

Brightly Early Learning Family Handbook



Official Parent Information, Policy, and Compliance Handbook

**An Early Learning Space
for
Bright Young Minds**

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Welcome to Brightly Early Learning

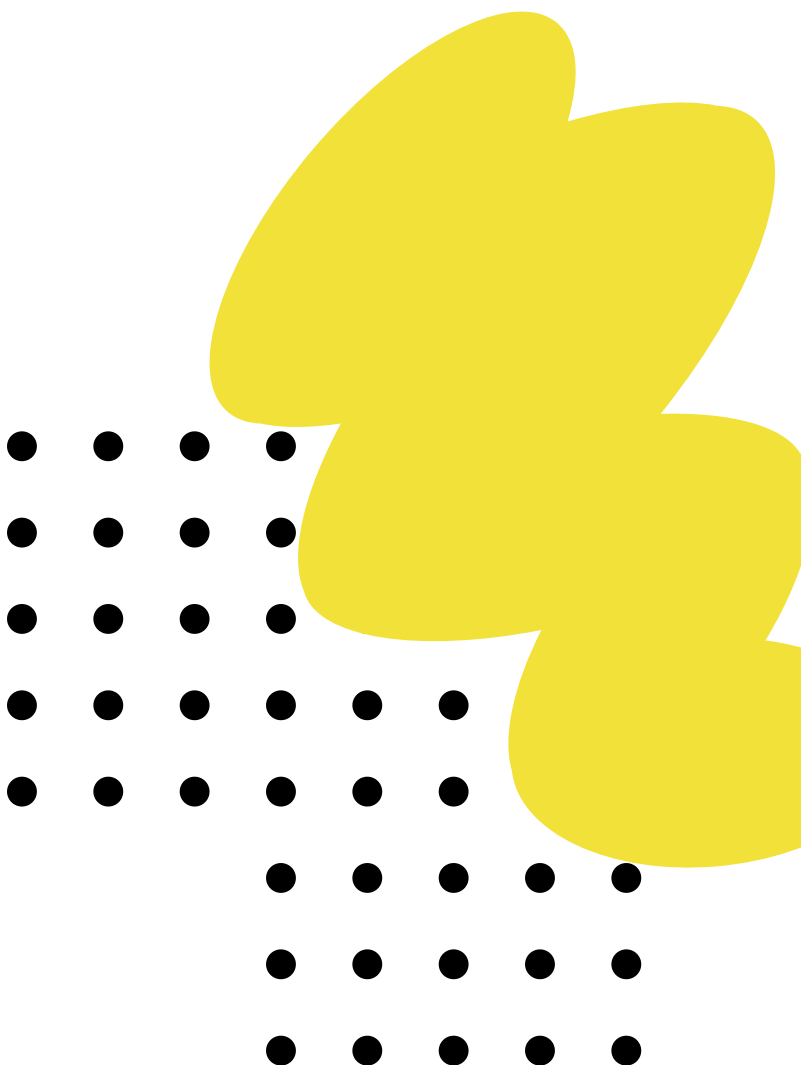
Dear Families,

This Family Handbook has been developed to provide you with clear, comprehensive, and detailed information about our service, our educational approach, and our policies and procedures. It is designed to support a positive start to your child's journey with us and to foster a strong partnership between families and educators.

We are committed to delivering high-quality early childhood education and care that nurtures every child's well-being, learning, and sense of belonging.



Mahinthan Mahathevan (Mahi)
Service Provider,
Brightly Early Learning.



Acknowledgement of Country

Brightly Early Learning acknowledges and pays respect to the past, present, and future Traditional Custodians and Elders of this nation, as well as the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.

Brightly Early Learning is committed to advancing reconciliation throughout our organisation. We actively promote respect for First Nations peoples by embedding culturally responsive practices within our curriculum, daily interactions, and partnerships with children, families, educators, and the broader community.



Our Vision

Brightly Early Learning was established with a vision to provide high-quality, professional care and education for all children and families. Our goal is to empower every child to develop the skills, confidence and capabilities needed for lifelong learning while maintaining the highest standards of care, safety and professionalism. We respect the uniqueness of every child, value their identity, culture and individuality, and ensure every child feels safe, valued and supported.

Our Mission

We provide high-quality, inclusive, and nurturing childcare services guided by the Early Years Learning Framework (EYLF) and the National Quality Standards (NQS).

We aim to:

- Foster children's confidence and a strong sense of identity
- Support school readiness using evidence-based programs
- Recognise and value each child's individual strengths and interests
- Encourage teamwork and collaborative learning
- Build secure, respectful, and responsive relationships
- Partner genuinely with families
- Respect diversity, culture, language, and traditions
- Honour Aboriginal and Torres Strait Islander perspectives
- Support children's holistic development across all areas
- Embrace play-based learning as the foundation for development



Our Curriculum

Brightly Early Learning delivers a play-based, child-centred curriculum led by qualified educators and teachers. Our programs are guided by:

Early Years Learning Framework (EYLF)

Assessing children's learning in an ongoing cycle that includes planning, documenting, and evaluating each child's individual learning based on the five learning outcome areas set out by the Early Years Learning Framework.

- Social connectivity.
- Emotional confidence
- Foundational learning
- Physical health
- Strong sense of wellbeing

National Quality Standards (NQS)

Our centre's practices, policies, and procedures are guided by and aligned with the requirements of the National Quality Framework (NQF). We are committed to complying with the Education and Care Services National Law and Regulations, the approved learning frameworks, and the National Quality Standards.



Ongoing Observation, Documentation, Reflection, Planning, and Implementation

Observe: Educators regularly observe children during play, routines, and everyday interactions to identify their interests, strengths, developmental progress, and emerging needs.

Document: Observations are recorded in learning journals, photographs, written records, and developmental notes. This documentation captures children's learning and provides evidence to support assessment and planning.

Reflect: Educators reflect individually and collaboratively on observations and documentation to consider children's learning, wellbeing, and engagement. Reflection informs professional practice and supports continuous improvement.

Plan: Using reflective insights, educators plan intentional, inclusive learning experiences and environments that respond to individual children and group interests, strengths, and needs, in line with the Early Years Learning Framework (EYLF).

Implement: Planned experiences are implemented through responsive teaching practices, play-based learning, and meaningful interactions. Educators remain flexible, adapting experiences to support children's ongoing learning and development.

This continuous cycle ensures our educational program remains dynamic, child-centred, and aligned with the EYLF and National Quality Standards (NQS).

Educational Approach

We integrate key learning approaches, including:

Letter land – early reading and phonics

Letter land introduces children to letters and sounds through stories, characters, and play-based activities to support early reading, spelling, and literacy skills.



School readiness – communication and independence

This approach helps children develop confidence, social skills, self-regulation, problem-solving, and clear communication to prepare them for a smooth transition to school.



Pre-Lit – early literacy development

Pre-lit supports children's early language skills, including listening, speaking, phonological awareness, and vocabulary, to build a strong foundation for reading and writing.



Programs by Age Group

0 – 2 years (Nursery)

We give babies (0–2 years) a safe, happy, and nurturing space to start their learning adventure. We know that your baby's first experiences shape their confidence, curiosity, and resilience.

Our nursery rooms are thoughtfully designed for little explorers, with areas for play, discovery, rest, and meals. Every corner is planned to encourage curiosity, movement, and growth, from cosy nooks to fun discovery zones.

What babies learn

During their first year, babies build trust, confidence, and a sense of self laying the foundation for lifelong learning. Through play, interaction, and caring routines, they begin to:

- Explore the world around them, and connect with others
- Develop early communication and motor skills
- Discover their own personality and abilities

How babies learn

Our qualified educators form strong, loving relationships with each baby. By 'tuning in' to your baby's needs and partnering with families, we create a Circle of Security so every baby feels safe, supported, and ready to grow. Everyday Experiences Include:

- Sensory play to spark curiosity
- Music, singing, art, and movement
- Indoor and outdoor adventures
- Personalised care and routines
- Socialising with friends in a nurturing environment

Feeding and Settling

With a dedicated nursing zone and support for breast milk, feeds, and sleep, we make sure your baby feels comfortable, secure, and happy throughout the day. Parents receive a daily update on feeds, naps, and moods to stay connected.



*At healthy beginnings, learning is fun, safe, and full of love.
Every day is a new adventure!*

2 – 3 years (Toddlers)

At Brightly Early Learning, toddlers (2–3 years) discover, play, and learn in a safe, fun, and nurturing environment. They are ready to make friends, share ideas, and explore new challenges. Our caring educators are there to support them every step of the way.

Through play, creativity, and social connections, toddlers develop confidence, curiosity, and a sense of self. They learn to express their thoughts and emotions, understand the world around them, and enjoy being part of a community. Our vibrant indoor and outdoor spaces, including areas for discovery, art, music, storytelling, construction, and imaginative play, let toddlers create, explore, and have fun every day.



At Brightly, learning is an adventure, and every day is full of laughter, wonder, and growth!

3 – 5 years (Preschool)

At Brightly Early Learning, children aged 3–5 enjoy a fun, safe, and inspiring environment where they can explore, create, and grow together. Our passionate educators support each child to build confidence, independence, resilience, and a love of learning.

Through play, projects, and hands-on activities, children develop social skills, emotional awareness, early literacy and numeracy, and a sense of curiosity about the world. They are encouraged to think, ask questions, and explore ideas, preparing them for a smooth transition to school. Our vibrant preschool room is designed for children to learn together in one space, with activities including:

- Creative arts and imaginative play
- Music, movement, and storytelling
- Exploring diversity, culture, and social-emotional learning
- Pre-literacy and numeracy games



Every day is a new adventure where children laugh, learn, and grow together, ready to step confidently into school and beyond!

Our Brightly Community

At Brightly Early Learning, we celebrate the rich diversity of our families and community. Australia is wonderfully multicultural, and we love helping children recognise, respect, and appreciate differences in cultures, languages, and traditions. By embracing diversity, we create a welcoming and inclusive environment where every child feels a sense of belonging, respect, and connection.



Families at the heart of learning

We know that families are a child's first and most important teachers, and our educators are here to partner with you. We stay connected with families, sharing updates, celebrating milestones, and including you in decisions about your child's learning journey. Whether it's through face-to-face chats, emails, or StoryPark. We welcome your ideas, feedback, and participation every day.

Caring for our world

Brightly is committed to creating a cleaner, healthier, and more sustainable environment. We weave sustainability into everything we do, helping children learn to care for the planet, make mindful choices, and take responsibility for the world around them. Through hands-on experiences, problem-solving, and decision-making opportunities, children develop a genuine love for the environment and an early understanding of how to protect it all while having fun exploring and learning.



Starting at Brightly Early Learning

Enrolment

Before your child joins Brightly, we'll ask you to complete an enrolment form and provide important documents, such as your child's Birth Certificate and Australian Immunisation History, CRN numbers for the primary carer and the child (for CCS), and the dietary requirement (KGF). This helps us get to know your child and ensures everything is ready for their first day.

Orientation

We offer a 1-hour orientation for new families, giving you the chance to meet your child's educators, explore our rooms, and see our fun learning program in action. During orientation, we'll also introduce you to our Sign In/Out Kiosk. Using a mobile number and personal PIN, you'll sign your child in and out each day, which is important for the Child Care Subsidy Claim.

Our educators will also gather information about your child's routines, interests, and needs to help them settle in quickly and happily. We believe that communication is key, so you'll stay connected throughout the day via StoryPark updates, photos, and messages, as well as regular newsletters from our centre. We always welcome your questions, ideas, and feedback, whether in person, by email, or by phone call.

The First Week

Starting at a new centre is a big step. It's completely normal if your child (or even you) experiences some separation anxiety. Our caring educators will provide cuddles, reassurance, and gentle support to help your child feel safe and confident.

Sometimes the first few days are more challenging for families than for children. We understand this and are here to support you, whether through phone updates, photos, or open conversations. Every child settles at their own pace, and our goal is to make this transition as smooth, happy, and comforting as possible.



Breastfeeding

We are a breastfeeding-friendly service. Mothers are always welcome to visit during the day to breastfeed or express milk in our private, clean, and quiet area. Families who are breastfeeding should speak with our Nominated Supervisor or Responsible Person to understand our policies on storing and serving breast milk. For families using formula, please also consult our team so we can ensure your child's feeds are prepared and stored safely. We encourage regular communication so your infant's needs are met as they grow.

Items to leave at home

Except for a special comforter, teddy, blanket, or similar item, we recommend keeping other toys at home. Our service has plenty of toys and learning materials for your child to enjoy. To avoid lost or broken toys, disappointment, or extra responsibility for educators, we ask that children not bring toys from home.

For the safety and well-being of all children, items that must not be left in children's bags include medications, sharp objects, plastic bags, mobile phones, and any valuable or fragile belongings. The centre is not liable for the loss or damage of any personal items brought onto the premises.



Clothing

Comfortable, practical clothing helps your child move freely, play confidently, and develop independence.

We recommend:

- Non-restrictive, easy-to-wash clothes
- Shoes that are safe and easy to take on/off
- Wide-brim hats for sun safety

Please avoid:

- Thongs, slippers, gumboots
- Clothing that restricts movement or makes toileting tricky (e.g., long dresses, overalls with braces, belts, stiff buttons)
- Midriff tops

Family Responsibilities

Brightly is a busy and happy place during morning drop-off and afternoon pick-up. To keep all children safe, we ask families to be especially mindful of safety when arriving and leaving our centre. For everyone's safety, please:

- Always hold your child's hand in the carpark
- Be alert to reversing vehicles, as small children can be difficult to see
- Never leave a child unattended in a vehicle
- Ensure the front door or gate is always closed securely
- Do a visual safety check around your vehicle before driving off
- Ensure children do not enter staff-only areas within the centre

Drop Off and Pick Up Safety

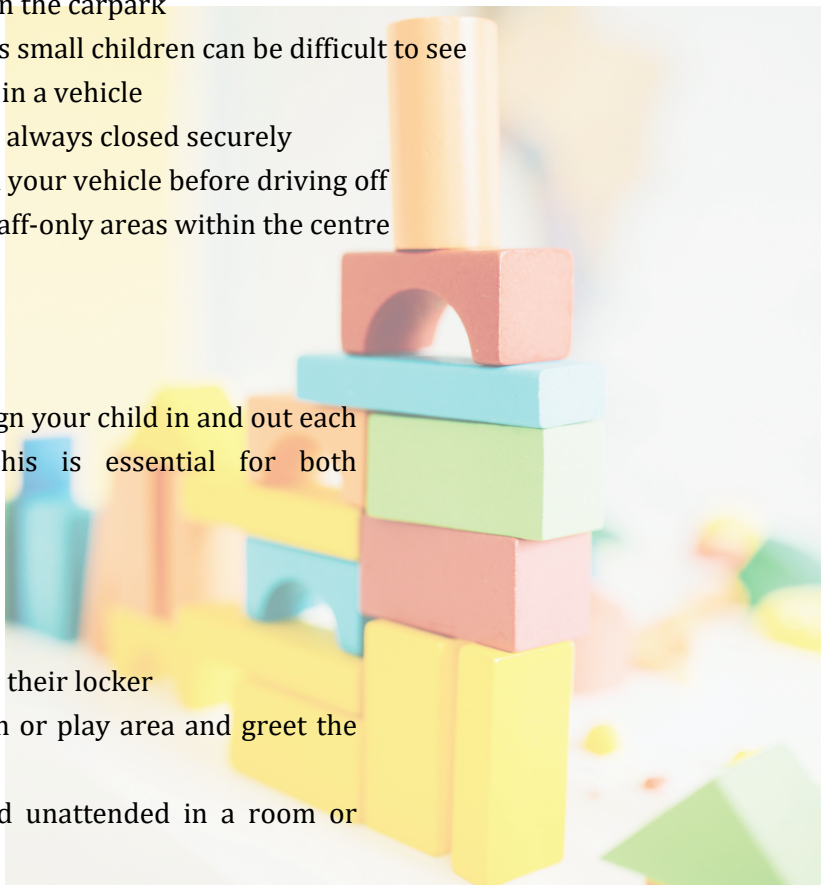
It is a legal requirement that you sign your child in and out each day using our digital kiosk. This is essential for both compliance and your child's safety.

On arrival:

- Sign your child in at the kiosk
- Place your child's belongings in their locker
- Escort your child to their room or play area and greet the educators
- Please do not leave your child unattended in a room or foyer
- If children are playing outside, ensure your child is wearing a hat and apply sunscreen before joining the group

On departure:

- Sign your child out at the kiosk
- Collect all belongings
- Let an educator know you are leaving



**Brightly is a smoke-free service.
Smoking is not permitted within a 10-metre radius of the centre,
including the carpark and perimeter fencing.**

Authorised Persons to Pick Up

To protect your child, only authorised persons listed on your enrolment form can pick up your child. They must also sign in and out using their own details at the KIOSK. Please keep your authorised contacts up to date at all times.

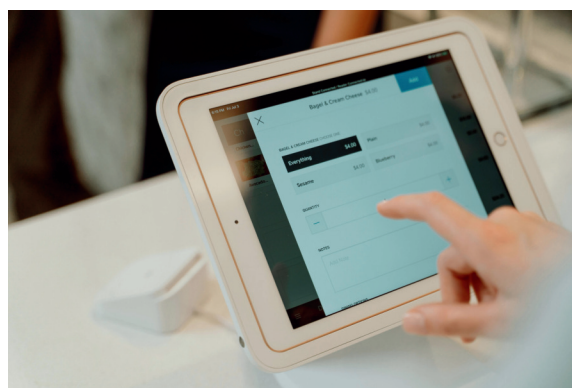
- Anyone unknown to educators will be asked to show photo identification
- If an unexpected person arrives to collect your child, we will contact you immediately for confirmation
- Collectors must be 18 years or older, unless they are the child's parent
- If there are court or custody orders, you must provide current documents so we can follow them correctly.
- If a non-authorized or non-custodial person arrives to collect your child, the Centre Manager or Responsible Person will contact the police and notify you immediately

Late Collection

We appreciate families respecting our licensed operating hours. Please arrive with enough time before closing to collect your child, gather belongings, and speak with educators. If you are running late, please call the centre as soon as possible so we can reassure your child and plan accordingly.

Please note:

- A late fee will apply if your child is collected after closing time, even if the centre has been notified
- If we cannot reach you, we will contact your authorised persons
- If your child is still not collected after 30 minutes, we are required to contact the police



Behaviour Guidance

At Brightly Early Learning, we nurture children to develop kind, respectful, and cooperative behaviours in a supportive and caring environment. We help children understand and express their emotions, build confidence, and form positive relationships with others.

Our educators follow a consistent Behaviour Guidance Policy across the whole service, using positive and respectful strategies that guide children to develop empathy, responsibility, and self-regulation. If you would like further information about this policy, please speak with our educators or refer to our Policy Manual.

Rest and Sleep

At Brightly Early Learning, we understand that every child has their own unique rest and sleep needs. Rest time is designed to be calm, comfortable, and nurturing, helping children feel safe and relaxed. We provide comfortable beds for children and play gentle music to create a peaceful atmosphere. Your child is welcome to bring a special comfort item from home if this helps them settle.



Each day, we share information with you about your child's rest and sleep times so you stay informed about their well-being. For children who do not sleep, we offer quiet and calming activities such as books, puzzles, and gentle play. Your child will be offered opportunities to rest and sleep throughout the day. We will work with your family to support your child's individual routine wherever possible. We believe children sleep when their bodies need it. They will never be forced to sleep or woken unnecessarily.

For babies, we strictly follow safe sleeping practices in cots. If your child has specific calming or settling preferences, please speak with your child's educator so we can best support them. You are always welcome to discuss your child's sleep routine with our team at any time.

Wellbeing

We support the whole child physically, socially, emotionally, and mentally. We create opportunities that help children feel happy, confident, and connected through engaging and meaningful experiences, including:

- Dance and movement
- Yoga and mindfulness
- Music and relaxation
- Community learning experiences



We also organise at least one excursion each month to help children explore, connect, and build a sense of belonging within the local Brightly community



Food

At Brightly Early Learning, we are proud to partner with Kids Gourmet Food (KGF) to provide fresh, wholesome, and nutritious meals for all children in our care. KGF delivers carefully planned, nutritionally balanced meals made from high-quality, natural ingredients to support healthy growth, energy, and development. All our centres are egg- and nut-free, ensuring a safe dining environment for all children.

Each menu is designed by qualified nutrition experts to meet the specific dietary needs of young children, offering age-appropriate portion sizes and a wide variety of flavours to encourage healthy eating habits from an early age. Meals are prepared under strict food safety and hygiene standards, giving families peace of mind that their children are enjoying safe, delicious food every day.



We believe mealtimes are about more than nutrition. They provide children with opportunities to explore new flavours and textures while enjoying a positive, relaxed, and social eating experience. These moments help build lifelong healthy food choices and a positive relationship with food. We are passionate about sharing our love of food by offering diverse, creative menus that spark children's interest, while working closely with centre staff to ensure mealtimes are a valued and meaningful part of each child's day. Our healthy and balanced meals include a variety of:

- Fresh vegetables and legumes
- Seasonal fruit
- Wholegrains and seeds
- Lean, fresh meats and fish
- Dairy options



Health and Hygiene

At Brightly Early Learning, we are committed to maintaining a clean, safe, and healthy environment for all children, families, and educators. Our educators model excellent hygiene practices throughout the day, including regular handwashing, correct cough and sneeze etiquette, and routine cleaning of high-touch surfaces.

We ask that all children, families, and visitors wash their hands or use hand sanitiser on arrival and departure from the centre. Hand sanitising gel is conveniently available in the foyer for your use. We follow thorough daily cleaning procedures across all areas of the service to help minimise the spread of illness and keep our Brightly community safe and well

When Your Child Should NOT Attend the Service

For the health and well-being of all children and families, please do not send your child to Brightly if they are unwell or showing any symptoms of an infectious illness.

We follow the NHMRC – Staying Healthy in Childcare guidelines to help minimise the spread of illness across our community. Our Sick Children and Infectious Disease Policies are available for families to view at any time.

Brightly is a busy and active environment, and we are not equipped to care for sick children throughout the day. However, if your child becomes unwell while in our care, our educators will provide comfort, care, and reassurance until you arrive to collect them.

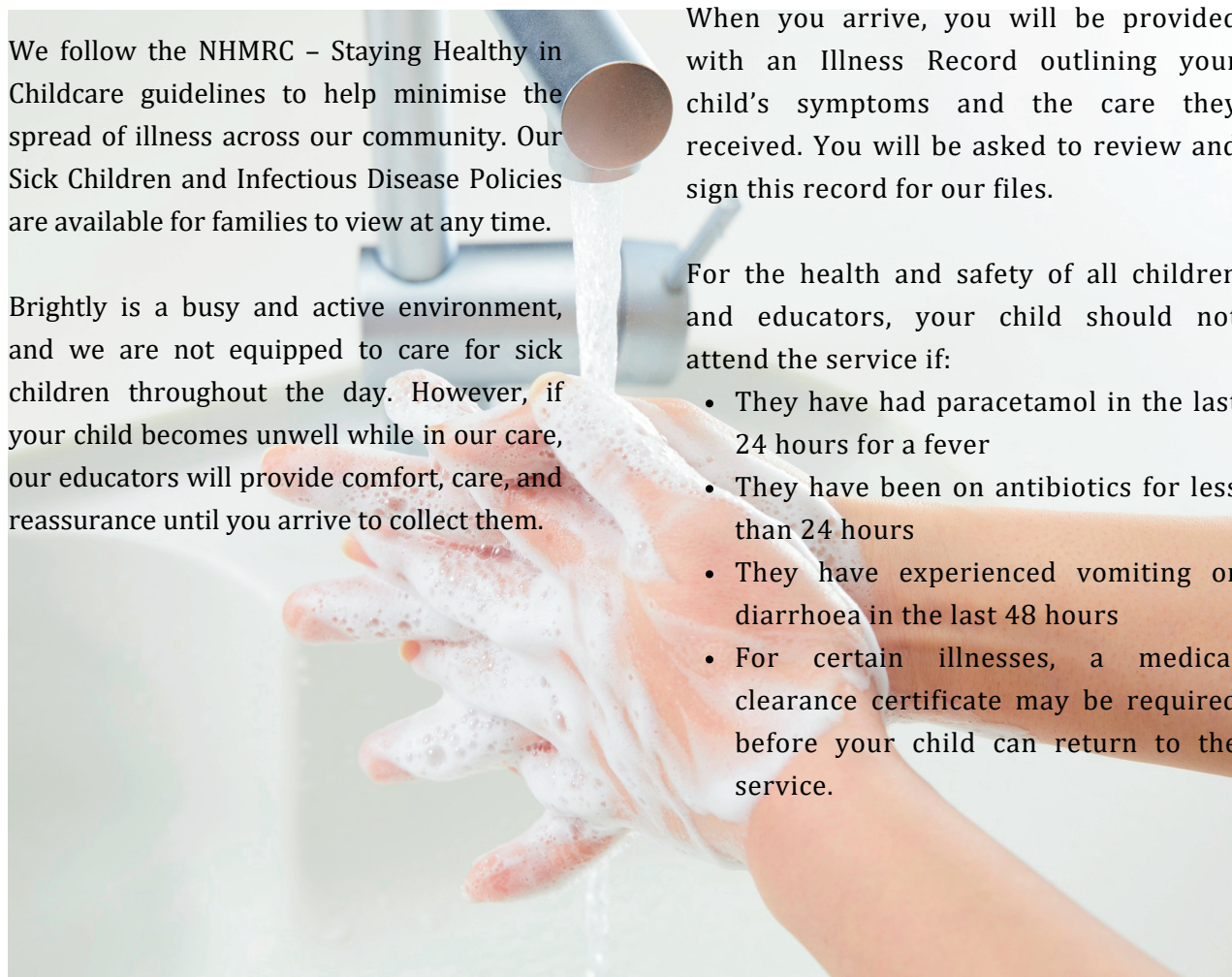
If Your Child Becomes Unwell at Brightly

If your child becomes unwell while in our care, we will contact you or an authorised person to collect them within 30 minutes, where possible.

When you arrive, you will be provided with an Illness Record outlining your child's symptoms and the care they received. You will be asked to review and sign this record for our files.

For the health and safety of all children and educators, your child should not attend the service if:

- They have had paracetamol in the last 24 hours for a fever
- They have been on antibiotics for less than 24 hours
- They have experienced vomiting or diarrhoea in the last 48 hours
- For certain illnesses, a medical clearance certificate may be required before your child can return to the service.



Infectious Diseases

If your child is diagnosed with an infectious illness, please notify the centre as soon as possible. We may be required to inform the Public Health Unit, and other families, confidentiality is always maintained.



Medication

If your child requires medication while at the service, you must complete an Administration of Medication Form and hand the medication directly to an educator. Educators can only administer medication that:

- Is prescribed by a registered medical practitioner
- Is in its original packaging with your child's name clearly labelled
- Is within the expiry/use-by date

At the end of the day, you or an authorised person will be asked to review and sign the medication record.

Incidents, Injury, or Trauma

At Brightly, we do everything we can to keep children safe, but accidents can sometimes happen during play and exploration. Our educators are always on site, trained in First Aid, CPR, asthma, and anaphylaxis management, with First Aid kits available throughout the centre.

Minor Injuries:

- Educators will provide first aid and comfort your child
- An Incident Report will be completed
- You will be notified and asked to review and sign the report when you collect your child
- If your child has a head bump, you will always be contacted, even if it is minor

Serious Injuries:

- We will contact you immediately
- If you cannot be reached, we will contact your authorised nominees
- If necessary, an ambulance will be called
- An educator will accompany your child to the hospital if you cannot meet the ambulance
- Families are responsible for any ambulance or medical costs incurred

Documentation and Reporting:

- A full Incident Report will be completed for every incident
- For serious injuries, we are required to notify the Regulatory Authority
- If you seek medical attention following an incident at Brightly, please notify the Centre Manager so we can meet reporting obligations within 24 hours

Our goal is always to ensure children are safe, comforted, and cared for, while keeping families fully informed of any incidents.

Medical Conditions, Asthma and Anaphylaxis

If your child has an ongoing medical or health condition, this must be disclosed at enrolment, or as soon as the condition is diagnosed. Our centre manager will provide you with a copy of the relevant medical procedures, including asthma, anaphylaxis, allergy, or diabetes procedures if applicable, and assist you in completing a Medical Management, Risk Minimisation and Communication Plan in consultation with your child's doctor.

This plan is shared with all educators who care for your child. Educators will follow your child's medical management plan and notify you of any symptoms or changes in your child's health. In cases where symptoms are sudden or require urgent attention, an ambulance will be called immediately, even before parents or authorised contacts are reached. If hospital treatment is required, the Centre Manager or an educator will accompany your child in the ambulance and remain with them until you or another authorised person arrives. Families are responsible for any medical or ambulance costs incurred.



Fees

Commencement of Care

To secure your child's place, families are required to pay a \$250 per child to secure a place at Brightly Early Learning. Of this amount, \$200 is refundable, subject to our bond conditions. Please get in touch with the centre manager for the account details to transfer this fund.

General Fees

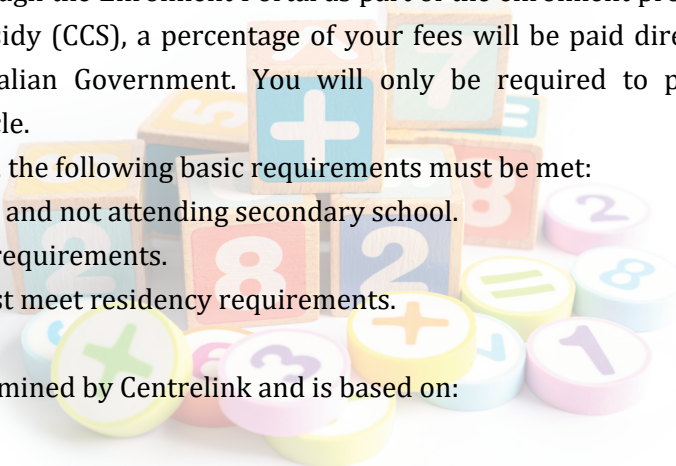
At Brightly Early Learning, fees are paid via regular direct debit. Families are required to complete the direct debit authorisation form through the Enrolment Portal as part of the enrolment process. If you are eligible for the Child Care Subsidy (CCS), a percentage of your fees will be paid directly to Brightly Early Learning by the Australian Government. You will only be required to pay the remaining balance(GAP) each billing cycle.

To be eligible for the Child Care Subsidy, the following basic requirements must be met:

- The child must be 13 years or under and not attending secondary school.
- The child must meet immunisation requirements.
- The individual, or their partner, must meet residency requirements.

Your level of Child Care Subsidy is determined by Centrelink and is based on:

- Combined family income
- Parents' activity level
- Type of child care service used



Billing and Payment Terms

- Fees are charged and payable in advance on a fortnightly basis in line with our direct debit cycle.
- Fees are payable for all public holidays, sick days, and family holidays.
- Fees are not charged during any official service shutdown periods or if the centre is required to close.



Financial Hardship and Payment Issues

- If you experience significant financial hardship or have difficulty maintaining your fees, please speak with your Centre Manager as soon as possible and notify Centrelink.
- If direct debit payments are dishonoured regularly, your child's care may be postponed or suspended.
- In exceptional circumstances, and at our absolute discretion, we may offer a payment plan to assist in bringing your account back into credit.

Late Collection Fees

Brightly Early Learning is licensed and insured to operate only within our approved opening hours of 7:00 am to 6:00 pm. We provide a fixed 10-hour session each day, and children cannot remain on the premises outside these session times. It is not a breach of regulation but fee policy. For this reason, Brightly Early Learning reserves the right to apply a late collection fee when a child is not collected by the end of their scheduled session.

If parents or guardians collect their child after closing time, the following charges will apply:

- \$25.00 for the first 5 minutes, and
- \$1.00 per minute thereafter.

These charges will be added to your account and included in your next direct debit payment.

If you are running late, we ask that you please contact the centre as soon as possible and arrange for an authorised person listed on your enrolment form to collect your child promptly.

We strongly encourage all families to respect the centre's operating hours and the agreed arrival and departure times outlined at enrolment.

Where families are consistently late, the centre will conduct a review of the child's enrolment.

Holiday Discounts and Public Holiday

Fees are charged for all statutory public holidays that fall on your child's regular booked days.

Brightly Early Learning offers families with a permanent booking a 35% holiday discount as per the terms and conditions, which can be applied in day blocks (including public holidays) for up to the equivalent of two weeks of your permanent booking pattern per year.

To access your holiday discount, families must submit a written request using the approved form provided by the Centre

Changes to Bookings and Cancellations

For any changes to your child's regular booking, a minimum of four weeks' written notice is required. If notice is not provided, regular fees will continue to apply.

If you wish to cancel your child's booking or change from a permanent booking to a casual booking, four weeks' written notice is required.

If you do not provide notice of cancellation, four weeks' full fees will be charged.



Child Care Subsidy (CCS)

The Child Care Subsidy helps families balance work, study, and family life while giving children more opportunities to engage in quality early learning, social development, and enriching experiences at Brightly.

Important: The names on your enrolment form must exactly match your child's birth certificate. Incorrect or Incomplete details may result in delays or loss of Child Care Subsidy (CCS) processing.

Your enrollment notice must include:

- Child's full name
- Child's date of birth
- Child's Customer Reference Number (CRN)
- Full name of the parent/carer claiming CCS
- Parent/carer's CRN

This information links your enrolment to your Child Care Subsidy (CCS) claim. If the details are missing or incorrect, Services Australia will not be able to process your subsidy payments.

List the correct claimant

A common mistake is listing a parent or carer who has not lodged the CCS claim. Please ensure the correct claimant is listed so payments are not delayed.

Attendance, Absences and CCS

To receive your entitled CCS, you must sign your child in and out each day using our digital kiosk at the centre. If your child is absent, please confirm the absence upon their return.

Children are entitled to 42 allowable absence days per financial year. Additional absences may be approved in special circumstances as outlined by Services Australia.

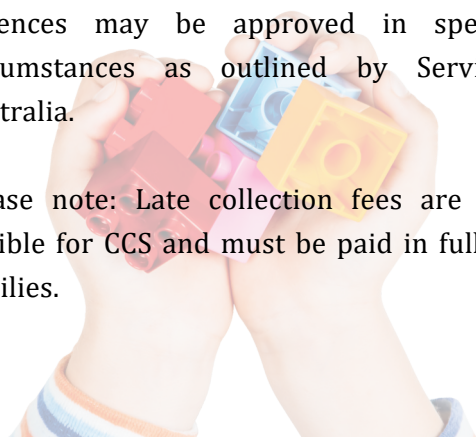
Please note: Late collection fees are not eligible for CCS and must be paid in full by families.



CCS and Immunisation

To receive CCS, your child must be up to date with vaccinations according to the National Immunisation Schedule.

You must upload your child's Immunisation History Statement to the Portal before commencing care. For any future vaccinations, please inform your Centre Manager and provide an updated statement when available.



Withdrawal from Care (Notice of Leaving)

Parents/guardians are required to provide four weeks' written notice of their intention to withdraw their child from Brightly Early Learning.

Fees remain payable in accordance with the direct debit billing cycle for the full notice period, regardless of attendance.

If a child is withdrawn without the required notice, families may lose their Child Care Subsidy (CCS), which may result in full fees being charged. In this case, the held bond will be applied to the child's account to cover any outstanding fees.

IMPORTANT – Last Day of Care

Brightly Early Learning strictly follows Services Australia (Centrelink) regulations regarding Cessation of Care. On your child's final booked day of care, you must sign your child in and out using the digital KIOSK.

If this does not occur, your Child Care Subsidy (CCS) will not be applied, and full fees will be charged for that session.

To avoid any unexpected charges, please speak with your Centre Manager before your child's final day to confirm signing requirements and your final booking date.

Change of Fees

Brightly Early Learning reserves the right to adjust fees at any time. Families will be provided with a minimum of two weeks' written notice before any fee changes take effect.



Termination of Enrolment

Brightly Early Learning reserves the right to terminate a child's enrolment under the following circumstances:

Non-Payment of Fees:

If childcare fees remain continually in arrears, and a reasonable and agreed payment arrangement cannot be reached.

Breach of Centre Policies or Safety Concerns:

A Centre policy has been breached, or Centre Management determines that termination is necessary to protect the safety, health, and well-being of children, families, educators, or the service.

Other Grounds for Termination:

Inappropriate, abusive, or threatening behaviour from a parent, family member, or their associate towards children, educators, families, or other visitors at the Centre.

Ongoing physically or verbally aggressive behaviour by a child that puts other children or educators at risk.

Continual lateness or non-payment of fees. Any other reason is at the absolute discretion of Centre Management.



Notice and Refunds

Termination of enrolment may be effective immediately, without notice.

The Centre is not required to provide reasons for termination.

If the account is in credit at the time of termination, If the account is in credit at the time of termination, the credit balance will be refunded to the parent or guardian



Social Media

Brightly Early Learning uses social media to communicate with families, share information, and celebrate the learning, achievements, and events occurring within our Service and the wider community.

We are committed to safeguarding the safety, wellbeing, and privacy of all children and to maintaining secure and responsible online environments when engaging with digital technology, including social media platforms.

All social media accounts are managed by the Nominated Supervisor, with the highest privacy and security settings in place. Content is closely monitored, and any offensive, inappropriate, or concerning comments are removed immediately. Users who fail to adhere to these standards may be blocked or restricted.

Photographs or videos of children will only be shared on social media where written authorisation has been provided by families. To protect the privacy of children, families, and educators, Brightly Early Learning does not publish personal or identifying information online.



Privacy and Confidentiality

At Brightly Early Learning, we are committed to protecting the privacy and confidentiality of children, families, and staff. We have clear policies in place to ensure all personal information is handled respectfully, securely, and in line with legal requirements

Collection and Use of Information

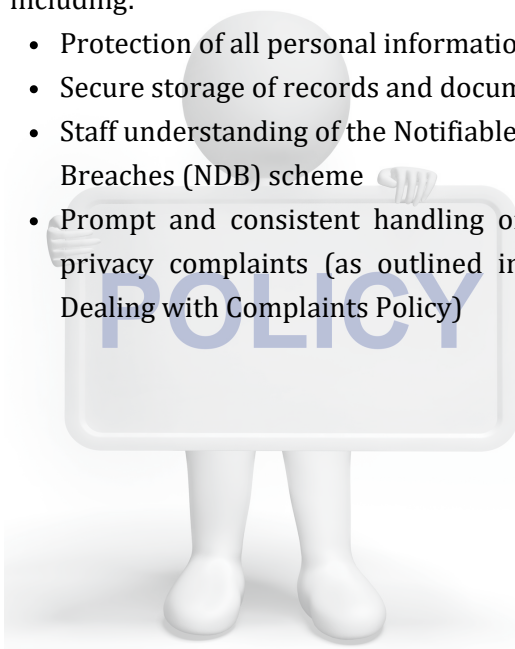
To plan and provide programs for your child, we collect information from you. This helps us assess, plan, and deliver programs in partnership with families.

- We do not disclose personal information about you or your child to other people or organisations without your consent, unless required by law.
- We do not request personal information from other professionals or organisations without your consent.
- Families can access their child's file at any time or request a copy of the information contained within it.

Privacy Policy

Our Privacy and Confidentiality Policy is available for viewing at any time. This policy explains how we comply with the Australian Privacy Principles and the Privacy Act 1988, including:

- Protection of all personal information
- Secure storage of records and documents
- Staff understanding of the Notifiable Data Breaches (NDB) scheme
- Prompt and consistent handling of any privacy complaints (as outlined in our Dealing with Complaints Policy)



Record Keeping

Brightly Early Learning keeps detailed records relating to children, parents, and staff in accordance with:

The Education and Care Services National Law and Regulations
The Family Assistance Law

All records are stored securely in locked locations and retained for the legislated period, including records related to:

- Child enrolment and attendance
- Medication administration
- Incidents, injuries, trauma, and illness
- Child assessments
- Legal and regulatory documentation

Full details about record keeping are available in our Record Keeping and Retention Policy.



Brightly Early Learning Family

At Brightly Early Learning, every team member plays a vital role in creating nurturing, inspiring environments where children can grow, learn, and thrive. From leadership to classroom support, each role contributes to our mission of delivering high-quality early childhood education and care.

Centre Manager

We love our Centre Managers. Beyond managing daily operations and ensuring our centres meet and exceed National Quality Standards, Centre Managers are valued and respected members of our team. Over the years, they often become a vital part of each family's village as children grow and learn at our centres.

Centre Managers warmly welcome and support families, mentor their teams, and guide professional growth. They proudly embody our Brightly Values, inspiring educators and supporting families every day, while fostering thriving, positive centre communities.



Second in Charge

Our Second in Charge works closely with the Centre Manager to support the smooth running of the centre. They assist with daily operations, lead and motivate educators, and help maintain a positive and engaging work environment.

Second in Charge also builds strong relationships with families and the local community, ensuring that every child receives high-quality early learning in a safe, nurturing, and fun environment.

Educators

Educators are the heart of our centre communities. They facilitate fun, engaging learning programs, create warm and welcoming spaces, and inspire children to develop a lifelong love of learning.

With support from the Brightly Early Learning Team, Educators become confident experts in early childhood education, ensuring every child in their care is empowered to reach their full potential.

Teacher




Teachers bring specialised skills and knowledge to our classrooms, delivering structured learning programs that build children's curiosity, creativity, and foundational skills. They work closely with Educators to plan and implement engaging activities, monitor progress, and provide guidance tailored to each child's learning journey.

Teachers are instrumental in fostering a love of learning and ensuring every child thrives academically, socially, and emotionally.






Brightly Centres – Contact Information

Riverstone

-  (02) 9838 1177
-  riverstone@brightlyearlylearning.com.au
-  8 Globe Street, Riverstone, NSW 2765






Box Hill

-  (02)7202 9515
-  boxhill@brightlyearlylearning.com.au
-  1 Bulb Way, Box Hill, NSW 2765






Grantham Farm

-  (02)88678400
-  granthamfarm@brightlyearlylearning.com.au
-  1 Homestead Lane, Grantham Farm, NSW 2765






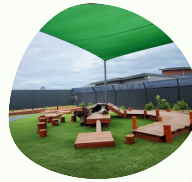
Tallowong

-  (02)7227 5307
-  tallowong@brightlyearlylearning.com.au
-  24 Reis Street, Tallowong, NSW 2762






Gables

-  (02)8602 9194
-  gables@brightlyearlylearning.com.au
-  112 Old Pitt Town Road, Box Hill, NSW 2765



Leppington

-  (02) 8602 9194
-  leppington@brightlyearlylearning.com.au
-  19 Duke Avenue, Concord, NSW 2137





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