



# Family Information Booklet

**Angel's Paradise Early Educational Centres have been serving the community since 2005.**

**The broad aim of our centre's is to provide you with quality care and an educational program for your child within a warm, happy and secure environment.**

**Our interest and concern for your child is foremost at all times, so please feel free to talk with educators- we are most willing to listen and be of assistance to you and your child. Children and families are encouraged to visit and become familiar with the centre before they commence with us.**

**We are here to treat everyone with respect and dignity regardless of their gender, cultural beliefs, socio-economic status or ability. We are hoping this booklet will give you the information you need for a good start and a smooth transition to Angel's Paradise Early Educational Centres.**

**Last updated January 2017**



## **Open Doors Policy**

Angel's Paradise implements the OPEN DOORS policy as outlined by the NSW Association of Child Care Centres Inc.

- O Our centre is open at all times for parental involvement
- P Please come and see how we help your child to develop in their strengths
- E Entry by you at any time is your guarantee of the continuing quality of our working practices and protection of the reputation of our: staff and management
- N Never use a service where you are not welcome
  
- D Don't hesitate to give us feed back
- O Our centre is proud of the quality service it provides
- O Our staff is qualified, trained, experienced and talented
- R Rather than take our word for it
- S See for yourselves!

### **Additional Sources:**

**Angel's Paradise Staff and Management beliefs & practice**

## Orientation

As part of the centre policy we invite all families to attend an orientation procedure before the commencement of their child. Orientation involves the explanation of the following:

- Our daily Routine
- Menu Planning
- Programming
- Policies and procedures
- immunisation
- Children's Lockers/Parent pockets
- Observational records and children's portfolios
- Sign in/out sheet and medication folder
- Parent involvement
- Reflections

## Children

Through careful observations, adhering to outcomes in the approved learning framework Early Years Learning Framework, regularly updating developmental summaries, collecting background information, setting goals and utilising these in planning programs, children's unique needs and interests will be met. This method of planning will also help children develop at their own pace as individuals. Experiences offered within the program will endeavour to develop children in all developmental areas through interests.

## Our Aim IS TO:

**Socially**, provide opportunities for children to develop social skills such as sharing and turn taking and for all children to feel that they belong to a group by being in an atmosphere that is safe, happy and loving.

**Emotionally**, present each child with an environment of love, security, socialisation and trust. Through this we hope that each child develops confidence, independence and a respect for themselves, others and their environment.

**Cognitively**, provide mental stimulation and education, through developing each child's curiosity and interests in their surroundings and fostering problem solving skills.

**Perceptually/Sensually**, stimulate senses through exploration using sight, size, shape, colour and texture.

**Linguistically**, provide ample opportunities for children to extend upon their expression and receptive language concepts, e.g. Poetry, music and literature.



## **Educators**

We aim to provide educators who are highly motivated, loving, caring and qualified to care for young children. This will be done through, ongoing staff development (in-services, information nights, in-house professional developments), regular communication (Social nights, educator meetings, dairies and newsletters) and team work, where all educators value the sharing of friendships, knowledge and ideas for their benefit of educator morale.

## **Family**

Management and educators value participation of family members within the program. This involvement will be seen in Parent Committee Meetings, special event celebrations, parent/Educator nights, and in general parental participation on a daily basis. Angel's Paradise Pre-School and Long Day Care Centre is proud to promote our OPEN DOORS policy within our Family Handbook. We encourage families to visit the centre at any time and feedback is always appreciated.

## **Community**

The needs of the community will be catered for through the hours of operation, length of care, employee recruitment, fee setting etc. Children's awareness of their community will be highlighted through excursions and people visiting the centre itself, e.g. fire brigade, police, dentists etc.

## **Reduced -Bias**

A reduced-bias perspective will be implemented throughout the centre simply through catering for children's needs, e.g. through implementing a multicultural program, the integration of additional needs children and through encouraging tolerance between peers, educators, families and visitors.

## **Centre Location**

### Postal Address

Angel's Paradise Pre-School & Long Day Care Centre  
15 Whitford Road  
Hinchinbrook NSW 2168  
Ph: 96085200; Fax: 96085643  
Email: [info@angelsparadise.com.au](mailto:info@angelsparadise.com.au)  
Web: [www.angelsparadise.com.au](http://www.angelsparadise.com.au)

Angel's Paradise Montessori - Revesby  
1-7 / 4 Macarthur Avenue  
Revesby NSW 2212  
Ph: 97724910; Fax: 97743910  
Email: [revesby@angelsparadise.com.au](mailto:revesby@angelsparadise.com.au)  
Web: [www.angelsparadise.com.au](http://www.angelsparadise.com.au)



### **Settling In**

Settling in children when they start childcare is an individual process. By all means stay with your child until he or she feels comfortable with the educator and the new environment. It may take 2-4 weeks before your child happily settles into the centre's routine. We encourage families to visit the centre again before commencing care to increase familiarity, settlement and comfort between educators and your child(ren).

We encourage all families to contact the centre throughout the day to ensure comfort and peace of mind about the progress of your child's settlement into the centre.

Some children take a particular liking to certain primary educators, please feel free to chat to them/provide feedback at the end of the day about your child's day, our programming and general running of the centre.

The educators conduct observational records of individual children at least monthly as well as other programming formats such as portfolios, checklists, reflections and daily learning's. For access to your children's information and records please see their group leader or the nominated supervisor to make an appointment at any time.

### **Releasing a child**

At departure time when your child leaves the premises he/she will be released only to the parents or the authorised people, stated in writing, on their enrolment form. Alternatively you can give authorisation over the phone or forward a written permission slip. The person collecting the child is required to produce an ID and must be over the age of 18.

If by closing time no one has collected a child, the parents or authorised collection person will be contacted. A fee of \$1 for every minute will be applied after closing time. If by 30 minutes after closing time no one has come, the Department of Community Services will be contacted to collect the child. In the event of an emergency, where parents or emergency contacts cannot be reached, the centre educators have authority to call a doctor and/or ambulance for the transportation of a sick child to hospital. An educator will remain with the child until a parent arrives.



### **General Outline of Daily Program**

- Quiet Indoor Activities
- Group time-Language/Story
- Indoor Play-
- Morning tea
- Outdoor Activates
- Indoor Activities
- Lunch
- Sleep or Rest time
- Quiet activities and small group activities
- Afternoon tea
- Indoor or outdoor play
- Late afternoon tea
- Quiet Indoor activities

### **Rest Time**

It is not a condition that children must go to sleep. It is purely a Rest Time for children. Individual needs will be considered. Parents are required to bring:

- Labelled top and bottom sheet

These bedding items will be placed in the child's bag for parents to take home for washing. Please remember to bring it back to the childcare the following week.

### **What to bring**

- A change of clothes
- A labelled sun hat
- Labelled water/milk bottles as necessary to your child's needs
- Five labelled nappies for children not yet toilet trained
- A labelled bag
- Labelled bed linen

### **Food**

The centre provides all food; being aware of the guidelines on nutrition, age appropriate diet, food handling and storage. A qualified cook prepares: breakfast, morning tea, lunch, afternoon tea and late afternoon tea. Milk is also provided for the children. Children are not permitted to bring unhealthy food.

### **Birthday**

You are most welcome to send along a birthday cake for your child to celebrate with his/her classmates. Please refrain from bringing in cakes that contain NUTS.



### **Excursions**

During the year we invite different shows to perform at school. We may also be taking the children on interesting excursions. You will be asked to sign a permission note allowing your child to join us. We encourage parents to accompany us during these occasions.

### **Absence**

If your child is ill and unable to attend childcare please ring and notify the educators. If the child is taken to the doctor it is recommended that you request a doctor's certificate. Parents are also required to sign on the days that their child is absent as part of Centrelink requirements.

### **Accidents and Illnesses**

The teacher may request any child who is not well to be taken home. Please advise us immediately of change of telephone numbers in case we need to contact you. In case of an emergency, if you cannot be contacted, the educators may first contact the child's own doctor or alternative number, if medication is necessary at child care please inform the educators and enter details in the medication book. Please give us all relevant medical information and let us know if there are any family problems that may affect your child. Please notify us of any allergies (food or medical).

### **Centre's Policies and Philosophies**

The centre has written policies and procedures on reduced bias and diversity, communication with children, exclusion of children during outbreaks, minimising and storage of toxic products, safety checks and maintenance of buildings and equipment, child protection, health and safety, guiding children's behaviour, toilet training, dental care, hygiene safety and well being of each child, just to name a few. We invite you to read them at your leisure. The family handbook can be found within the centre foyer at any time, however, for the consideration of other families, please do not take home. The centre reviews its centre philosophy, policies and procedures at least annually and we invite family feedback at any time.

### **Financial Information**

Once your child is enrolled you are committed to the payment of fees in full for every week that your child is booked in, irrespective of Public Holidays or days absent. All fees must be paid two full weeks in advanced.

### **Bond**

Parents are required to pay \$100 bond for each day booked in upon enrolment regardless of when the child starts in order to secure a vacancy.



### **Payment**

Fees are to be paid through Direct Debit or credit card on a weekly basis.

### **Notice of withdrawal**

We require 4 weeks' notice in writing, whereby as part of centrelink requirements your child needs to attend until their last day unless provided with a doctors certificate. This will ensure that your bond is fully refundable.