

A young child with light hair, wearing a yellow and blue jacket over a striped shirt and brown pants, stands in a play area with wood chips. The child is holding a broom with a wooden handle and a green head. The background shows wooden play structures and a blurred adult figure.

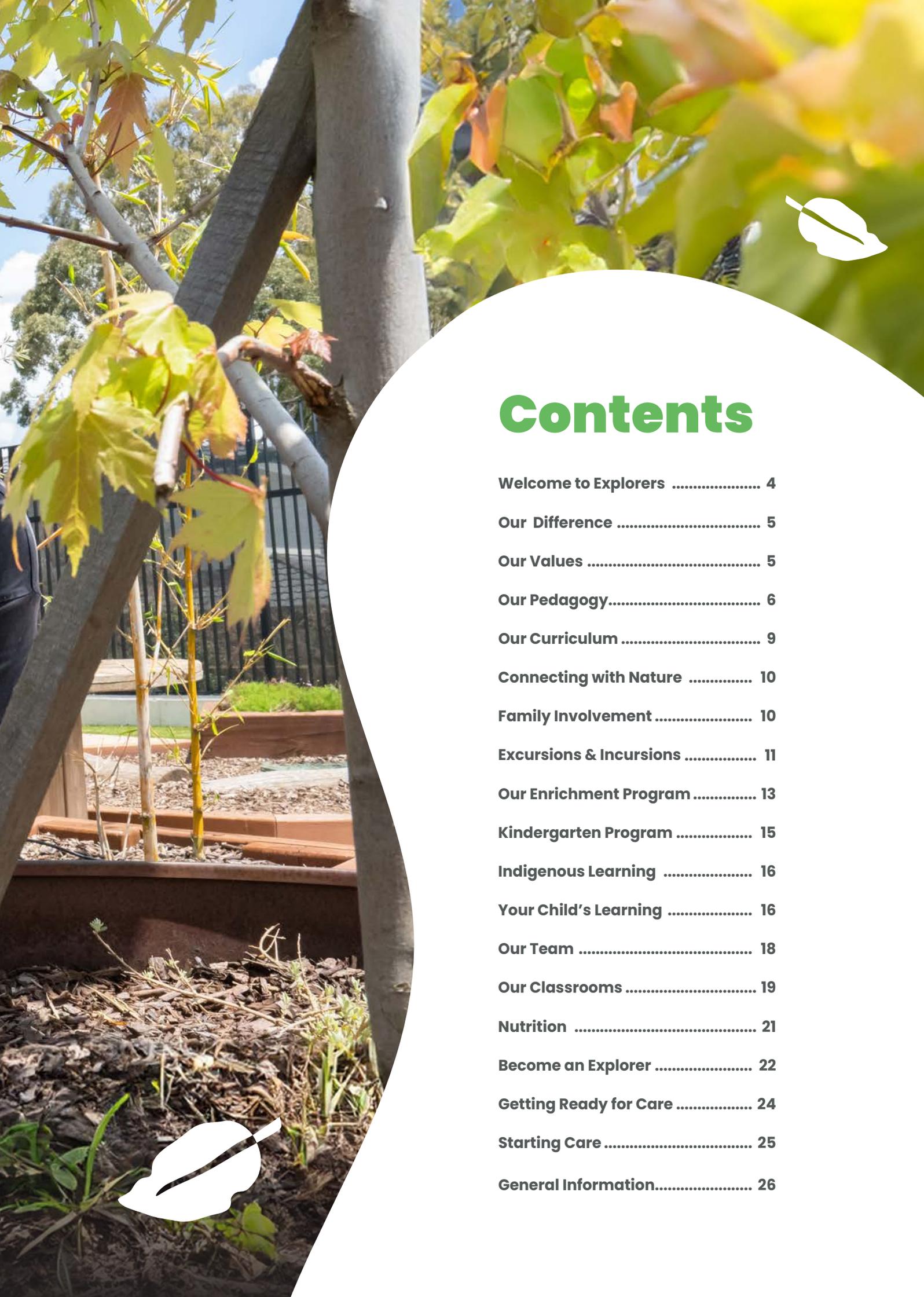
Explorers  
Early Learning

Two white leaf icons are positioned in the bottom left corner of the page. One is a simple leaf outline, and the other is a more detailed leaf with a stem and vein.

**Family  
Handbook**



**Nurturing Children's  
Curiosity and Exploration  
of the World.**



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# Welcome to **Explorers**

Explorers Early Learning respectfully acknowledges the Traditional Owners of the land on which our Centres are located, the Wurundjeri Woi Wurrung and Bunurong Boon Wurrung peoples of the Kulin Nation, and pays respect to their Elders past, present and emerging.

At Explorers, we offer premium-quality early learning and government-funded Kindergarten to the local community for children aged from six weeks to six years of age. We're largely influenced by the Reggio Emilia approach which guides our early learning principles.

Our philosophy embraces the children, families, Educators, community and environment. It's important to all of us at Explorers to practice what we promise, and I'm confident that you'll feel at home within our environment.

Our Educators are qualified and experienced in providing meaningful educational programs to children. All our Educators hold a minimum, or are actively studying towards, Certificate III in Early Childhood Education, with at least half of our team holding a two-year Diploma of Early Childhood Education. Our government-funded Kindergarten programs are taught by qualified Early Childhood Teachers who hold a Bachelor of Early Childhood Education or equivalent.

Our Centre Leadership Teams are experienced in early childhood education and guide the practices of our Educators to ensure a high-quality education program. We provide enriching and meaningful environments where children can explore, learn, grow and establish a sense of belonging, at Explorers and within their community.

Our Educators and Centre Leadership Teams are passionate about providing quality care and we are dedicated as a company to staying at the forefront of early learning.

We have a vision of continual improvement and regularly encourage family feedback. We do this through a variety of mediums such as surveys, discussions and always maintaining an open-door policy.

We look forward to welcoming your family to the Explorers community.

**Lynda Salvo**  
Founder & CEO

# Discover the **Explorers Difference**

Explorers Early Learning is a family-owned and operated business providing quality care and Kinder for children from six weeks to six years of age.

At Explorers, we're influenced by the Reggio Emilia approach to early learning and offer innovative educational programs.

Our passionate Educators are deeply invested in providing quality early learning and regularly encourage children to:

- Engage freely between the indoor and outdoor environment.
- Explore a purposely designed and stimulating environment.
- Explore and learn through a play-based approach.
- Explore their learning through the 100 languages of children.
- Explore their environment through investigation of the natural world.



## Our **Values**

Our Values, which influence our everyday practice, are:

**We care for and respect each other**

**We practice what we promise**

**We think like our customers**

**We innovate to be a step ahead**

**We understand small things are huge**

The Explorers Values, Code of Conduct, Early Childhood Australia's Code of Ethics, and the UN Convention on the Rights of the Child, guide the practices and attitudes of the Explorers Team. The Explorers Team is committed to implementing a Quality Improvement Plan.



# Pedagogical Statement



**At Explorers we are inspired by the Reggio Emilia Approach® to early education and its principles as a catalyst for excellent practice in the cultural context of Australia. We strive to embrace excellence and foster relationships with the communities in which we live.**

## Wellbeing

Child safety and wellbeing are embedded in organisational leadership, governance, and culture, and we actively reflect on and implement the Victorian Child Safe Standards. We acknowledge the history and culture of Aboriginal and Torres Strait Islander peoples and provide culturally safe and inclusive environments for children to thrive. We value and promote diversity and inclusion to enhance every child's sense of belonging.

## Children as Citizens

At Explorers, children are viewed as active participants and citizens with rights. We welcome their thoughts, ideas and theories and recognise that their unique and diverse experiences contribute to their questions, curiosity, and wonder.

We uphold an image of the child who is interconnected with others, rich in potential, powerful, competent, and capable. We believe all children are intelligent, have agency and co-construct knowledge in collaboration with children and adults. We listen to children with our hearts and minds and encourage them to participate in decision-making.

We value our relationships with children and nurture them through respectful interactions and environments to explore, experiment and learn.

## Learning

We recognise the social nature of learning and provide play-based experiences for children. Play is critical and essential for young children's learning, and we recognise our professional responsibility to ensure that all children engage in rich, imaginative interactions and shared sustained thinking in this context. We recognise children as protagonists and believe they learn and communicate through different languages or modes of expression.

## Intentional Teaching

We design curriculum with intentionality, using both adult and child-initiated provocations. We honour children as individuals and group members. We relaunch children's learning through open-ended questions, thoughtful interactions, and collaborative group research projects. We provide documentation to make children's learning visible in the social context. Time is an essential context for children's learning, and we respect the rhythm of the children during the day. We deliberately and purposefully create opportunities for uninterrupted time to allow children to pause, think, play, and discover.

## Innovation

Explorers have a strong commitment to continuous learning and quality improvement. Ongoing professional learning for Educators is undertaken regularly to ensure that practices are contemporary, innovative, relevant, and exemplary.

## Families

Families are the children's first teachers, and Explorers is committed to developing collaborative and respectful relationships with them. We acknowledge each family's diverse perspectives, values, beliefs, and aspirations for their children. We honour every family, consider their culture, language, traditions, and lifestyles, and invite partnership, participation, and feedback.

## Community

Connecting with the community is an ethical responsibility, and we value relationships with local schools and organisations. We explore the community with the children and discuss essential ideas such as environmental awareness and care for the planet.





# Reggio Emilia Approach to Early Learning.



# Our Curriculum

The children's educational programs are developed by our early childhood trained Educators. Each program reflects Explorers' unique philosophy. Our curriculum is enhanced by a variety of excursions and incursions.

## Development Framework

Explorers embraces the Victorian Early Years Learning and Development Framework (VEYLDF) and is dedicated to exceeding the criteria of this framework and the National Early Years Learning Framework (EYLF).

## The National Quality Framework

In 2012, the Australian Government established a National Quality Framework (NQF) for early childhood education and care. The goal of the NQF is to raise the quality and standards of education and care services through:

- The Education and Care Services National Law and Regulations.
- The National Quality Standard (NQS) for early childhood education and care and school age care.
- A national quality rating and assessment process.
- A national body jointly governed by the Australian Federal Government and State and Territory Governments – the Australian Children's Education and Care Quality Authority (ACECQA) – to oversee the new system.

## The National Quality Standard

The National Quality Standard (NQS) sets the benchmark for the quality of education and care services. The NQS assesses the seven key quality areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership
8. Ratings are available to view in each Centre's entrance foyer.

## Learning Experiences

Each room has learning experiences and environments deliberately constructed to promote development in creative expression, science and discovery, routines and independence, literacy and numeracy, construction and physical wellbeing.

## Room Curriculum

Each room provides an educational program that is tailored to meet the needs of children's interests, strengths and developmental levels. Each child has an online portfolio which captures individual and small group experiences. Families are welcome to read the Room Curriculum and discuss the program with their child's Educators.



# Connecting with Nature

At Explorers we create moments, experiences and spaces for our children to connect with the natural world.

Our curriculum and Reggio Emilia inspired environments provide opportunities for children to actively explore indoor and outdoor spaces.

Our environments include sand, grass, plants and tree logs to challenge children and provide them with an appropriate level of risk.

The children's curriculum also includes the preservation of the world by caring for Centre pets, composting programs, community gardens and worm farms.

## Pet Program

There are many resident pets at Explorers. Pets and animals are introduced to the program to support the children's interests and create opportunities for them to learn different lifecycles and understand empathy for all living things. Families and children are regularly invited to suggest names for any new animal additions to the Explorers' community.

# Family Involvement

Families are an important part of our curriculum. Each family is consulted to discover more about their child's development, interests and aspirations. These contributions are then incorporated into the planning of the child's program, which contains individual goals created in collaboration with families.

Moreover, nothing enriches the children's curriculum more than the involvement of the special people in their lives. We always welcome families and friends to share their skills with their child's class and to get involved in the learning process in new and creative ways.

Some general approaches to get involved in the Explorers' curriculum include playing a musical instrument, singing, dancing, cooking or reading a favourite story from a special book.





# Moments, Spaces and Experiences to **Connect With Nature.**



## **Excursions & Incursions**

At Explorers, we believe that children should be seen as active members of our local community. We regularly take small groups of children out into the community to enhance their learning and curiosity. Families are welcome to join us on our excursions.

We also bring the community to our Centres by inviting people and organisations of interest to extend the children's learning objectives.

However, safety is always our number one priority. Risk assessments are completed prior to each excursion and incursion. Children are required to have a signed permission form from their guardian(s) to attend.

Enrich your Child's  
**Sense of Wonder.**



# Explorers Enrichment Program

**Explorers is excited to introduce the *Framework of Joy*, an innovative approach to our reimagined sector-leading Enrichment Program for your child.**

Explorers Framework of Joy, developed by our Pedagogical Thinker-in-Residence, Kerrie O'Neill, and our Artist-in-Residence, Danielle O'Leary, is designed to enhance the joy of learning and success, joy in play and in making, and the joy of creating and experiencing.

Our Framework of Joy disrupts and reimagines joy, ensuring that it is felt by all who interact with it. We believe that by embracing the joys and challenges of learning, we prepare children for lifelong success.

## **Sport**

Our Sport program offers a variety of fun and engaging physical activities to help children develop and improve their cognitive and situational skills such as throwing, kicking, balancing, bouncing, stretching and much more.

Our Sport program creatively challenges and tests children's physical and mental abilities, and promote teamwork, inclusion, and a sense of identity. Children progress from simple and moderate to difficult tasks while mastering the fundamentals based on their abilities.

## **Visual Arts**

Our Visual Arts program provides opportunities for infants and young children to develop their ability to communicate their ideas and test their theories.

Through our Studio in a Box, our Educators use a combination of art elements and the aesthetics of joy, with a beautifully curated range of two- and three-dimensional art materials to create 'cognitive knots' for the children to untangle.

## **Musical Theatre**

Our Musical Theatre program engages children through storytelling, physical activities, and individual creativity, fostering a unique learning experience.

Each class progresses from structured warm-ups to skill development, aiming to instil joy and motivation in every child. By merging movement, songs, and imaginative play, children discover new talents and build creative confidence.



# Prepare your Child for **Primary School and Beyond.**



# Kindergarten

## Program

The Kindergarten years provide a range of important opportunities that prepare your child for school and the world beyond. Explorers offers an integrated Kindergarten program for three and four-year-olds.

**This allows for mentoring opportunities with children as they share their skills and build self-esteem. These are the years when children explore concepts of responsibility and cooperation, as well as their sense of belonging to a wider community.**

The Kindergarten program promotes the following strategies:

- Independence
- Social interactions
- Experimentation (science concepts)
- Creative play
- Facilitating children's conversation and discussion
- Emotional intelligence exercises

Our Kinder teachers provide two assessments annually to each family detailing their child's achievements. In addition, families have the opportunity to meet with their child's teachers through our parent/teacher interview process.

### Kinder Program Features

#### Welcome Group Time

Each morning the class has a 'Welcome Group Time', greeting the children to the room and introducing them to the learning experiences that are planned for the day.

#### Centre Library

Children can borrow books from the Centre library to take home and read with their family.

#### School Bags

Children may bring a school bag in Term 4, mentally preparing them for primary school routines.

#### Lunch Boxes

In Term 4, children are asked to bring an empty lunch box on certain days so our chefs may provide them with a packed lunch. This enables the children to practice a lunch routine similar to primary school.

#### School Excursions

Children attend excursions to the local primary school, enabling them to see a school classroom and playground alongside their Kinder friends.

### Access to a State Funded Kindergarten Program

The Victorian Government provides funding to support children's access to a high-quality Kindergarten program in the two years before they start school. The funding is a contribution towards meeting the cost of the Kindergarten program. In addition to this, there is the "Free Kinder" program which subsidises fees for parents/guardians of children who are enrolled in a Kinder program.

Children claiming Kinder funding through one of our Centres will be placed in the appropriate Kinder program based on the year they plan to commence primary school.

Each child is eligible for one year in a three-year-old funded Kinder program and one year in a four-year-old funded Kinder program (unless your child is assessed as being eligible for a second year of four-year-old Kindergarten by your child's Kindergarten teacher).

For more information on Free Kinder, please visit the Victorian Government Website or contact our Family Support Team on 1300 000 335.

# Indigenous Learning

At Explorers, we actively teach, learn and share Indigenous culture throughout our curriculum using the 8 Aboriginal Ways of Learning framework.

## 8 Aboriginal Ways of Learning

- 1. Story Sharing:** Approaching learning through narrative.
- 2. Learning Maps:** Visualising processes.
- 3. Non-verbal:** Intrapersonal and kinaesthetic skills for thinking and learning.
- 4. Symbols and Images:** Using images and metaphors to understand concepts.
- 5. Land Links:** Place-based learning, linking content to local land and place.
- 6. Non-linear:** Lateral thinking.
- 7. Deconstruct/Reconstruct:** Modelling working from wholes to parts (watch then do).
- 8. Community Links:** Local viewpoints, applying learning for community benefit.

We acknowledge Country daily with our children across all Centres.

We pride ourselves on our Indigenous education throughout our program which includes children learning about their native countries and the Traditional Owners of the land.

Additionally, we provide Indigenous learning resources and opportunities to learn more about Indigenous language, symbols, literature, music, art and culture.

# Documenting Your Child's Learning

Throughout the year, our Educators complete a quarterly Summative Assessment of your child. These Assessments are individual reports of your child's learning, development, milestones, skills and emerging interests. Additionally, we conduct parent/teacher interviews throughout the year (or when requested) to discuss your child's progress.

## Individual Portfolios

Explorers utilise portfolios to create a documented journey of your child's learning experience. Families are encouraged to participate in their child's portfolio by adding family reflections and identifying emerging interests.

Educators update each child's portfolio, which is located in your child's classroom, to share with families. Portfolios include:

- Learning outcomes
- Photos
- Artwork
- Scripts from children's conversations
- Reflections from Educators
- Summative Assessments

## Explorers App

We have a safe and secure communication app which can be accessed from your smart phone. Our app allows you to view updates about your child's progress, make comments, leave feedback and communicate with your Educators and Directors. The app is also regularly updated throughout the day with:

- Nappy changes
- Sunscreen application
- Menu and meals
- Sleep times
- Bottles
- Photo summary of the day
- Individual and group learning observations
- Weekly newsletters
- Director updates

# Opportunities to Learn About **Indigenous Language, Art and Culture.**



# Our Team



Explorers is committed to employing education professionals who are caring and share a passion for early childhood education, interest-based play programs and the environment. Moreover, we are committed to employing quality Educators who have completed an early childhood qualification that meets the Education and Care Services National Regulations 2020. Our Educators are the most important part of ensuring a quality early childhood service.

All team members at Explorers have the necessary mandatory qualifications or are actively studying towards an approved qualification below:

- Certificate III in Early Childhood Education
- Diploma of Early Childhood Education
- Bachelor of Education (Early Childhood) or equivalent

All Educators are required to have:

- Valid Working with Children Check or an active Victorian Teachers Registration
- First Aid Training
- CPR Training
- Asthma and Anaphylaxis Training
- Child Protection Training
- Safe Sleep Training
- Food Safety

## Staffing Arrangements

Explorers has a pool of permanent, part-time and casual Educators that are regularly employed to backfill any annual or personal leave. This ensures continuity of staff and maintains quality of care. Our Educators are easily recognised by their unique aprons.

Throughout their employment, Educators and staff are offered regular training and professional development opportunities. It's vital that all employees remain up to date with current and best practices.

We ensure that Educator to child ratio requirements outlined in the Education and Care Services National Regulations 2020 are always met.

In Victoria, Educator to child ratios are as follows:

Age	Educator to Child Ratio
Birth to 36 months	1 Educator to 4 children
36 months +*	1 Educator to 11 children

*\*Not including children over pre-school age. 50% of all Educators must have or be actively working towards their Diploma qualification*





## Our Classrooms

The Yarra River is one of Victoria's iconic waterways and has significant spiritual and cultural importance to Indigenous communities. To the Wurundjeri people, the river, known as Birrarung, is the life source of the community and an important meeting place.

Each room at Explorers is named after Australian fauna and flora which live in, on or near the Yarra River — Birrarung.



### Ducklings

The little birds that live on the top layers of the Yarra waters and riverbanks.



### Boobooks

An Australian owl that lives in the trees along the Yarra River, named after the sound they make.



### Honeybots

Beautiful, small eucalyptus trees with white flowers that grow along the river.



### Wattles

Beautiful, flowering trees that grow along the river.



### Pobblebonks

An Australian frog that lives on the banks of the Yarra River. They make a sound which sounds like Pobblebonk.



### Dragonflies

Majestic, nimble insects that soar through the open air of the Yarra.



### Echidnas

An Australian marsupial that lives amongst the leaves at the river edge.



### Kingfishers

An Australian bird that fishes in the Yarra River and lives in tree hollows and riverbanks.



### Gumnuts

The seeds from the gum trees that grow along the river.



### Redgums

The tall, knowledgeable trees that oversee the Yarra River. They are home to many native birds and can live up to 1000 years.



**A Nutritionally  
Balanced Menu**  
Approved by  
Nutrition Australia.

# Nutrition



Our in-house kitchen provides a nutritionally balanced menu prepared on our premises each day. We love the aromas coming from the kitchen, especially the smell of baked goods made fresh daily.

Children at Explorers are provided with breakfast, morning tea, lunch, afternoon tea and a late fruit snack.

## Healthy, Fresh and Local

Our fresh fruit and produce are sourced from our edible gardens and local suppliers.

All meals follow a menu supported by Nutrition Australia and are prepared fresh on the premises by experienced cooks.

All services have fresh fruit bowls available for all children and families upon entry and exit.

To increase the nutritional benefits, we reduce the amount of white carbohydrates and sugar given to the children. We use brown rice, wholemeal flour, homemade vegetable spreads for toast, etc.

A progressive approach to mealtime is provided to accommodate individual needs, allergies and intolerances.

During various cultural celebrations, children have opportunities to help cook special meals for the day. For example, we make dumplings to celebrate Lunar New Year!

Water is always available and encouraged.



## Allergies and Dietary Preferences

We understand there are many children with specific dietary preferences, as well as food intolerances and minor-to-severe food allergies.

Only food sourced by Explorers is provided to children to protect those with allergies. Alternative menus are available to accommodate allergies and dietary requirements. Common alternate options are dairy-free, gluten-free and vegetarian. Nuts and eggs are not used in any meals.

For the safety of all children, Educators and visitors, we ask that no food is brought into the Centre under any circumstances.

## Our Menu

Approved by Nutrition Australia, our menu features Indigenous herbs and freshly grown fruits, veggies and herbs from our edible gardens. We're proud of our menu created collectively by our in-house cooks and nutritionists, which has been assessed by the Healthy Eating Advisory Service and meets the menu planning guidelines from Nutrition Australia.

## Progressive Mealtimes

At Explorers we believe that children should be trusted to make choices that benefit their individual needs. The Reggio Emilia approach views children as citizens of the world and therefore capable and confident in making independent decisions. Mealtime gives children freedom of choice as they move between play and daily transition. Our team works with all children to ensure all health and medical needs are maintained.



# Becoming an Explorer



Our Explorers Enrolments Team regularly reviews our waitlist and offers families places as soon as they become available.

The following factors are considered when offering a place:

- Siblings of children attending the Centre
- Preferred commencement date
- Preferred days of attendance
- Priority guidelines as outlined by the Department of Education and Training

**Join our waitlist by visiting [explorers.com.au](http://explorers.com.au) or call 1300 000 335.**

## 1. Accept Offer of Enrolment

We review our waitlist daily and email families a Letter of Offer for available places four weeks in advance.

To accept an offer, you will need to:

- Click on the 'accept' button (following the link emailed in the Letter of Offer).
- Pay the bond amount per child as stated in your Letter of Offer. Bonds are refundable subject to no outstanding fees and receiving your intention to cease care in writing with four weeks' notice.

## 2. Complete Enrolment Information

Prior to commencing at Explorers, you will need to complete your child's enrolment information in Xap, our childcare management software. A link to activate your Xap account will be emailed to you after to you accept your offer of enrolment.

Enrolment details we require include:

- Child and guardian details and authorisations for two additional emergency contacts (nominees)
- Your child's medical and immunisation history and any relevant medication
- Your child's dietary requirements and any allergy information
- Consents for things like sunscreen, photography and excursions

Children are unable to commence care, including the orientation process, without a completed enrolment form.

## 3. Attend Your Orientation

To help your child settle into care, we will book you in for an orientation session. The orientation session will include a meet and greet with your child's Room Leader and time to meet with a member of the Centre's Leadership Team.

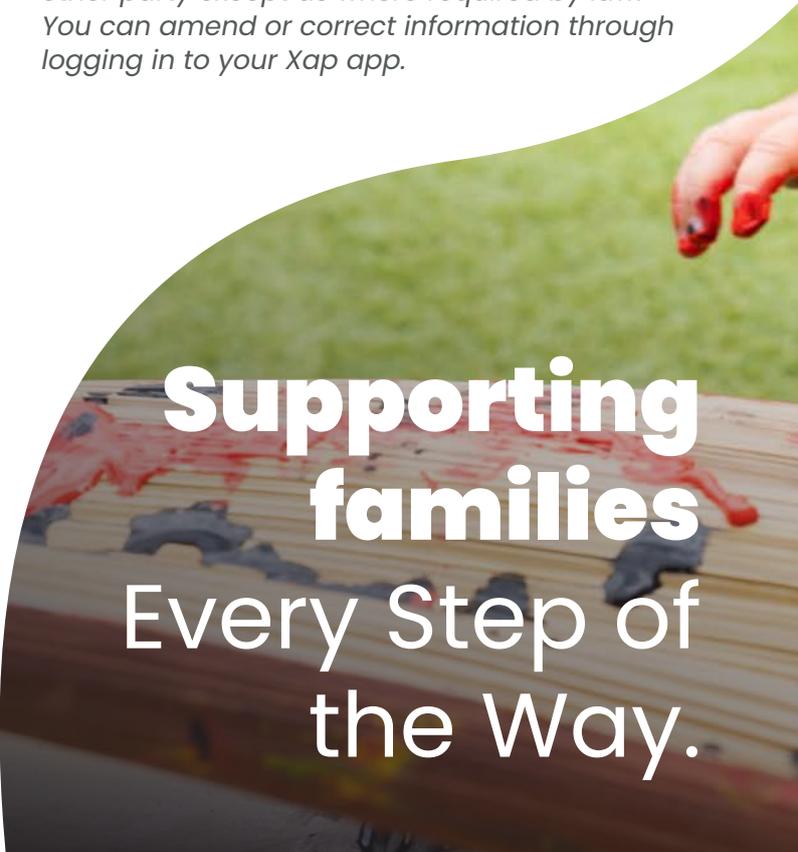
During the orientation, your child will have time to become familiar with their room, their Educators and the other children in their room. Parents/ guardians are encouraged to leave children in our care for most of the orientation session.

If you feel you need more time to help settle your child into care, you will be able to book an additional orientation session. 50% of the daily fee will be charged for orientation sessions.

*Explorers will collect personal information for the purpose of program enrolment, provision of services and invoicing. These records are stored securely.*

*The information may be shared with administrators for operational and financial purposes, associated companies, our childcare software provider, and third parties such as debt collection agencies.*

*The information will not be disclosed to any other party except as where required by law. You can amend or correct information through logging in to your Xap app.*



**Supporting families Every Step of the Way.**



### **Fee Assistance Child Care Subsidy**

The Government funded Child Care Subsidy (CCS) is calculated by several factors including:

- Activity level
- Combined family income
- Service type and hourly rates

**For more information on Child Care Subsidy visit [humanservices.gov.au](https://humanservices.gov.au)**

### **How to apply**

To be eligible for the CCS, you are required to have a MyGov account linked to Centrelink. You can complete a Child Care Subsidy Assessment through MyGov, either online or through the app.

### **Repayments**

The CCS is paid directly to Explorers and is based on the attendance records that are submitted for your child. The gap between your Centre's daily charge and the CCS will be payable by the family via direct debit.

### **Explorers Fees and Charges**

Please refer to our current fees and charges on our website for information.

# Getting Ready for Care



## What we supply

Our Centres will provide the following:

- Nappies and wipes
- Sunscreen
- Children's bedding
- All meals including breakfast, morning tea, lunch, afternoon tea and a late snack
- Bottles and S26 formula (if required)

## What to Bring

Children need to bring their own bag to the Centre each day. This bag will be placed in your child's locker.

The following items will need to be included in the bag and clearly labelled:

- Alternative milk bottles and formula/breast milk (if required). We provide cow's milk at our Centres.
- Security/comfort items.
- Reusable water bottle filled with water only. This bottle must be returned home at the end of each day for cleaning.
- A complete change of clothes (for children being toilet trained, three sets of clothes and a pair of shoes).
- A bucket or legionnaire's hat is required from the start of September to the end of April in line with our Sun Smart policy. (Baseball caps do not offer enough protection and are not recommended).
- A warm jumper, woolly hat and coat for cooler weather.
- Nappy cream (if required).
- The Explorers Wet Bag for children's dirty/wet clothing.
- The Explorers Belongings Bag.

## How to Prepare Your Child

At Explorers, we understand that the initial settling in process can be a stressful time for both families and children. There are some small things you can do to prepare your child for long day care:

- For children who are breastfeeding, introduce them to the bottle prior to commencing care. This will make it more likely for them to accept a bottle from their Educators.
- Attend all three Orientation Sessions. These help your child settle in.
- Openly discuss what to expect when joining Explorers with older children. You may like to walk past the Centre or browse the Explorers social media pages and videos together.
- Commence care before returning to work/study to allow your child to attend for shorter days initially, before gradually increasing the time spent in care.
- Book extra days. The more frequently children attend, the more they become familiar with the Centre, Educators and other children.





## Starting Care

Starting childcare can be an exciting, emotional and sometimes anxious time for families. It's normal for you and your child to have mixed feelings about it.

### Separation Anxiety

Separation anxiety refers to children's fear of being parted from their parents or carers and is common among babies and toddlers. However, it can affect children at any age.

Stranger anxiety refers to your child panicking around people they aren't familiar with. This is also a common feeling among children and is a normal part of development. We encourage you to speak to our team for reassurance at any time.

### Why Does it Happen?

Babies develop an understanding of object permanence at around six months old. This means your baby understands that you exist, even when you're not with them, but they don't understand that you'll return.

Almost all children go through separation anxiety and stranger anxiety to some extent. These feelings usually peak at 14-18 months, although older children can also experience these anxieties.

### What You Can Do

Try not to worry — children adjust as they get to know their Educators and their new setting becomes familiar. We assist our families with overcoming these anxieties through our Orientation Days, regular updates and strong communication.

### Your Feelings

It can be challenging in the beginning, but it's important to be positive with your child about the experience. Children have an innate ability to sense when their parents are worried, so try not to share your anxieties with your child. You can contact your Centre Director or even your child's room at any point during the day via phone.

Our supportive Educators will also update our communications app regularly to put your mind at ease.

### Strategies to Assist with Separation Anxiety

- Bring in a family photo.
- Bring a blanket or comfort toy from home.
- Always say that you're leaving and always say that you're returning.
- Give children a pickup time that they can remember, e.g. "I will be back after lunch."
- Call the Centre for updates at any time.

# General Information

## Security Access

At Explorers, each child's safety is extremely important. All our Centres use an electronic security access system (pin code). Entry to the Centre is via a security pin entered into the keypad located at the Centre's entrance. The pin is provided to families by management and is not to be passed onto anyone else.

We also have a doorbell and intercom system. Once staff verify the person wishing to enter the Centre, the door will be unlocked and the code is given.

## Weekends and Public Holidays

Explorers is open 52 weeks a year, closing only on weekends and public holidays.

Families are required to pay their normal daily fees for public holidays.

To support our families, Explorers will offer a 'makeup day' for each public holiday. Makeup days must be requested in the Xap app and will be approved provided we can accommodate the dates you have requested.

The following conditions apply for makeup days:

1. Makeup days need to be booked within twelve months and are subject to availability.
2. Makeup days cannot be booked if a family is not up to date with their account (in debt).
3. Where a child attends Explorers five days a week, half the daily fee will be charged for public holidays.

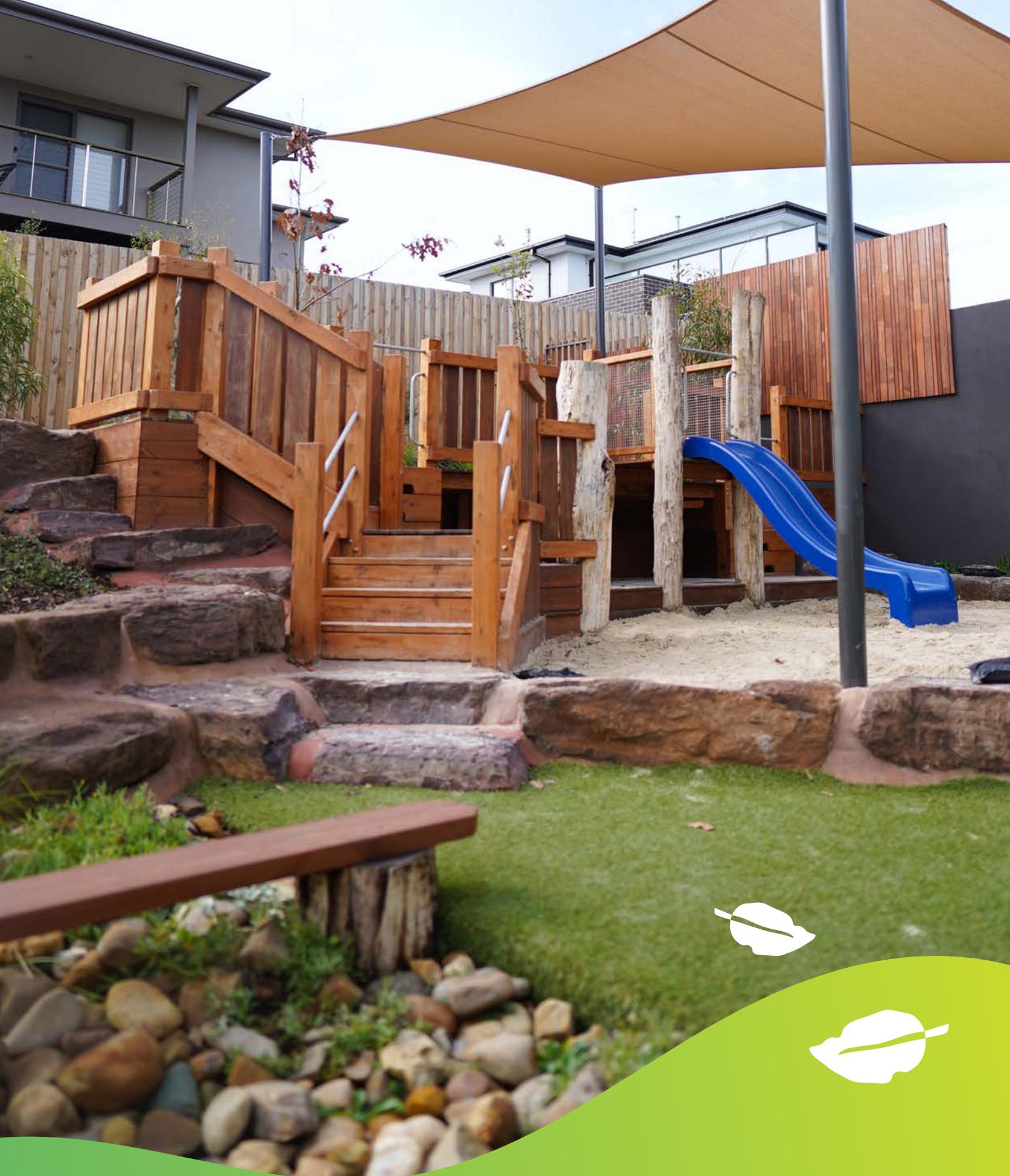
## Children with Special Rights

Explorers Early Learning is committed to an inclusive program for all children with special rights. The Centre can access several external services to support children and families. For more information, please contact your Centre Director.





An Environment  
that promotes  
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