



Angel Tots

Early Learning Centre

# PARENT 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 Director.

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

Phone: (02) 4984 6846

Email: [info@angeltots.com.au](mailto:info@angeltots.com.au)

Website: [www.angeltots.com.au](http://www.angeltots.com.au)

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.*

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## INTRODUCTION

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.

**0-1 years:** Children are born ready to learn. Each new experience is a learning experience, and the connections that these early experiences make in a baby's brains are the most important ones of all. We work closely with families to ensure every baby's interests and routines are respected and followed.

**1-2 years:** As toddlers become more active, its a great time for developing new gross motor skills. This is also the age that children become aware of their independence inspiring them to explore.

**2-3 years:** Building on already developed skills, educators use play based learning experiences to help children explore, investigate, research and make meaning of the world around them.

**3-5 years:** In the years before school children grow rapidly in their understanding of the world and where they fit in it. Structure and school readiness is woven through our play based learning experiences, providing a smooth, supported transition to big school.

## VISION AND PHILOSOPHY

We believe and acknowledge:

- Relationships are the foundation of our Early Learning Service.
- Children learn through play discovery and open ended experiences.
- It's important that a strong sense of belonging is instilled in, not just the children, but the families and the staff.
- It is important that each child knows that they are unique and that each one has their own special strengths and talents that need to be nurtured and developed.
- The UN rights of the child [www.unicef.org/crc](http://www.unicef.org/crc)
- Educators act as role models to the children, bringing diverse skills knowledge and experience.
- It is important to engage with and build collaborative partnerships with the community.
- The importance of a safe, secure and consistent environment.

- The Traditional owners of the land, the Worimi people.
- The environment footprint we leave and support children to become environmentally responsible.
- That feedback, suggestions and opinions regarding the centres procedures, policies and general running of the centre is valuable appreciated and encouraged.
- The Early Childhood Australian Code of Ethics  
[www.earlychildhoodaustralia.com](http://www.earlychildhoodaustralia.com)

## OPERATING HOURS

Angel Tots operates from 7am – 6pm, 50 weeks of the year.

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

## ORIENTATION VISIT

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 provided on enrolment
- Nappies for all ages
- Nappy wipes
- Suncream and Aerogard
- Morning and Afternoon Tea
- Milk and Water

## WHAT TO BRING

**All items must be clearly labeled 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:**

- 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.
- Children's daily meal intake will also be recorded for families so you are informed of what your child has eaten.
- 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 our "Provide Food from Home Policy".
- 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.
- We encourage homemade whole foods and discourage foods high in processed sugar, artificial preservatives/colors or foods containing chocolate. Foods high in sugary carbs, such as Nutella, lollies, chocolates, chips and processed food products should not be packed in your child's lunch. Food or drinks that are unsuitable may very well be sent back home.



## MILK FEEDING

We encourage mothers to continue breastfeeding while their children are in care. You are welcome to return to the centre throughout the day to breastfeed your child. We ask that all expressed milk, pre-boiled water and pre-measured formula for your child is provided in bottles and clearly labeled with your child's name and use by date.

## 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 public holiday, sick or holidays. ATELC will not charge fees for the closure period over Christmas / New Year.

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

## CHILD CARE SUBSIDY

Child Care Subsidy (CCS) is a payment made by the Commonwealth government to help families with the cost of quality child care. A family's eligibility is subject to an income and activity test by Centrelink.

Parents are responsible for ensuring that they have applied for CCS before their child starts at Angel Tots Early Learning Centre. If registration and confirmation has not occurred upon starting, families are required to pay full fees until CCS starts. Any backdated payments from CCS will be credited to the account accordingly.

Families are required to ensure that they provide Angel Tots with all relevant information about their CCS and ensure that they are linked to My Gov and confirmation of enrolment is correct and confirmed.

If you require further information please speak to our Director or follow the links for further information <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## ADDITIONAL FEES

ENROLMENT FEE: \$70 new enrolments (inc GST) this includes an Angel Tots hat and t-shirt. Upon enrolment families are asked to pay one-week fees in advance.

BOND: \$200 per child (to be paid on enrolment)

## HOW TO PAY

### ELECTRONIC TRANSFER / DIRECT DEPOSIT

BSB: 012-477 ACCOUNT:494389297 BANK: ANZ

ACCOUNT NAME: Cosset Group REFERENCE: Child's full name

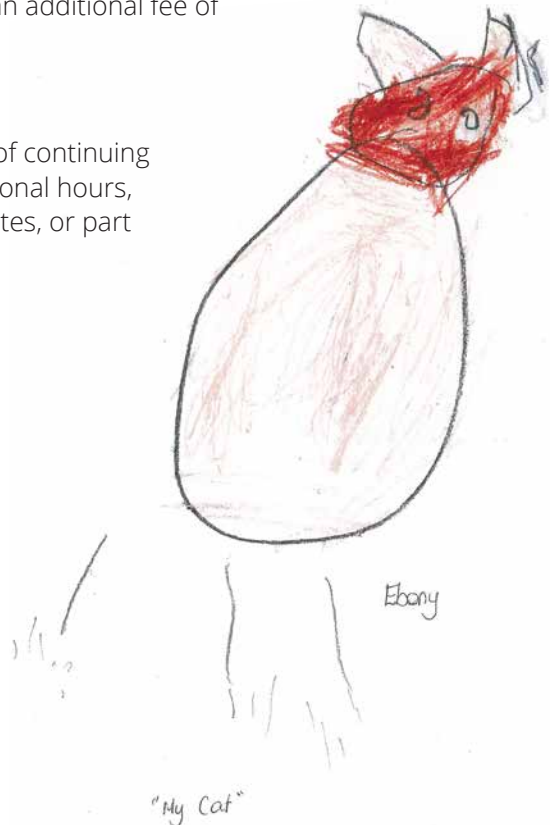
**IN CENTRE BY EFTPOS** 2.3% surcharge applied if Visa/Mastercard is used.

## OVERDUE FEES

For continual overdue fees an additional fee of \$22 per week will apply.

## LATE PICK UP FEE

To balance additional costs of continuing to provide care after operational hours, a late fee of \$15 for 15 minutes, or part there of, will be charged.



## ABSENTEES

The Centre has a legal obligation to record all absent children who are in receipt of government fee support benefits at the Centre. If your child has been absent, and you receive a government fee support benefit, you have a legal requirement to notify the Centre of the reason for each absence.

- Please notify Angel Tots if your child is going to be absent.
- State the reason your child is absent eg. illness, Rostered Day Off, holidays etc.

All absentees because of public holidays, illness or other types of holidays are still charged and payable. CCS are paid for absentees up to 42 days (and sometimes even beyond this point) with suitable evidence.

## IMMUNISATION

All children enrolling at ATELC must be up to date and fully immunised according to legislative requirements. There are some exemptions to this. Please ensure that you speak to our Director for more details. Upon enrolment families are required to supply a copy of their child's updated immunisation records.

Only an AIR Immunisation Statement will be accepted as evidence immunisation status.

[www.health.nsw.gov.au/immunisation/Pages/childcare\\_qa.aspx](http://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx)

**“The quality of care and education Alex is receiving is amazing. He is very happy at the centre and often talks about his teachers and his day. I notice the effort and planning put into the experiences. I feel welcomed everyday, always being greeted by staff. Thank you for your effort, you are a positive part of our life. We appreciate you all. You are doing a great job”**

**CARLY & BEN REID**



## 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 endeavors to provide a program, within the capabilities of the room and staff, where cultural background, creed, gender, developmental & 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 behaviors, language or practices that label, stereotype or demean others.

## CURRICULUM AND THE EARLY YEARS LEARNING FRAMEWORK

The curriculum at Angel Tots is developed and planned in consultation with children, educators, and parents.

It reflects the individual strengths of each child, as well as the needs of the group as a whole. All our programs across the Centre are guided by our unique philosophy.

Our key learning outcomes are aligned to the Early Years Learning Framework and encompass the following key understandings:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

Angel Tots' Early Childhood curriculum is the vehicle for your child's learning and development whilst enrolled here.

Our programs build quality experiences for children and reflect current thinking and early childhood evidence-based practice of what "works" and is "best" for children.

We view the curriculum as everything the children experience from our program. This includes daily routines like mealtimes, our physical environment, and our materials and equipment. It also includes time to play and discover at a pace set by the child, the interaction between and engagement of children with other children and with educators, and our partnerships and communication with families, other agencies, and the wider community.

We understand the importance of appropriate planning for children's learning. To ensure that our curriculum is of the highest standard, we employ a team of skilled and dedicated early childhood educators who are committed to challenging their own knowledge and being informed by the latest research in early childhood pedagogy.

Knowing your child as an individual and building up a relationship with your family is critical for curriculum planning and development.

While your child attends Angel Tots, our educators will keep documentation on their learning to assist them individually and appropriately plan for your child's participation. We will consult with you as we grow this picture of your child and all recorded information about your child is available on Kinderloop. Educators are available, by appointment, to discuss your child's progress and they also welcome the opportunity to chat informally with you.

## PARENT INVOLVEMENT

Families are always welcome to participate in our curriculum. Please speak to your child's educator to see how you can contribute and enjoy the learning and fun Angel Tots has to offer. A volunteer's working with children's check is required when working or volunteering in child related work. This can be obtained FREE of charge from a service NSW centre.

## DAILY COMMUNICATION

At Angel Tots we aim to ensure that we are open and honest and there are many ways that we communicate to you about your child's day. Please see our Director or your child's educator to see how you can ensure that you are getting all the information that you require about your child's development program.

## RECORD KEEPING

The Centre maintains all information provided by your family on computer and on file. We ask you to ensure your child's records are kept up to date by communicating any changes to your child's information to our Director. After updating the central administration records, this information is forwarded to the educators. If you have a change in any of the following, please let us know:

- your child's diet
- allergies
- address or phone number
- immunisations (we will require an updated copy of the statement)
- work/study address/phone number
- emergency contacts

At the beginning of each year, a re-enrolment Pack will be given to you to update and return to the Centre. It is important that you complete and return these forms to our Centre to ensure that the care your child continues to receive remains current and relevant.

We ask you to keep us informed of any changes throughout the year as we need to be aware of your child's needs and be able to contact you throughout the day if the need arises.

## COMPLAINTS AND GRIEVANCES

If you have concerns about the care you and your child are receiving in Angel Tots, 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](mailto: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](http://www.education.nsw.gov.au/early-childhood-education)

Email: [ececd@det.nsw.edu.au](mailto: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 honored. 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.

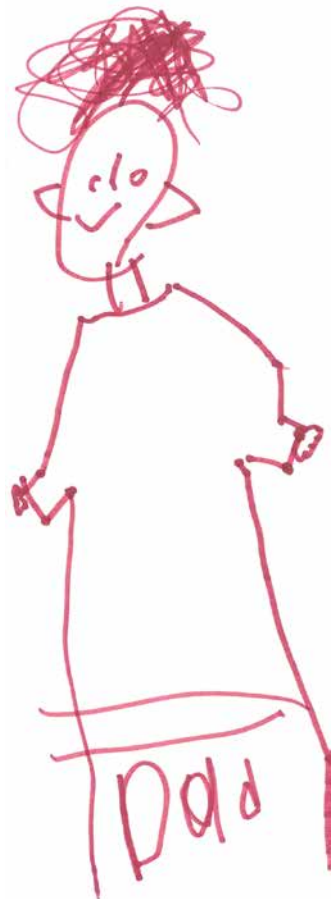
On the rare occasion the service is required, under the government regulations, to report certain issues to the Regulatory Authority. Where this is the case, you will be advised.

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.

**“My 3 year old son goes to Angel Tots and we absolutely love it! He has only been there since the beginning of the year and has already learnt so much. It’s all he talks about now. All of the staff are lovely people”**

**TAMARA LACONO**



Malachi

## ADMINISTERING MEDICATION / MEDICAL PLAN

Administering medication to children at the request of the parents is a task that requires attention to detail, meticulous record keeping, team work and common-sense. It is a responsibility that is taken seriously for obvious reasons.

If your child requires medicine whilst attending the centre, parents must fill out a medication form supplied to you by the Director or educator. All medicines are kept in the kitchen, locked in the safety box inside the fridge. Under NO circumstances should medicine be left in a child's bag.

Medication will be administered by a designated staff member who will check the medication form throughout the day. When medicine is administered the designated staff member will sign the medication form and have it witnessed by another staff member.

Staff will ONLY give prescribed medicine if they are able to follow the doctor's guidelines, which they can see on the pharmacist's dispensing label.

This dispensing label should include:

- child's name
- dosage
- frequency for administration
- the date of administration and the expiry date

If a child requires a different dosage than that recommended, the Centre would require a letter from the doctor/or pharmacist outlining the exact directions.

Staff are unable to administer non-prescribed medicines, e.g. paracetamol, ibuprofen, cough/cold syrups, or mixtures.

Alternative medicines, especially homeopathy, are supported; however, staff are unable to administer these healing tonics without written consent from a registered practitioner.

If a child attending the Centre suffers from a medical condition that may require First Aid treatment, (e.g. severe allergies, asthma, diabetes, epilepsy etc.) a signed Medical Management Plan and required medication (inhaler, EpiPen etc.) must be provided for storage at the Centre and updated regularly.

## ILLNESS AND INFECTIOUS DISEASES

Angel Tots recognizes the needs of staff and children grouped together in early childhood settings to work and be cared for in a healthy safe environment. We acknowledge that effective control and prevention of transmission of infection is based on standard and additional precautions.

Children grouped together for care and education are at greater risk of acquiring infection than in family settings, therefore all staff members observe strict health and hygiene practices, as recommended by the National Health and Medical Research Council. These standards are maintained to minimize health risks to children and staff in the Centre.

Parents are encouraged to use the provided hand sanitiser upon arrival and departure of the centre to reduce the risk of germs entering or leaving the premises.



## INFECTIOUS DISEASE AND EXCLUSION

It is important that children are kept away from the Centre whilst they have a Communicable Diseases.

We ask parents to immediately notify the Centre and to keep their children at home during the period of their infection. A confidential record of this illness will be kept at the Centre and can be an important factor in preventing the spread of infection and a valuable resource if an outbreak occurs.

All notifiable diseases are dealt with in accordance to the guidelines set out by the Health Department. Angel Tots adhere to the minimum exclusion periods for infectious conditions adapted from the National Health and Medical Research Councils' recommendations for children and staff with contagious diseases [www.nhmrc.gov.au/guidelines/publications/ch55](http://www.nhmrc.gov.au/guidelines/publications/ch55).

At the Director's discretion, a child will be excluded if they are not well enough to participate in the normal program or if looking pale, weak or tired upon return to the Centre after suffering an illness.

Children will be excluded if their body temperature reaches 38 degrees or more. Parents are encouraged to obtain a doctor's certificate stating the child is free of illness before returning to the Centre after having an infectious disease.

Infections move swiftly through children in groups. We must try to prevent outbreaks of infections by immediately excluding children when they have the following symptoms/infections:

- Vomiting – exclusion for 24 hours from the (cessation) of the vomiting.
- Diarrhea – exclusion for 24 hours after the last loose bowel motion.
- Generally Unwell Children
  - If a child displays symptoms or an illness which stipulates exclusion from the Centre, the child will be separated from the other children, where possible comforted and the parent/emergency contact will be notified to pick up the child (refer to this Policy).
  - At the supervisor's discretion a clearance letter may be needed to return to care.



## CHILD PROTECTION STATEMENT

Angel Tots have a duty of care to protect children from risk of harm. The service has policies and procedures in place to ensure legislation is followed to protect children. The Children and Young Persons Care & Protection Act 2000 requires that all Educators, Nominated Supervisor and the Approved Provider have a Duty of Care to report any child protection issues and are all classed as mandatory reporters.

## CONFIDENTIALITY AND PRIVACY

Confidentiality is of paramount importance at Angel Tots. All the information provided to us by you, such as addresses, phone numbers and custody information, is seen and recorded only by management and the educators directly responsible for the care of your child.

At no time will information be given out without your consent and any individual meetings that take place between you and our educators will be undertaken with professionalism.

Angel Tots must collect personal information by lawful, fair and unobtrusive means and will use and/or disclose this information only for its original collected purpose, unless consented otherwise.

All information is stored in a secure and confidential way and is managed in accordance with the relevant legislation. Angel Tots is committed to protecting privacy and abides by the National Privacy Principles contained within the Privacy Act.

Privacy of families & individuals personal information is important to us. All enrolments and personal details are stored in a locked filing cabinet. Information given to staff in confidence is pledged to be kept confidential. Any enquiries by an unauthorized person regarding the attendance or non-attendance of a child at this Centre will be neither confirmed nor denied.

## POLICIES AND PROCEDURES

Families are reminded that a copy of our Centre's Policy and Procedures manual can be accessed in the front office upon request to the Director. Service policies will be brought to your attention during enrolment and there is always the opportunity to provide feedback or have input into Policy development. This opportunity will be provided regularly.

## KEEPING CHILDREN SAFE

We ask that you follow the below safety points at all times:

- Close all doors and gates behind you.
- Do not leave any children in the car when collecting your child
- Hold your child's hand in the car park

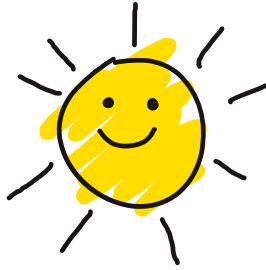
Ensure the following items are removed from your child's bag:

- medications
- creams
- sharp items
- rubber bands
- hair clips
- plastic bags

## TERMINATION OF CARE

Parents/guardians are to give **2 weeks** notice period in writing to terminate care. If your child does not attend care up to the specified end date you are not entitled to CCS and will be required to pay full fees.





"It takes a village  
to raise a child"

African Proverb



JULY 2019

# Angel Tots

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