

FRANKLIN EARLY LEARNING FAMILY HANDBOOK

INSPIRE|RESPECT|PLAY|LEARN



 **ANGLICARE**
NSW SOUTH | NSW WEST | ACT



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Welcome to Franklin Early Learning!

Our family handbook is a great place for you to start getting to know us, our values and philosophy. Please take some time to familiarise yourself with the following information, policies and requirements before commencing with us.

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If you have any questions at all, please feel free to contact us at any time.

OUR PHILOSOPHY



We view children as capable and resourceful learners.

As such, we believe in providing environments to inspire children to investigate, discover, enquire and reflect.

Our curriculum is scaffolded from the ideas and interests of the children.

Through intentional teaching practices and stimulating environments, children are encouraged to be active participants, developing their curiosity and desire to learn.

We embrace the natural environment with a promise to care for Ngunnawal Country. We incorporate as many natural elements into our classroom spaces as possible, to connect with the land.

We acknowledge Aboriginal and Torres Strait Island perspectives within our curriculum through embedded practices driven by our Reconciliation Action Plan.

We are committed to building strong relationships and with the Sanctuary commitments embedded in daily practice, we will ensure relational safety is the foundation of all partnerships.

We understand that not everything goes to plan, and that's ok! We will build resilience and create environments where children feel safe to make mistakes and learn through play.

To develop a strong sense of belonging for each child, we strive to create relaxed, unhurried environments so children can grow and develop at their own pace.

Overall, we aim to inspire, respect, play and learn.

MEET OUR LEADERSHIP TEAM



Caz

Centre Director

✉ caroline.suisuiki@anglicare.com.au

☎ (02) 6142 1119



Rozana

Assistant Director

✉ rozana.camale@anglicare.com.au

☎ (02) 6142 1137



Riccardo

Educational Leader

✉ riccardo.martiniello@anglicare.com.au

☎ (02) 6142 1135

MANAGING ADMINISTRATION



Kath

For general enquiries, CCS, invoice or payments please contact Kath.

✉ frankline@anglicare.com.au

☎ (02) 6142 1117



Gina

For waitlist, booking or enrolment enquiries, please contact Gina.

✉ franklin.bookingse@anglicare.com.au

☎ (02) 6142 1117

GENERAL OPERATIONS

Access

- Our service is open from **7:30am to 6pm** Monday to Friday (excluding public holidays)
- Before School Program operates from 7:30am-9am in the school hall
- After School Program operates from 3pm-6pm in the school hall
- We have a secure front door, each family is given a unique access code upon enrolment
- Anglicare is open 50 weeks of the year, excluding public holidays (We have a yearly shutdown period over Christmas and New Year's).

Please note, no fees are charged during the 2 week closure period.

If you are on a payment plan, this will continue during this time.

- Staff meetings are held 4 times a year between 4-6pm. We ask all families to please collect your child/ren by 4pm on these days.
- Staff meeting dates are set in January, allowing families to make arrangements for these days.

For 2025 our staff meeting dates are as follows:

Tuesday 25th March	Wednesday 25th June
Wednesday 17th September	Thursday 4th December

Contact us

You may contact your child's classroom directly by phone during the day. Direct lines are as follows

- ☎ Quokkas 61421129
- ☎ Turtles 61421126
- ☎ Sea Dragons 61421124

- ☎ Bilbies 61421127
- ☎ Kookaburras 61421125
- ☎ Possums 61421123

GENERAL OPERATIONS

Enrolment & Fee information

- Please contact our admin team for information regarding the daily fee
- Our service has a **2 week** notification period for any changes or cancellation of care. (Bookings within this period are chargeable)
- All LDC enrollments must include a Monday or a Friday and a 2 day minimum applies to all bookings. Unless agreed upon in writing with the Director.
- Fees are charged a week in advance and the process of CCS will be actioned in your first week of care, if eligible CCS will be backdated onto your account.
- CCS cannot be actioned until the first date of care, please check your MyGov account in the first few days to confirm the enrolment and let us know when you have been successful with this.
- A one off Enrolment fee of \$162 for first child and \$81 for any additional children applies for all new enrolments.
- When setting up direct debit, please contact your bank to approve pay choice



ORIENTATION

Included in your enrolment is 2 orientation sessions for one hour each.

This will be organized at a time that we can mutually agree on and will be done during the initial enrolment period.

We strongly encourage families to utilize this time to come in, spend some time with your child in our classroom and start building a strong foundation for relationships.

Some tips for making the most of your orientation

- Join in with activities and experiences on offer
- Share in some morning or afternoon tea with the group
- Chat to the educators in the classroom
- Please don't sneak off.**

It's important to let your child know when you are leaving them in the classroom. They may get upset however, remind them you will be back soon and the Educator team will be ready to comfort and support them.

WHAT TO BRING

- A sun safe hat
- A drink bottle for water
- Appropriate shoes for running, climbing and playing (no thongs or slippers please)
- A bag with some spare clothes
- Appropriate clothing to suit the weather
- Gumboots, rain coat and/or umbrella for wet weather
- A soft toy or comfort blanket for rest/sleep
- Milk bottle, dummy, formula if required



PLEASE AVOID

- Extra special items that can't be replaced
- Clothing you would not like to see dirty
Children learn best when they are actively involved, this means at times, they get a little messy.
- Toys. Unless it is for show and tell or a comfort toy for rest/sleep.

Please ensure everything is clearly labeled

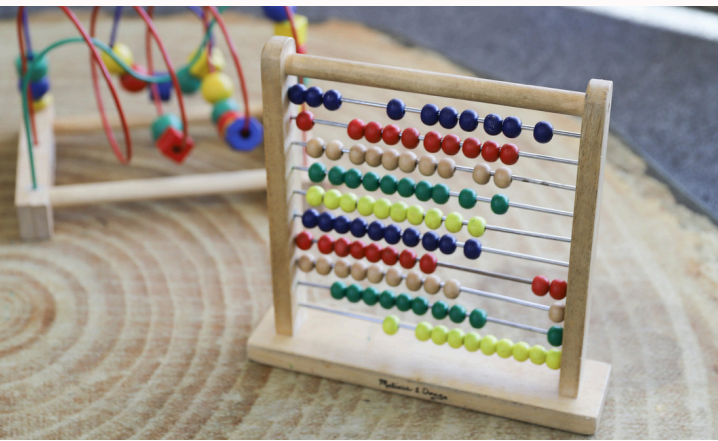
OUR ENVIRONMENTS



Our values

We take pride in our environments, providing a balance of:

- Provocations to engage children in deep thought & learning
- Natural elements to connect to and respect Ngunnawal Country
- Natural & neutral tones to avoid over stimulation
- Open ended resources to maximise children's play
- Fidget toys to aid sensory needs & emotional regulation



Community Learning

At Franklin Early Learning, we value the unique strengths and talents our Educators have. We utilize these through a community learning approach.

We currently offer the following programs to children as part of our daily experiences.

-Music

-Language programs

-Mindfulness

-Community engagement

-Intergenerational program



TRAUMA INFORMED PRACTICE

THE SANCTUARY MODEL

The Sanctuary Model is an evidence-supported care model that supports people who work in stressful human services and care delivery environment. The Model supports staff to provide mindful, safe and therapeutic practice in order to achieve positive growth and change for everyone in our Anglicare community. Sanctuary is an 'everybody model': it benefits staff and clients alike by supporting the development of coping skills and resilience, in the face of stress and adversity. Sanctuary encourages connectedness and inclusiveness by acknowledging our past, working from the present and guiding our future. The Sanctuary Model embeds trauma-informed responses into the heart of our practice; it facilitates a shared understanding through a common language in a democratic way.



Growth and Change	Creating hope for our clients and ourselves
Open Communication	Saying what you mean but not being mean when you say it
Democracy	We are committed to everyone having a voice and contributing to decision-making
Non-violence	Safety. Boundaries. Treating others with respect
Emotional Intelligence	Managing our feelings so we don't hurt ourselves and others
Social Responsibility	We care for and support each other, and take responsibility for our actions
Social Learning	Learning from each other through action and communication

What does this look like at Franklin?

- Community meetings
- Safety plans for children and educators
- Safe environments
- Safe partnerships
- Respectful communication

SANCTUARY SAFETY PLAN

FIVE THINGS TO KEEP ME CALM

- Go for a walk
- Have a cup of tea
- Phone a friend
- 5 deep breaths
- Do some stretches



EXAMPLE

CURRICULUM DESIGN

We use Storypark as the platform where educators document your children's learning via a range of photos, videos and written stories. Prior to your child starting, you will be sent an invite to become a member of the Franklin family. Using the app you will be able to keep up to date with the occurrences across the service as well as more individualised stories that relate to your child's wellbeing, development and interests.

Approved Learning Frameworks



Being, Belonging & Becoming, is the approved learning framework for all Educators working with children aged 6 weeks to 5 years.

The Early Years Learning Framework (EYLF) guides Educator practices and informs educational programs. During your time at Franklin, your child's learning and development will be assessed against the 5 learning outcomes;

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators



Documentation such as photos, observations, video recordings and learning stories will be recorded via the Storypark platform.

You will receive an invitation via email to link you to your child's online portfolio. We invite you to share your learning at home, this can then be integrated into learning here at Franklin.



HEALTH & SAFETY

POLICY AND PROCEDURES

General illness

We follow guidelines set out in Staying Healthy 6th Edition. This document acts as a guide to prevent infectious diseases in early childhood education and care services. The document contains information sheets relating to various illness that may be experienced.

Exclusion periods

Exclusion periods vary between illness. Below is an example of the most common illness we have found within the centre. For more information, please click on the Staying Healthy icon below.

Symptom	staff member go home as soon as the symptom appears	Exclusion of person who is sick
Diarrhoea or vomiting	Yes, go home as soon as possible for any diarrhoea or vomiting	<ul style="list-style-type: none">Exclude until there has not been any diarrhoea or vomiting for at least 24 hoursIf the diarrhoea or vomiting are confirmed to be due to norovirus, exclude until there has not been any diarrhoea or vomiting for at least 48 hoursStaff members with these symptoms should not handle food until they have not vomited or had diarrhoea for at least 48 hours (they can be assigned to other duties after at least 24 hours, or stay away from the service for at least 48 hours)Check if your state or territory has different requirements for gastroenteritis <p>Talk to your local public health unit for advice if there are several children and staff with diarrhoea or vomiting at the service. Check if your state or territory has different requirements for gastroenteritis</p>
Eye discharge (pus or severe wateriness)	Yes, go home as soon as possible	<ul style="list-style-type: none">Exclude until discharge from the eyes has stopped (unless a doctor has diagnosed a non-infectious cause for the eye discharge)
Fever (temperature more than 38.0 °C)	Yes, go home as soon as possible	<ul style="list-style-type: none">Exclude until the temperature remains normal, unless the fever has a known non-infectious causeIf the child has gone home from the service with a fever but their temperature is normal the next morning, they can return to the serviceIf the child wakes in the morning with a fever, they should stay home until their temperature remains normalNormal temperature is between 36.5 °C and 38.0 °CIf a doctor later diagnoses the cause of the child's fever, follow the exclusion guidance for that disease



LEARN MORE 

HEALTH & NUTRITION

Allergies & Medical

Please ensure you include any medical, allergy or dietary information in the enrolment form. We will also require any action plans, medication and any other relevant documentation that will help us provide the best possible care for your child.

Each child with an allergy or medical condition, will have an individual risk management plan created for them, this will be made in consultation with you.

If your child requires medication, we will require the following:

- In the original packaging
- A pharmacy label with your child's details clearly displayed in English
- Action plan matching the exact information displayed on the medication
- Medication that is in date
- Action plans must have a clear current photo of your child

Please note, your child will not be able to attend until we have all relevant information and medication for your child, on site.

If your child has support from any allied health services, we encourage you to share this information with us, we can work with you to facilitate check ups, meetings or therapeutic sessions at Franklin.

There will be time during the orientation period for you to discuss this with the educators.

Menu & nutrition

	Morning Tea	Lunch	Afternoon Tea
1	Pancake with milk and fresh fruits	Creamy veggie Chicken pasta Bake Vegetarian Option Creamy Veggie Tofu pasta Bake	Cheese and crackers with Fresh Fruits
2	Vegemite Toast with Milk and Fresh Fruits	Spaghetti Bolognese Vegetarian Option: Soy mince & Vegetables Bolognese	Banana Bread with fresh fruits Milk/water
3	Choice of cereals with Milk and fresh fruits	Crumbed Fish Fingers with potato Salad and vegetables Vegetarian Option Vegetable Cake with potato salad and vegetable	Platter of wholemeal sandwich triangles with Fresh Fruit
4	Raisin Toast With milk and Fresh Fruits	Shepherd pie with wholemeal bread rolls Vegetarian Option Vegetable pie with wholemeal bread rolls	Low Fat Custard with fresh fruits
5	Choice of cereals with Milk and fresh fruits	Cheesy pizza with Basil	Crackers with veggie Sticks and Dip
6	Vegemite toast with Milk and fresh Fruits	Butter Chicken with Rice Vegetarian option: Butter Paneer with Rice	Savoury Scrolls with fresh Fruits
7	Porridge with fresh fruits-	Beef and Mushroom Stroganoff Vegetarian Option: Tofu and Mushroom stroganoff	Turkish bread with Dip and fresh Fruits
8	Cheese Toast with Milk and Fresh Fruits	Chicken Stir-Fry noodles Vegetarian Option Tofu and vegetable Stir-Fry noodles	Cheerios with yoghurt and Fresh Fruits
9	Choice of cereals with Milk and fresh fruits	Beef sausage rolls with Corn Cobs Vegetarian Option Soy mince and potato rolls with Corn Cobs	Vegemite and Cheese Rice Cake with fresh fruits



No nuts to be brought into the building.

We offer a 9 day rotating menu to ensure children have a variety of meals during their time with us. We offer a nutritionally balanced menu and cater to many dietary requirements.

Morning, Lunch and Afternoon Tea are served with milk and water. Where possible wholemeal/wholegrain products are used; No salt is added.

Note: Menu adapted for infants, cultural and dietary requirements RED MEATS; VEGETARIAN, CHICKEN, SEAFOOD/SHELLFISH
Please note that this menu is on a 9 day rotation.

POLICIES & PROCEDURES

All our policies and procedures are available at the Centre upon request.

You will receive a couple of key policies as part of your enrolment pack.

COMPLAINTS & FEEDBACK

Franklin Early Learning welcomes all feedback, we would like to hear from you if you have any concerns, questions or comments.

Please speak with the Centre Director and Nominated Supervisor Caroline (Caz) Suisuiki in the first instance.

✉ caroline.suisuiki@anglicare.com.au

☎ 61421119

If required, you are welcome to contact Anglicare's Operations Manager for Early Years, Katie Beelen Smith

✉ kaite.beelen-smith@anglicare.com.au

Further comments or queries can be made to the Children's Education and Care Assurance (CECA) at any time

☎ 62077581



NATIONAL LAW & REGULATIONS

All Early Learning Centre's within the ACT are governed by the National Law and Regulations. If you would like to view any part of these documents, please scan the QR codes below to access the most current information.

Regulations



National Law



Australian Children's
Education & Care
Quality Authority™