement and learning through play
- Be positive by recognising the individual's rights and needs and by fostering confidence and self-esteem in children.
- Recognise and encourage appropriate behaviour
- Be consistent in providing clear limits and guidelines
- Act as good role models and teach communication and problem solving skills to children
- Have realistic expectations and take into account children's different developmental stages and learning needs and use strategies to support positive behaviour that suit the individual child
- Use positive language and work actively to build respectful and reciprocal relationships with children
- Involve children in the development of understanding of expectations and guidelines
- Intervene positively to teach respectful behaviour, relationship skills and to keep children safe
- Support children's needs and well-being through carefully planning for the development of positive dispositions through our individual learning plans

Children will:

- Be safe, relaxed and happy
- Become confident, fair and assertive and respectful of others
- Share and be kind – take care
- Show initiative
- Take risks and solve problems with or without adult support
- Be able to communicate with others effectively
- Be able to express feelings, wants and needs
- Be able to work together cooperatively to develop behaviour guidelines
- Take responsibility for their own actions
- Be involved in developing an understanding of expectations and guidelines wherever necessary

Parents will:

- Receive a copy of this policy in their enrolment pack and be provided with a copy if it changes
- Work in conjunction with educators to support children's learning about their behaviour
- Be kept informed about our behaviour guidelines and expectations
- Be partners in their child's learning and development

When supporting children's learning about their behaviour staff will:

- First remember that all behaviour is communication – think about what the child is trying to tell you or how they are feeling and reacting
- Observe for an appropriate period of time and think carefully about a course of action and support
- Offer choices and reminders about safe and appropriate behaviour
- Redirect the child or children, help them to communicate and collaborate about what is happening
- Talk about how to solve problems or develop strategies with children using open-ended questioning to gain solutions

- Support children to regulate their emotions, think carefully and develop a plan for re-engaging in learning
- Educators will provide **positive** support and reassurance to the child at all stages.

Our Wellbeing Policy has been written with reference to the DfE publications:

- 'Supporting and Managing Children's Behaviour: An early childhood resource'
- 'Behaviour Support Policy for Early Childhood Services'
- 'Keeping Safe: Child Protection Curriculum'

Sources:

- [Behaviour support policy \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/behaviour-support-policy)
- [Behaviour support and interactions with children in preschools \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/behaviour-support-and-interactions-with-children-in-preschools)

Consultation process completed and feedback included from children, staff, families, and Governing Council members

Last policy review and amendments endorsed by Governing Council: 6th November 2025

Endorsement recorded in Governing Council minutes dated: 6th November 2025

Next review date due: November 2026

Quality Area 7 – Leadership and Service Management

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website including:

Complaints Management Policy

If you have a concern in relation to an experience at Mount Burr Preschool you are encouraged to address the issue with the person involved. If your concern is not resolved or you feel uncomfortable make a time to speak with the Nominated Supervisor. Allow a reasonable time for the issue to be resolved. Please see below for our procedures. If you feel your concerns are not resolved we advise that you contact the Customer Feedback Unit within the Department for Education – you can report your concerns online by requesting an online complaint form or use the Customer Feedback Line on 1800 677 435.

Issues of a general nature can be addressed at Governing Council meetings. Please put your concern in writing and hand it to a Governing Council member. Any written or verbal complaints that contain personal abuse, inflammatory statements, and comments of a threatening nature or intended to intimidate will not be addressed and the people involved will be advised accordingly.

For information about Department for Education's policies and procedures on:

- **Enrolment and orientation**
- **Governance and management**
- **Acceptance and refusal**
- **Payment of fees**
- **Dealing with complaints**

Please follow the link: <https://www.education.sa.gov.au/departments/policies-and-legislation/departments/policies>

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