



MARY
MACKILLOP
CHILDCARE NQ



FAMILY HANDBOOK

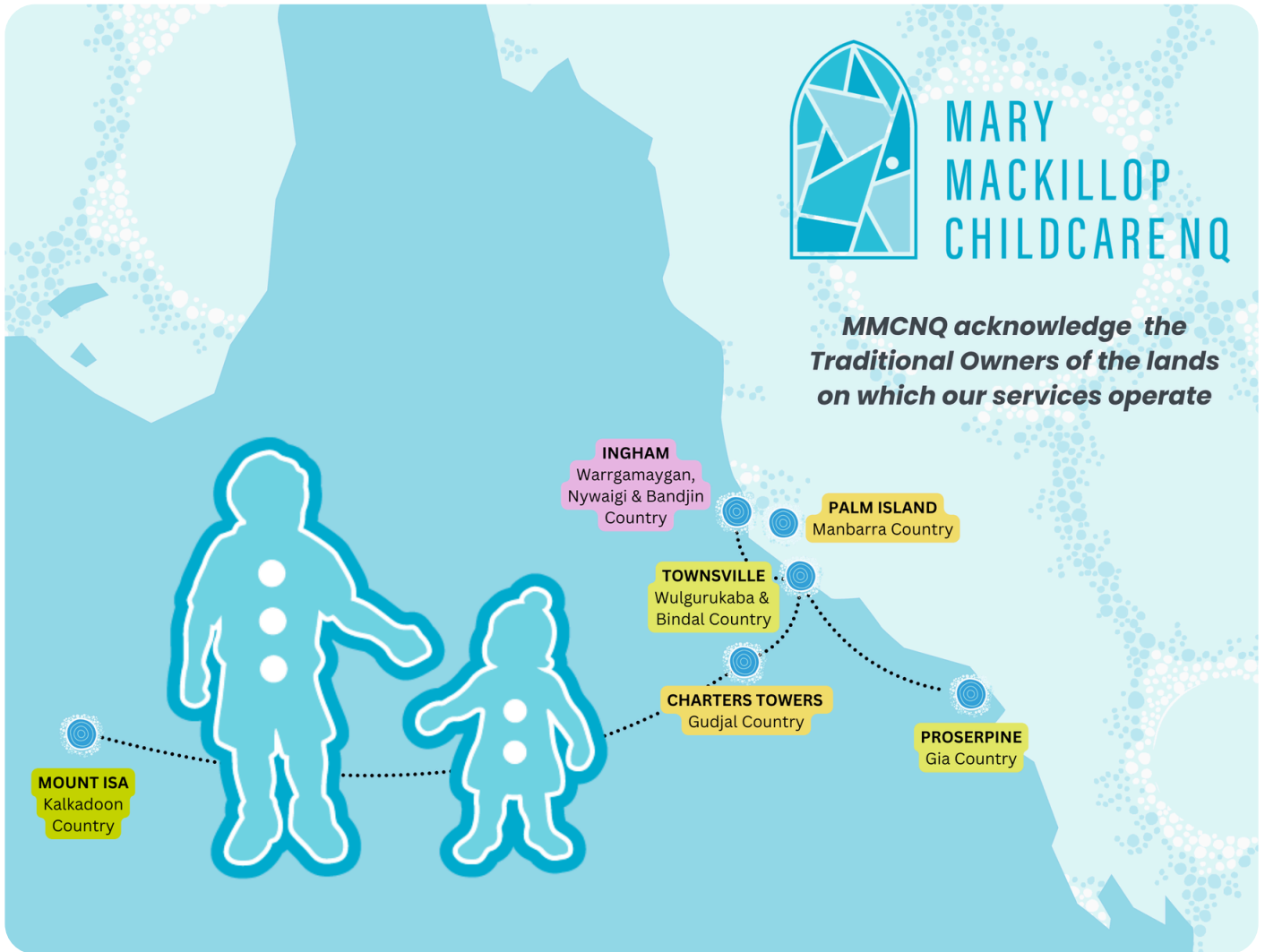


OUTSIDE SCHOOL HOURS CARE - EARLY LEARNING CENTRES - KINDERGARTEN



MARY
MACKILLOP
CHILDCARE NQ

*MMCNQ acknowledge the
Traditional Owners of the lands
on which our services operate*



ACKNOWLEDGEMENT OF COUNTRY

At MMCNQ we acknowledge traditional caretakers of the land and waters on which we live, work and play. We acknowledge our elders, past, present and emerging, this includes our future old people and their families. We continue to hold strong our commitment to reconciliation and deep care for mother earth and her gifts.



MESSAGE FROM BISHOP TIM



Dear Families,

I offer these words in the belief that Mary Mackillop Childcare North Queensland strives to offer the highest quality of service. Your children have been entrusted to us and, for this, I thank you.

In return, you deserve to know that MMCNQ takes this responsibility seriously throughout its Early Learning Centres, Kindergartens and Outside School Hours Care services. These standards are high, as expressed in the philosophy, core values and goals that you will find in this handbook.

MMCNQ has a responsibility to ensure that each child feels safe, secure and happy.

I commend our educators and management team to you.

With every best wish,



MOST REV TIMOTHY J HARRIS
Bishop of Townsville

MESSAGE FROM OUR EXECUTIVE DIRECTOR

JO GOODRICK | EXECUTIVE DIRECTOR

Welcome to Mary MacKillop Childcare North Queensland

We are delighted to welcome you and your child into our community and thank you for entrusting us with the privilege of sharing in your child's learning, development and wellbeing.

MMCNQ is a ministry of the Catholic Diocese of Townsville, providing education and care to children and families across North Queensland. Our Catholic identity is at the heart of who we are and how we serve. It calls us to recognise the dignity and uniqueness of every child, to welcome all families with compassion and respect, and to create communities where children feel safe, valued, included and loved.

We are inspired by the life and legacy of Saint Mary MacKillop and her enduring call to "Never see a need without doing something about it." Her example reminds us that our work is about much more than providing education and care. It is about seeing each child, responding to their individual needs and strengths, building meaningful relationships and making a positive difference in the lives of the children, families and communities we serve.

Our values guide the way we bring this commitment to life each day. They are reflected in the relationships we build, the decisions we make, the way we care for and safeguard children, and the way we work in partnership with families. We recognise parents and carers as children's first and most influential teachers and believe the strongest outcomes for children are achieved when families and educators work together with openness, trust and mutual respect.

Across our Early Learning Centres, Kindergartens and Outside School Hours Care services, our dedicated educators strive to create happy, safe and engaging environments where every child is encouraged to learn, play, explore, develop relationships and grow in confidence. We celebrate the diversity of our communities and seek to ensure every child and family experiences a genuine sense of belonging.

This Family Handbook provides important information about your service and the policies, practices and shared responsibilities that support our partnership with you. I encourage you to become familiar with its contents and to speak with your Service Leader or educators whenever you have questions, feedback or something you would like to discuss.

**On behalf of everyone at
MMCNQ, thank you for
choosing to be part of our
community. We look
forward to getting to know
your family and sharing in
your child's journey.**



OUR VISION, MISSION & VALUES

OUR VISION

Children and their families embrace a love of lifelong learning and exploration through quality education and care programs

OUR MISSION

Providing quality education and care in a safe and supportive Catholic environment.

OUR VALUES

As an agency in the Catholic Diocese of Townsville, we have a role in the spiritual development of every child. MMCNQ Council and employees are committed to upholding our values.

COMMUNITY

We encourage participation and support families to contribute to their child's education and care.

CHILDREN

We value the safety, protection and rights of all children

RESPECT

We treat each other, our children, families and our communities with dignity and respect, and interact with them in positive ways.

INTEGRITY

We stand by our word and are responsible for our actions.

INCLUSION

We are committed to the rights of all people to access and participate in education and care services.

OUR CATHOLIC IDENTITY



"Jesus said, 'Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these.' - Matthew 19:14

At our Services, your child will enjoy an joyful introduction to the Catholic faith, where they can discover God's unconditional love through simple, hands-on experiences every day.

DAILY LIFE & PRAYER

Children participate in morning prayer, say grace before meals, and learn foundational prayers like the Sign of the Cross.

LITURGICAL CELEBRATIONS

We celebrate special seasons and feast days throughout the Church calendar, such as Advent, Christmas, Lent, and Easter.

SPECIAL VISITS & CONNECTIONS

The Parish priest and pastoral team drop in for friendly visits, helping children build a meaningful connection to the faith communities in which our Services operate.

INSPIRATIONAL FIGURES

Stories of Saints and important figures in the Catholic tradition are shared as real-life examples of love and kindness.

GOSPEL VALUES IN ACTION

Core values—like love, generosity, forgiveness, and caring for others—are modeled and nurtured in every interaction.

As a parent, you are your child's primary teacher of faith. We are honored to walk alongside your family on this journey and warmly invite you to share in these special moments with us.



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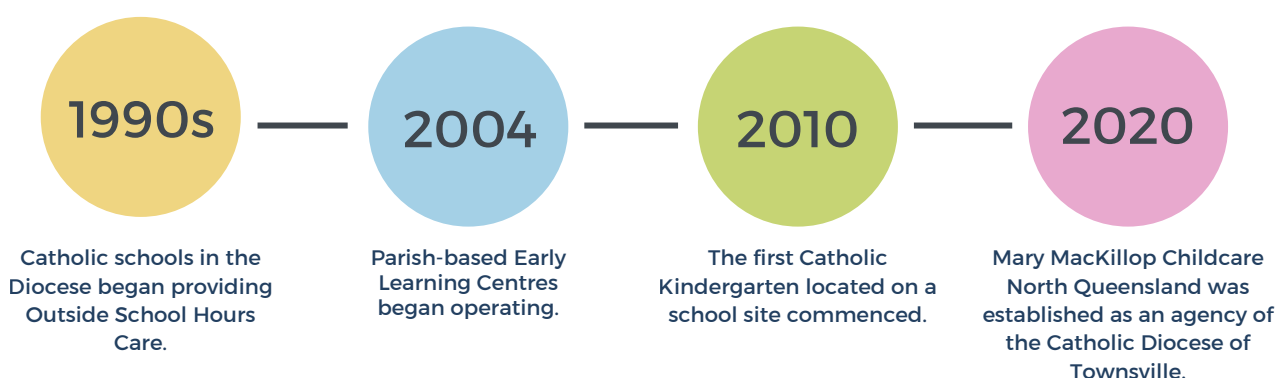
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ABOUT MMCNQ

Mary MacKillop Childcare North Queensland (MMCNQ) provides
Early Learning, Kindergarten and Outside School Hours Care
across the Catholic Diocese of Townsville

OUR STORY



As these services expanded, they were brought together under Townsville Catholic Education. In 2020, Mary MacKillop Childcare North Queensland was established as an agency of the Catholic Diocese of Townsville to operate Early Learning, Kindergarten and Outside School Hours Care services across the Diocese.



OUR CATHOLIC IDENTITY

MMCNQ is inspired by the life and work of Saint Mary MacKillop and operates within the Catholic tradition. Our services welcome children and families of all faiths, cultures and backgrounds.



QUALITY EDUCATION & CARE

We provide education and care within the requirements of the National Quality Framework and relevant legislation. Our services focus on children's safety, wellbeing, learning and development, and work in partnership with families, schools, parishes and local communities.



FAMILIES ARE CENTRAL

Families are recognised as children's first and most influential teachers. Their knowledge of their child supports planning, decision-making and individualised education and care.



SAFEGUARDING CHILDREN

OUR STATEMENT OF COMMITMENT

STATEMENT OF COMMITMENT

Mary MacKillop Childcare North Queensland will do everything in its power to provide a safe environment for children and minimise the possibility of harm.

The Catholic Church is called by Jesus to give priority of place to the welfare and wellbeing of children. The voices of our most vulnerable must be heard and listened to.

Mary MacKillop Childcare North Queensland believes that children are a gift from God, with an intrinsic right to dignity of life, respect and security from physical, emotional, spiritual and psychological harm.

Mary MacKillop Childcare North Queensland has established policies and procedures to help protect children.

SAFEGUARDING AT MMCNQ

At MMCNQ, the safety, wellbeing and dignity of every child is at the heart of what we do. Every child has the right to feel safe, respected, valued, heard and protected from harm.

We are committed to creating environments where children:

- Feel safe and supported
- Are listened to and their views valued
- Know they can speak up if something does not feel right
- Are supported to understand their rights and stay safe
- Develop trusting and respectful relationships with educators and other children
- Are encouraged to participate in decisions that affect them

Safeguarding is a shared responsibility. Our educators have responsibilities to promote child safety, maintain appropriate supervision, recognise and respond to concerns, and follow our Safeguarding Policy and Procedure and legal obligations.



CHILDREN AND FAMILIES HAVE A VOICE

Families are important partners in child safety. We value the knowledge and voice of families. You know your child best, and we encourage you to share information, concerns or changes that may help us support your child's safety and wellbeing and participation.



**Safe
Environments**



**Active
Supervision**



**Professional
Standards**



**Staff
Training**



**Clear
Reporting**



EDUCATION, PROGRAM & PRACTICE

OUR PEDAGOGY

Pedagogy at MMCNQ is how we bring play-based learning to life every day.

It is how we guide, support, care for, and connect with children to build strong relationships and a deep sense of belonging.

We value strong connections to faith, culture, community, and environment, offering a holistic learning approach where every child is known, valued and supported

OUR COMMITMENT

Our pedagogy is not just what we do it is who we are.

At MMCNQ, we live our pedagogy through relationships, faith, child-led play, intentional environments, and daily practices that help every child flourish.

WHY THIS MATTERS

Research shows this pedagogy supports children to develop:

- Emotional security and resilience
- Strong oral language and communication
- Confidence, creativity, and problem-solving skills
- Self-regulation and wellbeing
- A deep sense of belonging, cultural identity, and joy in learning

OUR PEDAGOGY IN ACTION

In our services, you will see educators:

- Using progressive meals to build calm, social connections
- Designing intentional spaces and places that inspire creativity, independence, and belonging
- Providing loose parts, sensory play, and nature play to spark curiosity and problem-solving
- Strengthening oral language through storytelling, yarning circles, Key Word Sign, and Cued Articulation
- Offering indoor-outdoor programs that support choice, agency, and connection to place
- Embedding culture, family practices, and Catholic traditions into daily learning
- Allowing unhurried time for deep, meaningful play and learning
- Exploring alongside children through play and inquiry

HOW WE LIVE OUR PEDAGOGY TOGETHER

Secure Relationships

Children feel safe, respected, and heard through responsive interactions, progressive meals, and unhurried conversations.

Partnerships

Strong collaboration with families, colleagues, and communities creates continuity, trust, and belonging.

Respect for Diversity & Culture

Children's languages, cultures, identities, and faith are visible and valued every day. Creativity is open-ended and meaningful.

Aboriginal & Torres Strait Islander Perspectives

Perspectives are embedded through story, yarning, and connection to Country, guided by community and Elders.

Equity & High Expectations

We believe in every child's potential, offering inclusive environments, sensory-rich play, and developmentally appropriate challenge.

Sustainability

Children learn stewardship through daily nature play, reuse, recycling, and caring for God's creation.

Reflection & Professional Learning

Educators reflect together and engage in ongoing learning to strengthen intentional, responsive practice.

Collaborative Leadership

Leadership is shared. Respectful teamwork strengthens our culture and benefits children.



EDUCATION, PROGRAM & PRACTICE

A FOCUS ON BIRTH TO THREE

The early years are a time of rapid growth. Our program, guided by the MMCNQ Learning Approach and the Early Years Learning Framework (EYLF v2.0), provides a safe, nurturing environment where your child can thrive.



OUR PROGRAM

- **Intentional spaces and places:** Rooms and outdoor areas are carefully set up to invite exploration, comfort and belonging.
- **Routines as learning:** Nappy changes, mealtimes, and rest are calm, responsive and meaningful learning opportunities.
- **Sensory and play experiences:** Music, movement, messy play, and nature play foster discovery.
- **Language and communication:** Songs, stories, Key Word Sign, and Cued Articulation support early communication.
- **Relationships first:** Secure connections with educators form the foundation of wellbeing.

HOW WE SUPPORT YOUR CHILD

- Programs align with EYLF outcomes for belonging, being and becoming
- Educators follow children's cues and interests when planning experiences
- Cultural identity and family routines are embedded into daily life
- Documentation of learning is shared with families



EDUCATION, PROGRAM & PRACTICE

A FOCUS ON KINDERGARTEN

Our Kindergarten program is guided by the MMCNQ Learning Approach and the Queensland Kindergarten Learning Guideline (QKLG).

It prepares children for a smooth transition to school while fostering joy, belonging, and curiosity.



OUR PROGRAM

- **Intentional spaces and places:** Educators design classrooms and outdoor areas that spark curiosity, encourage independence, and support friendships.
- **Play-based learning:** Experiences build problem-solving, creativity and collaboration.
- **Projects and investigations:** Children explore big ideas through literacy, numeracy, science and the arts.
- **Progressive mealtimes:** Independence, choice and conversation are nurtured.
- **Faith and values:** Catholic traditions are woven through prayer, celebrations and daily interactions.

HOW WE SUPPORT YOUR CHILD

- Programs align with the QKLG outcomes
- Documentation of Learning is shared with families
- Family voices are valued in planning and reflection
- Inclusive practices celebrate each child's culture, identity and abilities
- A focus on successful transitions to school



EDUCATION, PROGRAM & PRACTICE

A FOCUS ON OUTSIDE SCHOOL HOURS CARE

Our Outside School Hours Care Program, guided by the MMCNQ Learning Approach and My Time, Our Place (MTOp v2.0), provides a safe, flexible, and engaging environment before and after school and during school holidays.



OUR PROGRAM

- **Intentional spaces and places:** Educators design classrooms and outdoor areas that spark curiosity, encourage independence, and support friendships.
- **Play-based learning:** Experiences build problem-solving, creativity and collaboration.
- **Projects and investigations:** Children explore big ideas through literacy, numeracy, science and the arts.
- **Progressive mealtimes:** Independence, choice and conversation are nurtured.
- **Faith and values:** Catholic traditions are woven through prayer, celebrations and daily interactions.

HOW WE SUPPORT YOUR CHILD

- Programs align with MTOp V2.0 outcomes
- Documentation of learning is shared with families
- Family voices are valued in planning and reflection
- Inclusive practices celebrate each child's culture, identity and abilities
- A focus on successful transitions to school



FAMILY PARTNERSHIPS

At MMCNQ, we believe children thrive when families and educators work together. Families know their children best, and we value your knowledge, ideas, culture, experiences and aspirations as an important part of your child's learning and wellbeing.



WAYS TO BE INVOLVED



Share information



Contribute ideas



Join events



Provide feedback



Take part in surveys



Contribute to decisions

We encourage open, respectful communication and welcome your questions, suggestions and perspectives at any time.

These partnerships reflect Quality Area 6 of the National Quality Standard, which recognises families as important partners in achieving positive outcomes for children.



"It takes a village to raise a child."

"There must never be a lack of cooperation among the various members of the educational community...

Community is not built without regular communication and without mutual trust."

POPE FRANCIS



A COMMITMENT TO INCLUSION

INCLUSION & BEHAVIOUR

Across MMCNQ, inclusion means understanding each child's individual strengths, development, needs and circumstances, then working collaboratively with families to identify the right supports. Our approach is informed by children's rights, inclusive practice, developmental knowledge, the Disability Discrimination Act and our commitment to safeguarding. It is important that the Service is kept up to date regarding your child's unique inclusion needs.



BIRTH TO THREE



KINDERGARTEN



OSHC & VACATION CARE



BIRTH TO THREE HOW WE IDENTIFY & PLAN

Educators observe children's learning and development and may use developmental checklists and age-appropriate strategies to guide their practice.

Where developmental concerns or alerts are identified, educators will speak with families and may recommend seeking further advice from a GP or other health professional.

WITH FAMILY CONSENT, SUPPORT MAY INCLUDE:

- Referrals or connections with external health and allied health services.
- Stakeholder meetings with families, external professionals and the MMCNQ Education and Inclusion Team.
- Development of an Individual Support Plan.
- Support to access KU Inclusion Support, including professional learning, resources, specialist advice or funding where eligible.



KINDERGARTEN HOW WE IDENTIFY & PLAN

Kindergarten services continue this collaborative approach, with supports tailored to the individual child and service.

THIS MAY INCLUDE:

- Developing an Individual Support Plan
- Access to KU Inclusion Support
- Specialist or external services such as Autism Queensland and other local inclusion and disability support providers
- Support from the MMCNQ Education and Inclusion Team
- Kindy Uplift funding, resources and professional learning
- Collaboration with families, schools and external professionals
- Transition Statements, with family consent, to support continuity of learning and an inclusive transition to school.



A COMMITMENT TO INCLUSION

INCLUSION & BEHAVIOUR

1

BIRTH TO THREE

2

KINDERGARTEN

3

OSHC & VACATION CARE

3

OUTSIDE SCHOOL HOURS CARE

HOW WE IDENTIFY & PLAN

In Outside School Hours Care and Vacation Care, inclusion focuses on enabling children to participate safely and meaningfully within the program.

SUPPORT MAY INCLUDE:

- Individual Support Plans
- Pathways and agreed behaviour or support strategies
- Collaboration with families and the child's school
- KU Inclusion Support where applicable Support from the MMCNQ Education and Inclusion Team
- Regular review of strategies, environments and identified risks.

BEHAVIOUR, SAFETY AND SAFEGUARDING



OUR COMMITMENT

Inclusion does not mean overlooking significant safety concerns. MMCNQ is committed to the safety, dignity and wellbeing of children, young people, families, employees and adults at risk.



IMMEDIATE SAFETY RISKS

Where behaviour creates an immediate or significant risk of harm to the child or others, the service will respond in accordance with MMCNQ Guiding and Supporting Behaviour Policy. This may include contacting families for immediate collection.



ONGOING SAFETY CONCERNS

Where serious or ongoing safety concerns exist, including risk of harm to self or others, further action may be considered. This can include a review through MMCNQ's internal Risk and Safety Panel, a temporary pause of enrolment or, in significant circumstances, termination of enrolment in accordance with relevant policies, procedures, the Disability Discrimination Act and MMCNQ's Safe Conduct Agreement.



OUR APPROACH

Our aim is always to work collaboratively, use the information available to us, make reasonable adjustments where appropriate and support children to participate successfully. At the same time, safeguarding remains paramount and MMCNQ maintains zero tolerance for abuse in any form.



SAFE CONDUCT AGREEMENT

RESPECT & PROTECT

Mary MacKillop Childcare NQ has a zero tolerance for all forms of abuse and is committed to safeguarding everyone involved in its services.
The safety and wellbeing of children, young people and adults-at risk is paramount.

BEHAVIOUR STANDARDS

DO

- ✓ Promote the best interests and human rights of children, young people and adults-at-risk
- ✓ Treat everyone with dignity and respect
- ✓ Respect the diverse backgrounds, characteristics and beliefs of children and adults
- ✓ Create environments that are inclusive and culturally safe
- ✓ Listen and respond to the views and concerns of children and adults
- ✓ Maintain proper physical and personal boundaries
- ✓ Respect and protect the privacy of children and adults
- ✓ Actively manage risks to the safety and wellbeing of children and adults
- ✓ Promptly report all abuse concerns, suspicions, disclosures, reports, complaints and incidents
- ✓ Take prompt action to ensure the safety of children and adults
- ✓ Ensure children remain in the licence premises

DO NOT

- ✗ Have unnecessary or unauthorised physical contact with others (e.g. hitting, kicking, punching, spitting)
- ✗ Have unnecessary or unauthorised one-on-one contact with a child (including online or digital communication)
- ✗ Use abusive, obscene or sexual language towards or in the presence of a child
- ✗ Threaten or cause harm to anyone or anything
- ✗ Cause damage or destruction to property or the belongings of others
- ✗ Show or share inappropriate images or private body parts to others
- ✗ Smoke, vape or bring alcohol or illicit drugs onto service premises, or attend while under their influence.
- ✗ Unlawfully disclose personal or sensitive information about other children or adults
- ✗ Take or share images of others without consent
- ✗ Unlawfully discriminate against others
- ✗ Leave supervision areas without permission or attempt to leave the service grounds alone.

IMPORTANT

Children and families are expected to comply with these behaviour standards. Where behaviour does not meet these standards, MMCNQ may take appropriate action. This may include asking a person to leave the service premises and/or collect the child/ren from the service immediately.

Where behaviour presents an immediate risk of harm to a child, destruction or defacing property, Pause of Enrolment and/or Termination of Enrolment may be considered in accordance with MMCNQ Policy and Procedure.

This Safe Conduct Agreement has been discussed with my child/ren and we understand this is a condition of enrolment.



FAMILY PATHWAYS



As a family you may wish to have further discussions with external providers, such as a developmental assessment. Mary MacKillop Childcare North Queensland (MMCNQ) has provided the information below regarding the main services available in Townsville and how we can support your family on this journey. If you would like MMCNQ to initiate any of the below pathways. Please know this is completely up to you as a family.

KIRWAN HEALTH CAMPUS - PARENT REFERRAL

For 0-5yo Child Health Check only: Call **4433 9000** to make a 1-hour booked 0-5yo Child Health Check appointment at the Kirwan Health Campus.

Growth and development health checks are available for children aged 0-5 years. Further assessment and referrals as required can be facilitated through this clinic.

KIRWAN HEALTH CAMPUS - CHILD REFERRAL

Children can be referred to Child Development Services (CDS) by their childcare educator or school. Referral forms can be downloaded (attached) and sent to **tsv-kirwan child-health-bookings@health.qld.gov.au**.

CDS supports families to develop their understanding of their child's developmental delay or disability and facilitates the transition to early intervention services/supports that are available in the community.

OBSERVATION LETTER - COMPLETED BY MMCNQ

Our team can write a formal letter of our observations of your child in our care to support your discussions with your GP or paediatrician (list of providers can be shared).

If applicable, we can include any relevant Incident or Behaviour Reports.

UNITINGCARE EARLY CHILDHOOD APPROACH (NDIS) REFERRAL - COMPLETED IN PARTNERSHIP

The free early childhood approach program helps children with developmental concerns, delays or disability and their families to access the right support when they need it.

Children younger than 6 do not need a diagnosis to get support through the early childhood approach.

Support for applying to the NDIA requires meeting further eligibility requirements, including:

- Children under 6 with significant developmental delay (formal diagnosis is not required).
- Children under 9 with a diagnosed disability.

PLAYCONNECT + TOWNSVILLE - PARENT INITIATED

PlayConnect+ playgroups are open to all children with a developmental concern, all abilities welcome.

These playgroups provide holistic family support, including referrals, information, and advice about disability support services.

Please let Mary MacKillop Childcare North Queensland know if you would like support to begin any of these pathways.



SUPPORT SERVICES

The following support services are available to help you and your family. Each service offers valuable information, guidance and assistance for a range of needs. You can scan the QR codes for more information or visit the websites and phone numbers provided.



Parentline

www.parentline.com.au
1300 30 1300



Beyond Blue

www.beyondblue.org.au
1300 224 636



Department of Social Services

Help and support for parenting and children
www.dsss.gau/our-work/families-and-children



Lifeline

www.lifeline.org.au/
13 11 14



Family and Child Connect

Mercy Community - 111 Charters Towers Road, Hermit Park



Salvation Army

Financial Assistance
www.salvationarmy.org.au



Men's Line

www.mensline.org.au
1300 789 978 (24 hours)
Men's Referral Service
1300 766 491
Mon to Fri: 8am – 9pm
Weekends: 9am – 5pm



PANDA National Helpline

1300 726 306
National Perinatal Mental Health Helpline
www.panda.org.au



White Ribbon Australia

www.whiteribbon.org.au/helplines/



Raising Kids

Information about childcare and child support



Triple P Parenting Program

www.triplep-parenting.net.au
07 3236 1212



STARTING AT MMCNQ



We want every child and family to feel welcomed, safe and supported from the beginning.

TYPES OF CARE

MMCNQ provides Early Learning, Kindergarten and Outside School Hours Care across North Queensland. The care available, operating hours and booking arrangements vary between Services. Our team will discuss the options, available days and session requirements with your family.

EARLY LEARNING CENTRES

Our Early Learning Centres provide education and care for children from infancy through to school age. Children are supported through nurturing relationships, play-based learning, meaningful routines and experiences tailored to their age, interests and development.

KINDERGARTENS

Our approved Kindergarten Programs provide play-based early education in the year before school. Programs are led by qualified early childhood teachers and support children's learning, wellbeing, independence and transition to school.

Children are eligible to attend Kindergarten if they turn four by 30 June in the year they attend. Our team can assist with eligibility, enrolment and available program options.

OUTSIDE SCHOOL HOURS CARE

Our Outside School Hours Care Services provide safe, flexible and engaging care for school-aged children before school, after school and during Vacation Care. Programs offer opportunities for play, creativity, physical activity, relaxation, friendships and child-led experiences.

Booking Arrangements

Available sessions and booking requirements depend on the Service and type of care. Families will receive information about permanent and casual bookings, operating hours, fees and notice requirements during enrolment.

ORIENTATION AND SETTLING IN

Every new beginning is a little easier when we take the first steps together.

Before your child starts at our service, we encourage you to visit, meet our educators and become familiar with the environment.

Starting at a new service is a big step for both children and families. There may be excitement, curiosity and sometimes a few nervous feelings along the way. Every child settles into care differently. We will work together with you to make your child's transition as comfortable and positive as possible.

You are welcome to speak with our educators about anything that may help your child feel safe, secure and confident when starting.



ENROLLING YOUR CHILD

Enrolment helps us get to know your family and understand how to support your child. Families are asked to provide current information about their child's:

- interests, strengths and abilities
- routines and preferences
- health, medical and dietary needs allergies
- communication and support needs
- family, culture and background

This information supports individualised education and care. Please tell the Service promptly when your child's needs or family circumstances change.



HELPING YOUR CHILD SETTLE
Share anything that may help your child feel safe and confident. A familiar goodbye routine, comfort item or family photo may also support the transition.



FAMILY RESPONSIBILITIES

Safe arrivals, authorised collection and current family information help us protect every child.

ARRIVALS & DEPARTURES

Families must sign their child in on arrival and out on departure each day. Please hand your child directly to an educator and tell an educator before leaving with them.

Allow enough time to exchange important information and support a calm transition. Accurate sign-in and sign-out records are also essential for Child Care Subsidy and emergency management.

AUTHORISED PERSONS TO COLLECT

For your child's safety, children will only be released to a parent, authorised nominee or other person authorised by you in accordance with the information provided to the Service.

Please ensure your child's authorised collection details are kept current and notify the Service promptly if there are any changes.

Educators may ask a person collecting your child to provide photo identification, particularly if they are not known to the educators.

If there are any court orders or other legal arrangements relating to your child, families must provide the Service with current documentation so that appropriate arrangements can be put in place.

KEEPING INFORMATION CURRENT

Family must notify the Service promptly of changes to:

- home, work or mobile contact details
- emergency contacts
- authorised nominees
- family or living arrangements
- court orders or parenting arrangements
- information affecting your child's health, safety or wellbeing

LATE COLLECTION

Children must be collected before the Service closes. If you are delayed, contact the Service as soon as possible. Late collection fees may apply under the current fee schedule.

If a child is not collected and educators cannot contact the family or emergency contacts, the Service will follow its safety procedures and may contact the appropriate authorities.

RE ENROLMENT

Re enrolment takes place annually for children returning to an MMCNQ Service. This process allows families to review and update their child's enrolment information, including contact details, authorised nominees, medical needs and family circumstances.

Families will be advised when re enrolment opens and are asked to complete the process by the required date.



HEALTH & SAFETY



The health, safety, wellbeing and dignity of every child are central to our practice.

SAFE USE OF DIGITAL TECHNOLOGY

We use digital technology safely and responsibly to support children's learning, communication and wellbeing. Children's privacy and safety are prioritised, and photographs, videos and personal information are managed in accordance with our MMCNQ policies and procedures and parent/guardian authorisation.

Families are asked to respect children's privacy and not photograph or record other children while at the Service.



INCIDENT, INJURY, TRAUMA OR ILLNESS

Educators will provide appropriate first aid and seek emergency medical assistance when required. Families will be notified as soon as practicable and advised what occurred and what care was provided.

Incidents, injuries, trauma and illnesses are documented and reviewed in accordance with legislation and MMCNQ policies. Information is communicated respectfully while protecting the privacy of children and families.



SUPPLYING & ADMINISTERING MEDICATION

Medication must be handed directly to an educator. It must never be left in a child's bag, locker or other belongings.

Families or authorised persons must ensure:

- the Medication Record Form is completed before administration
- written authorisation is provided
- medication is in its original container
- the child's name and dosage instructions are clearly shown
- the medication is within its expiry date
- storage requirements are communicated
- current medical or action plans are provided

Medication is stored securely and administered by authorised educators in accordance with the written authorisation, medical documentation and MMCNQ policies. Families must collect it when it expires, is no longer required or the child leaves the Service.



MEDICAL CONDITIONS, ALLERGIES & HEALTH

Families must provide current information about their child's health, medical conditions, allergies, additional healthcare needs and medication requirements.

Where applicable, families must provide:

- medical management or action plans
- prescribed and emergency medication
- dosage and administration instructions
- other documentation required to support the child safely

The Service may develop a Risk Minimisation and Communication Plan with the family. Families must provide the information needed to develop and review the plan and notify the Service promptly of any change to a diagnosis, treatment, medication or healthcare need.



ILLNESS AND INFECTION CONTROL

Please keep children at home when they are unwell and tell the Service why they are absent. On arrival, advise educators of any recent illness, injury, medication or pain relief.

If your child becomes unwell, the Service will contact you for prompt collection. An emergency contact will be called if you cannot be reached.

Children with contagious illnesses must remain away for the relevant exclusion period. Services follow current Staying Healthy guidance. Regular cleaning and effective handwashing help reduce the spread of infection.

HEALTH & HYGIENE

Services maintain a clean and healthy environment for your child by following daily cleaning procedures. Handwashing is our most effective tool in preventing the spread of germs. To keep our community safe, we encourage educators, children, families, and visitors to wash their hands frequently throughout the day, especially upon arrival and departure.

Keep unwell children at home to help stop the spread of infection:

- Keep sick children at home.
- Tell the service why your child is absent.
- Tell educators upon arrival if your child took medication or pain relief.
- Share any recent injuries or illnesses with staff.

Illness at the Service:

- The service will call you to pick up your child if they get sick.
- Educators will call an emergency contact if you cannot answer.
- Quick pickup protects your child and others

Contagious Illness exclusion period:

- Keep children home if they have a contagious disease.
- Follow the Staying Healthy Guidelines for exclusion periods.

For illness exclusion guidance, visit
[NHMRC - Staying Healthy Guidelines](#).



EVERYDAY CARE & WELLBEING

SLEEP AND REST

At MMCNQ we recognise that every child has individual sleep and rest needs. Children will be provided with opportunities to rest and sleep throughout the day, and educators will work with families to support each child's individual routines and needs wherever possible.

Children will not be forced to sleep or prevented from sleeping when they need to rest. Families are encouraged to share information about their child's usual sleep and rest routines, including their preferred settling and comfort strategies, so educators can provide consistent and responsive care.

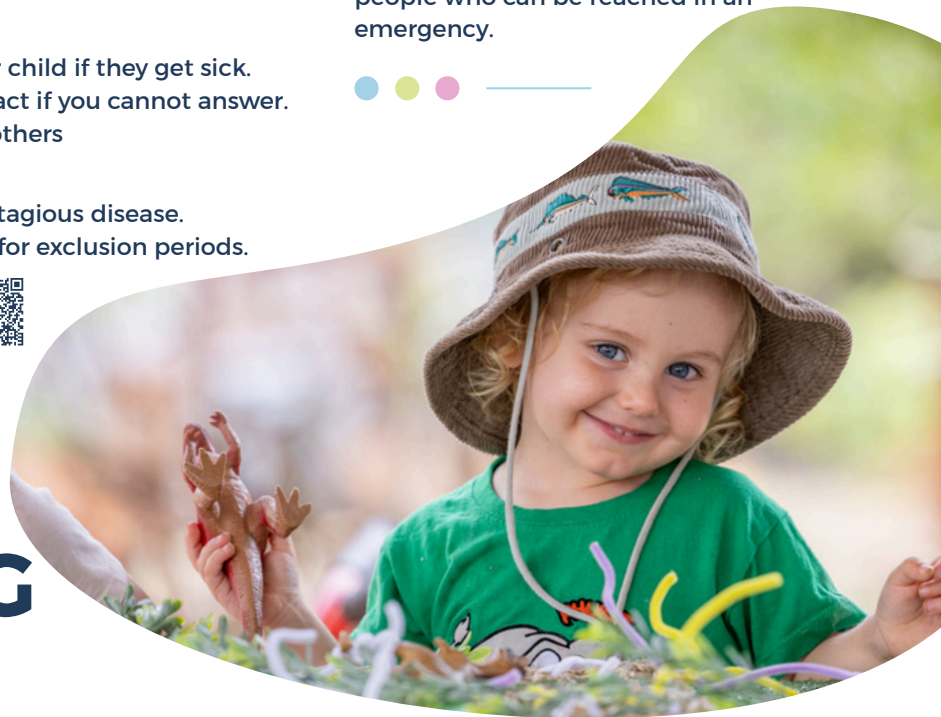
Safe sleep practices are followed for all babies and young children, in line with current evidence based recommendations.

Families will be informed about their child's sleep and rest throughout the day. Families of young children and up to kindergarten are asked to provide appropriate bedding for their child.

EMERGENCY PROCEDURES

MMCNQ educators regularly practice emergency evacuation and lockdown procedures. All services have the required emergency maps and equipment, including but not limited to: emergency medication and emergency bag.

Families must provide current contact details for at least two people who can be reached in an emergency.



CLOTHING, FOOTWEAR AND BELONGINGS

Children should wear comfortable, unrestrictive clothing and enclosed, non-slip footwear suitable for active and sometimes messy play. Please provide spare clothing where appropriate and clearly label all belongings.



SUN PROTECTION

Please provide sun-safe clothing, a wide-brimmed hat and sun-protective swimwear for water play. Apply SPF50+ broad-spectrum, water-resistant sunscreen before arrival. The Service provides sunscreen for reapplication.

If your child has an allergy or sensitivity to the Service sunscreen, notify the Service and provide a suitable alternative.



NUTRITION AND MEALTIMES ● ● ●

At MMCNQ, we aim to make mealtimes positive, relaxed and enjoyable. Mealtimes provide valuable opportunities for children to develop healthy eating habits, confidence, independence and social skills.

Educators supervise children during meals and encourage them to make age-appropriate choices, use utensils and assist with simple mealtime tasks. Children are supported to eat at their own pace and recognise their hunger and fullness cues. They will not be pressured to eat or finish their food, and food is never used as a reward or punishment.



Allergies and Dietary Needs

Please inform your Service of any allergies, dietary requirements, cultural or religious food preferences, or other food-related needs. This helps us plan appropriately and support your child's health and wellbeing.

Water and Additional Food

Children are encouraged to bring a clearly labelled water bottle. Water is available throughout the day, and educators encourage children to drink regularly.

We recognise that children's appetites and needs can vary. Children who are hungry outside scheduled meal or snack times will be supported to access food where appropriate.



FOOD ARRANGEMENTS

Food arrangements vary across MMCNQ Services.

Your Service will explain which meals and snacks are provided and what your family will need to pack.

Outside School Hours Care

Breakfast and afternoon tea are provided during term time.

Vacation Care

Families are asked to provide morning tea, lunch and afternoon tea. Food should be packed in a clearly labelled lunchbox with an ice brick.

Early Learning Centres and Kindergarten

Arrangements vary between Services. Some Early Learning Centres provide meals, while other Services require families to pack food. Your Service will provide details about the arrangements that apply.

INFANT FEEDING

Families are welcome to breastfeed at any time at the Service.

Families may provide clearly labelled expressed breastmilk or formula. Formula may be provided as pre-measured powder with cooled boiled water, or as a prepared bottle.

Educators will prepare bottles at feeding time and ensure all bottles are clearly labelled and stored safely.



FEES, FUNDING & ATTENDANCE

FEES AND PAYMENT

Your Service will provide its current fee schedule, payment arrangements and information about additional charges during enrolment.

Families must establish and maintain a valid direct debit through Xplor. A new enrolment or re-enrolment is not confirmed until direct debit details have been successfully established. Families are responsible for keeping their account and payment method current.

Families must pay the gap fee remaining after Child Care Subsidy or other applicable funding has been applied.

FREE KINDY

Queensland Government-approved Kindergarten Programs provide eligible children with access to 15 hours of kindergarten per week, generally delivered over a minimum of 40 weeks each year by a qualified early childhood teacher.

Your Service will provide families with information about the Kindergarten Program, including the hours offered and fees.

Where applicable, families may also be eligible for Child Care Subsidy (CCS) for additional hours of care outside the funded Kindergarten Program.

Families are encouraged to speak with their Service if they have questions about Kindergarten fees, funding or their child's attendance requirements.

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy (CCS) is an Australian Government payment made directly to approved childcare services to reduce eligible families' fees. From 5 January 2026, eligible families can receive at least 72 hours of subsidised care per fortnight. Up to 100 hours may be available depending on recognised participation and family circumstances.

Families are responsible for:

- making a CCS claim through Services Australia
- keeping their information current with Services Australia
- confirming their childcare enrolment through Centrelink in myGov when required
- paying fees not covered by CCS
- ensuring attendance is recorded correctly

Incomplete enrolment or CCS steps may prevent the subsidy from being applied.

Please note Child Care Subsidy is not applicable for our Sessional Kindergartens.

ATTENDANCE & ABSENCES

Families are asked to notify the Service when their child will be absent so that attendance records can be accurately maintained. A non communication fee may be applied if Services have not been informed of absences.

Families can receive CCS for up to 42 allowable absence days per child each financial year. Additional absence days may be available in certain circumstances.

Accurate attendance records are important as CCS is calculated using the attendance information reported by the Service. Families should ensure their child is signed in and out correctly in accordance with the MMCNQ Policies and Procedures.

For further information families can visit Services Australia.



ABSENCES AT THE START OR END OF ENROLMENT

CCS is generally not payable for absences before a child first physically attends or after their last physical attendance. Families may need to pay full fees for these days.

For an approved reason, CCS may be paid for absences occurring within the six days before the first attendance or after the last attendance. Families should speak with the Service, as evidence may be required.

If a child does not attend care for 14 consecutive weeks, their enrolment will end under CCS rules and CCS will not be paid for absences after their last physical attendance.



BOOKINGS, CHANGES & HOLIDAYS

BOOKING TYPES

Permanent Bookings

Permanent bookings are for children attending on regular, agreed days, as outlined in their Request for Booking Form. These bookings remain in place for the calendar year unless your family requests a change or ends care.

Changes and cancellations must be provided in writing within the required notice period. Fees may continue to apply when sufficient notice is not provided or an MMCNQ Withdrawal of Care Form is not completed.

Casual Bookings

Casual bookings are available for children with a current enrolment who attend on an irregular basis. Requests may be made up to two weeks in advance; however, availability depends on vacancies and staffing arrangements.

For OSHC casual bookings, including Vacation Care, at least 48 hours' notice is required when changing or cancelling a booking.

Further information is available in the MMCNQ Fees and Attendance Policy and Procedure.

CHANGING OR ENDING CARE

We understand that family circumstances can change. If you need to change your child's permanent booking or end care, please speak with your Service as early as possible.

Written notice is required as follows:

- Early Learning & Kindergarten - 2 weeks
- Outside School Hours Care - 1 week

A completed MMCNQ Withdrawal of Care Form must also be returned to the Service when ending care. Regular fees will continue to apply during the notice period, including when the required notice is not provided.



HOLIDAY DISCOUNTS

If you're planning a family holiday, eligible bookings may receive a discounted fee. Notice will need to be provided at least two weeks' in advance using the MMCNQ Holiday Notice Form.

Long Day Care – Early Learning Centres and School-Based Kindergarten

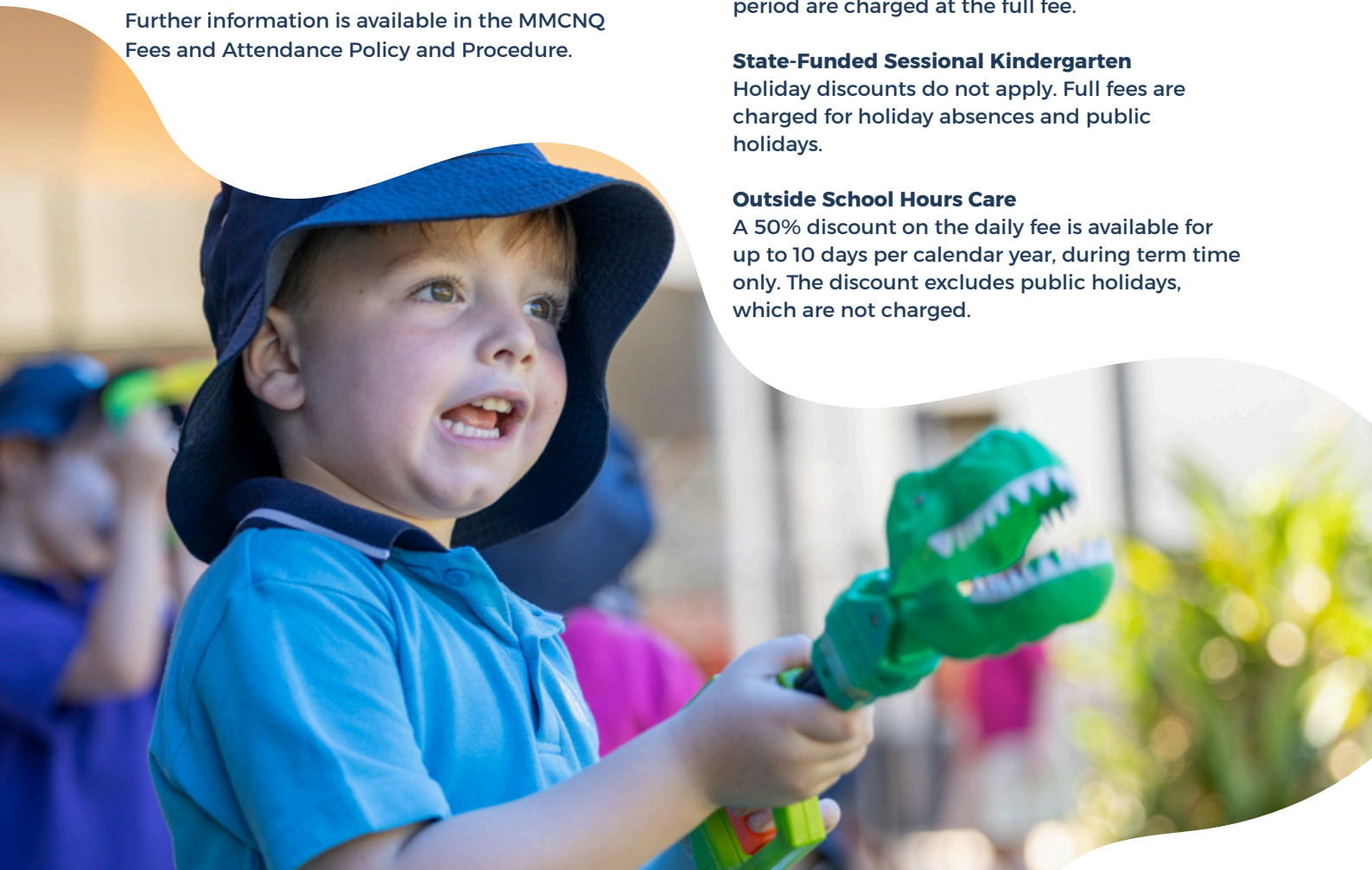
A 50% discount on the daily fee is available for up to 20 days per calendar year, including public holidays within an approved holiday period. Public holidays outside an approved holiday period are charged at the full fee.

State-Funded Sessional Kindergarten

Holiday discounts do not apply. Full fees are charged for holiday absences and public holidays.

Outside School Hours Care

A 50% discount on the daily fee is available for up to 10 days per calendar year, during term time only. The discount excludes public holidays, which are not charged.



FEEDBACK, COMPLAINTS & CONCERNS

We value feedback from families and encourage you to raise any concerns with us.

Step 1: Speak with your child's Educator or Service Leader.

Step 2: If your concern is not resolved, you can contact the Business Operations Consultant.

Step 3: You can also make a complaint directly to the MMCNQ Executive Director.

We are committed to listening, responding respectfully and working with families to resolve concerns.



POLICIES & PROCEDURES



All MMCNQ policies and procedures can be found on our website. Scan the QR code to view the latest versions.

mmcnq.catholic.edu.au/about-us/policies



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@MaryMacKillopChildcareNorthQueensland



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@marymackillopchildcarenorthqld



OUR SERVICES

GROWING TOGETHER ACROSS NORTH QUEENSLAND



EARLY LEARNING CENTRES

Townsville Services

St Mary MacKillop Early Learning Centre - Kirwan

St Mary MacKillop Early Learning Centre - Rasmussen

Regional Services

St Mary MacKillop Early Learning Centre - Ingham

St Mary MacKillop Early Learning Centre - Mount Isa

KINDERGARTENS

Townsville Services

St Clare's Kindergarten - Burdell

St Anthony's Kindergarten - Deeragun

Ryan Kindergarten - Kirwan

St Joseph's Kindergarten - North Ward

St Benedict's Kindergarten - Shaw

Regional Services

Columba Kindergarten - Charters Towers

St Joseph's Kindergarten - Mount Isa

St Michael's Kindergarten - Palm Island

St Catherine's Kindergarten - Proserpine



OUTSIDE SCHOOL HOURS CARE

Townsville Services

Southern Cross OSHC - Annanadale

St Clare's OSHC - Burdell

Holy Spirit OSHC - Cranbrook

Marian OSHC - Currajong

St Anthony's OSHC - Deeragun

Ryan OSHC - Kirwan

St Joseph's OSHC - Mundingburra

St Joseph's OSHC - North Ward

Good Shepherd OSHC - Rasmussen

St Benedict's OSHC - Shaw

Regional Services

Columba OSHC - Charters Towers

Our Lady of Lourdes OSHC - Ingham

St Joseph's OSHC - Mount Isa

St Catherine's OSHC - Proserpine





MARY MACKILLOP
CHILDCARE NQ



mmcnq.catholic.edu.au

