



Early Learning Centre
Angsana



FAMILY HANDBOOK

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WELCOME TO OUR ANGSANA ELC FAMILY

Welcome to Angsana Early Learning Centre (ELC), a warm and inviting family-owned centre located in North Rocks. We are excited to have you join our centre and look forward to sharing many wonderful years together.

Angsana ELC is much more than a childcare centre. From the moment you visit us, you will be welcomed, valued, respected and made to feel part of our family.

Our passionate team share a common vision to provide exceptional care and education that nurtures children's learning, growth and curiosity.

Angsana ELC is a place where children can learn and grow physically, emotionally, intellectually, creatively and socially at their own pace. We are dedicated to giving your child the best start possible to lay the foundations needed for lifelong learning.

A holistic approach to your child's development is prioritised through our focus on social and emotional wellbeing. Language immersion, literacy, numeracy and concepts such as confidence, resilience, responsibility, getting along with others and self-care are embedded throughout the day and explored in small and large groups as well as during spontaneous conversations with our educators.

We have created this family handbook as an introduction to our centre. This handbook should answer many of your questions and become a valuable reference throughout your family's time with us. It outlines our philosophy, how we operate and the educational experiences we will provide for your child.





OUR COMMITMENT TO YOU

- We do more than just care about your child. We offer a safe and enriching home away from home. We plan unique and exciting experiences every week with your child in mind. We believe every interaction with a child provides an opportunity for them to learn and grow.
- To us, early learning matters. This means exceptional education and care, qualified and caring staff, stimulating environments and opportunities for children to play, interact and learn. We will work to unlock the best start and potential of every child.
- Support families by maintaining open communication and encourage parental involvement to enhance the learning opportunities for their children
- Ensure continuous quality improvement through regular review of policies and procedures. As a team, we will implement best practice in everything we do - from qualifications to processes and programming as we look for ways to improve what we can do for our staff, children and families.

ABOUT OUR CENTRE

Our purpose-built, architecturally designed centre offers plenty of space and natural light over two levels. We have spaces available for children to play, rest and enjoy some quiet time.

Our outdoor environment is designed to be an extension of the indoor learning environment which provides children with numerous opportunities to explore, imagine and create.

We have seven rooms (Nursery, Toddler and Pre-school) and 99 places available at our centre. Each room is tailored to suit the age and development stage of children.

All aspect of children's learning and development are catered for including their physical, social, emotional, cognitive, creative and communication needs. We understand that children's learning is complex and dynamic and our experienced team will value each child as an individual and embrace their unique identity and learning style.



OUR SERVICES AND FACILITIES

Angsana ELC is an exciting place, full of fun, energy and where children can connect freely with their surroundings. This is where we build strong foundations to get every child ready for the journey ahead. We want to challenge and entertain every child by providing fun and engaging learning experiences. Driven to be the best, we love what we do!



OUR INCLUSIONS

- Long day care for children aged 0-6 years
- Our centre is open from 7am-6pm Monday to Friday
- Access to secure undercover parking for pick up and drop off
- Nutritionally balanced meals prepared daily on site by our chef in consultation with our nutritionist
- Nappies and sunscreen
- Open communication with families and online individualised children's portfolio
- A library
- A Parents' Room

NATIONAL QUALITY FRAMEWORK

The National Quality Standards (NQS) is part of the National Quality Framework (NQF) which provides for increased quality in education and care services in Australia. The standards focus on seven quality areas that underpin quality and provide for better outcomes for children.

Angsana ELC complies with all national regulations and aims to exceed the National Quality Standards across all areas of our service. We will have in place quality improvement plans to show what is happening in our centre to achieve this. It will cover such areas as educational programs and practice, children's health and safety, physical environment, staffing arrangements, relationships with children, collaborative partnerships with families and communities and governance and leadership. As a team, we continually strive for excellence and participate in professional development to improve our skills and knowledge.

For more information about the National Quality Framework, please refer to [National Quality Framework | ACECQA](#).

OUR CURRICULUM AND EDUCATIONAL PROGRAMS

Our educational programs are designed to stimulate interest and foster children's natural curiosity. It highlights play-based learning and innovative approaches to ensure that all children are active and capable learners.

Each day introduces new opportunities for children to learn, explore and discover at Angsana ELC. Through projects, songs, dance, art and inquiry-based learning, children are encouraged to build independence, resilience and confidence in their abilities.

Play is an integral part of the curriculum and encourages children to make decisions, build connections, negotiate, take risks and simply have fun.

Our educators will set up meaningful experiences both indoors and outdoors to support intentional and spontaneous interactions.

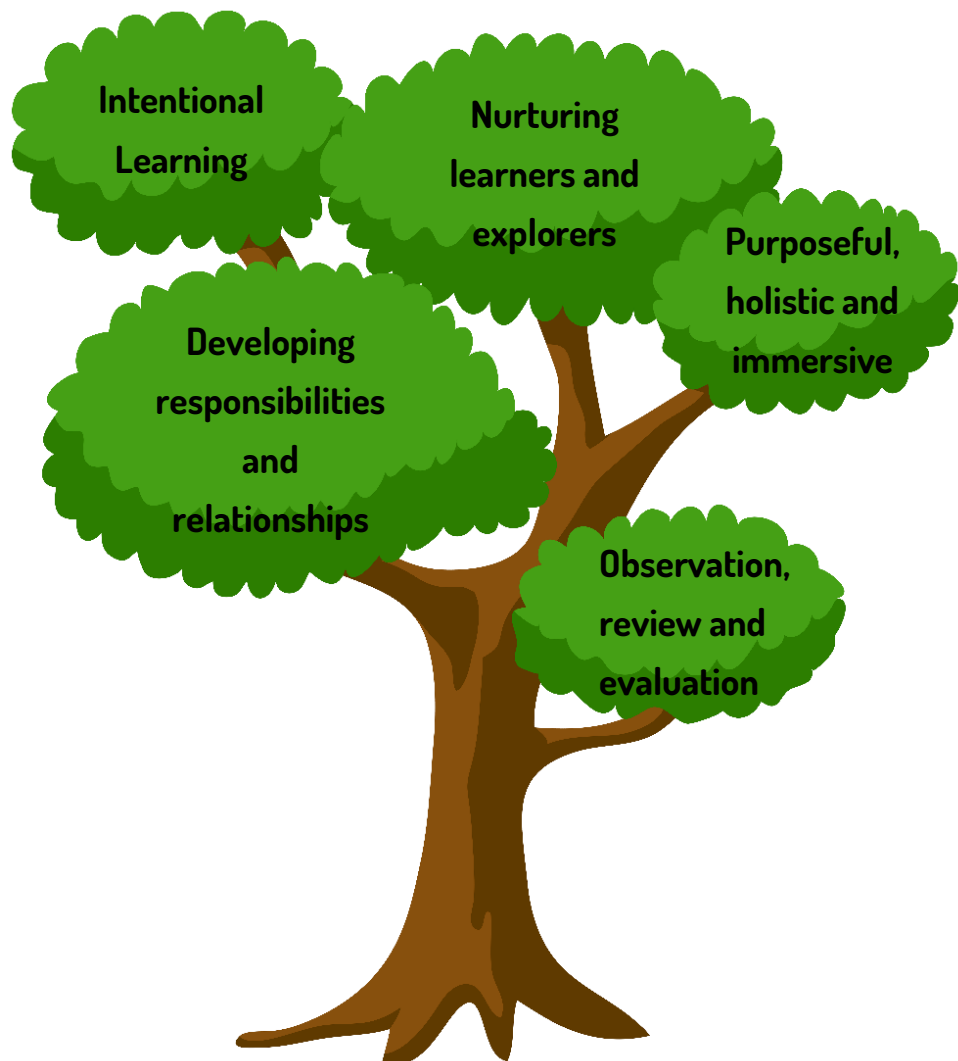
Early literacy and numeracy also play a vital role in our programs along with providing learning experiences that develop social and emotional skills, problem solving, critical thinking and collaboration skills in each child.

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

Should you have any questions about the curriculum or wish to contribute, please see our Educational Leader.

For more information about the EYLF, refer to [BELONGING, BEING & BECOMING \(acecqa.gov.au\)](https://www.acecqa.gov.au)

At Angsana ELC, we want children to experience learning that is responsive to their capabilities, engaging, exciting and builds the foundations for their success not only in the centre and their early years but also in life.



Our curriculum illustrated through these five teaching strategies

Your child's learning journey includes:



Language immersion programs through our qualified in-house Mandarin and Spanish educators, which are tailored to link with the play-based daily classroom program.



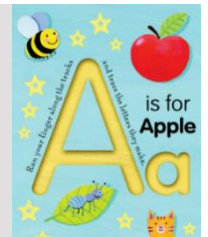
Real life experiences where children will encounter fun and exciting opportunities through our gardening and cooking program to promote healthy eating and knowledge of nutrition.



At Angsana ELC, our educators and children work together to learn about and promote the sustainable use of resources and to implement sustainable practices. We have an environmental strategy which includes recycling, use of recycled resources, energy efficiency, water conservation and garden to plate initiatives.



Phonics, literacy and numeracy are essential parts of our curriculum. Learning activities are designed to develop foundational skills, encourage reading and promote outcomes and skills that will set children up for a successful transition to school.



PHYSICAL EDUCATION AND HEALTH



Our physical education program has been designed to develop fundamental movement skills that help support children's health, self-regulation, memory and concentration.



Our Speech and Drama program helps to create confident children by giving them opportunities to share their voice, express their creativity, build upon their language skills and work together in a team. Children will use role play as a way of understanding the world around them and their emotions.

Incursions and Excursions

Excursions and incursions are an important part of our activities as they provide valuable opportunities for children to build their confidence, explore new things, be involved in hands-on learning and enhance their social and safety skills. It also offers children a different learning environment to the classroom.

OUR ENVIRONMENT AND ROUTINES



Our routines are flexible, yet also predictable, and provide for individual play and learning as well as small and large group play and learning activities. Children's language, literacy and numeracy skills are further developed during this time as children are involved in storytelling, drama and games. Music also plays a large role during these sessions as children can experiment with dancing, singing and exercising their bodies.

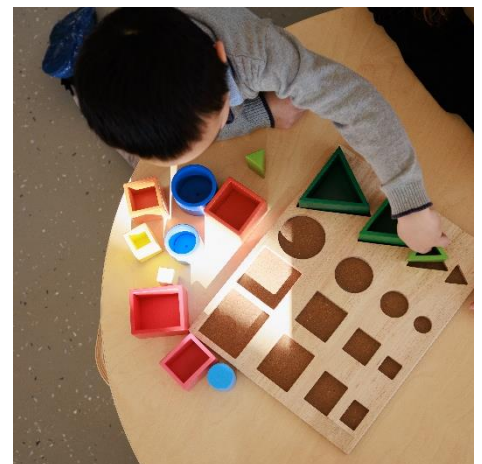
Our educators will provide a range of active and restful experiences and support children to make decisions regarding participation.

As your child grows and develops, so will their needs, interests and abilities. To cater for this, your child will gradually transition to the next room where their skills and development can be extended.

Our transitioning process includes communication with families and involves a careful assessment of your child to ensure that they are ready for the next step. This process may also include short visits to the new room to build familiarity and ensure a smooth transition.



**Working together
right from the start
is the best way to
ensure high quality
education and
engagement for
your child.**



SETTLING INTO CARE

Helping your child on their journey

Starting at a new ELC can be full of emotions for both families and children and the settling in process is unique for each individual child. To support you in this transition, we will have an orientation day prior to your child beginning care with us which will encourage them to form attachments and bonds with our educators. Ensuring that your child feels safe and secure is one of our top priorities.

Building a strong relationship with your family is also important and will make a difference to the learning outcomes for your child. It is best for us to know your child's interests, likes, dislikes and any special needs they may have. This will become integral as our team incorporates your child's interests in our educational programs so please, take the time to share information about your child with their educators regularly.

We also encourage you to ask questions, get involved and continue the learning activities at home where possible.

What to bring

- A backpack or bag that is labelled and large enough to hold all your child's belongings
- Spare clothing (labelled with their name) especially if toilet training and for when things get messy
- Sheets and blankets – please supply a cot sheet, top sheet or blanket (for cooler months) for rest and sleep
- Drink bottle for water labelled with your child's name
- Bottles for milk or formula. Please advise the measured amount of water for formula. We ask that formula be pre-packed separately in containers. Our centre supports breastfeeding so please speak to our staff about our policies on breastfeeding, storing and serving of breast milk.
- Hat – this must be worn everyday when playing outside
- Comfort toys or security items – these are more than welcome. Please label these treasured items.

What not to bring

To avoid disappointment and lost items, we ask that children do not bring in toys or items of value from home.

GETTING STARTED WITH US

Enrolment Information

Prior to your child commencing at our service, you will be required to complete all enrolment documentation, pay the enrolment fee (non-refundable) and bond. You will be provided with an enrolment pack for each child.

We must have copies of your child's birth certificate and immunisation status reports. We also require certified copies of any court order relating to your child.

Please note that it is essential that we always have your current details in case of any emergency. If there are any changes to your personal details (eg: phone, address), emergency contacts, child's health conditions or family circumstances, please notify our staff immediately.

A NOTE ON COURT ORDERS

Parents must notify us if there are any court orders in place affecting their child. Without a court order, we cannot stop a parent collecting a child.

Orientation and starting care

When a position is accepted, families will be invited to attend an orientation session before starting with us to help ease the transition into care. Orientation details will be emailed to families. During orientation, our educators will get to know your child and the family. It is also a good opportunity to discuss each child's goals, current interests, routine and any additional needs.

There may be some tears in the beginning as your child is getting to know the staff, the room and the other children. Their behaviour and routines may also change. This is normal and all part of a child's growth and settling in process. Our educators and staff will provide your child with reassurance until they are settled. Ideally, your child will be settled at an activity before you leave however, some children find it hard to settle until their parents have gone. We recommend establishing your own drop off procedure during the orientation process if possible.

Arrival and Departure

For safety and security reasons, all children must be signed in on arrival and signed out on departure. The times must be noted. Signing in and out will be done using the Xplor Parent App or Xplor Hub. No child will be allowed to leave with a person not named on the enrolment form unless prior arrangements have been made in writing to us. If staff do not know the person collecting the child by appearance, then the person will be required to provide photo identification to prove their identity and that they are authorised to collect the child.

Parent and Family Involvement

We have an open door policy and actively seek and encourage family involvement. As part of our philosophy, we want our centre to become an extension of your home life and ensure that the relationships, cultures, rituals and activities that are important to your child and family are recognised. This will help create an environment where they feel safe, secure and happy to learn. If you have any feedback or suggestions on how we can work together, we would love to hear from you.

Communication

To ensure that parents stay connected with their child's learning journey, parents will have access to the Xplor App where they can receive notifications and updates on what is happening in their child's room and the centre. Regular updates will also be provided verbally (face to face or phone) and through emails, newsletters and parent meetings.



Birthdays

We love celebrating birthdays. To make the day special for your child, our in-house chef will prepare something special for the birthday child and other children. We ask that you do not bring in your own cake or treats due to allergy risks.

FEES, REBATES AND ATTENDANCE

Fees

Our Fees Schedule will be provided to families upon enrolment. Fees are charged fortnightly according to your child's booked days and payment of fees will be via direct debit. Direct debit payments require parents to sign an arrangement nominating their bank account and amount to be paid. Parents are responsible for ensuring that their bank account details are correct and that there are sufficient funds available to avoid any default charges.

Failure to pay your child's fees may lead to cancellation of enrolment. If you have trouble paying your fees, please make sure that you contact us to discuss alternative arrangements for payment. Statements, invoices and receipts will be available in the Parent Account on Xplor and/or emailed to families.

Childcare Subsidy

The Childcare Subsidy (CCS) is a payment from the Australian Government that helps families with the cost of childcare. The CCS is income tested and payments are made directly to the childcare service.

Families should notify Centrelink of their intention to claim the CCS and discuss their eligibility for the CCS payments before starting care. To claim any fee reduction, families must provide us with the Customer Reference Number (CRN) and date of birth for both the child and the claiming parent once Centrelink has confirmed eligibility for payments. Full fees will apply until we receive advice of current assessment from Centrelink. Please ensure that your bookings are confirmed via your MyGov account.

Bond

We require a bond as security for your child's placement and this bond is credited to your account when enrolment ceases and if your account is paid in full. The bond is based on two weeks full fees. The CCS is not taken into consideration. In cases of financial hardship or unique circumstances, a payment plan may be considered.

Absences

Families must notify the centre if their child will be absent for any day that is booked. Fees will still apply if absent on booked days due to sickness, holidays or another reason. Substitute days are not provided if your child misses their regular day(s) for any reason.

For CCS purposes, children are allocated 42 absences per financial year. Please note that if your child exceeds 42 absences, the CCS will only be paid for the days that your child attends and you will be charged the full fee for any days that your child has missed.

Late collection

We ask for your co-operation in dropping off and collecting your child within our operating hours. If a child remains at the centre after closing time, late fees will be charged. Please refer to our Fees Schedule for more details. Where educators are unable to contact the parents or the emergency contacts listed on the enrolment form within half an hour of closing time to arrange pick up of the child, they may contact the nearest police for assistance as the centre is not licensed to care for children beyond the designated operating hours.

Overdue fees

We require all families to be up to date with their fees. This is a condition of enrolment. If families are unable to pay their fees for any reason by the nominated payment date, they MUST make suitable arrangements with the administration team. Fees in arrears or failure to pay may result in cancellation of your child's enrolment.

Public holidays and closure periods

We will be closed on public holidays and from Christmas Day to the first business day after New Years Day. Public holidays are charged in full if they fall on a day that your child is booked to attend. Fees will not be charged for the Christmas and New Year closure period.

Notice of withdrawal and change of days

We require four (4) weeks written notice if families intend to withdraw their child from the centre or reduce/change their days of attendance.

If you require an increase in days on a permanent basis, you will need to send us an email so that we have notice in writing and we will advise you of availability. We cannot guarantee that your child will be accepted for your requested days.

Casual bookings

If you require an additional day to your regular booking, you may send a request in writing to our administration team. All casual bookings are subject to availability of places. Casual bookings are charged at the full day rate.

Waiting List and Priority Access

Families can place their child on a waitlist and once a position becomes available, parents will be contacted about placement. Priority access guidelines will be followed if we have limited vacancies and the demand for care exceeds supply. When this occurs, places will be allocated to families with the greatest need of child care support.

As a centre, we are required to comply with the government's "Priority Access Guidelines" when placing children from our waitlist.



POLICIES AND PROCEDURES

Angsana ELC has a number of policies and procedures pertaining to the care of your child. These are available in the centre for you to view at any time. Below is a summary of some of the important policies to get you started. Please speak to us if you have any questions or require further information about a specific policy.

Illness and Medical Exclusions

In the interest of everyone's safety, children who are unwell should remain at home. If your child becomes ill while at the centre, observation, documentation and first aid (if appropriate) will commence, and you will be contacted to collect your child to seek further medical advice. A clearance letter may be required from your child's doctor before returning to care.

To minimise the risk of infection, we are required to follow exclusion periods for common infections and conditions (sourced from the National Health and Medical Research Council). The centre will inform families of an outbreak of any infectious disease. Please note that any child excluded from care must remain absent for the recommended exclusion period. Families will continue to pay fees during any absences due to illness or exclusion.

Immunisation

As part of the enrolment process, you will be asked to provide details of your child's immunisation status. A copy of your child's current AIR Immunisation History Statement will be kept on file and this needs to be updated each time your child has their next vaccination.

If your child has a medical reason not to be immunised, then an AIR Immunisation Exemption Form must be completed by a health care professional and a copy provided to us upon enrolment.

In the unlikely event that there is an outbreak of a vaccine preventable illness at the centre, any child who is not immunised will be required to stay at home for the duration of the exclusion period.

Medications

If your child needs medication whilst in our care, we will require written permission by completing the "Medication Administration Consent Form" to authorise educators to administer medication.

All medication must be in the original packaging with the prescription label detailing the child's name, dosage and frequency and must not be expired. Medication requiring refrigeration will be appropriately stored. All medication must be handed to your child's educators or the Nominated Supervisor upon arrival at the centre to ensure that is kept in a safe place. Please do not leave any medication in your child's bag.

It is important that you read and understand the Medication Policy to know the guidelines for educators to administer medication to your child including Panadol, prescription and non-prescription medication.

Collecting your child

We are committed to ensuring your child's safety therefore, our staff will only let children leave with people who have been authorised to collect your child. This information is recorded on the enrolment form and can be amended at any time with written notice.

If we do not recognise the person who comes to collect your child, we will ask for current photo identification. Families must ensure that written permission is given for anyone coming to collect your child. Please note that children cannot be collected by anyone under 18 years.

Please ensure that your child is collected within our operating hours. If children remain after closing time, late fees will apply and we will attempt to contact parents and the emergency contacts on the enrolment form. If after 30 minutes we are unable to make any contact with either the parents or emergency contact to arrange for the child to be collected, we will contact the nearest police station for assistance.

Custody Arrangements and Court Orders

As a centre, we are required to comply with legally binding written instructions regarding custody arrangements and to make every effort to ensure the safety and security of children in our care. If there are any Custody Orders, Parenting or Supervision Orders or any other Court Order relating to your child, please provide us with a certified copy for our files. If there are any changes to these orders or custody arrangements, please let us know.

Security and Carpark usage

We have security cameras located outside and within the centre for the protection of staff, families and children in our care. Entry to the centre and carpark is permitted for staff, families and authorised visitors only. The carpark is for drop off and pick up of children only on their allocated day(s). Entry to the carpark is via a swipe key which will be provided to families when they enrol if they wish to have access to the carpark. A security deposit is required for the swipe key.

Privacy and Confidentiality

We value your privacy and have strategies in place to ensure the protection of your personal information. Information collected on your child and family remains confidential. Enrolment forms and any accompanying documentation are kept in a secure and locked location.

Grievances and Complaints

If you have a concern or are unhappy about any aspect of the centre, it should be brought to our attention immediately. Constructive feedback allows us to better understand your expectations for care and fosters our journey of continuous improvement. Concerns should be raised with a member of our team who will direct the matter to the appropriate person for resolution. Please be assured that all concerns are treated confidentially and will be managed in a timely and respectful manner.

Media Permission

We respect your privacy and decision regarding the use of your child's images for marketing, training or internal purposes. We will seek your consent to take appropriate photos, videos and recordings of your child during operating hours for authorised publication, broadcast or internal purposes (eg: to document your child's development or display in the centre). You may indicate your consent for media permission on the enrolment form. This can be amended at any time with written notice.

THANK YOU FOR YOUR TRUST IN US

We want to welcome you and your child to what we trust will be an extension of your home. As a centre, we value your decision to entrust us with the care and education of your child and we understand the responsibility this brings. Every child is special, and we thank you for allowing us the privilege of investing into their early years.

By working together, we will provide an environment that promotes quality care and education. All staff are actively encouraged to promote and incorporate our centre's philosophy into the educational programs, curriculum decisions and classroom environment.

Our commitment to quality practices and beliefs drives our passion to deliver the best possible learning and developmental outcomes for your children.

WE ARE PASSIONATE ABOUT



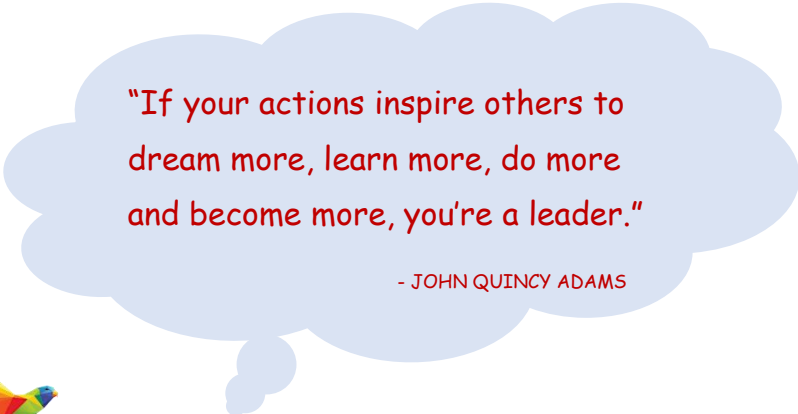
RESILIENCE



LEADERSHIP



EXCELLENCE



"If your actions inspire others to dream more, learn more, do more and become more, you're a leader."

- JOHN QUINCY ADAMS



Angsana Early Learning Centre

"Planting the SEEDS OF SUCCESS in your child"

ACKNOWLEDGMENT OF COUNTRY

In the spirit of reconciliation, Angsana ELC acknowledges the Darug People as the traditional owners of this land and recognises their continued cultural and spiritual connection to the land, sky and waterways that surround us. We acknowledge that we are on Aboriginal land and recognise the strength, resilience, and capacity of Aboriginal people on this land. We would like to acknowledge all the traditional owners of the land and pay respect to the Aboriginal Elders past, present, and emerging.

