



# 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 March 2018



## Operational Hours

	<b>Hinchinbrook</b>	<b>Revesby</b>	<b>Wagga Wagga</b>
<b>Monday</b>	7:00 - 19:00	7:00 - 19:00	6:00 - 18:00
<b>Tuesday</b>	7:00 - 19:00	7:00 - 19:00	6:00 - 18:00
<b>Wednesday</b>	7:00 - 19:00	7:00 - 19:00	6:00 - 18:00
<b>Thursday</b>	7:00 - 19:00	7:00 - 19:00	6:00 - 18:00
<b>Friday</b>	7:00 - 19:00	7:00 - 19:00	6:00 - 18:00

## **Signing In & Out**

Please note that Signing Children in and out upon arrival and departure of the premise is to be completed via the tablets available at your service using QK Kiosk. For help, please ask one of our friendly staff



## **Angel's Paradise Centre Statement**

The Centre's Philosophy is committed to:

**"Sparking children's curiosity into a blazing fire of learning"**

### **Curriculum**

The first 5 years is the most informative years of a child's life; it is when they develop their character, moral compass, and sense of order and their perception of the world they live in. Adaptive Montessori is an organisational learning that focuses on past successes as well as using these as a basis in developing future successes. It is a child-centered educational approach that celebrates and nurtures each child's intrinsic desire to learn. Whilst respecting and encouraging each child's individual differences.

"Maria Montessori believed that a child is able to reach his or her fullest potential in an environment that provides the proper balance of guidance and freedom, giving children choices to inspire"  
We are focused on harmonising the strengths between interest based and educational based learning. Building a foundation on which children base the rest of their lives on, acquiring a fine balance of life skills as well as academic skills.

Children are full of potential and capable of building their own theories, through the importance of acknowledging each child's abilities as well as their capabilities. This implemented through a fine mix of children and teacher directed play building on academic intelligence that is infused with joy and sparking the children's curiosity to learn and reach their full potential.  
Children are valued for their ability to do meaningful work, their wonder and curiosities.  
"Children are not people to be moulded, but people to be unfolded"

### **Children are connected (Parents and Families)**

We recognise that the family is the child's first and most important teacher. Parents and carers are viewed as partners, collaborators, and advocates for their children. Parents and families are valued for their bonds and traditions, their commitment to work, home, community and their dreams for their children. We strive to reflect and embrace families, needs, cultural backgrounds, values and beliefs as well as involving families in the program and operation of the service. We strive to promote a partnership between the service and the home to provide a continuum of care and learning.  
We will strive to build positive relationships with families to ensure children are learning to the best of their ability. We endeavour to learn all we can from our families and help guide and support families in their role to achieve the best possible outcome for the children.

### **Teachers in practice**

Our educators at Angel's Paradise will possess; that special spark we have all experienced in a great teacher. It is vital to support the formative years with the best role models. Beyond our words it's our actions as mentors that have the greatest impact. This is why we have staff whose sense of dedication goes beyond their vocation to a deeper sense of personal responsibility. They will possess a unique sense of purpose, passion, will take great pride in their profession as a teacher and role model, they will inspire, challenge and encourage their students. Our educators will be creative, diverse thinkers and who are always coming up with new ideas and lessons to rock their student's minds. We are passionate about supporting our staff and embracing their skills the same way we want our teachers to support our students talents. The educators use a holistic approach within their practices in all areas of child's development as they respond, build and value all children's strengths, abilities, interest, expertise, cultural traditions and ways of learning. Our educators actively promote and use strategies in children's practice in a fundamental way that reflect their thinking and promote their learning.

## **100 Languages**

Angel's Paradise aims to provide meaningful two-way communication between the service and all families to ensure that the needs of individual families and children are being met. We strive to build a strong partnership with families for the ongoing care, development and education of their children. We strive to provide opportunities to seek information, advice and believe that communication is vital to a successful early learning curriculum.

"Everything you say to your child is absorbed, catalogued and remembered" Dr Maria Montessori  
We recognise that every child belongs within their family, their cultural group, neighbourhood and wider community. Children's earliest development and learning takes place through their relationships, particularly with their family.

We strive to keep families informed of children's progress through a variety of avenues and family involvement is encouraged and we recognise that family involvement not only builds mutual understandings between educators and families but also has a positive effect on children's academic achievements.

## **Role of the environment**

Angel's Paradise believes in providing a supportive environment that facilitates a flexibly structured atmosphere that ensures freedom of choice. We strive for a secure and predictable environment with adequate space and appropriate facilities and resources enables children to choose what they will do and take increasing responsibility for their own health and personal care. Children are offered experiences to help them be constructors of their learning process, within a reliable routine of familiarity, consistency, security and a warm caring atmosphere. We encourage safe exploration and view the environment as a critical partner in children's development. Effective environments are comfortable, interesting, attractive and appropriate for the child, holding interest and giving children ways to practice and refine skills across all aspects of learning.

## **Diversity**

We believe in self-respect of others, respect of our environment as well as respect of the education we aim to teach. Angel's Paradise believes that all children are unique individuals who deserves to be respected regardless of their gender, cultural background, beliefs and attitudes of special needs. All people attending our service deserves equal and fair treatment, whether they are children, parents, guardians, staff or visitors. They have a right to feel safe and will always be treated with kindness and respect.

"Education must, not be only a transmission of culture but also a provider of alternative views of the world and a strengthened of the will to explore them" Jerome Bruner

We strive to provide an opportunity to help children develop an understanding, appreciation and respect for individual differences in themselves and others. We believe diversity or multicultural education is, a continuous approach to learn about their own backgrounds, other people's backgrounds, themselves, their families and communities. We strive to teach children to learn to enjoy, appreciate and seek out differences.

## **Children are connected**

Angel's Paradise believes the surrounding community plays an important role in education. We strive to provide authentic opportunities for children to learn about diversity. We recognise that we are part of a community and as such we liaise with other organisations and include community events. We strive to make communities feel welcome in educational spaces recognising and valuing them and treating their practices with respect.

A community is what binds people together and gives them a sense of belonging. We believe a service is an important link for educators and families to the broader community as they can connect with the community, by taking opportunities to promote our program by emphasising the way in which we support children's learning and development, positive family relationships and community values.



## **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 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)

Angel's Paradise Montessori - Wagga  
33 Cootamundra Boulevard  
Wagga NSW 2650  
Ph: 69320146; Fax: 69320147  
Email: [wagga@angelsparadise.com.au](mailto:wagga@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 educators and the new environment. It may take up to 6 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 members, please feel free to chat to them/provide feedback at the end of the day about your child's day, our programming and the 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, evaluations and daily journals. For access to your children's information and records please see their group leader or the director 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.

## **Health & Safety**

Angel's Paradise aims to promote and protect the health, safety and wellbeing of all children, educators and families using procedures and policies to maintain high standards of hygiene and provide safe food to children. We also aim to reduce the risk of infectious diseases and illnesses spreading and following appropriate WHS standards. A holistic and consistent approach to health, hygiene and safe food across the service will help to effectively meet this aim.

## **Confidentiality Guidelines**

- Personal information will only be collected in so far as it relates to the service's activities and functions, and in line with relevant legislation. (National Privacy Principle 1.1 - Privacy Act 1998.)
- Collection of personal information will be lawful, fair, reasonable and unobtrusive. (National Privacy Principle 1.2 - Privacy Act 1998.)

## **Child Protection Strategies**

We aim to teach children

- to recognise their feelings and express them verbally.
- to express their feelings both verbally and non-verbally.
- that they can choose to change the way they are feeling.
- that they have a right to feel safe at all times.
- to recognise the signs when they do not feel safe and when they need to be alert and think clearly.
- the difference between 'fun' scared that is the feeling of adventure and appropriate risk taking and dangerous scared that is not ok.
- to use their own skills to feel safe.



## Sun Protection

**We aim to** implement safe sun practices throughout the year and raise awareness about "Sun smart" behaviours.

Angel's Paradise is aware that Australia has the highest incidence of skin cancer in the world, and thus we believe it is important to emphasise healthy attitudes towards sun safety at the centre. The educators at Angel's Paradise aim to protect children from the dangerous effects of sun exposure.

### **Educators will at all times:**

- Be aware that sun precautions must be in place all year round.
- Outdoor play times are scheduled at times when the sun is not at peak exposure. T.
- Apply sunscreen to all children at least 20 minutes prior to outdoor play time.
- Educate the children about the importance of sun safety as part of the daily program (e.g.) songs, stories, role plays, demonstrations etc.

The centre is equipped with a number of sun protection devices such as shade cloths and fixed awnings to provide the children with a large shaded area to play in. Educators are required to act as role models for appropriate sun safe behaviour.

## **Medical Conditions Policy**

Angel's Paradise and all educators can effectively respond to and manage medical conditions including asthma, diabetes, anaphylaxis, specific health care need, allergy or relevant medical condition at the service to ensure the safety and wellbeing of children, educators and visitors.

### **Implementation**

Angel's Paradise will involve all educators, families and children in regular discussions about medical conditions and general health and wellbeing throughout our curriculum. Angel's Paradise will adhere to privacy and confidentiality procedures when dealing with individual health needs.

A copy of the medical conditions policy will be provided to all educators and volunteers at Angel's Paradise. The policy will also be provided to parents of children enrolled at the service. Educators will be responsible for raising any concerns with a child's parents about any medical condition known to Angel's Paradise, or any suspected medical condition that arises.

Children enrolled at the service will NOT be able to attend the service without medication prescribed by their medical practitioner. Families are required to provide this information on the enrolment form and are responsible for updating the service on any new changes to their child's prescription.

### **The parents/Guardians and Authorised persons will:**

- Inform Angel's Paradise and educators upon enrolment or as soon as child is diagnosed of their child's illness.
- Be responsible for providing to the centre with a current management plan signed by a medical practitioner and include a recent photo of the child, this must clearly outline procedures to be followed by educators in the event of an incident relating to the child's specific health care need.
- Be responsible for informing the nominated supervisor of any changes to their current management plan. Please note you are responsible for at all times to provide an updated management plan for your child's medical condition



## Immunisation Policy

It is our policy in conjunction with the NSW Public Health Act (2010) that parents provide the Centre with a copy of their child's immunisation records to be attached to your child's records at the centre.

### Why immunise your child?

The Centre recommends immunisation as a wise practice, due to the possibility of cross infection, and the Centre's responsibility to educators and children.

### Immunisation Course Entails

Nine diseases can be prevented by routine childhood immunisation - diphtheria, tetanus, whooping cough, poliomyelitis (polio), measles, mumps, rubella, Haemophilus influenzae type b(Hib) & hepatitis B. All of these diseases can cause serious complications and sometimes death. If your child has not had the complete course of immunisation for his/her age then the immunisation for his/her age should be brought up to date. This does not mean that he/she needs to have the ones he/she missed out on.

### **Aim**

Immunisation is a simple, safe and effective way of protecting people against harmful diseases before they come into contact with them in the community. Immunisation not only protects individuals, but also others in the community, by reducing the spread of disease.

## Managing Grievances

Any parent/caregiver with a concern or complain in relation to the running of our Service either in administration or child interaction should do the following:

- Voice their complaint or concern with the nominated supervisor or approved provider.
- Write their complaint or concern addressing it to the nominated supervisor or approved provider. You will receive a personal response unless you have chosen to be anonymous.
- Parents can speak to any educator or member of educators about a specific complaint or concern. Educators or educators will put in steps to address your concern or complaint as quickly as possible. However, educators and educators do reserve the right to have the complaint put in writing.
- If a service-wide problem has been brought to our attention all families and educators will be informed of the contents of your complaint but not your name.
- The service will use Grievance forms for families to hand in a written complaint

### **Parental and Family Involvement**

- Families are welcome to visit at any time of the day.
- Families are encouraged to make suggestions and offer critique on our program, philosophy, management and food menu.
- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.
- Families are invited to participate in the service's daily routine by helping out with activities such as craft, the preparation of morning tea, special activities and afternoon tea.

## Notification of serious incidents and complaints

The Approved Provider will notify the regulatory authority within 24 hours of any serious incident at our service (s. 174). This includes an injury or trauma to, or illness of a child for which the attention of a medical practitioner was sought or ought reasonably to have been sought or the child attended, or ought reasonably to have attended a hospital.

If the attention of a medical practitioner was sought or the child attended hospital in connection with the injury, trauma or illness the incident is a 'serious one' and must be notified.

To decide if an injury, trauma or illness is a 'serious incident' when the child did not attend a medical practitioner or hospital, we will consider the following issues:

- Was more than basic first aid needed to manage the injury, trauma or illness?
- Should medical attention have been sought for the child?
- Should the child have attended a hospital or an equivalent facility?

Serious incidents include:

- head injuries
- fractures
- burns
- removal of fingers
- meningococcal infection
- anaphylactic reaction requiring hospitalisation
- witnessing violence or a frightening event
- epileptic seizures
- bronchiolitis
- whooping cough
- measles
- diarrhoea requiring hospitalisation
- asthma requiring hospitalisation
- sexual assault

A serious incident also includes:

- The death of a child
- An incident at the service where the emergency services attended or should have attended
- A child is missing
- A child has been taken from the service without the authorisations required under the regulations
- A child is mistakenly locked in or out of the service.

If our service only becomes aware that the incident was serious afterwards, we will notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

We will notify the regulator using form [SI01 Notification of Serious Incident](#) .

The Approved Provider will also notify the regulatory authority in writing:

- within 24 hours of any complaints alleging that the safety, health or wellbeing of a child is being compromised at the service or
- within 7 days of any circumstances arising at the Service that pose a risk to the health, safety and wellbeing of a child.