



EARLY  
LEARNING

- › Compassion
- › Integrity
- › Inclusiveness
- › Dignity

# Early Childhood Education & Care

FAMILY HANDBOOK



**ACKNOWLEDGEMENT OF COUNTRY**

We acknowledge the Aboriginal nations of this land; its many Custodians who continue to care for Country, and the way in which Country has cared for her people. We acknowledge the history of this land and the stories of resilience and survival which make up Indigenous Australia. We give thanks for Aboriginal Elders and knowledge keepers of each generation including the many Aboriginal communities which contribute to the life of our region. May we walk gently on this land and commit ourselves to Reconciliation.



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**CHARITABLE STATUS**  
Anglicare NSW South, NSW West & ACT is a registered charity with the Australian Charities and Not for Profit Commission (ACNC). It is a Public Benevolent Institution and endorsed as a Deductible Gift Recipient.

**LEGAL NAME**  
Anglicare NSW South, NSW West & ACT  
Street Address: 5/221 London Circuit, Canberra, ACT 2600  
GPO Box 360, Canberra ACT  
ABN: 69 198 255 076

# About Anglicare

## Our Foundation

Over 150 years ago, Anglican parishes began providing care for those in need across rural NSW.

In 1888 Mother Esther, an Anglican religious sister, formed the Community of the Holy Name to help people in Melbourne’s slums. From the early 1930s sisters from the Holy Name began running children’s homes within the Canberra and Goulburn Diocese.

From the 1970s the focus of the work changed and expanded to include family support, emergency housing and early childhood education and statutory care services.

Today, Anglicare NSW South, NSW West & ACT operates a broad spread of programs across a diverse geographic area. We serve the Dioceses of Riverina, Bathurst and Canberra and Goulburn and our footprint ranges from the south coast to the western plains and the national capital. The people whom we serve, and many of the communities in which they live, are subject to socioeconomic shifts, drought and demographic changes. Across our region are many small rural and regional communities where support services are very limited.

## Our Vision

Called by Jesus’ example to respond to human need and social injustice, Anglicare aspires to be widely known for successful strategies to alleviate poverty in our regions, and as a care provider highly trusted by beneficiaries as safe, well-governed and efficient.

## Our Mission

As part of the Mission of the Anglican Church, its parishes and agencies, Anglicare will be an agent of change in our communities by working to alleviate poverty, reducing disadvantage and providing integrated care, especially for vulnerable people.

## Why We Exist

Anglicare exists because we believe that all people, regardless of background, should have the opportunity to lead lives that are safe and fulfilling. We believe that thriving communities are the results of thriving individuals who are supported and empowered to positively engage with and contribute to their community.

## Our Values

Compassion  
Dignity  
Inclusiveness  
Integrity

**Compassion**  
In the spirit of loving service we offer care and understanding to those in need.

**Integrity**  
We are committed to personal and corporate honesty, fairness, and transparency.

**Inclusiveness**  
We serve all people with a spirit of openness because we share a common humanity.

**Dignity**  
We respect the intrinsic worth of every person and acknowledge their capacity for self determination.



## Cultural Safety & Sanctuary

A commitment to Cultural Safety is embedded in Anglicare’s strategic plan and ongoing mission. We aim to ensure that all staff members and clients feel safe and included in our workplaces and services. As well as the continued development of cultural safety policies, our General Manager of Cultural Safety has also developed Cultural Safety training for both staff and clients. Anglicare encourages the active representation of Indigenous staff from Anglicare in “Reconciliation” networks, and the further development of these networks.

Cultural Safety forms part of an overarching organisational commitment to roll out the Sanctuary Model. Sanctuary is an evidence-supported care model that assists people who work in stressful human services and care environments. The model supports staff and clients to provide mindful, safe and therapeutic practice to achieve positive growth and change for people in the Anglicare community. Sanctuary builds on Anglicare’s existing values and seeks to establish and enhance an environment for staff and service participants that reflects seven shared commitments: Growth and Change, Open Communication, Democracy, Non-violence, Emotional Intelligence, Social Learning and Social Responsibility.



## Welcome to Our Anglicare Early Learning & Education Centres

This booklet will give you some basic information about Anglicare Children's Services and about the things that are important as your child and family become part of the Anglicare community.

The educators at your Anglicare Centre are all early childhood professionals, and are looking forward to getting to know you and your family. The Centre Director is the best person to talk to if you have any questions about the information in this booklet or if you have any concerns. The Centre Administrator is also available to assist with any enquiries.

There are other ways you can get information. You might find the Anglicare website helpful ([www.anglicare.com.au](http://www.anglicare.com.au)), and all Anglicare policies are available at the centre for you to read.

The curriculum at Anglicare centres is based on the Australian Early Years Learning Framework (EYLF), and we are required to meet the National Quality Standard for Education and Care services (NQS). More information about the EYLF and NQS can be found at [www.acecqa.gov.au](http://www.acecqa.gov.au)

We look forward to a happy and rewarding association with you, and welcome you at any time to the centre to spend time with your child. We hope that this is the start of a long and happy relationship between Anglicare, your child and you.

Anglicare Children's Services is a not-for-profit organisation committed to strengthening families and local communities.

### Belonging, Being, Becoming

We believe by employing excellent, qualified educators, encouraging family involvement and adapting to modern, relevant practices, we provide a vibrant, interactive learning environment for your children.

Our programs are based on foundations of play-based teaching, outdoor learning, project-based learning and school readiness.

The principles used to guide our planning have been adapted from the Australian Government's Early Years Learning Framework of 'Belonging, Being, Becoming' and 'My Time, Our Place'. These frameworks translate to our five learning outcomes:

- » 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





# All in a Day

## Enrollment Interview & Orientation

You will be invited to attend the service for an enrollment interview and initial orientation visit three weeks prior to your start date. During this visit, you will meet with a member of the administration team to finalise paperwork and be taken to your child's room to meet the educators and begin orientation.

We encourage a minimum of three orientation visits, with the final two being an opportunity for your child to spend time alone in the room (while you are still at the service).

## First Day

A calm and unhurried routine will allow your child to feel calm too. Spend time signing in, putting their belongings away, talking to the educators and settling your child into an activity. Once your child is settled into an activity, give them prior warning that you will leave soon. Always say good bye and tell your child you will be back to pick them up after you finish work. This helps build trust.

If you are worried or concerned please feel free to ring us at any time during the day. We will call you if your child is upset or if anything unusual happens.

When you pick your child up, take time to talk to the staff who will tell you how your child has been during the day. The day book will also give you information about what the children have done, sleep times and how much they have eaten. Talk to your child about who they have met and what they have enjoyed doing. Ask your child to show you what they have been doing.

In the next few days your child may settle easier on some days than others. Talk to the staff about events in your child's life such as how they are sleeping , eating or what they did over the weekend. This will help give educators an overview of wellbeing.

Always remember we are here to help you. Please feel free to talk to us at any time.

## Signing In & Out

When you drop off and pick up your child you are required to sign your child in and out. This is a legal requirement by the Office of Child Care and also gives us a record of attendance for evacuation drills etc. For Child Care Subsidy (CCS) requirements, any child who is not signed in or out will be assumed to be absent, which will count towards your 42 annual allowable absences.

## Items Your Child Needs to Bring

We recommend a small to medium sized back pack, so that all belongings remain together.

Please bring:

- » Spare changes of clothes including socks, shoes, pants/shorts and singlets. Children are encouraged to explore the environment and to participate in activities such as waterplay and painting
- » A coat or jacket (during cool weather)
- » A water bottle (containing water only)
- » A sun safe hat
- » All of the bottles that your infant or toddler will need for the day, clearly labelled with your child's name. (Anglicare provides cow's milk and soy milk for infants' bottles. If your child has formula or breast milk, this can be provided to staff who will prepare the bottles as needed.)
- » Raincoat and gumboots for wet weather/mud play

Please label all your child's belongings

## EMERGENCY CONTACTS

Please make sure your emergency contacts are reliable, are close by and that their phone numbers are up to date so that they can be contacted quickly in an emergency.

## Appropriate Clothing & Footware

We follow the Cancer Council (UV) sun smart policy guidelines. Children must wear a broad brimmed sun hat and appropriate clothing while in our playground. Children's tops must cover their shoulders. Thongs, crocs, slippers are not permitted. Gumboots are permitted for wet weather/mud play only.

The Centre provides 50+ broad spectrum sensitive sunscreen. Please apply sunscreen to your child on arrival at the Centre in the summer months. Educators will reapply sunscreen to your child every 4 hours when engaging in the outdoor environment.

## Food & Nappies

Anglicare centres provide all food requirements and nappies for your child for the day. The Centre uses disposable nappies and Sudocream.

Anglicare centres are allergy-aware and you will be advised of foods and medications which cannot be brought to your centre.

STRONG RELATIONSHIPS  
BETWEEN EDUCATORS,  
(CHILDREN AND FAMILIES  
PROVIDE CHILDREN WITH  
A SECURE BASE FROM  
WHICH THEY CAN THRIVE.



## Centre Information

Anglicare Centres are open from 7.30am to 6pm, Monday to Friday.

### Communication

Daily communication is encouraged through discussion with the educators about your child's day. We will also communicate with you through a variety of ways. These can include:

- » **Newsletters** - newsletters are sent to families to communicate activities, community collaborations and fundraising opportunities.
- » **Floor Book / portfolios** - photos and stories about the activities children have been involved in.
- » **Daily Records** - sleep, meal and nappy changes – please check them at the end of each day.
- » **Storypark** - documentation, including photos and observations regarding your child, will be shared on the Storypark app.
- » You can also arrange to meet with your child's teacher, educator, or Centre Director to discuss any aspect of your child's education and care.

### Open Door

We have an open door policy that encourages parents to visit at their convenience.

Parent participation is encouraged so they may gain a deeper understanding of their child/ren and the environment in the Centre.

### End of Year Shutdown

The Centre is licensed to be open for 50 weeks of the year. We close for a full two weeks at 6pm on the last Friday of year directly before Christmas Day Public Holiday and reopens at 7.30am on the first Monday after New Year's Day. These dates are subject to change. No childcare fees are charged during this time.

### Feedback & Complaints Management

Anglicare welcomes and encourages your feedback. If you have any concerns, questions or comments, please speak directly with the Centre Director.

We use this feedback to continually improve our services and inform our programs.

Anglicare is committed to the fair and effective resolution of any complaints you may have. If you have any concerns, please do not hesitate to discuss with the Centre Director. A feedback form is available on our website: <https://www.anglicare.com.au/contact-us/make-a-complaint/>

Please refer to Anglicare's Complaints Management policy. All Anglicare policies are available for families to view at your Anglicare centre.

If you have been unable to resolve the issue with the service, or there are circumstances where it is not possible or appropriate for the complaint to be managed at the local level, a complaint may be made to the Children's Education & Care Assurance on (02) 6207 1114

### Policies & Procedures

Anglicare policies and procedures are located within the Centre. Please ask the Centre Administration or Director.

# Nutrition & Meals

Anglicare Centres provide a variety of nutritionally-balanced meals each day.

Children's and family food preferences are respected. Specific dietary requirements are adhered to and managed by staff in accordance with Anglicare's policies.

## Menus

Our Centres employ a Kitchen Manager and provides a nutritious cooked morning tea, lunch and afternoon tea, made onsite in our kitchen. Our seasonal menus rotate each school term. We aim to provide, over a two week period, 50% of a child's daily nutritional requirements. Centres attached to Early Childhood Schools can order lunch orders for children attending the School for an additional cost.

Menus are displayed prominently in each centre. Communication regarding children's intake will be recorded in individual rooms.

Please notify us of any allergies, cultural or dietary requirements your child may have and discuss this with your child's educator. We will provide an individualised risk minimisation plan for your child's classroom for you to sign.

## Infant Requirements

Mothers who are breast feeding are welcome to attend the centre to feed their infant during the day.

Anglicare provides everything with the exception of breast milk and formula. If your child has expressed breast milk or formula, this can be provided to staff who will prepare the bottles as needed.

Information regarding your infant's requirements will be collected on enrolment. Regular communication between educators and families will ensure any changes will be met.

Please refer to the Anglicare policies that are available at your centre for further information.



ALL OUR CENTRES  
ARE ALLERGY AWARE





# Health

## Immunisation

Before enrolling at the centre you must provide a copy of your child's Immunisation History Statement to ensure that your child is up to date with their vaccinations. You can get a current copy of your child's Immunisation History Statement by calling the Australian Childhood Immunisation Register on 1800 653 809 or visiting a local Medicare office.

Please bring your child's updated Immunisation History Statement to the centre after each vaccination to ensure our records are kept up to date.

If there is an outbreak of a vaccine preventable disease at the centre, and your child is not fully immunised, they may be excluded from centre for the duration of the outbreak or as advised by the Public Health Unit. It may also affect your eligibility to receive the Child Care Subsidy.

## Child Illness & Infectious Diseases

To reduce the spread of illness and disease within the centre, we appreciate you not bringing your child to the centre when they are sick. While we understand that you have work, study or other family commitments, keeping your child at home can prevent many other children becoming ill.

If your child becomes ill whilst at the Centre, educators will contact you. In the case of a high temperature (over 38°C) or other illness you will be required to collect your child within an hour or organise someone on your authorisation list. For hygiene reasons temperatures are recorded under the arm.

There are minimum exclusion periods and some children may need to stay home for longer until they are well enough to return to the centre. Please ask your Centre Director for more information about minimum exclusion periods.

IF YOUR CHILD IS UNWELL,  
HOME IS THE BEST PLACE TO BE

## Medication

Any medication that you would like the Centre to administer must be prescribed by a medical practitioner and must be in date, in the original container with the pharmacist's dispensing label attached. The label must include the child's name, the dosage and frequency to be given. Parents must complete all details of dosages and times on a Medication Record Form.

The Centre will not administer vitamins, or medication that can be given at home. Eg: antibiotics that are to be administered morning and night. Nor will centre staff administer injections or invasive therapies of any kind. It is required that children on antibiotics medications be excluded from the ELC for 48 hours in order to reduce the risk of infection to other children and staff.

If your child is unwell enough to need Panadol or Nurofen, they are not well enough to attend the service. Children will not be able to attend the service within 24 hours of having Panadol or Nurofen administered as it can mask symptoms that the child may have.

Medication must not be left in your child's bag. Short term medication (antibiotics, eye drops, ect) must be given to your child's educators, and long term medication (asthma or allergy medication, EpiPens, ect.) must be given to the administration team at the front desk.

## Accidents

All accidents at the Centre are recorded on Injury, Incident Forms; these are to be signed by the parent at the end of each day and are recorded in your child's file. You can request a copy of these for your own records if you wish.

Any bites, bumps or injuries to the head of any form are reported to the parent immediately by phone.





# The Education & Wellbeing of Your Child



## Children’s Learning & Development

Anglicare believes that experiences in the first five years of life are critical for laying the foundations for lifelong learning. Children’s learning and development is supported and extended through high quality educational programs. These programs involve both intentionally planned and spontaneous interactions and experiences. A key component of a high quality educational program is using observations to help better understand and respond to your child’s needs and interests.

## Starting Out

For most children, entry into the Early Childhood Centre will be the first experience of being separated from their parents. Most children will experience some anxiety leaving their parents for the first time and it will be important that both parents and educators work together to build the special relationship necessary for successful transition and adjustment for all parties involved. Even if a child has been in care before she/he will still need time to adjust to the new educators and environment.

For younger children, a special item or cuddle toy may assist in them feeling safe when you are not there. Team Leaders may ask you for a family photograph for your child to display and access at all times whilst they are with us for comfort, so they can discuss familiar people of comfort with them.

## Safety & Emergency

In each room there is an Emergency Evacuation Procedure. At various times throughout the year we are required to practice evacuations where all educators, children and any visitors to the Centre are required to evacuate the building. You will receive a courtesy email in the event of a drill. This will allow you to understand any interruptions your child might experience in their routine.

## Staffing

Our centre consists of a team of dedicated and qualified educators, many of whom have skills and experience in the field of early childhood education and some who are starting their career in early childhood education through traineeships.

Our educators have a range of qualifications, including Early Childhood Teachers, Diploma and Certificate 3 qualified educators, trainees and our unqualified support team. The service has a minimum of 50% Diploma qualified educators on site at all times.

We ensure that when casual staff are required, we work closely with an agency to employ consistent educators, allowing our casual educators to build relationships with the permanent educators, children and families.

All staff have their photos and names displayed in the corridor leading to the rooms.

## Programs

Our Educators base their programs on the children’s individual needs and interests. This is done by observations of and discussions with you and your child/ren. Activities are then specifically planned and incorporated into the weekly program.

As an ELC we incorporate project based learning and play based problem solving.

The Director and nominated Educational Leader oversees all programs in the centre.

Parent input in the way of suggestions and participation is always appreciated.

THE WORK OF EDUCATION IS DIVIDED  
BETWEEN THE TEACHER AND THE  
ENVIRONMENT.



# Fees & Charges

## Fees Payment

Fees are payable weekly in advance by Debit Success. For the safety of staff and children in centres, and to avoid loss, Anglicare does not accept cash payments. Fees are payable for all booked days of care. This includes absences for any reason including family leave, and illness.

Fees accounts must be paid up to date. Continuation of a child's place at any Anglicare centre will be contingent on the family's account being up to date. Statements are sent out fortnightly through email.

## Public Holidays

Centres are closed on all designated public holidays. If your child is booked in on a day that is a public holiday, normal fees apply.

## Absences

Child Care Subsidy has 42 allowable absences per financial year; records of absences are listed on your fortnightly account. Absence records are maintained by the Centre and sent on to DEDU as part of our weekly reconciliation.

If you feel we have made a mistake regarding Absences on your statement, please contact the Accounts Manager as soon as possible.

## Cancellation & Changes to Bookings

Two weeks' written notice is required for any changes to children's bookings; including decreasing your child's days or withdrawing them from the Centre.

## Late Collection

All children need to have been collected no later than the centre's specified closing times. Please contact the centre immediately if you may run late. A late fee will apply for repeat occurrences. This is applied at the Centre Director's discretion.

## Child Care Subsidy (CCS)

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- » the age of the child (must be 13 or under and not attending secondary school)
- » the child meeting immunisation requirements
- » the individual, or their partner, meets the residency requirements.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program. There are three factors that will determine a family's level of Child Care Subsidy. These are:

- » Combined Family Income
- » Activity Test – the activity level of both parents
- » Service Type – type of child care service

The Child Care Subsidy will be paid directly to providers to be passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount. The New Child Care Package will also provide targeted additional fee assistance for vulnerable families through the Child Care Safety Net.

## Method of Payment

We work with families to set up weekly direct debit payments which take into account their full fee payments for the entire year, including any Child Care Cap. This is part of the online enrollment process. Remember, if you're entitled to the Child Care Subsidy (CCS), a percentage of your fees will be paid direct to our centre, so you only need to pay the balance each fortnight. If the Child Care Cap applies to your family, we can estimate your payments over the entire year, so you pay the same fortnightly amount all year.

## CCS & Immunisation

In order to receive CCS your child must be up to date with their immunisations according to the National Immunisation Schedule Program. A copy of the schedule is included in your enrolment pack. Your Centre Director will take a copy of your child's immunisation history status letter for our records.

## Financial Support

If you are experiencing financial hardship, please speak with the Centre Director. Financial support can be sought in times of hardship in certain circumstances.





Anglicare at Franklin Early Childhood School	02 6142 1117
Anglicare at Southern Cross Early Childhood School	02 6142 0020
Anglicare Calwell Early Childhood Centre	02 6291 4396
Anglicare Googong Early Learning Centre	02 6154 9420
Anglicare Goulburn Early Childhood Centre	02 4823 4052
Anglicare Marulan Preschool	02 4841 1765
Anglicare Orana Preschool	02 4823 4030