



A N G E L S

EARLY LEARNING



**GOVERNANCE-EYLF
STAFF HANDBOOK**

INDUCTION

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About Angels Early Learning

Angels Early Learning is a newly established childcare centre dedicated to providing high-quality education and care for children from 6 weeks to 6 years old. Licensed for 104 children and owned by Angels Early Learning Pty Ltd, our centre operates under the stringent guidelines set by the Department of Education, adhering to national standards and local council regulations.

Our team of experienced educators is committed to fostering a nurturing, safe, and stimulating environment where children can thrive. We believe in creating a space that not only supports the developmental needs of each child but also encourages exploration, creativity, and learning through play.

Angels Early Learning emphasizes strong partnerships with families, recognizing that open communication and collaboration with parents are essential to each child's success. Our staff undergo continuous professional development to ensure they are equipped with the latest skills and knowledge, allowing us to deliver an exceptional standard of care and education.

In addition to our educational programs, we prioritize safety and hygiene across all operations. We are committed to maintaining an inclusive, diverse, and supportive environment that celebrates each child's individuality while ensuring they feel secure, valued, and engaged.

Angels Early Learning is here to support children and families every step of the way, setting a foundation for lifelong learning and growth.

ACKNOWLEDGEMENT OF COUNTRY



At Angels Early Learning, we acknowledge the Traditional Owners of the land on which we work and play, and we pay our respects to Elders past, present, and emerging. We recognize their ongoing connection to the land, waters, and community, and we honour their culture and contributions to this region.

In our commitment to fostering respect, inclusion, and understanding, we embrace the richness of Aboriginal and Torres Strait Islander history and culture, and we incorporate these values into the learning environment for our children, staff, and families.



BE EMPATHETIC
BE RESPECTFUL
BE RESILIENT

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PHILOSOPHY



Our Commitment to Child Safety

We are dedicated to the safety and wellbeing of all children and young people, placing this as the core of our care and decision-making. With zero tolerance for child abuse, we are committed to providing an environment where children are both safe and feel safe, with their voices actively considered in decisions that impact their lives.

Cultural Safety for All Children

We prioritize the cultural safety of Aboriginal children, children from diverse cultural and linguistic backgrounds, and children with disabilities. Every individual involved recognizes their vital role in ensuring the wellbeing and safety of each child through their actions and decisions, fostering a secure and inclusive environment for all.

Inclusive Care and Celebrating Diversity

Our philosophy embraces cultural inclusivity and respect, valuing the diverse backgrounds of every child. The curriculum reflects multicultural perspectives, helping children appreciate different cultures and develop a strong sense of belonging. By fostering an inclusive atmosphere, we aim to nurture respect, empathy, and positive social connections among all children.

Holistic Development

Angels Early Learning Centre is dedicated to fostering the holistic development of each child. This philosophy emphasises that children grow and learn best when their cognitive, emotional, social and physical needs are addressed in a balanced and integrated manner. The centre aims to support every aspect of a child's development through a well-rounded curriculum that encourages exploration, creativity and self-expression.

Constructivist Approach

Angels Early Learning embraces a constructivist approach to education, where children build their understanding of the world through hands-on experiences and active exploration. This philosophy supports the idea that children learn best when they are encouraged to question, investigate and discover. Educators at the centre facilitate learning by providing opportunities for inquiry-based activities and encouraging children to connect new knowledge to their existing experiences.

Emphasis on Play-Based Learning

Play is considered a fundamental component of the learning process at Angels Early Learning Centre. The centre's philosophy recognises that play is not only enjoyable but also a critical avenue for learning. Through play-based activities, children develop important skills such as problem-solving, social interaction and creativity. The centre provides a variety of play experiences, including structured and unstructured play, to support children's development and learning in a natural and engaging way.

Fostering Emotional and Social Growth

The emotional and social well-being of children is a key focus of the philosophy at Angels Early Learning. The centre aims to create a nurturing environment where children feel secure, respected and valued. Educators work to build strong, positive relationships with each child, promoting emotional resilience and social skills such as empathy, cooperation and conflict resolution. The philosophy underscores the importance of creating a supportive community where children can build healthy relationships and develop a positive self-concept.

Commitment to Professional Excellence

The philosophy of Angels Early Learning Centre emphasises the importance of professional excellence among educators. The centre is dedicated to employing qualified, skilled and passionate professionals who are committed to ongoing learning and development. Educators are encouraged to stay current with best practices in early childhood education and to continually refine their skills to provide the highest quality care and instruction.

Encouraging Independence and Self-Regulation

Developing independence and self-regulation skills is a key goal of the philosophy at Angels Early Learning. The centre provides opportunities for children to practice making choices, managing their own activities and regulating their behaviour. Educators support this development by guiding children through routines and offering strategies for self-management. The philosophy emphasises the importance of helping children build confidence and self-reliance as they grow.

Hours of Operation

Angels Early Learning operates from Monday to Friday, providing a supportive and engaging environment for children during the following hours:

Monday to Friday: 6:30 AM to 6:30 PM

CORE GOALS

At Angels Early Learning, we are dedicated to providing high-quality early childhood education and care, focusing on the holistic development of young children. Our mission encompasses a commitment to nurturing each child's cognitive, emotional, social, and physical growth within a supportive and engaging environment. Below, we outline our core goals and philosophy, which together create a comprehensive approach to early learning.

Promoting Cognitive Development

One of our primary objectives is to stimulate and support children's cognitive growth. We create rich learning environments where exploration, experimentation, and engagement with age-appropriate materials thrive. By utilizing hands-on learning experiences, problem-solving tasks, and interactive play, we enhance critical thinking, early literacy, and numeracy skills. Our aim is to foster curiosity and a love for learning, establishing a solid foundation for future academic success.

Fostering Social Skills

Social development is crucial at Angels Early Learning. We strive to create a community where children interact positively with peers, practicing sharing, cooperation, and empathy. Structured group activities, collaborative projects, and guided playtime help children develop essential social skills. We emphasize building strong, respectful relationships, providing a supportive environment where children can navigate social dynamics and forge lasting friendships.

Supporting Emotional Development

Emotional growth is integral to a child's overall development. We provide a nurturing environment where children feel safe, valued, and understood. Our educators focus on helping children recognize and manage their emotions, develop self-regulation skills, and build self-confidence. Through individualized attention and positive reinforcement, we create spaces for children to express themselves freely and develop a healthy sense of self-worth.

Encouraging Physical Development

Physical development is a vital aspect of our goals. We offer diverse activities designed to enhance both fine and gross motor skills. Fine motor activities, such as drawing and cutting, develop hand-eye coordination, while gross motor activities, including climbing and running, support physical strength and balance. By providing opportunities for active play and exploration, we promote healthy growth and physical well-being.

Fostering Creativity and Imagination

Creativity and imagination are highly valued at Angels Early Learning. We encourage children to express themselves through art, music, drama, and imaginative play. These activities enhance creative skills while also supporting cognitive development and emotional expression. By nurturing creativity, we help children develop innovative thinking and a love for exploration.

Instilling a Love of Learning

Our commitment to cultivating a lifelong love of learning is foundational. We achieve this by creating an engaging environment that captures children's interests and enthusiasm. Through interactive and hands-on learning experiences, children are encouraged to explore new ideas and ask questions, fostering a positive attitude towards education that lasts a lifetime.

Developing Self-Regulation and Independence

We aim to help children develop self-regulation and independence through opportunities to make choices and complete tasks. Educators support this development by guiding children in activities that promote self-discipline and problem-solving skills. Our goal is to help children become confident, capable, and self-reliant individuals.

Promoting Cultural Awareness and Inclusivity

Cultural awareness and inclusivity are central to our ethos. We strive to create a diverse environment where all children feel respected and valued. Our curriculum incorporates cultural diversity and celebrates various traditions, helping children appreciate different perspectives and fostering an inclusive community.

Supporting Language Development

Language development is fundamental to our educational approach. We provide a language-rich environment where children are exposed to diverse verbal and non-verbal communication experiences. Through storytelling, conversations, and interactive activities, children enhance their vocabulary and comprehension. Our focus on early literacy helps build a strong foundation for future language success.

Strengthening Family Engagement

Family engagement is vital to our philosophy. We recognize that parents and caregivers are crucial to a child's development and strive to build strong partnerships with families. This includes open communication, regular updates on progress, and opportunities for parental involvement. By fostering collaborative relationships, we support children's overall development and create a cohesive learning experience.

Encouraging Community Involvement

We foster a sense of community and belonging by encouraging children to participate in local activities and events. Involving children in community projects helps them develop a sense of responsibility and connection to their environment, promoting civic engagement and understanding their role in the broader community.





MISSION

At Angels Early Learning, our mission is to lay a strong foundation for children to thrive as unique individuals from infancy to preschool. We are committed to fostering holistic development through developmentally appropriate practices that cultivate self-concept, self-awareness, self-expression, respect, independence, and security. Our nurturing environment instills positive skills and values, inspiring a lifelong love of learning and empowering every child to reach their fullest potential.

VISION

Our vision is to be recognized as the most trusted provider of early childhood education, dedicated to delivering exceptional care and enriching experiences for infants, toddlers, and preschoolers in our communities. We aspire to create a supportive, inclusive, and vibrant learning environment where every child can flourish and develop into confident, capable individuals.



VALUES

Enlightenment: We inspire curiosity and a love for discovery in every child, creating engaging learning experiences that set the foundation for lifelong growth.

Cultivation: By nurturing a deep enthusiasm for learning, we encourage children to carry this excitement into their explorations, friendships, and achievements.

Protection: We prioritize safety and well-being, providing a secure, supportive environment where children feel confident to grow, learn, and thrive.



Organizational Size and Structure

1. **Approved Provider:** Angels Early Learning Pty Ltd
2. **Centre:** Angels Early Learning Wallan
3. **Managing Director:** Kuldeep Kumar oversees the overall operations and strategy of the childcare center.
4. **Centre Manager/Nominated Supervisor:** Responsible for daily management and compliance with regulations, managing staff, and liaising with parents.
5. **Person in Day-to-Day Charge:** The Person in Day-to-Day Charge (PDDC) oversees daily operations, ensuring child safety and staff supervision.
6. **Educational Leader:** Guides the educational programs and ensures quality learning experiences for children.
7. **Kitchen Staff:**
 - **Chef:** Prepares meals and ensures nutritional standards.
8. **Early Childhood Teachers:** Each teacher leads a room, providing educational activities tailored to the children's needs.
9. **Educators:** Support the teachers in delivering the curriculum and supervising children.
10. **Room Supervisors:** Each room has designated educators responsible for maintaining safety and fostering a positive learning environment.

Room Allocation:

- **Room 1 (57m²):** Capacity of 16 children
- **Room 2 (42m²):** Capacity of 12 children
- **Room 3 (64m²):** Capacity of 16 children
- **Room 4 (54m²):** Capacity of 16 children
- **Room 5 (73m²):** Capacity of 22 children
- **Room 6 (74m²):** Capacity of 22 children

This structure ensures compliance with regulatory requirements and effective management of Angels Early Learning Wallan, fostering a nurturing environment for children's growth and development.

In Australia, the National Quality Framework (NQF) establishes specific ratios for educators to children in early childhood education settings. These ratios are crucial to ensure that children receive adequate supervision and quality care.

Educator-to-Child Ratios

1. **Children under 24 months:** 1 educator for every 4 children.
2. **Children aged 24 months to 3 years:** 1 educator for every 4 children.
3. **Children aged 3 years and above:** 1 educator for every 11 children.

Educator's roles and responsibilities

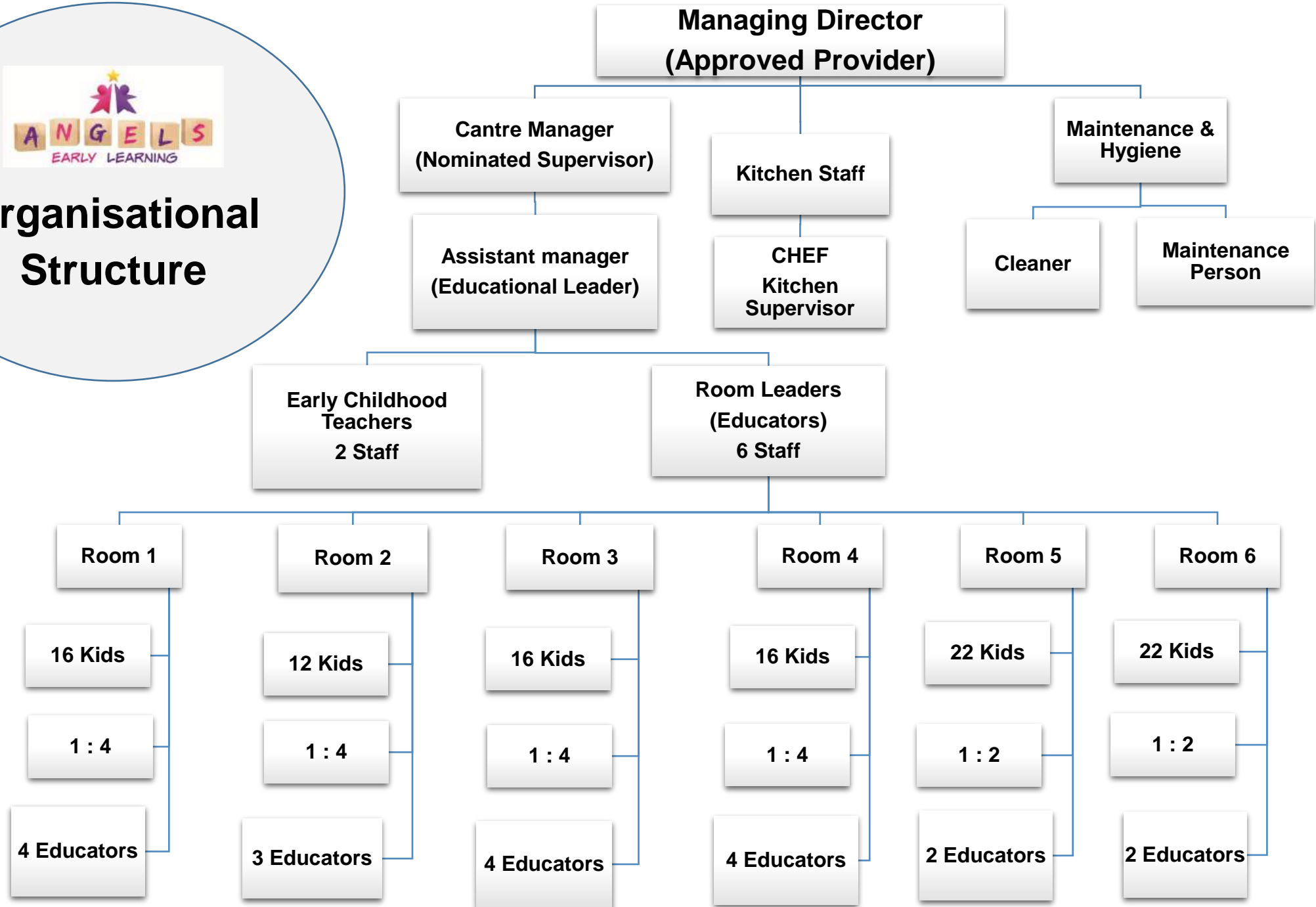
At Angels Early Learning, educators play a vital role in fostering a nurturing and educational environment through various key responsibilities:

- ❖ **Curriculum Development:** Design and implement a play-based curriculum tailored to meet the developmental needs of each child, encouraging exploration and creativity.
- ❖ **Safety and Well-Being:** Prioritize the safety and health of all children by adhering to emergency procedures and hygiene practices, creating a secure environment for learning.
- ❖ **Positive Interactions:** Build meaningful relationships with children, ensuring open communication with families about their child's progress and well-being.
- ❖ **Team Collaboration:** Collaborate effectively with colleagues, engaging in ongoing professional development to enhance teaching practices and support one another.
- ❖ **Record Keeping:** Maintain accurate attendance and child development records, ensuring compliance with policies and regulations to track progress and inform future planning.
- ❖ **Inclusivity:** Embrace and support the diverse needs of all children, integrating their cultural backgrounds into the learning experience to promote acceptance and understanding.
- ❖ **Professionalism:** Exhibit professionalism in all interactions, actively reflecting on teaching practices to identify areas for improvement and growth.

These responsibilities are essential for creating an enriching environment that supports the holistic development of children and engages families in their learning journey.



Organisational Structure



1. Opening and Closing the Centre

At Angels Early Learning, we are dedicated to creating a safe and nurturing environment for all children, staff, and parents. To achieve this, we focus on ensuring that our opening and closing procedures are executed with the utmost efficiency and effectiveness.

Our protocols include the following key elements:

- **Supervision and Engagement:** We prioritize child safety by ensuring that a minimum of two qualified staff members are always present on-site. This allows us to provide continuous supervision and engage meaningfully with the children, fostering their development and well-being.
- **Thorough Facility Checks:** Before leaving the premises each day, our staff conducts comprehensive checks of all areas within the centre. This process includes verifying that all doors and windows are secure and that the environment is safe and ready for the next day.
- **Sign-Out Procedures:** We have implemented a meticulous sign-out process for all children. Staff ensure that every child is accounted for and has been officially signed out of the centre before the end of the day. This procedure not only enhances security but also provides peace of mind for parents, knowing that their children are safely accounted for.

Through these measures, Angels Early Learning upholds our commitment to providing a secure and protective environment, prioritizing the safety and welfare of everyone in our care. We believe that a well-organized approach to our operational procedures is essential for fostering a positive and supportive atmosphere for children, staff, and families alike.

2. Employment

2.1 Orientation

At Angels Early Learning, all new staff members, including students, relief staff, and volunteers, are required to participate in our comprehensive induction process. This orientation is designed to ensure that new team members are effectively integrated into our service and understand their roles and responsibilities.

During the induction process, new staff will work closely with the Nominated Supervisor to navigate our Induction Procedure. Key components of this orientation include:

- **Job Description:** New staff will receive a detailed job description outlining their specific roles and expectations within the team.
- **Access to Policies and Procedures:** All new employees will be granted access to our Service policies and procedures, providing them with essential information about our operational standards and practices.
- **Introductions:** New staff will be introduced to fellow educators, other staff members, children, and parents, helping to foster relationships and create a welcoming environment.
- **Evacuation Procedures:** To ensure safety, new staff will be familiarized with our evacuation procedures, which are crucial for maintaining a secure environment in case of emergencies.

Through this structured orientation process, we aim to equip new team members with the knowledge and support necessary to succeed in their roles and contribute to the high-quality care we provide at Angels Early Learning.

2.2 Probationary Period

At Angels Early Learning, all permanent employees, with the exception of those completing a traineeship, will undergo a probationary period of six months. This period allows both the employee and the organization to assess compatibility and performance in the role.

For trainees, the probationary period is set at eight weeks. Please note that this policy does not apply to students or volunteers, who are engaged in different capacities within our service.

During the probationary period, regular feedback and performance evaluations will be conducted to support professional development and ensure that all employees are well-prepared to meet the standards of our service.

2.3 Illness

At Angels Early Learning, our exclusion policy regarding infectious illnesses applies equally to staff members. If you are experiencing an infectious illness or symptoms such as vomiting, diarrhoea, or conjunctivitis, you are required to refrain from attending the Centre for the exclusion periods specified in the *Staying Healthy* publication and outlined in our Infectious Disease Policy.

Additionally, if you exhibit any symptoms or signs of illness that could be potentially infectious, it is imperative that you do not come to work. This precaution is essential to prevent the risk of cross-infection among staff and children.

We encourage all staff to familiarize themselves with our Infectious Disease Policy and the associated procedures. If you are unable to attend work due to illness, please inform us as soon as possible. Further details regarding illness-related absences can be found in our Personal Leave Policy. Your cooperation in maintaining a healthy environment is greatly appreciated.

2.4 Immunisation

Angels Early Learning prioritizes the health and safety of both our team and the children in our care. Staff and students should be aware that their role may involve exposure to various infectious diseases. To minimize health risks, we highly recommend that all staff are immunized against preventable diseases as per the guidelines of the National Health and Medical Research Council (NHMRC). Recommended immunizations for educators include:

- **Hepatitis A**
- **Measles-Mumps-Rubella (MMR)**
- **Varicella** (for those not previously infected with chickenpox)
- **Adult Booster Dose** (especially critical for those working closely with young children who are not yet fully vaccinated)
- **Hepatitis B** (particularly for those caring for unimmunized children with intellectual disabilities)

Female staff are strongly advised to consult their healthcare provider to confirm that all vaccinations are up to date prior to pregnancy. This precaution is crucial, as certain infectious diseases—such as chickenpox, cytomegalovirus, and rubella (German measles)—pose significant risks to an unborn child if contracted during pregnancy.

For additional information, please refer to the national immunization schedules available on the Department of Health website at <https://www.health.gov.au/> or contact their hotline at 1800 671 811.

2.5 Personal (Sick) Leave / Carer's Leave / Compassionate Leave

Permanent employees at Angels Early Learning are entitled to personal (sick), carer's, and compassionate leave in accordance with the National Employment Standards (NES). The following protocols apply:

- **Notice of Leave:** Staff must inform the Nominated Supervisor (or the Person in Day-to-Day Charge, if applicable) by calling directly between 6:30 AM and 7:00 AM on the day the leave will be taken. Verbal notice must be given directly to the Nominated Supervisor, not through a third party or text message, except in exceptional circumstances. Staff may also use the designated app to notify the center of leave.
- **Medical Certificates:** All sick leave applications, whether for paid or unpaid leave, require a medical certificate. The certificate must specify the nature of the illness or injury; certificates that only indicate a "medical condition" or "personal illness" will not be accepted.
- **Unpaid Leave for Casual Staff:** The NES provides casual staff entitlements to unpaid compassionate and carer's leave.

For more information, please refer to the Personal Leave Policy.

2.6 Annual Leave Policy

Permanent employees at Angels Early Learning are entitled to paid annual leave as per the National Employment Standards. Here are the key points regarding annual leave:

Entitlement: Employees are eligible for paid annual leave in accordance with their employment contract and relevant awards.

Planning Leave: All requests for annual leave must be planned in consultation with the Nominated Supervisor to ensure adequate staffing and continuity of care.

Notice Period: Employees are required to provide **at least 4 weeks' notice** before taking annual leave. This allows for proper scheduling and adjustment of responsibilities.

Leave Loading: Leave loading will be paid as stipulated in the relevant award, enhancing the benefit of taking annual leave.

For further details, please refer to the Annual Leave Policy document.

2.7 Maternity/Paternity/Adoption Leave Policy

At Angels Early Learning, both permanent and casual employees are entitled to unpaid parental leave under the following guidelines:

Eligibility: Employees are eligible for up to 24 months of unpaid parental leave if they have at least 12 months of continuous service. The duration of leave may be affected by the amount of leave taken by the other parent.

Application Process: To request parental leave, employees must submit a written application to the Nominated Supervisor at least 10 weeks prior to the intended start date of the leave. The application should include:

- ❖ Expected date of birth (for maternity leave)
- ❖ Commencement date of the leave
- ❖ Intended date of return

Return Confirmation: Employees on parental leave must contact the Nominated Supervisor 4 weeks before their intended return date to confirm their plans.

For comprehensive details, please refer to the Parental Leave Policy document.

2.8 Wages Policy

At Angels Early Learning, we are committed to ensuring that all employees are compensated fairly and in accordance with industry standards. Here's a detailed explanation of our wages policy:

Payment Schedule:

Employees receive their wages on a fortnight basis, specifically on following Thursday. This regular payment schedule helps employees manage their finances more effectively.

Payment Method:

Wages are paid via direct deposit into each employee's nominated bank account. This method is secure and convenient, ensuring that employees receive their pay without delays or complications.

Award Compliance:

All wages and working conditions are aligned with the relevant award. This means that our compensation practices meet the minimum legal standards set by industry regulations, ensuring fairness and transparency in pay.

Award Access:

We provide access to a copy of the relevant award for any employee who wishes to review it. This ensures that all employees can understand their rights and entitlements under the award.

If you have any further questions about wages or need clarification on any aspect of this policy, please feel free to reach out to your supervisor or the HR department. Your understanding of these policies is important to us.

2.9 Punctuality Policy

Punctuality is essential at Angels Early Learning, as it contributes to a smooth and effective operation of our center. Here's a detailed explanation of our expectations regarding punctuality:

Importance of Being on Time:

Arriving on time is crucial for maintaining a consistent routine for the children and ensuring that the day starts smoothly. Staff members are expected to be ready and present before their scheduled shift begins.

Preparation Time:

Employees should arrive at the center early enough to organize themselves. This allows time to prepare for the day's activities, gather necessary materials, and settle in before engaging with the children.

Notification of Absence or Delay:

If you are unable to arrive on time or will be absent, it is your responsibility to inform the Nominated Supervisor as soon as possible. This should be done before your assigned starting time to ensure proper staffing and planning for the day.

Consequences of Not Communicating:

Failure to notify the Nominated Supervisor of an absence or tardiness will result in the incident being recorded as "unexcused." Accumulating unexcused absences can negatively impact your employment status, including potential disciplinary actions or termination.

Impact on the Team:

Punctuality is not only about individual responsibility but also about being part of a team. Late arrivals can disrupt the flow of the day and place additional strain on colleagues who are present and prepared to work.

By adhering to these punctuality expectations, we create a supportive and effective environment for both staff and the children in our care. If you have any questions or need to discuss your schedule, please reach out to your supervisor.

2.10 Attendance & Absenteeism Policy

Regular attendance is vital for maintaining strong teamwork and ensuring the effective operation of our services at Angels Early Learning. Here's a detailed overview of our policy on attendance and absenteeism:

Importance of Attendance:

Consistent attendance is crucial for building a cohesive team and delivering high-quality care to the children. It fosters collaboration and ensures that all staff members can rely on each other for support.

Good Attendance as a Performance Indicator:

Regular attendance is not just a requirement; it is also a key indicator of employee performance. Good attendance reflects commitment and professionalism, contributing to overall job success.

Notification of Absence:

If you anticipate being absent for any reason—be it personal, health-related, or otherwise—you are expected to inform your Nominated Supervisor as far in advance as possible. Early notification allows for proper planning and adjustments to staffing.

Advance Notice:

The more notice you provide, the better. This helps the team manage workloads and ensures that children receive uninterrupted care and attention.

Impact on Team Dynamics:

Frequent or uncommunicated absences can disrupt team dynamics and the flow of daily activities. It is essential for every team member to contribute consistently to create a stable environment for both colleagues and children.

By adhering to these attendance expectations, you play a key role in maintaining a positive and effective workplace. If you have any concerns about your attendance or need to discuss potential absences, please reach out to your supervisor for guidance.

2.11 Resignation Policy

At Angels Early Learning, we understand that there may come a time when an employee needs to resign. Here are the key points regarding the resignation process:

Written Resignation:

Employees are required to submit their resignation in writing. This resignation should be addressed to “The Nominated Supervisor” to ensure proper processing.

Notice Period:

Employees must provide notice equivalent to the amount of notice the center would need to give if terminating the employee’s service. This means adhering to the notice period outlined in your employment contract and the National Employment Standards.

Length of Service:

The required notice period varies based on the employee's length of service. The specific duration can be found in both the National Employment Standards and your employment contract.

Importance of Notice:

Providing the appropriate notice is essential for allowing the center to plan for staffing needs and to ensure a smooth transition for both colleagues and children.

If you have any questions regarding the resignation process or need assistance with your resignation letter, please feel free to reach out to your supervisor or the HR department. Your cooperation in following this policy is greatly appreciated.

2.12 Termination Policy

At Angels Early Learning, we prioritize a fair and respectful workplace. Here’s an overview of our policy regarding employee termination:

Serious Consideration:

The dismissal of an employee is a serious matter and is not taken lightly. We understand the implications of termination and approach it with care and consideration.

Compliance with Law and Awards:

Should termination become necessary, we will adhere to all processes outlined by Industrial Law and the relevant award. This ensures that all actions are legally compliant and appropriate.

Procedural Fairness:

We are committed to ensuring procedural fairness in the dismissal process. This means that employees will have the opportunity to be heard and to understand the reasons for any potential dismissal.

Grounds for Dismissal:

Employees may be dismissed for breaching any of our established policies. Breaches of this nature can compromise the integrity of our workplace and the safety of children and staff.

Instant Dismissal for Serious Breaches:

- ❖ Certain serious breaches, such as those that jeopardize the safety and welfare of children or staff, may result in immediate dismissal. Examples of serious breaches include:
- ❖ Use of foul language
- ❖ Violence or abusive behavior towards children or adults
- ❖ Any actions that contravene the National Quality Standard (NQS) or National Education and Care Law and Regulations

If you have any questions or concerns regarding this policy, please reach out to your supervisor or the HR department for clarification. We are committed to maintaining a safe and respectful environment for everyone.

2.13 Equal Opportunity Policy

At Angels Early Learning, we are committed to being an equal opportunity employer. Here are the key aspects of our equal opportunity policy:

Commitment to Equality:

We believe in providing a workplace that values diversity and inclusivity. Our recruitment, promotion, and evaluation processes are designed to ensure fairness and equality for all employees.

Legal Compliance:

Our policies align with Federal and State Laws that prohibit discrimination. We are dedicated to adhering to these regulations to create a respectful and inclusive environment.

Non-Discrimination:

- Recruitment, promotion, and evaluation of employees occur without regard to:
- Race
- Age
- Religious beliefs
- Marital status
- Membership in an ethnic or racial minority group
- Sexual preference

Creating an Inclusive Environment:

We strive to foster an inclusive workplace where all employees feel valued and respected. We actively promote diversity in our hiring practices and seek to create a culture that embraces differences.

If you have any questions or concerns about our equal opportunity policy or feel that you have been treated unfairly, please reach out to your supervisor or the HR department. Your voice is important to us, and we are here to support you.

3. Visitor, Students, and Volunteers Policy

At Angels Early Learning, we recognize the valuable contributions of visitors, students, and volunteers in enhancing our community involvement. Here are the key points regarding their engagement with our center:

Adherence to Policies:

All visitors, students, and volunteers must follow our established policies and procedures while on the premises. This ensures a safe and positive environment for everyone.

Role Modeling by Staff:

Staff members are expected to model appropriate behavior and practices at all times. This includes demonstrating professionalism, respect, and a commitment to the center's values.

Providing Guidance:

Staff should offer guidance and support to visitors, students, and volunteers as needed. This helps them understand our policies and the expectations of their roles within the center.

Creating a Positive Environment:

By fostering a welcoming atmosphere for visitors and volunteers, we enhance the learning experience for children and strengthen our community connections.

If you have any questions about the involvement of visitors, students, and volunteers or how to best support them, please reach out to your supervisor for assistance. Your engagement in creating a collaborative environment is greatly appreciated!

4. Professionalism Policy

At Angels Early Learning, we are committed to maintaining a high level of professionalism in all aspects of our service. Here's an overview of our expectations regarding professionalism:

Conduct:

All staff and educators are expected to conduct themselves in a professional manner at all times, whether interacting with children, parents, colleagues, or community members. This includes demonstrating respect, integrity, and responsibility in all interactions.

Professional Image:

Presenting a professional image to parents and the wider community is crucial. Key elements include:

- **Confidentiality and Privacy:** Respecting the confidentiality of all children and families and safeguarding sensitive information.
- **Appropriate Dress:** Dressing in a manner that reflects professionalism and is suitable for the educational environment.
- **Correct Language:** Using respectful and appropriate language in all communications.

Self-Reflection and Evaluation:

Regularly evaluate and reflect on your own performance and educational strategies. This self-assessment is important for personal and professional growth.

Continuous Professional Development:

Attend professional development activities, such as workshops and seminars, to expand your knowledge and enhance your skills. This commitment to lifelong learning contributes to the overall quality of our service.

Creating a Professional Environment:

Work to create an aesthetically pleasing and professional environment for our children. This includes organizing spaces, materials, and resources to support learning and development.

Code of Conduct:

All staff must comply with our Code of Conduct, which outlines specific expectations and standards of behavior within our center.

For any questions or further information about professionalism or the Code of Conduct, please reach out to your supervisor. Your dedication to upholding these standards is vital to our success as a leading early learning service!

4.1 Confidentiality Policy

At Angels Early Learning, maintaining the privacy and confidentiality of our children, families, and staff is paramount. Here are the key points regarding our confidentiality policy:

Understanding the Policy:

We encourage all staff to thoroughly read our Privacy and Confidentiality Policy. Copies are available in this folder and were also included in your employment package.

Confidentiality Agreement:

If you have not already done so, you will be required to sign a confidentiality agreement. This agreement reinforces your commitment to protecting sensitive information.

Importance of Confidentiality:

Upholding confidentiality is essential to build trust with families and ensure a safe and supportive environment for everyone. This includes safeguarding personal information and respecting the privacy of all individuals associated with our center.

Compliance:

All staff members are expected to comply with the confidentiality policy and agreement at all times. Breaches of confidentiality can have serious consequences and undermine the integrity of our service.

If you have any questions about the confidentiality policy or need further clarification, please do not hesitate to reach out to your supervisor or the HR department. Your understanding and commitment to confidentiality are crucial to our mission!

4.2 Smoking Policy

At Angels Early Learning, we prioritize the health and well-being of our children, staff, and visitors. Here are the key points regarding our smoking policy:

No Smoking Policy:

Smoking is strictly prohibited on the Centre's premises, including all indoor areas, outdoor grounds, and the car park at any time.

Rationale:

This policy is in place to create a safe and healthy environment for everyone, particularly the children in our care, who are more vulnerable to the effects of secondhand smoke.

Compliance:

All staff, visitors, and volunteers are expected to adhere to this policy without exception. Violations of the smoking policy may result in disciplinary action.

If you have any questions or need clarification about the smoking policy, please reach out to your supervisor. Thank you for your cooperation in maintaining a healthy environment at Angels Early Learning!

4.3 Personal Hygiene Policy

At Angels Early Learning, we prioritize health and safety to ensure a safe environment for both children and staff. Here are the key aspects of our personal hygiene policy:

Health and Safety Commitment:

We are dedicated to taking every reasonable precaution to prevent exposure to infectious diseases for both children and employees.

Role Modeling:

Staff and educators are expected to serve as role models for children and parents. Demonstrating good hygiene practices consistently is crucial in promoting a culture of health.

Adherence to Hygiene Procedures:

It is essential for all staff to familiarize themselves with our hygiene procedures and to follow them at all times. This includes:

- Regular handwashing
- Safe nappy changing techniques
- Proper cleaning and sanitation protocols

Consistency:

Consistent application of hygiene procedures is vital to maintaining a safe and healthy environment for everyone in the center.

If you have any questions about our personal hygiene policy or need clarification on specific procedures, please reach out to your supervisor. Your commitment to these practices is essential for the well-being of all at Angels Early Learning.

4.4 Dress Code Policy

At Angels Early Learning, we emphasize the importance of a professional appearance for all staff. Please ensure you comply with our Dress Code Policy, which includes:

Appropriate Attire: Wear clothing that is suitable for an educational environment and allows for active participation in children's activities.

Comfort and Safety: Choose comfortable and safe footwear, as you will be on your feet throughout the day.

Clean and Neat Appearance: Maintain a clean, tidy, and professional look to reflect the values of our center.

Your adherence to the dress code contributes to a positive and professional atmosphere for children, parents, and colleagues. If you have any questions about the dress code, please speak with your supervisor.

4.5 Staff Appraisals Policy

At Angels Early Learning, we conduct staff appraisals to support professional growth and ensure quality performance. Here are the key details:

Annual Appraisals:

Staff appraisals are carried out by the Nominated Supervisor at least once a year. These appraisals provide valuable feedback and opportunities for skill development.

Assessment Criteria:

Staff will be assessed based on the outcomes necessary to meet each National Quality Standard (NQS) Quality Area, as well as our Core Values relevant to their specific roles.

Access to Appraisal Templates:

Employees are welcome to review our appraisal templates at any time for transparency and preparation.

Ongoing Performance Monitoring:

In addition to annual appraisals, staff performance is regularly assessed to ensure that job requirements are being met consistently.

Feedback for Students:

Students involved in our programs will also receive constructive feedback on their performance, helping them to develop their skills.

If you have any questions about the appraisal process or would like to discuss your performance, please reach out to your supervisor. Your growth and development are important to us!

4.6 Training & In-Services Policy

At Angels Early Learning, we recognize that ongoing training and professional development are essential for enhancing staff skills and knowledge. Here are the key points regarding our training and in-services policy:

Importance of Professional Development:

In-services and professional development workshops are crucial for the continuous growth of our staff. They help improve teaching practices and stay updated with industry standards.

Responsibility of the Nominated Supervisor:

The Nominated Supervisor will keep all staff informed about upcoming in-services, workshops, and professional development opportunities.

Staff Attendance:

It is the responsibility of each staff member to attend in-services and workshops throughout the year.

Minimum Attendance Requirement:

Staff members are expected to participate in at least two professional workshops or seminars each year to support their professional growth.

If you have any questions about upcoming training opportunities or need assistance in selecting workshops, please reach out to your supervisor. Your commitment to professional development is vital to our mission!

5. Workplace Health and Safety Policy

At Angels Early Learning, we are committed to maintaining the health and safety of our staff and children. All staff members, families, and visitors are required to review our Workplace Health and Safety Policy, which is prominently displayed near each exit for easy access. Here's an overview of our key Workplace Health and Safety (WHS) practices:

WHS Policy and Procedures:

Familiarize yourself with our Workplace Health and Safety Policy and the various procedures in place to ensure a safe working environment.

First Aid:

All staff must hold a current First Aid Certificate. Be aware of the location of our First Aid Kit(s) for quick access in emergencies.

Emergency Evacuation:

Emergency evacuation procedures must always be displayed in close proximity to the green running man symbol to ensure they are easily identifiable and accessible. We encourage everyone to review these procedures and other emergency protocols regularly. To ensure preparedness, we conduct emergency drills at least once every three months.

Cleaning Responsibilities:

Staff and students are required to tidy up after themselves and the children. Involve the children in cleaning routines as part of their learning experience. All surfaces, toys, and equipment must be cleaned according to our established procedures. Staff must also disinfect any areas contaminated by bodily fluids immediately.

Storage of Hazardous Chemicals:

All chemicals must be stored in locked cupboards or areas out of children's reach, with clear signage indicating hazardous substances. Chemicals should be labeled and stored in their original containers. A register of hazardous chemicals is maintained, including their locations, uses, risks, and first aid instructions.

Medication Procedure:

Follow our medication procedure for administering treatment to children. Refer to the Administration of Authorized Medication Policy and Procedure. Note that students are not permitted to administer medication.

Sun Safety:

Adhere to our Sun Safe Policy, which includes modeling sun-safe practices for children. This policy is part of our overall approach to workplace safety.

Food Handling:

Familiarize yourself with our food handling procedures outlined in the Health Hygiene and Safe Food Policy, including food preparation, storage, and transport.

If you have any questions or need further clarification about our WHS policies or procedures, please reach out to your supervisor. Your commitment to maintaining a safe environment is crucial to our success!

6. Communication Policy

At Angels Early Learning, effective communication is key to fostering a supportive and collaborative environment. Here are the essential points of our communication policy:

1. Parents and Families

Respectful Interaction: Treat all parents and families courteously, making them feel welcome and comfortable in our service.

Partnership: Work in partnership with parents, who are invaluable sources of information about their children's needs, interests, and backgrounds.

Daily Updates: Engage in daily conversations with parents about their child's achievements and experiences. Inform them verbally and in writing about upcoming events.

2. Staff Communication

Professionalism: Maintain professionalism in all interactions with colleagues. Respect each other, embrace differences, and focus on strengths.

Conflict Resolution: Address any grievances directly with the staff member involved. Refer to our Educator and Management Policy and Code of Conduct for guidance.

3. Children

Positive Interactions: Ensure that interactions with children are warm, friendly, and positive. Listen actively and engage at their level.

Guidance and Respect: Use calm and respectful language, guiding behavior positively. Avoid belittling or yelling at children.

Engagement: Stay attentive to children, encouraging their development and communication skills. Use open-ended questions and diverse communication methods like songs and stories.

4. Staff Meetings

Frequency: Staff meetings are held every 4 to 5 weeks, typically on the first Monday of each month.

Participation: All staff (excluding students) are expected to attend to ensure smooth operations and prevent communication breakdowns. Meetings provide a platform for input and discussion on important decisions.

For any questions regarding communication policies or practices, please reach out to your supervisor. Your active participation in fostering a positive communication environment is vital to our center's success!

7. Complaints Policy

At Angels Early Learning, we are committed to resolving work-related problems, concerns, or complaints quickly and fairly. Here's an overview of our complaints policy:

1. Direct Communication

Initial Discussion: Staff members or students with a grievance should first address the issue directly with the individual involved. Together, they should aim to resolve the problem and find solutions to prevent future occurrences.

2. Escalation Process

Involvement of Nominated Supervisor: If the grievance cannot be resolved directly, it should be escalated to the Nominated Supervisor as soon as possible. The Supervisor will investigate, address, and document the complaint in a timely manner. A written complaint may be requested.

3. External Involvement

No Outside Agencies: Employees should not involve outside agencies until the grievance has been investigated by the Nominated Supervisor. However, staff may contact their trade union at any time for support.

4. Confidential and Ethical Investigation

The Nominated Supervisor will handle all complaints confidentially, non-judgmentally, and ethically, ensuring no discrimination against the complainant.

Complaint Procedure Steps

- **Receipt Confirmation:** A letter will be sent to acknowledge receipt of the complaint.
- **Investigation:** The Supervisor will investigate the complaint thoroughly.
- **Communication:** The results of the investigation will be communicated to the complainant.
- **Documentation:** The outcome and process will be documented.
- **External Review:** An option for an external review will be offered to the complainant if necessary.
- **Feedback:** A questionnaire will be sent to the complainant to gather feedback on the complaint process.
- **Tracking Issues:** Similar complaints will be tracked to identify and address service-wide issues.

If you have any questions about the complaints policy or need assistance, please reach out to your supervisor. Your feedback is vital to improving our workplace!

8. Duty of Care Policy

At Angels Early Learning, ensuring the safety and well-being of all children is our top priority. All staff and students are responsible for creating and maintaining a safe, hygienic environment for children, taking every reasonable precaution to protect them from harm and injury. It is essential to maintain the required staff-to-child ratios at all times to ensure adequate supervision. Staff should be attentive and engaged, ready to respond to any potential hazards or incidents. By adhering to these principles, we can provide a nurturing environment where children can thrive safely. If you have any questions about the Duty of Care policy, please reach out to your supervisor.

9. Collection and Delivery of Children Policy

Children being delivered to the center must be signed in on the attendance sheet each day and received by a staff member to facilitate information exchange between the parent and educator. When collecting children, they must be signed out by their parent or an authorized person. Children will not be released into the care of anyone not authorized to collect them, and our policy prohibits anyone under the age of 16 from doing so.

Children must not be released to unknown adults. If you have not met the individual before, they must provide photo identification. If you cannot verify their identity, do not release the child into their care.

If a parent appears intoxicated or under the influence of drugs when collecting their child, suggest that they contact another authorized person to pick up the child. If the parent insists on taking the child, discuss the situation with the Nominated Supervisor, who will inform the police, providing the individual's name and vehicle registration number.

For further information, including procedures for uncollected children at closing time, please refer to our Delivery and Collection of Children Procedure. It is essential to read and follow this procedure at all times.

10. Custody and Access Policy

Staff must be aware of any custody orders that apply to children at the Service. We are not legally permitted to allow children to leave the Service without the permission of the custodial parent or guardian. If confrontations arise regarding custody, keep the child at the Service and promptly contact the custodial parent. If necessary, involve the police or relevant government departments.

Even in the absence of a formal custody order, staff should encourage parents to keep the Service informed about their child's family circumstances, particularly in cases of family breakdown. Building warm, positive relationships with parents fosters an environment where they feel safe sharing information. However, staff must also respect a parent's right not to disclose information.

All information regarding families must be treated with strict confidentiality.

11. Suspected Child Abuse Policy

At Angels Early Learning, we take child protection matters very seriously. It is essential for all staff to understand their obligations under child protection law. Educators have mandatory reporting responsibilities regarding suspected child abuse.

If you suspect that a child in your care may be experiencing any form of abuse—whether neglect, physical abuse, sexual abuse, emotional abuse, or domestic violence—please refer to our Child Protection Policy and procedures. It is crucial to adhere to these guidelines to ensure the safety and well-being of the children in our care.

12. Supervision Policy

It is the responsibility of all staff to ensure that children are adequately supervised at all times, both indoors and outdoors. This allows for immediate responses to any situations that may arise, including distress or hazards.

Effective supervision involves being actively engaged with the children. You should not simply stand back and watch; instead, you must diligently monitor every child and be aware of their whereabouts at all times.

Students are never to be left alone with children or unsupervised.

13. Sick Children Policy

Staff and students must be vigilant in recognizing signs and symptoms that may indicate a child is ill and should notify the Nominated Supervisor immediately upon discovery. Children may arrive with symptoms or suddenly develop an illness that could be potentially infectious or life-threatening.

Symptoms may not always align with exclusion disease criteria, making it challenging to determine whether to accept or exclude a child from the service. Even illnesses that do not fit exclusion criteria can still transmit disease or render a child too unwell to participate in regular activities. Use your judgment in these situations and consult the Nominated Supervisor if you are unsure of the appropriate actions to take.

Illness can spread rapidly among children, and certain symptoms may indicate the presence of infectious diseases. To safeguard the well-being of all children and staff, it is essential to exclude any child displaying symptoms of infectious diseases.

Our service follows the exclusion periods for various infectious diseases as recommended by the National Health and Medical Research Council, which are outlined in our Infectious Diseases Policy. Please familiarize yourself with and adhere to this policy at all times.

14. Administration of Paracetamol Policy

Paracetamol may be administered to a child with verbal authorization from a parent or authorized nominee provided over the phone. Written authorization is preferred but not always required. If a child has an excessively high temperature or if there are concerns about their health, consult the child's medical practitioner or, if necessary, contact emergency services for guidance.

For detailed procedures regarding the administration of paracetamol, please refer to the Administration of Authorized Medication Policy and the Panadol and Other Pain Relief Procedure. It is important to note that paracetamol will never be administered by a student.

15. Curriculum Policy

At Angels Early Learning, we are dedicated to the principles and practices of the Early Years Learning Framework (EYLF). Our curriculum is tailored to the interests, skills, abilities, and knowledge of each child, while also honoring their cultural heritage and family and community connections.

We strive to build strong partnerships with families and engage children through both spontaneous and intentional teaching methods that foster collaborative learning. Our curriculum is inclusive, celebrating the value and strengths that diversity brings to our community.

Educators continually reflect on the curriculum, including planning and outcomes, as well as how their own values and beliefs influence the children. We document each child's achievements and progress in alignment with the EYLF Learning Outcomes, ensuring that every child's development is recognized and supported.

16. Daily Routines Policy

A copy of the daily routines is available in this folder and displayed in the rooms. We believe that having a structured routine is essential, but flexibility is equally important to address the individual needs of each child.

Our routines are designed to maximize learning opportunities, as learning can occur during routines just as effectively as in other activities. By maintaining a balance between structure and adaptability, we ensure that every child can thrive in our learning environment.

17. Code of Conduct Policy

All staff, students, and volunteers are expected to comply with the Code of Conduct for Employees, Students, and Volunteers at all times. We also adhere to the Code of Conduct Ethics published by Early Childhood Australia.

Copies of these codes are available in this folder. It is essential to read and follow them consistently to maintain a professional and respectful environment for everyone involved in our service.

18. Guiding Children's Behavior Policy

Our service is dedicated to fostering an environment where children can develop positive relationships and engage in cooperative behavior. We believe that teaching children to express their feelings and respond to the behavior of their peers in a confident and constructive manner is essential for their social development.

We encourage children to:

Communicate Effectively: Children should feel empowered to share their feelings openly, whether they are happy, upset, or confused. This helps them articulate their needs and emotions.

Challenge Disrespectful Behavior: When children witness actions that are unfair or disrespectful, we support them in addressing those behaviors appropriately. This may involve discussing why the behavior is problematic and how it affects others.

Build Empathy: By encouraging children to consider the feelings of others, we help them develop empathy and a sense of responsibility for their actions.

Practice Conflict Resolution: We guide children in resolving conflicts with their peers through dialogue and understanding, rather than aggression or withdrawal.

By instilling these values, we aim to create a community where respect and kindness are paramount. For more detailed guidance on our strategies and approaches, please refer to the Relationships with Children Policy.

19. Sleep and Rest Time Policy

Providing a designated rest or quiet time is essential for allowing children to unwind and, if needed, take a nap. We recognize that the need for sleep and rest varies based on a child's age and individual requirements.

For younger children, quiet time may involve napping, while older children should not be forced to sleep if they prefer to relax. In these cases, it's important to offer meaningful quiet activities that engage them without disrupting the restful environment.

Activities may include:

- Reading: Providing books or quiet storytelling sessions.
- Puzzles and Games: Engaging in low-energy games that encourage focus and calmness.
- Arts and Crafts: Quiet creative activities that allow for self-expression.

By respecting each child's unique needs for rest, we foster a supportive environment that promotes well-being and development.

20. Phone Usage Policy

The service phone is intended for business use only. Personal phone calls should only be made in emergencies, and staff must inform the Nominated Supervisor before using the phone for this purpose.

Mobile phones should not be used during work hours, especially when interacting with or supervising children. This policy helps maintain a focused and safe environment. For further details, please refer to our Technology Usage Policy.

Additionally, staff must not share the phone numbers of colleagues or families without their explicit permission. This practice ensures both courtesy and confidentiality within our community.

21. Collection of Money Policy

To ensure a smooth and efficient payment process, we encourage parents to use direct debit for all fee payments. Staff and students are not permitted to accept cash or checks directly from parents, nor can they issue change or receipts. Parents should deposit all payments into the designated fees box. This policy helps maintain accountability and transparency in our financial operations.

22. Enrolments and Waiting List Policy

All new enrolments are managed through the OWNA app by the Nominated Supervisor or Administration Manager. Staff members can provide prospective families with application forms for the waiting list, along with our Service information brochure.

Parents can enroll their children, add them to the waitlist, or submit inquiries directly through the OWNA app. If a potential enrollee contacts the service, staff should collect the necessary details and submit them via OWNA or pass them on to the Nominated Supervisor or Administration Manager. This streamlined process ensures efficient and consistent enrolment management.

EMERGENCY CONTACT

PHONE

Ambulance, Fire, Police

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State Emergency Service (SES)

132 500

Vic Emergency Hotline

1800 226 226

Lifeline (24 hours)

131 114

Maternal and Child Health Advice Line

132 229

Poisons Information Centre

131 126

Crime Stoppers & Hoon Hotline

1800 333 000

Mitchell Shire Council After Hours

03 5734 6200

