



FAMILY HANDBOOK

“It takes a village to raise a child”

African Proverb

WELCOME

TO THE ANGEL TOTS EARLY LEARNING CENTRE FAMILY

Thank you for considering Angel Tots Early Learning Centre (ATELC) for your child. We trust that this handbook will answer most of your questions. For further information please contact our Nominated Supervisor.


Address: 53/55 Salamander Way, Salamander Bay NSW 2317

Phone: (02) 4984 6846

Mobile: 0455 070 701

Email: info@angeltots.com.au

Website: www.angeltots.com.au

Social:  

Tours of the Angel Tots facilities are welcomed, please call our office on (02) 4984 6846 to make an appointment.

**We welcome you & your family to Angel Tots Early Learning Centre.
We look forward to getting to know you & see your child grow each day.**

Angel Tots Early Learning Centre would like to respectfully acknowledge the Worimi People who are the traditional custodians and first people of the land on which we play, learn and work. We would like to pay our respects to the elders in the past, present and emerging. Angel Tots Early Learning Centre is committed to reconciliation with indigenous Australians.

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WELCOME

Angel Tots is a privately owned service.

We cater for children from 8 weeks of age until they commence school. We offer a play based program where each child is given the opportunity to meet their full potential. We have three rooms within Angel Tots which offer rich and stimulating environments designed to support children to become confident and capable learners.

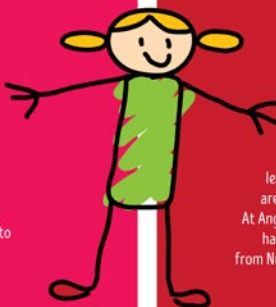
PHILOSOPHY AND VISION STATEMENT



Philosophy

We believe play is central to children's learning and it is the primary element of our approach to learning. Our curriculum encourages risky play, collaboration with children and their families, models respectful use of digital devices and celebrates individuality.

We understand the importance of time and encourage a "slow down" approach to learning. Time allows for strong connections and meaningful learning to occur. We believe in a holistic approach to children's learning and are considerate to the different ways in which children learn.



We value the Early Years Learning Framework (EYLF) and its learning outcomes and use them to guide our quality practice. We actively reflect on our practices and use a Quality Improvement Plan (QIP) to continually improve on what and how we implement learning.

We view children as capable and competent learners and understand that the first five years of life are some of the most crucial years for life long learning. At Angel Tots Early Learning Centre we understand learning happens from birth. We ensure a continuum of learning from Nursery to Preschool. Our Preschool room incorporates the skills required to start school successfully.

We embed health, safety and wellbeing through daily routine and practice, excursions and incursions. We recognise children represent the future and understand the importance of promoting sustainable practices in everyday learning.

We promote care for the environment, engaging children in growing food for consumption and growing plants to care for in our large natural play spaces. We believe a sense of wellbeing leads to children feeling safe, secure and supported to successfully participate in the learning environment. We support the healthy development of children birth - 5 years by promoting physical activity, healthy eating and reduced screen time.



We view our indoor and outdoor environment as the third teacher and create each environment with purpose and intent. We believe the environment should provide rich learning opportunities that allow educators to observe children's learning. We consider opportunities for children to gather in mixed aged groupings as an opportunity to learn new ways of doing and being. We aim to provide high quality environments to assist children's development and strengthen their educational journey. We acknowledge that we gather on the traditional lands of the Worimi people and are committed to protecting the land through respectful practices.

We understand the importance of having qualified, dedicated educators that are advocates for Early Childhood Education. Our educators are committed to ongoing professional development. Our educators treat each child with respect and engage in quality learning interactions.

We foster a culture of team work and genuine relationships where educators feel valued and appreciated. Our leadership team aims to be approachable, supportive and caring, working with educators, children, families and the community to provide a high quality Early Childhood Service. We aim for every child that attends Angel Tots Early Learning Centre to feel happy, loved and supported and given the opportunity to thrive.



We believe Christian principals, meaningful and individual relationships with children, families and the community are the foundation of Angel Tots Early Education Centre. We strive for a service that is always welcoming, inclusive and respectful built on warm, caring and responsive interactions. We believe authentic relationships result in connection, calm and learning. We understand that collaborative relationships with families is fundamental to achieving quality outcomes for children. We have a genuine interest in building strong relationships within our local community and extending our relationships to the wider community to broaden children's understanding of the world in which they live.

"It takes a village to raise a child"

- AFRICAN PROVERB

Vision Statement

AT ANGEL TOTS EARLY LEARNING CENTRE **WE BELIEVE IN:**

Equal
opportunity

Igniting a lifelong
love of learning

Being in the
moment

Children being central
to everything we do

Providing an environment
that is a place of calm

The importance of
collaborative partnerships
and relationships

Being aware of the
environmental
footprint we leave

Acknowledging
the traditional owners
of the land

Promoting learning,
love and security

Uniqueness
being celebrated

Respecting
all cultures

Empowering
Children



"It takes a village to raise a child"

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OUR COMMITMENT TO CHILD SAFETY

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at Angel Tots Early Learning Centre. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date knowledge of child protection law and child protection training.

CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

OPERATING HOURS

Angel Tots operates from 7am – 6pm, 51 weeks of the year.

Our Service closes for all National Public Holidays and between Christmas and New Year period. Dates for closure are advised well in advance to allow parents plenty of time to plan.

There is NO charge for public holidays or closure period.

ORIENTATION VISITS

All children starting at Angel Tots and their families are encouraged to conduct a minimum of one (1) orientation visit before they leave their child in our care. These visits allow your child to become familiar with the environment they will be in and the staff that will be caring for them.

They also allow you to share important information with us, such as your child's routines. The more comfortable you are in the Centre the quicker your child will settle.

WHAT WE PROVIDE

- ☑ Angel Tots Hat and T-shirt are provided on enrolment
- ☑ Nappies for all ages
- ☑ Suncream and Aerogard
- ☑ Milk and Water
- ☑ Nappy wipes
- ☑ Morning and Afternoon Tea
- ☑ Excursions / Incursions

WHAT TO BRING

All items must be clearly labelled with your child's name.

- ☑ Lunch
- ☑ Drink bottle
- ☑ Two sets of spare clothes
- ☑ Set of cot sheets
- ☑ Comfort item (if required)
- ☑ Bottles, formula or expressed milk
- ☑ All meals for children not on solids



PLEASE NOTE:

1. Angel Tots provides a varied menu for the children for morning and afternoon tea. A weekly menu is available for families near the kitchen in the foyer. Any adjustments to this menu will be displayed for all families to see.
2. Children's daily meal intake will also be recorded for families so you are informed of what your child has eaten.
3. All children's dietary needs will be catered for according to their Medical Management Plan. Families are asked to provide a lunch box for their child's lunch. Please ensure that your child's lunch box is nutritious and follows the Australian guide to healthy eating and the dietary guidelines for children.
4. Children are asked to bring their lunch in a plastic / metal lunch box with a lid that they can open. As all lunches must be placed into the fridge in each room, please do not send it in a cooler bag, as these are not effective in the fridges. We ask you clearly mark your child's name on the bottom of the box and lid.

We encourage healthy food choices at the Service and request that you provide sandwiches or wraps with nutritious fillings. Sprinkles and chocolate spreads are discouraged. Celery and carrot sticks or a salad are good additions to your child's lunch. Please do not send chips, lollies / chocolates, highly processed foods, chocolate custards or desserts, flavoured milk, roll ups or other high sugar bars, biscuits or cakes. These items will remain in your child's lunch box for home time. A healthy lunch box environment is a group effort by all families and staff.

5. Angel Tots is an allergy aware service
We ask that you do not pack foods that can trigger allergy and / or a potentially life threatening anaphylaxis reaction. These foods include; nuts, egg and seafood.
6. ATELC provides and applies suncream and Aerogard to children as per The Cancer Council Sun Smart recommendations. If your child requires specific suncream and / or Aerogard please provide your own and clearly label with your child's name.

MILK FEEDING

Angel Tots respects and supports mothers' wishes to continue to breastfeed. We provide a space for mothers to breastfeed or express throughout the day. We ask that all expressed milk is brought in a clean sterile container labelled with the date of expression and child's name. Families are required to provide enough sterilised bottles each day to meet their child's requirements. Formula powder must be in its original tin clearly labelled with the child's name. Labelled bottles can be provided for children having regular cows milk in their bottles. Angel Tots provides regular cows milk. Bottles will be sent home for sterilising.

FEES AND GOVERNMENT REBATES

ATELC charge a daily rate per child. Families are welcome to use any hours between 7am – 6pm.

Fees are payable for all booked days even if your child is absent due to sickness or holidays. ATELC will not charge fees for the closure period over Christmas / New Year or Public Holidays.

Fees are reviewed on an annual basis. Please see the centre Director regarding fee prices.

Accounts are required to be 2 weeks in advance at all times.

STATEMENT OF FEES

Each week we will send you a statement of fees showing the 2 weeks required in advance. Please check these statements to ensure all details are correct and accurate. The account holder will receive the statement of fees via our software HUBWORKS.

“Thank you, thank you, thank you! I feel safe as I leave knowing that you take such good care of Indie and it's nice not feeling like either of us are a number. I'm so glad we are a part of your centre, we feel so welcome. Please know that I think you are the angels. You always go above to tell me about what Indie as been up to and the funny things she does. It's nice to know you think she is as special as I do.”

INDIE WILLIMS & AMANDA

PAYMENT METHOD

Fees must be paid via Electronic Funds Transfer (EFT) (effective 02 July 2023)

ELECTRONIC TRANSFER / DIRECT DEPOSIT

ACCOUNT NAME: Cosset Group (trading as Angel Tots ELC)

BANK: Commonwealth Bank BSB: 062-761 ACCOUNT: 10168151

REFERENCE: Child's full name

ADDITIONAL FEES

ENROLMENT FEE: \$100 new enrolments (inc GST). This includes an Angel Tots hat and t-shirt. Upon enrolment, families are asked to pay two-weeks of fees in advance and remain two weeks in advance at all times. Additional Angel Tots hats, t-shirts and fleece jumpers are available to purchase.

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the MyGov website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

COMPLYING WRITTEN AGREEMENT (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the MyGov website.

ABSENCES

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through our app.

Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days.

You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your Centrelink online account. You can also do this using the Express plus Families mobile app.

Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child.

If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations, please speak with the Nominated Supervisor for further information.

FEES IN ARREARS / FINANCIAL SUPPORT

If fees are outstanding after two weeks, we will impose a late payment fee of \$25.

Should fees still be outstanding after three weeks, a debt recovery process will be implemented and additional \$50 late fee added to your account. Angel Tots Early Learning Centre reserves the right to suspend / withdraw your child's enrolment if your account is overdue after 4 weeks.

If you are experiencing financial hardship, please speak to the Nominated Supervisor. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

WITHDRAWAL FROM CARE / REDUCING ENROLMENT DAYS

We require 2 weeks written notice to withdraw and / or reduce enrolment days for your child / children from any permanent booking. Children are not able to attract CCS for any days after the last day your child physically attends our Service.

SERVICE CLOSING TIME AND LATE COLLECTION FEES

Please be aware our Service and program closes at 6:00pm.

In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6.00pm.

The fee is per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child / children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.

ARRIVALS AND DEPARTURES - SIGNING IN AND OUT

Upon arrival at the Centre you must sign your child in and sign your child out on departure. This is a government regulation. Angel Tots requires parents / authority to sign in / out digitally. This is required to ensure compliance with Family Assistance Law. Please ensure that you enter your phone number and digital pin into the office iPad on arrival and departure. If you need any assistance with digital sign in please see a staff member.

Should someone other than yourself be collecting your child from care please inform us, and, if the person has not been to the Centre previously, ask them to carry some form of ID – a driver's licence is sufficient. If we have not been informed, we will contact you for permission to release your child into the care of another person.

VISITORS

All visitors at Angel Tots are required to sign in as a visitor and will always be accompanied throughout the Service with a staff member. No visitors will be left alone with the children. Visitors will be arranged to come to the Service at a suitable time considering routines of the Service and the children.

INCLUSION STATEMENT

Angel Tots recognises the individuality of each child and family. The Service respects that staff, children, and families may come from a range of cultural, linguistic, economic, religious, and social backgrounds, and may possess diverse ideas, abilities and needs. Angel Tots respects the diversity of Australian society and endeavours to provide a program, within the capabilities of the room and staff, where cultural background, creed, gender, developmental and physical ability is inclusive, richly appreciated, and nurtured, allowing the child to feel empowered by their heritage, beliefs and abilities.

Having stated this all-inclusive background, it bares clarification that, the overarching value system applied at Angel Tots is derived from a Christian culture and value system of tolerance for other beliefs. We do not believe that this overarching Christian culture and value system needs overt religiosity to be maintained or understood. We are thankful that, by and large, Australians inherently understand this foundational norm and adhere and respect these standards. Angel Tots does not tolerate behaviours, language or practices that label, stereotype or demean others.

NATIONAL QUALITY FRAMEWORK

Our Service complies with the Australian Government’s National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the Australian Early Years Learning Framework (EYLF). We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at:
www.acecqa.gov.au/nqf/about

EDUCATOR TO CHILD RATIOS (NSW)

We comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children. Ratios are calculated across the service (not by individual rooms). This provides us with flexibility to respond to children’s interests and needs at different times during the day.

AGE OF CHILDREN:	EDUCATOR TO CHILD RATIOS:
Birth to 24 months	1:4
Over 24 months and less than 36 months	1:5
36 months up to and including preschool age	1:10

“Not only do you all look after Maxi so well, but you encourage him to learn. You’ve planned so many fantastic learning experiences and I can assure you, Maxi’s taking it all in. You do an amazing job!”

ANGE AND TRENT

1st term self Portrait - Macey



Macey + Will

EARLY YEARS LEARNING FRAMEWORK (EYLF)

Fundamental to the EYLF is a view of children's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning.

BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence.

BEING

Childhood is a time to be, to seek and make meaning of the world.



BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow.

The diversity of family and community life in Australia means that children experience belonging, being and becoming in many ways. They bring their diverse experiences, home languages, perspectives expectations and cultural ways of knowing, being and doing to their learning. Educators understand, respect and work with each child's unique qualities and capabilities. Children's learning, development and wellbeing are communicated through 5 Learning Outcomes.

OUTCOME 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop autonomy, inter-dependence, resilience and agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact with others with care, empathy and respect

OUTCOME 2: Children are connected with and contribute to their world

- Children develop a sense of connectedness to groups and communities
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

OUTCOME 3: Children have a strong sense of wellbeing

- Children become strong in their social, emotional wellbeing

OUTCOME 4: Children are confident and involved learners

- Children develop learning dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

OUTCOME 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use media to access information, investigate ideas and represent their thinking

EDUCATIONAL PROGRAM

We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests.

Our educational program is delivered through an intentional, play-based pedagogy aligned to the Early Years Learning Framework (EYLF). Our program continues to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If we as educators have any areas of concern about your child's development, we will inform you and share our observations and advise of follow up assistance e.g. speech therapy. We understand this may be a sensitive topic and it is always your decision to follow up intervention. Educators are willing to discuss any aspect of learning and development with parents and support discussions with allied health professionals.

DOCUMENTATION OF LEARNING / PORTFOLIOS

Educators observe children and facilitate their learning to provide each child with a personal, confidential copy portfolio by documenting their learning throughout the year. Our Service uses a variety of documentation to demonstrate learning which may include:

- Your child's profile
- Goals from families and educators
- Observations- learning stories, captioned photos
- Objectives for further development
- Work samples- drawings, photos, recorded video
- Checklists and transition statements.

The individual child's portfolio can be viewed through the "Kinderloop" platform.

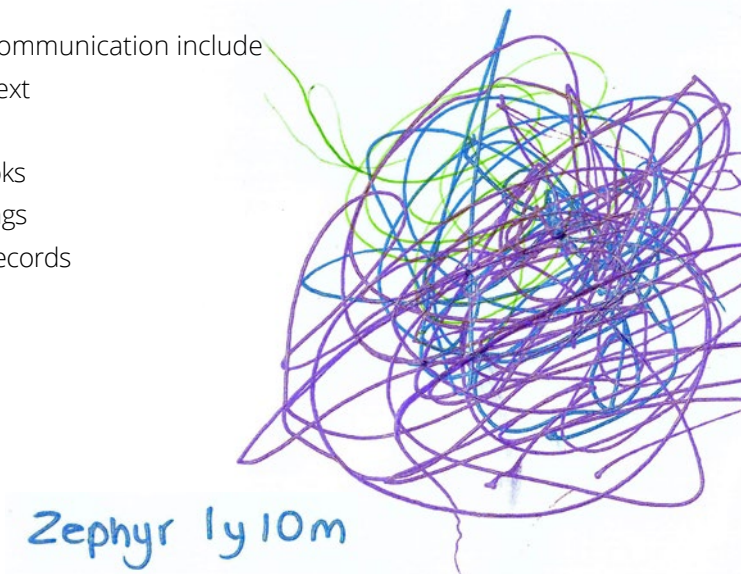
COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day.

Our Service uses email via Hubworks and Kinderloop to provide updates.

Other types of communication include

- Phone calls / text
- Face to face
- Daily floor books
- Formal meetings
- Daily written records
- Program book



CLOTHING

It is helpful to your child if they are dressed in non- restrictive, serviceable and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop and jump as well as being easy for the child to take off and put on by themselves. Joggers and sandals are appropriate shoes to wear.

Thongs, slippers and gumboots are not suitable, and we prefer that these are NOT worn to the Service. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

TOYS

The Service has an abundance of developmentally appropriate toys and equipment available and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

BEHAVIOUR GUIDANCE

We encourage children to engage in cooperative and pro-social behaviour. We give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. Educators follow a Behaviour Guidance Policy that extends across the whole Service giving consistency of expectation in all rooms. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self. If you require further information on this policy, please ask educators and refer to our Policy Manual.

REST AND SLEEP

Rest and sleep routines vary according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide beds for children and play soft music in the background. Your child may wish to bring a security item to have at rest time. Please feel free to discuss your child's rest or sleep needs with educators. Each day we provide information about the times your child rested or slept. Quiet activities, such as puzzles and books are available for those children who do not sleep.

SUSTAINABILITY

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required.

BIRTHDAYS

It is very exciting for a child to be having a birthday. If you would like to bring a cake for a child's birthday it is recommended that cupcakes be provided as this reduces the major allergy risks associated with most other cakes and helps us to provide a hygienic celebration with only the birthday child blowing out the candles on their cake. Families are required to provide purchased cupcakes that list all ingredients. Other options include watermelon cake, ice blocks - no homemade treats will be accepted.

SUN SAFETY

We work in compliance with the National SunSmart Early Childhood Program to ensure children's health and safety is maintained at all times. We use a combination of sun protection measures whenever the UV Index Levels reach 3 or above. We monitor the UV index levels daily and schedule outdoor activities when levels are safe.

Children and educators must wear hats and appropriate clothing, including footwear when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF30 or higher broad-spectrum water resistant), which is reapplied according to the manufacturer's recommendations. We ask that children come to the Service with sunscreen already applied so they are able to participate in outdoor play immediately and not have to wait the 20 minutes after application. Consent to apply sunscreen is included in our enrolment form.

FAMILY INVOLVEMENT

We welcome and encourage the involvement of all parents / families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated.

RECORD KEEPING

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- Your residential address
- Health of your child
- Telephone / mobile numbers
- Contact details for any parent or authorised nominee
- Family changes (parenting orders)
- Emergency contact information details etc.



COMPLAINTS AND GRIEVANCES

If you have concerns about the care you and your child are receiving at Angel Tots ELC, please communicate it to us. We pledge to attend to all issues promptly and confidentially in a manner that:

- Values the opportunity to be heard
- Values conflict resolution
- Encourages the development of harmonious partnerships
- Ensures that conflicts and grievances are mediated fairly
- Is transparent and equitable.

Where possible complaints will be dealt with on the spot by your child's educator. This is usually the person with the closest relationship with your family. If the complaint is about an issue that the educator considers to be outside their control, or you do not feel comfortable sharing your complaint with the educator, please go directly to the Director. It may be necessary to make an appointment to discuss the issue.

Where the Director is unable to resolve the issue, or in cases where the issue is about the Director, please bring your complaint directly to the Approved Provider (Cosset Group) via email karin@cossetgroup.com

If, after following the above process you still feel dissatisfied with the outcome and wish to take the complaint further or in cases where the complaint is serious in nature, please contact the NSW Regulatory Authority at the following contact details:

EARLY CHILDHOOD EDUCATION DIRECTORATE

NSW Department of Education.

Locked Bag 5107

PARRAMATTA NSW 2124

Website: www.education.nsw.gov.au/early-childhood-education

Email: ececd@det.nsw.edu.au

Phone: 1800 619 113 (toll free)

Fax: (02) 8633 1810

Angel Tots staff appreciate those that raise issues of concern to improve the service. It is advisable that confidential conversations should preferably take place in a quiet area away from children, other families and staff who are not involved.

Where a complaint is preferred to remain confidential this will be honoured. However, issues cannot always be resolved in isolation and sometimes they need open discussion in a resolution focused way.

Where an educator believes they will have to share a confidence with another person to resolve an issue, or if the nature of a complaint requires that a third party must be informed to meet legislative requirements, they will inform you of this need prior to any further discussions on the matter.

On the rare occasion the service is required, under the government regulations, to report certain issues to the Regulatory Authority. Where this is the case, you will be advised.

Standard steps to resolve an issue will include:

- Listening carefully to the issue at hand (either verbally or in writing).
- Interviewing all involved to getting the facts right i.e. the obvious first step to an equitable resolution.
- Striving for a prompt resolution with reasonableness to all involved.
- Advising the relevant parties of the outcome and any action taken (preferably in writing).
- Follow up with all involved after resolution to confirm the outcome.
- Put measures in place to prevent perpetuation into the future.

HEALTH AND HYGIENE

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

Please monitor your child's health and do not bring your child to the Service if they are suffering from any illness or infectious disease.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC) - Staying Healthy in Childcare. Our policies and procedures for Sick Children and the Control of Infectious Diseases are available for all families to view.

Our Service is a busy and demanding day for the bodies and minds of our children. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child within a 30-minute time frame where possible. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an Injury, Incident, Trauma and Illness Record completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

“To the beautiful staff at Angel Tots. Thank you for always having a smile on your faces and opening your arms and hearts to Sadie. I am so blessed to send her here.”

SADIE AND THE SOUTHALLS

INFECTIOUS DISEASES

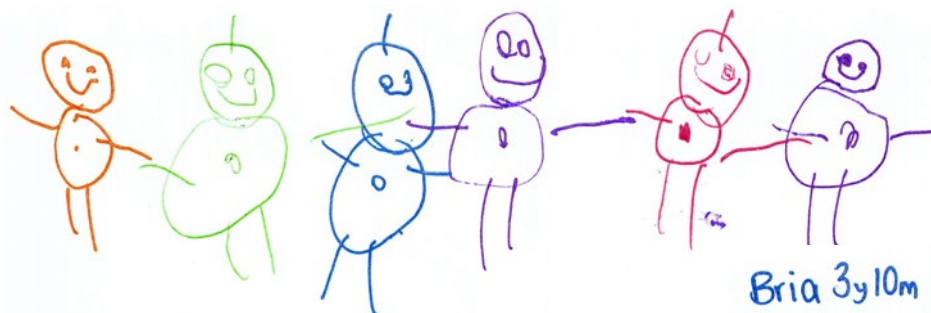
The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease / illness. Confidentiality is always maintained.

IMMUNISATION

The Public Health Act 2010 requires all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age. The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible. We ask that families immediately inform our Service if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families and educators.

We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our Service. For an up-to-date immunisation schedule, please refer to your enrolment pack.



CONDITION	EXCLUSION
Hand, foot and mouth disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness
Herpes (Cold Sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible
Influenzas and flu-like illnesses	Exclude until well
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)
Pertussis (Whooping Cough)	Exclude the child for 5 days after starting antibiotic treatment
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash
Salmonella	Exclude until diarrhoea ceases
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received
Worms (Intestinal)	Exclude if diarrhoea present

MEDICATION

If your child requires medication whilst at our Service, you must complete an Administration of Medication Record to give your consent for an educator to administer prescribed medication to your child. Medication must be given to directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- Prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- In its original packaging and have the original label clearly showing your child's name
- Before the expiry / use by date.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the Administration of Medication Form.

INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout the Service.

In the event of a minor injury, first aid will be provided as required. An Incident, Injury, Trauma and Illness Record will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact an ambulance immediately. We will attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators / staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An Incident, Injury, Trauma and Illness Record will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

DROP OFF AND PICK UP TIME

Early childhood education and care services are busy places especially during the morning drop off and afternoon pickup. We ask that parents be extremely mindful of danger when arriving and departing from our Service.

- Please always hold your child's hand in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children
- Use the kerbside, rear passenger door when getting your child into and out of their restraint
- Never leave a child or infant in the car unattended
- Never leave the front entry door / gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the service that are for adults / staff only.

PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child / children, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law.

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our Privacy and Confidentiality Policy is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our Dealing with Complaints Policy.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information / documents. Full details about record keeping is available in our Record Keeping and Retention Policy.

POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures in the main office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and / or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.



"It takes a village
to raise a child"

African Proverb



OCTOBER 2023

Angel Tots
Early Learning Centre

(02) 4984 6846 | 0455 070 701 | info@angeltots.com.au
53/55 Salamander Way, Salamander Bay NSW 2317

www.angeltots.com.au

