

Play. Discover. Grow.



Insight

Early Learning

Welcome



Family Handbook



Contents.



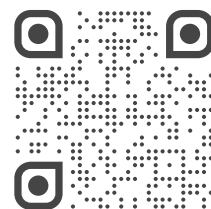
- 01 Welcome
- 02 Philosophy W I S E
- 03 Philosophy W I S E – Values
- 04 Operating Hours
- 04 Orientation
- 04 'All About Me' form
- 05 Your Child's First Day
- 05 Clothing and Footwear
- 06 Communication
- 07 Arrival and Departure
- 07 Nappies
- 07 Family Participation
- 08 Educational Program
- 09 Daily Routine
- 09 Xplor home app.
- 10 Nutrition
- 11 Accidents and Incidents
- 11 Child Protection
- 11 Exclusion of Sick Children
- 12 Hand Washing
- 12 Emergency Procedures
- 12 Evacuation
- 13 Medical Conditions
- 13 Medication
- 13 Absent Days
- 14 Fee Structure
- 14 Early Close
- 14 Date Night
- 15 Family Concerns & Complaints



For Families

**Welcome to
Insight Early
Learning >**

insightearlylearning.com.au



Welcome.



At Insight Early Learning our mission is to be at the forefront of innovation in early childhood education, preparing your child's mind and body for a lifetime of growth and learning.

Our holistic approach to education begins from the ground up as we design state-of-the-art centres that stimulate children's natural curiosity. We bring to life beautiful spaces that weave together nature, exploration, and inspiration. We work with thought leaders in early childhood education as well as leading Australian and International architects.

People are at the heart of our philosophy. Our experienced, passionate educators nurture and empower children to thrive and prosper. We believe in developing our educators with continuous professional training, so that they can bring the best of global learning philosophies to your child every day.

Our team are trained in Circle of Security to support resilience and emotional security in children and infants. For more information, please visit: www.circleofsecurityinternational.com

We appreciate the faith and trust you have placed in us to care for your child during these precious early and formative years. We encourage you to read this carefully to understand our centre's philosophy, policies and procedures. The policies and procedures as outlined in this Family Handbook are the basis for our 'best practice' guidelines in education and safety.

If you have any queries, please do not hesitate to contact your Centre Director.

We look forward to working with you to ensure your child's success at Insight Early Learning.

See you soon :)



Philosophy.



The Insight Early Learning philosophy is anchored by 4 principles, embodied by W.I.S.E.

Wisdom

Wisdom, Wonder, Willingness, Warmth

At Insight Early Learning our teams deeply value community, ensuring that our curriculum and practices seamlessly connect with the wisdom shared by our children, families, community and educators. We believe that every voice, from our children and families to educators and the wider community, brings a unique perspective to the educational journey.

We value the continuity and richness of local Wisdom shared by Aboriginal and Torres Strait Islander Elders and use this wisdom to guide us. We are guided by the wisdom learnt from the past and use this to inform our future. Our commitment is to learn from and integrate this collective wisdom into our educational program and practices.

We respect children's innate sense of curiosity and view children as capable and competent learners. Our curriculum is thoughtfully designed to harness the power of play, nurturing growth, exploration, engagement, and creativity. In our pedagogical practice, we advocate for an approach that encourages children to learn from positive experiences, promoting resilience, and fostering a culture that values a growth mindset.

Innovation

Insight, Innovation, Inspiration, Imagination, Inquiry

Insight Early Learning's mission is to be at the forefront of innovation in early childhood education, preparing children for a lifetime of growth and learning. We are dedicated to coaching and mentoring our educators' professional learning and fostering learning communities that empower them to integrate innovative educational approaches into their practices. Encouraging a culture of reflective practice is fundamental to our philosophy. We support educators to think deeply about their practices and engage with diverse perspectives, leading to Innovative pedagogical decisions and actions.

Our ethos embraces a shared leadership model that emphasises the collective responsibility and professional accountability for the learning, development, and well-being of children. This innovative leadership approach empowers every team member to share their professional knowledge and skills, contributing to the collective effort to provide the best possible outcomes for children, families, and colleagues in their respective settings.

We recognise the complex and dynamic nature of early childhood education, we actively seek guidance from emerging ideas put forth by industry leaders. This ongoing commitment ensures that our practices remain aligned with the latest insights and trends, reinforcing our position at the forefront of Innovation.



Philosophy cont. Values.

The Insight Early Learning philosophy is anchored by 4 principles, embodied by W.I.S.E.

Sustainability

Sustainability, Selflessness, Sensitivity

We are committed to supporting children's profound sense of responsibility towards sustainability. We embrace sustainability as encompassing the three pillars of sustainability which are intertwined: Environmental sustainability which focuses on nurturing and protecting our natural world, Social sustainability which revolves around fostering inclusions and promoting respectful and fair communities, and economic sustainability which refers to practices that support economic development.

We cultivate children's understanding of their rights and responsibilities as integral members of both local and global communities. We uphold children's agency and their entitlement to actively participate in decisions that impact their lives. This is achieved through meaningful and relevant educational experiences that foster a sense of belonging and civic engagement.

Equity

Equality, Empathy, Empowerment, Excellence

Insight Early Learning's mission is to be at the forefront of innovation in early childhood education, preparing your child for a lifetime of growth and learning. We believe in developing our educators with continuous professional learning philosophies for your child every day. Our holistic approach to education begins from the ground up as we design state-of-the-art centres that bring to life beautiful spaces weaving together inspiration with nature and exploration. We promote the power of play through our inspired education programs and in our outdoor environments. Our inviting playgrounds encourage physical development and are designed to stimulate the senses. We design our internal learning spaces to be interesting learning environments, supporting children's arts and literacy development.

“ Insight Early Learning Values.

Our Insight Early Learning values are the guiding principles that define how we operate and make decisions about children's learning.

These values serve as a framework for how we conduct ourselves and how we interact with our children, families, and the broader community.

We believe that these values help to establish a positive culture and contribute to the overall success and reputation of Insight Early Learning.



Nurturing Relationships

Through teamwork, we create a warm and supportive environment that fosters learning and growth mindsets.



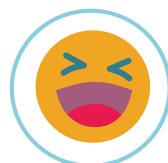
Inquisitive Learning

Encouraging exploration and questioning, we lay the foundation for a lifelong love of learning while maintaining our commitment to excellence.



Inclusivity

Embracing diversity, we build an inclusive space where everyone feels respected and supported, contributing to a harmonious team.



Playful Interactions

We engage in interactive and joyful exchanges, encouraging creativity and sharing laughter, promoting a culture of innovation.



Mindful Support

Our presence and cooperation enable growth and learning, fostering understanding and collaboration to achieve collective success.



Reflective Improvement

We encourage critical thinking, supporting each other's self-awareness and continuous improvement, contributing to our shared aspirations.



Collaborative Achievement

Through teamwork, we celebrate achievements and maintain diverse fostering perspectives fostering an environment of mutual accomplishment



Presence and Belonging

Being fully present fosters belonging and strong relationships, dedicated to our Insight culture, enhancing our commitment to collaboration



Compassionate Kindness

Compassion creates a nurturing environment, fostering community and ensuring everyone feels cared for, reinforcing our sense of unity.



Attentive Listening

We listen attentively, promoting understanding and effective communication, fostering respect and openness, which are integral to our teamwork.



Exemplifying Professionalism

Upholding the highest standards of professionalism, we demonstrate integrity, accountability, and respect in all interactions, fostering trust and excellence.



Continuous Learning

Embracing a growth mindset we actively seek learning and development opportunities, striving for personal and collective advancement within our team culture.

Orientation.



Orientation days

We are delighted that you've chosen Insight Early Learning as part of your extended family. Starting care is a big transition, and we understand it can feel daunting for both children and families. That's why we offer a warm and supportive orientation process to help your child become familiar with our educators, routines, and environment before they commence care.

Orientation is based on the Circle of Security approach and typically includes a series of visits where you and your child can spend time in the learning space, meet the team, and begin building relationships.

We recommend at least three orientation visits, particularly for children new to care, with a family member present to support them. The number and length of visits may vary depending on your child's age, needs, and prior care experience.

Ideally, orientation takes place 1–2 weeks before your child's start date to ensure a smooth and confident transition.

Please bring a completed **All About Me form** during orientation to help us tailor our care to your child's unique needs.

Helping us get to know your child

To support a smooth and positive transition into our classrooms, we kindly ask that you complete and bring your **All About Me form** during your orientation visit.

For Families

All about me

You can download and fill out the 'All about me' fillable .pdf form here. ➤



This form helps our educators get to know your child on a deeper level—their likes and dislikes, comfort items, routines, family members, interests, and any important information that supports their wellbeing.

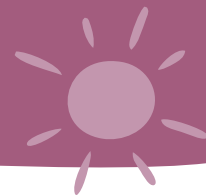
By understanding your child's unique personality, preferences, and needs, we can create a nurturing and predictable environment that feels familiar and safe from day one.

Operating hours

Insight Early Learning Centres Operate
Monday through to Friday
52 weeks a year.



Your child's first day.



What to bring

- Weather and sun appropriate clothing for the season
- Child's bag
- Two complete sets of change of clothes
- Appropriate footwear for outdoor play or outings
- A warm coat & hat. Children will be given the opportunity to go outside on cold days
- Sleep sack (optional)
- Pacifier if required
- Water bottle
- Clean sterile baby bottle and formula as required
- 1 comfort item to support rest time (opt)

We are Sunsmart

As part of our SunSmart policy, please avoid singlets or dresses with thin straps to help protect your child's shoulders from the sun. For more information, visit the SunSmart website > www.sunsmart.com.au

Footwear.

Children must wear **enclosed, comfortable shoes** that support safe, active play. Shoes should be easy for children to manage independently wherever possible. Please avoid sandals, thongs, or open-toed footwear, as they do not offer adequate protection during outdoor or physical activities.

Item labeling.

Please ensure that you label all of your child's possessions. This will help educators ensure that children's belongings do not get mixed up.

For Families

First day info >

Please visit our webpage:
Prepare for your child's first day for full details.



What to wear?

At Insight Early Learning, play-based learning is a big part of each day—and that often means getting messy!

From painting and water play to gardening and outdoor adventures, children are encouraged to explore and engage in hands-on experiences.

We recommend dressing your child in **comfortable, practical clothing** suitable for messy play!

- Clothes should be suitable for running, climbing, painting and playing in materials such as sand, dirt and water.
- Support your child's play by providing Sun Smart Clothing that can easily be put on and taken off so they can perform tasks for themselves, including toileting.
- Make sure your child is wearing safe comfortable shoes.
- Lost property is located in individual classrooms. Please check this regularly as items not collected will be donated after a period of 1 month.

Uniforms

Insight Early Learning uniforms

Optional Insight Early Learning Uniforms are also available for families who wish to protect their child's everyday clothing.



Communication.



At Insight Early Learning we encourage open communication and information sharing about your child. We believe partnerships are the foundation of understanding each other's expectations and values. Parents/Carers play an important role in their child's growth. Active involvement in the centre is encouraged.

While we welcome parent/carer/educator conversations at arrival and departure times, we understand that many families find it difficult to have conversations about their child at these busy times. We strive to ensure every parent is provided with frequent feedback related to their child and their learning journey. As a parent at Insight Early Learning, you can expect to receive updates via our communication app.

In genuine partnerships, families and early childhood educators;

- Value each other's knowledge of each child
- Value each other's contributions to and roles in each child's life
- Trust each other
- Communicate freely and respectfully with each other, sharing insights and perspectives about each child
- Engage in shared decisions making



The Insight Early Learning Team will...

- ✓ Be proactive in communicating effectively with you
- ✓ Inform you promptly and sensitively of incidents affecting your child
- ✓ Share individualised information about the learning experiences your child had during the day
- ✓ Provide you with information about your child's eating and sleeping patterns

We share important information with families through:

Xplor Home App, newsletters, emails, noticeboards, classroom signs and foyer displays throughout the centre.



Details.

Arrival and Departure

It is a regulatory requirement that a child must be signed in and out upon arrival and departure from the service by a parent/caregiver or the emergency contact assigned on the Enrolment form. Please ensure that you approach one of your child's educators to acknowledge your child's arrival and departure.

For the safety of all children, we ask families, carers and guardians to be vigilant in not allowing other children in and out of classroom doors, the front door or security gates.

Nappies

All nappies are supplied and we follow best practice guidelines for nappy changing. Insight Early Learning aims to ensure nappy changes are a relaxed, happy and social routine that provides an opportunity for educators and children to further develop trusting and positive relationships.

Family Participation and Partnerships

We encourage families to be involved with the service and we encourage constructive feedback. Through feedback from staff, parents and children we are able to make ongoing assessments about what we do. Input that is constructive and places emphasis on co-operation produces a quality program and an environment that continually grows in excellence. We regularly invite families to review our Policies and Procedures to remain at the forefront of best practice. Families / Carers are encouraged to participate in the development, planning and evaluation of programs which will be documented by educators.

“

Play is the highest expression of human development in childhood for it alone is the free expression of what is in a child's soul

—Friedrich Froebel

”



Educational program.



Insight Early Learning provides a play-based curriculum that uses a combination of intentional teaching and emergent curriculum based on children's interests. Approved Learning Frameworks guide our practice and enable us to support each child's 'being', 'belonging' and 'becoming'.

Our environment plays a large role in guiding children's learning by offering independence and freedom in exploring natural materials and settings. Children develop self-esteem, self-expression, confidence and social competence through play. Our skilled educators draw on a wide variety of techniques and activities during their interactions to maximise children's learning opportunities aimed at preparing them for school and beyond. In particular, our educators engage in each part of the planning cycle to provide meaningful and unique experiences that support each child's holistic development. Sharing and celebrating each child's learning journey with their family is a wonderful part of this process.

We offer a wide mix of indoor and outdoor programs for all our infants, toddlers, Kindy/pre-schoolers. This allows children to make their own choices and decisions about their play and learning, which is an important aspect of the Early Years Learning Framework.



Curriculum Framework Practices.

1. Holistic, integrated and interconnected approaches
2. Responsiveness to children
3. Play-based learning and intentionality
4. Learning environments
5. Cultural responsiveness
6. Continuity of learning and transitions
7. Assessment and evaluation for learning, development, and wellbeing

Curriculum Framework Principles.

1. Secure, respectful and reciprocal relationships
2. Partnerships
3. Respect for Diversity
4. Aboriginal and Torres Strait Islander perspectives
5. Equity, inclusions and high expectations
6. Sustainability
7. Critical reflection and ongoing professional learning
8. Collaborative leadership and teamwork

Curriculum Framework 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 well-being
4. Children are confident and involved learners
5. Children are effective communicators



Daily routine.



Daily Routine

Throughout the day, children engage in spontaneous and planned play activities, many of which will be reflected in our educator's educational program.

We invite family/carers to discuss and provide contributions to the learning program for their child. A copy of the curriculum delivered to your child will be on display in your child's room.

We provide a routine that is individualised for each child and meets your family's care needs. We work with families to ensure that home routines are supported, ensuring the transition between home and the learning centre is positive and smooth.



Xplor Home App.

Through the Xplor Home App, you can access comprehensive information about your child's daily activities, including their engagement in the educational program, meal times, diaper changes, sleep schedules, bottle times, and more.

The app also facilitates various functions such as making casual bookings, communicating with the service and educators, signing in your child, and reviewing your account and billing details. This information is updated daily, providing you with a convenient and up-to-date resource.

Upon enrollment, you will receive a welcome email from Xplor guiding you to set up your account for seamless access to the app.

For more information visit:

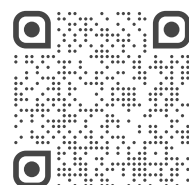
www.insightearlylearning.com.au/xplor-home-app-support



For Families

Xplor Home >

Xplor Home App. can be found here. App information, support and download link.



Nutrition.

Research has shown that nutrition is essential to supporting a child's health and growth requirements. Nutrition in a child's early years is strongly linked to cognitive development later in life.

Our menu has been designed in conjunction with Nutrition Australia. Our menu provides a healthy, balanced diet for the children to encourage healthy eating habits.

Our menus change weekly and are updated each season to offer our children a healthy variety of meals that take advantage of seasonally available fresh produce. Our carefully crafted menu is designed in accordance with professional nutritional advice and caters for allergy, cultural and/or religious requirements.

Breakfast is available each morning from 7am.

Our centres provide morning tea, lunch, afternoon tea and a late afternoon snack.

Our Daily Menu.

- 2 servings of grain foods
- 2 servings of dairy. Milk is offered during morning tea
- Another form of dairy, either cheese or yoghurt, is offered at an alternate time of the day
- Children aged 2-3 are offered 1/2 serving of meat or meat alternative
- Children aged 4-5 are offered 3/4 serving of meat daily
- Children are offered 2 and 1/4 servings of vegetables daily
- Children are offered a minimum of 3/4 serving of fruit daily
- We limit sugar filled discretionary foods
- We provide all drinks (including milk), morning tea, lunch, afternoon tea and a late snack



- Please ensure that you inform staff of any allergies or diet restrictions your child may have on your enrolment forms.
- Children have access to fruit throughout the day if they are hungry between meals and have continuous access to their water bottles.

**Insight Early Learning
is nut and egg aware.**

Please do not bring food to
to the centre with your child.



Accidents and Incidents.

Insight Early Learning aims to provide a safe environment in which children may play and explore their world free from hazards. In the event of an accident, appropriate first aid and/or CPR will be applied by trained staff. In the event of an emergency or natural disaster our staff and children will follow the relevant procedure to ensure the safety and wellbeing of each person present.

Parents will be contacted as soon as practicable if there is any injury involving the head. Parents will be called about other incidents depending on the severity.

All parents receive an incident and accident report showing details about the incident and will be asked to sign the report via the Xplor HOME app to show it has been received. The report will then be reviewed by the Management Team.

Child Safety and Mandatory Reporting

Insight Early Learning is a child safe organisation committed to providing a safe, inclusive, and respectful environment for all children. As part of our duty of care, we take our legal and ethical responsibilities seriously in ensuring the safety and wellbeing of every child in our services.

All our educators and staff are mandatory reporters. If there are reasonable grounds to suspect a child is at risk of harm, neglect, or abuse, we are legally required to make a report to the relevant child protection authorities.

We promote a culture of safety, empowerment, and participation for all children.

We do this through:

- Ongoing staff training in child protection and mandatory reporting;
- Implementing child-safe policies and procedures; Ensuring all staff and volunteers have valid Working with Children Checks;
- Encouraging open communication with families; and
- Listening to the voices of children and supporting their rights.

Families are encouraged to speak with their Centre Director if they have any questions about our child safety practices or if they have any concerns.

For more information on child safety, visit: www.childsafe.humanrights.gov.au

Exclusion of sick children.

Insight has developed a strong Exclusion Procedure as we endeavour to protect the health, safety and welfare of all children and staff, following the recommendations from "STAYING HEALTHY - Preventing infectious diseases in early childhood education and care services"

Children and staff who are unwell SHOULD NOT attend Insight Early Learning. Children especially need time to recover within a home and family environment. While we understand how difficult this can be for working parents, it is very important that sickness is not passed on to other children and staff members.

Exclusion is required if your child:



- Has a temperature of 38 degrees or higher and needs the assistance of medication to maintain a normal temperature
- Has been vomiting in the last 24 hours
- Has had diarrhoea in the last 24 hours
- Has conjunctivitis and there is discharge coming from their eyes
- Has an undiagnosed rash
- Has head lice (until treated)
- Has cold sores

If your child falls ill while at Insight Early Learning we will contact you immediately by telephone. At enrolment and orientation, the team will discuss with families their children's general and current health and behavioural status. This information will be documented on the enrolment form.

Our teams will develop individual health management plans for children with allergies or other medical conditions such as anaphylaxis or asthma. These plans further assist staff when observing and monitoring children's health and behaviour needs.

For further information please refer to our People who are ill or unwell Policy & Procedure.

Child Protection.

Each Insight Early Learning team member undertakes dedicated reporting training. Insight Early Learning is required to report any suspicions of child abuse to the relevant state Department of Child Protection.

For further information please see the Child Protection Guidelines or speak to the Director.

Hand Washing.

Thorough hand washing practices are the best way to prevent transmission of disease. Hand sanitisers are provided throughout the building. Children learn to wash their hands effectively through games and play. Educators model good hand hygiene and washing practice through routine and intentional teaching strategies."

We wash hands before and after going to the toilet and nappy changing and before and after eating (at a minimum). There are many other hand washing opportunities throughout the day. Children and adults are encouraged to wash their hands before they go home to reduce the spread of germs. Your help with this would be very much appreciated.

Evacuation.

We practice the evacuation and lock down procedures with the children every three months. The staff and children evacuate to designated areas. Please check with your service the correct assembly area. The daily roll is then marked to make sure that all the children have been identified as present. The group then wait until the building is safe to enter. In the case of a real evacuation we would ring families to notify of the emergency.

Emergency Procedures.

Insight Early Learning team members hold a nationally recognised first aid qualification and have asthma and anaphylaxis training. We have a qualified team member on site at all times.

Medical Conditions.

All families / carers must disclose any diagnosed medical conditions when enrolling your child to Insight Early Learning. Our teams will make every effort to work with and respond to your child's medical condition.

A management or action plan prepared with your family GP must be provided to the service prior to the child commencing care and families are required to update the service if any changes are made to the management plan throughout the duration of enrolment at the service. Enrolment at the service cannot commence until the service has received a management plan for a child's diagnosed medical condition.

The child cannot attend the service without the medication required for the disclosed medical condition. Medical management and action plans must be reviewed and renewed with your family GP every 12 months.

Insight Early Learning will ensure that all persons responsible for the education and care of a child with a medical condition are able to easily identify a child that is experiencing the medical condition, know the management plan and have the appropriate training to administer any medication documented on the plan.

A member of the leadership team will develop a risk minimisation plan in consultation with you to minimise the risks associated with your child's health care needs, allergies or other medical conditions.



Medication.

Emergency medication will only be administered in the event of an anaphylaxis or asthma emergency.

Prior to the administration of medication, the service will ensure the administration is authorised by the child's parent or guardian in writing.

All medications that are to be administered at the service must be in their original container, bearing the original label, instructions and in the case of prescribed medicine, the child's name. Medications must also be in-date (that is, not past the expiry date.)

Educators will only administer medication in accordance with the prescribed instruction on the original label of the medication.

We do provide emergency Panadol if required.

Change of Enrolment or Ending Care.

We require three (3) week's written notification in advance when cancelling or changing care requirements and all fees must be paid in full on completion.

If your child does not attend on the last day of care, full fees will be charged from the day after last day of attendance.

Absent Days.

Fees still apply if your child is absent from the centre due to sickness, holidays and public holidays.

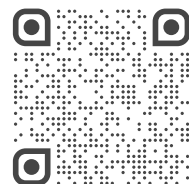
Under the Australian Government's Child Care Subsidy (CCS) Scheme each child is eligible for 42 allowable absences in the financial year to ring the centre to inform of your child's certificate or the like. If certification is without doctor certificates. Anything not available then full fees will apply to these 42 allowable absences include all public holidays.



Absences

Xplor Home

We encourage families to report a child's absence by 8am via the Xplor Home app.



Fee Structure.

Insight Early Learning daily fees cover all nappies, sunscreen and meals including dairy milk and soy milk, morning tea, cooked lunch, afternoon tea and late snacks. Our menu covers 80% of children's daily nutritional requirements.

Enrolment Confirmation.

Insight Early Learning requires an enrolment confirmation payment that secures the families position at the centre and is placed towards your child's first week of care.

Payment of Fees.

Accounts at Insight Early Learning are charged one chosen payment cycle in advance. Fees are direct debited using debt success according to the parent's chosen cycle. Payment options can be weekly or fortnightly. Please be aware that a dishonour fee will apply in the event of a declined payment. This fee will be charged by "Debit Success".

The Child Care Subsidy will cover up to 42 absence days a year with no documentation and unlimited sick days with the provision of a medical certificate or similar.

Insight Early Learning does not offer make-up days, due to the restriction of licensed places and maintaining educator to child ratios.

Normal fees apply when families go on holiday. However, we do offer a holiday discount of 20% off your regular fees for up to 4 weeks per calendar year. These discounted days must be taken in 1 x week blocks, we cannot offer this discount on a day by day basis.

We require 3 weeks notice prior to the Holiday start date in order to process this discount. Please note holidays will be included in your 42 allowable absence days per annum. Once this 42 days is exceeded, no CCS will be provided by the government.

Late collection fees will be charged if children are collected from the centre later than closing time or 15 minutes after the end of the allocated session time.

Payment of Fees Cont.

Additional charges may be added to accounts for excursions and special centre events. Families will be notified on an Excursion/IncurSION Permission form prior to an event taking place and will be required to authorise the additional charge via the Centre's Debit Success payment system. Insight Early Learning reserves the right to increase child care fees when the need arises, families will be advised in writing to provide four weeks notice of any fee changes.

Refunds.

If families are eligible for a refund, you will have to complete a Refund Form with your Centre Director. Approved refunds will be processed only once no CCS is pending and within two weeks of the form being received. It is vital that if any family is finding difficulty in meeting their fee obligations, that they discuss the matter immediately with the Director so an alternate payment arrangement can be negotiated. Any such arrangement will remain confidential.

Absent Days.

Fees are charged for all children's booked days even if they happen to fall on a Public Holiday. Insight Early Learning centres close on all public holidays. The Australian Government's Childcare Subsidy (CCS) covers up to 42 absence days per financial year, which includes public holidays. If a child is absent from the service due to illness or holidays, normal childcare fees will apply.

Early Closing

Please note that on Christmas Eve and New Year's Eve we open with reduced hours to close at 4:30pm. Sessions for these days will be altered to reflect the centres opening hours on these days outlined.

Date Night.

At Insight Early Learning we understand that you sometimes need a night off! Once a month, at some services we offer 'Date Night', so you can go to dinner, a dance class or just have a quiet night in. These dates change from month to month. See your Centre Director for details.



Concerns.



Family and Carers.

Family / Carers are encouraged to raise concerns immediately with the Centre Director. The Centre Director will then use the principle of the Insight Early Learning Grievance Handling Procedure to resolve the complaint.

If you have any concerns with the service or an educator, you are asked to address the concerns to the Centre Director of the service who may then request a written report.

Should you have any concerns with the Centre Director please address this in writing to Angela Dorrian:
adorrian@insightel.com.au
or call 0461 331 010

We ask for your patience while we work with you to resolve the issues until a satisfactory conclusion is reached.

We endeavour to provide immediate and swift attention to any complaint received.

We are required to report all complaints received to our regulatory authority.

If families are not satisfied they are able to lodge any complaint or concern with the state based education and care regulatory unit.



Insight Early Learning



Play. Discover. Grow.



Visit us online

Insight Early Learning >

insightearlylearning.com.au
[insightearlylearningau](https://www.facebook.com/insightearlylearningau) f @

