



Eden
Academy



**Welcome to
Eden Academy**



Welcome to Eden Academy

Our Parent Handbook explains important information you will need to know while your little one is attending Eden Academy.

Please read the provided information and ask questions to confirm your understanding of how the Centre operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given in your enrolment pack.

All of our centres have an open-door policy. We encourage families to visit our Centre at any time.

Our Mission Statement

We nurture curiosity by valuing, empowering and supporting each other.

Acknowledgement of Country

I would like to acknowledge the traditional custodians of this land. I pay my respects to the Elders past, present and emerging. For they hold the memories, the traditions and the culture of Aboriginal and Torres Strait Islander people across the nation.

Why thousands of families choose Eden Academy



Child safety is our highest priority



Play-based learning backed by educational outcomes



Qualified educators who genuinely know your child



Regular updates so you're never wondering how their day is going



Strong relationships with families



Beautiful purpose-built learning environments

Our Commitment to Child Safety

At Eden Academy, the safety, rights and best interests of every child are the paramount consideration in everything we do. We are committed to creating safe, supportive, and inclusive environments, where all children, regardless of background, identity, ability, or culture, can learn, grow, and thrive.

We take this responsibility seriously at every level of our organisation, from leadership and governance through to everyday practice. We believe children have the right to be heard. We actively support children to understand their rights, participate in decisions that affect them, and speak up if they ever feel unsafe.

Safety is more than physical. True safety for a child encompasses physical, emotional, social, spiritual, and cultural dimensions, including the cultural safety of Aboriginal and Torres Strait Islander children.

We continuously review and improve our practices in alignment with the National Principles for Child Safe Organisations and the National Quality Framework, going beyond compliance to a genuine culture of care. Together with children, families, and community, we ensure every child has a safe and nurturing place to flourish.

Our Commitment to Child Safety



Child safe standards



Medication procedures



Daily supervision practices



Food allergy management



Secure sign in/out



Emergency drills



Visitor management



Working with children checks



Child protection training



Quarterly educator training



Safe sleep

Safety isn't one policy. It's something we practise every single day.

Click here to read more <https://edenacademy.com.au/child-safety>

Revolutionising the Childcare Sector

We would like to thank you for making us a part of your child's learning journey. We are here to work in partnership with you, to help, support and assist you.

Our educators are qualified, experienced professionals who have a genuine enduring passion for early childhood education and care. Please let us know how we can make your family's transition into our centre easier for you.

Orientation (Stay and Play)

Orientation is an important start for your child and family to connect to our Service. We encourage each child to attend the Service in the company of a family member three (3) times before they start. This gives you and your child the opportunity to gain an understanding of our program, where to find things and provides your child's educators with additional information about how we can best support their transition and settling period.

Communication between home and the Service must be open and happen often to best support your child during this time. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from Educators for both the children and their families. Sometimes this experience is upsetting more so for the family than the child. We understand this and offer support through phone calls during the day, photos, and open communication.

Saying Goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine to try to establish the care routine from the orientation process.

Being well organised and avoiding a rush usually results in a calm start to the day. Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This will gain trust from the child, not only in you but in the Educator, who is reassuring your child about their day and when you will return. Rest assured, we will contact you if your child becomes distressed.

What to Pack for Your Child's First Day

We know starting childcare is a big milestone for both children and families. To help your child's first day run as smoothly as possible, here's what to bring.

We'll provide:

- An Eden Academy hat.
- An Eden Academy wet bag for any wet or soiled clothing.
- Nutritious meals and snacks throughout the day, prepared by our centre cooks and catered to your child's dietary requirements and allergies.

Please bring:

- A clearly labelled drink bottle or baby bottle (if required).
- Breastmilk or formula for your baby (if required).
- At least one complete change of labelled clothing (we recommend two or more changes for younger children).
- A comfort item for rest time if your child has one, such as a dummy, comforter or small blanket.
- Any required medication in its original packaging, along with the appropriate documentation.
- Nappy rash cream, if required, with a pharmacy or medical label displaying your child's name.
- Comfortable, weather appropriate clothing and enclosed shoes suitable for active play.

A Few Helpful Reminders

Please ensure all of your child's belongings are clearly labelled with their name, including clothing, bottles, comfort items and any other personal belongings. This helps our educators quickly identify and return items throughout the day.

To help keep all children safe, particularly those with food allergies, please do not pack food or snacks unless you have arranged this with your Centre Manager. Our centres provide nutritious meals and snacks each day and cater for children's individual dietary requirements and allergies.

We also ask that toys and personal belongings stay at home. Our learning environments are thoughtfully resourced with a wide variety of engaging toys and educational materials for children to enjoy. Keeping personal toys at home helps prevent them from being misplaced or accidentally damaged and encourages all children to explore and share the resources available in their learning environment.

If you have any questions before your child's first day, please don't hesitate to speak with your Centre Manager. We're here to support your family and make the transition into care as positive and welcoming as possible.



Breast Feeding

This Service supports breastfeeding. Families that are breastfeeding should speak to the Director or room leader regarding the centre policy on storing and serving breast milk. Families that are formula feeding should also consult our Director and room leader to be aware of the centre formula requirements.

Rest and Sleep

Rest and sleep routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide stretcher beds for children and play soft music in the background. Your child may wish to bring a security item to have at rest time. Please feel free to discuss your child's rest or sleep needs with Educators.

Clothing

It is helpful to your child if they are dressed in non- restrictive, serviceable and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop & jump as well as being easy for the child to take off and put on by themselves. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

Every now and then accidents occur and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes every day which can stay in your child's bag... just in case!



Sun Safety

Children and Educators will wear hats and appropriate clothing when outside. Staff will encourage children, by modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations.

It is recommended that sunscreen be applied 20 minutes before going out into the sun, to this end, we ask that children come to the Service with sunscreen already applied so they are able to participate in outdoor play immediately.

Toys

The Service has an abundance of toys and we ask that children do not bring in toys from home.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour. If you require further information on this policy, please ask Educators or refer to the Policy manual.

Goals for Your Child at the Service

Children thrive when families and educators work together in partnership to support young children's learning. We would like to work with you to create a range of short and long-term goals for your child. By creating goals together, children will experience consistency in the home and centre.

Some examples of goals may be:

-  Mutual respect and empathy
-  Concern and responsibility for self and others
-  A sense of self-worth
-  Social awareness
-  Importance of sustainability
-  Self-discipline

-  Habits of initiative and persistence
-  Creative intelligence and imagination
-  Self-confidence as an independent learner
-  A love of learning

Communication

Good communication is vital. We know that drop off and pick up times can be a little hectic and may not be the best time to communicate.

We have a variety of ways that we are able to communicate with you.

- | | |
|---|--|
|  OWNA/KindyHub App |  Face to face conversations |
|  Newsletters |  Daily Reports |
|  Phone Calls |  Formal Meetings |
|  Emails | |

Please let us know if there is something else we can do to keep the lines of communication open for your family.

As a parent you'll receive...

- | | |
|--|--|
|  Photos from your child's day |  Learning moments |
|  Meals they've eaten |  Activities they've enjoyed |
|  Sleep information |  Centre events |

Enrolment Information

In addition to the online enrolment, the centre must have a copy of your child's birth certificate, immunisation status and Risk minimisation and Communication Plan for children with medical conditions. If there are any court orders pertaining to the child being enrolled, the centre must be provided with a certified copy of the court order.

Kidsoft Parent Portal

Managing your enrolment made easy

Kidsoft is Eden Academy's secure family management portal. Once your child is enrolled, you'll use Kidsoft to manage your family's enrolment details, view statements, make payments, update your information and complete your annual re-enrolment when it's time. It's your central place for all account and enrolment information, making it easy to stay on top of everything in one place.

Through Kidsoft you can:

- | | |
|--|--|
| • View your account balance and statements | • Access enrolment information and important documents |
| • Make secure payments and manage your payment details | • Complete your annual re-enrolment when invited |
| • Update your family's contact information | • Keep your child's information up to date |

Link to Kidsoft: <https://parent-portal.kidsoft.com.au/>

Fees

Many families will be eligible for Child Care Subsidy (CCS). To find out if you are eligible please visit the MyGov website. Child Care Subsidy is determined, based on the hours worked by parents/care givers and combined income. This subsidy is paid directly to the centre and will reduce the daily fee. If you are not eligible or have not applied for CCS, you will be required to pay the full daily fee until your CCS is approved. You will need your Centrelink Customer Reference Number (CRN) and your child's CRN when you apply.

Weekly statements will be emailed to families. If you believe that there is an error, please contact your centre Director. All families must complete a Direct Debit form for payment of fees. Fees will be deducted weekly unless approved by management. Fees must be kept 2 weeks in advance. Your first statement will be for 3 weeks (current week + 2 weeks in advance) and is payable on commencement of care. We do not swap days or do "make up" days, but if available, we do offer additional casual bookings.

*Please note: AMEX, Diners Club, BPAY and CentrePay are not accepted methods of Payment for Fees.

Kidsoft, our CCMS platform, charges a \$4.00 processing fee for any failed payments. (For example, due to insufficient funds or outdated card details.) To help avoid this, please ensure your nominated payment method has sufficient funds available, ideally the night before payments are processed, and keep your payment details up to date in Kidsoft via the iParent Portal.

Allowable Absences (CCS)

As your child has a permanent booking with the centre, all absences must be paid for. For those families receiving CCS, please be aware that your child will have an allocation of 42 days of allowable absences. This means that your CCS will be paid for 42 days that your child did not attend care. The 42 days covers days that your child did not attend care due to sickness or any other reason.

Please note that public holidays are also allowable absences if your child would normally have attended that day. Additional absences beyond 42 days for certain reasons may be approved as long as medical certificates or supporting evidence are provided to the service. Please talk to us about the additional absences.

You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your Centrelink online account. You can also view your absent days at the bottom of your statement.



Travelling Outside of Australia

If you travel for a short term, you'll get your subsidy for up to 6 weeks but you must be paying for childcare in Australia while you're overseas. After 6 weeks of travel outside of Australia, Services Australia will cancel/stop your child care subsidy and full fees will then apply. If your subsidy stops while you're outside Australia, you may have to submit a new claim when you return to Australia.

Holiday Discount

We offer a 20% holiday discount for up to 4 weeks per year.

The number of discounted days is calculated based on your child's permanent booking schedule. For example, if your child attends 4 days per week, you are entitled to 16 discounted days per calendar year.

The holiday discount may be used for Public Holidays; however, these days will be deducted from your annual holiday discount allowance (e.g. the 16-day quota). All holiday discount requests must be submitted in writing and at least two weeks' notice is required.

End of Care or Reducing Enrolment Days Continued

We understand that circumstances change and there may be times you will need to change your bookings. When cancelling care or reducing enrolment days, families are required to give two weeks' notice of the change.

If at any time you need to end your care with us it is important to note that for families who are eligible for Child Care Subsidy that CCS only paid until the last day your child is in attendance at the service. This means that if you choose to keep your child home instead of sending them to the centre on their last day, CCS will not cover that final day or any absent days between your child's last day of actual attendance and your child's last day these days will be charged at full fees and no CCS will apply (please note this is a CCS requirement not Eden).

Your child will need to attend on their last day or you will need to visit the centre on this day to sign the child in and out so that it is not recorded as a non attendance/absence.

If your child hasn't attended childcare at least once in the previous 26 weeks, they will cease being eligible for Child Care Subsidy (CCS). If you have shared care arrangements for your child, your 26-week period will be calculated based on the sessions of care you are responsible for. After this 26 week period of nonattendance you will need to submit a new claim as your previous will have expired.

Emergency Contacts

In order to ensure that we are able to inform parents of emergencies, injury or illness, it is essential that we have up-to-date information. It is important that you notify the Director of any changes. These include change of phone numbers, address, emergency contact details, changes to family circumstances etc.

Arrivals and Departures

Because your child's safety is paramount, ALL children must be signed in on arrival and signed out on departure on the ipads in the foyer. No child will be allowed to leave our service with a person who is not stated on the enrolment form unless prior arrangements are made with the director. If the educators unfamiliar with the person picking up your child, they will check the person's identification. Please inform those who are picking your child up to bring photo identification with them.

Please ensure that you are familiar with the centre closing times and that anyone who is collecting your child from the centre is aware of this. In the event of continued late pick up, a late fee may be charged to your account.

In the event that a child is not collected from the centre, and the educators are unable to contact parents and emergency contacts, the educators will contact the Police Service for advice on how to proceed.

Service Policies and Procedures

A copy of our service policies is available in the foyer. We welcome your input into our policies. Our policies have been developed based on current legislation and best practice. Please be mindful that they are in place to keep everyone safe.

Privacy and Confidentiality

We support and are bound by Australia's National privacy laws to ensure strict confidentiality is maintained. While we may ask for information from you to help us to assess and plan programs. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You are welcome to see your child's file at any time or request a copy of information in the file.

Educational Program and Practice

The Early Years Learning Framework has been designed to provide positive outcomes in 5 learning areas.

 Learning outcome 1: Children have a strong sense of identity



 Learning outcome 2: Children are connected with and contribute to their world



Learning outcome 3: Children have a strong sense of wellbeing

 Learning outcome 4: Children are confident and involved learners



 Learning outcome 5: Children are effective communicators



Parent Participation

Our Centre has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills & experiences that the children and the program will benefit from. Your involvement can be as much or as little as your time permits.

Family Skills, Interests and Talents Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities, and knowledge. There are many ways for your family to be involved. (e.g. music, craft, cooking). Everything parents do interest children, sharing your knowledge or skills are the best educational resources you can provide for the Service. We can then use this information in our program and the ideas explored can often turn into interest projects providing valuable learning.

Your home culture -your home culture is most welcome in our Service. We would greatly appreciate if you were able to share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children. Reading (especially good for grandparents) Children love to be read to. If you or your parents have the time, please contact your room Educators to organise a day for reading.

Recyclable Items-We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Special Events Our Service organises special events throughout the year. Each month your centre will publish their calendar of events. We love dressing up, so keep your eye out for the dress up days!

Suggestions Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know. If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns.

Our Commitment to Sustainability

Our centre is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure, and teaching.

Our sustainability program empowers children to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible custodians of the earth.



Inclusion

We believe in providing an environment where all children can take part in activities and succeed. Our centre celebrates diversity and we believe that making changes to a program or environment to include everyone, enriches the lives of all who participate.

The Early Years Learning Framework (EYLF) states that early childhood inclusion “takes into account all children’s social, cultural and linguistic diversity (including learning styles, abilities, disabilities, gender, family circumstances and geographic location) in curriculum decision-making processes.” Our centre embraces this and welcomes families to discuss their individual needs with our Director.

Medication

Only administer prescription medication that is in its original container, has the child’s name, dosage and time on a pharmacy label can be administered. On arrival at the Service families, must give medication to Educators for safe storage and complete a medication authorisation form.

Under no circumstances should medication be left in children’s bags.

Anaphylaxis, Allergies and Asthma Medical Conditions

Any allergies, asthma or medical conditions must be stated on the enrolment form. Families will be required to fill out a medical conditions Risk Minimisation and Communication Plan with the centre Director prior to the child commencing care. In the case of Anaphylaxis or Asthma, an action plan signed by the Doctor will be required. The Risk Minimisation and Communication Plan will be reviewed every 3 months and a new one completed every year. If your child is diagnosed after commencing, families must inform the centre immediately.

Incidents and Accidents

In the event of a serious incident or accident the director or educator will contact parents as soon as practicable. In all incidents, an incident report will be filled out for all accidents, injuries, and illnesses. This will contain details of the accident/injury/illness, any first aid that was administered, and be signed an educator and the Nominated Supervisor. Parents are required to sign the incident forms to acknowledge that they have been informed of the incident.

Immunisation

To have your child's enrolment confirmed at childcare or kindergarten, you need to give them current immunisation history statement. The statement must show your child is up to date with all vaccinations that are due for their age. Or they are up to date with the vaccinations they are able to receive. Children with medical contraindications or natural immunity for certain diseases will continue to be exempt from the requirements.

The immunisation history statement from the Australian Immunisation Register is the only document accepted. Letters from GPs or local councils are not accepted. You must keep your child's vaccinations up to date to receive some family assistance payments. For more information, visit the Australian Department of Human Services or a Centrelink or Medicare Service Centre.

Please note in the event of an immunisation preventable outbreak at the centre, any child who is not immunised will be excluded from the centre until the outbreak is over.

Infectious Diseases

Please do not bring your child to the Service if they are unwell. If a child becomes ill whilst at the Service, the child's parents, or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child's emergency contact for collection. When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

It is vitally important that educators are informed of any medication, including Panadol or ibuprofen given to the child in the 24 hours prior to them attending care.

The National Health and Medical Research Council have supplied the following information regarding: Exclusion from the Service of a child suffering with the following diseases/ailments. As well as keeping your child home for the recommended exclusion period, please contact the centre to inform them of the illness.

Condition	Exclusion
Hand, Foot and Mouth Disease	Until all blisters have dried.
HIB	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes - Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and Flu-Like Illnesses	Exclude until well.
Measles	Exclude for at least 4 days after onset of rash.
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (Intestinal)	Exclude if diarrhoea present.

Service Information

Our Service caters for children ages 6 weeks to 5 years. We are open 52 weeks a year, and are closed on public holidays. Notice will be given when these days occur.

Contact Information

☎ 1300 898 617

🌐 edenacademy.com.au

✉ enrolments@edenacademy.com.au

Grievances/Complaints

If you have any concerns, please do not hesitate to contact your centre Director to work through them with you. It is important that we know about your concerns so that we can resolve them. Together we can improve practices and ensure that children receive the best possible education and care

☎ 1300 898 617

🌐 edenacademy.com.au

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Parent Acknowledgement

You will be provided a form at the centre to sign at your child's first stay and play session in agreeance and understanding of the details outlined in this Parent Handbook.



Stay Connected

Easily access your enrolment information from your phone

Kidsoft - Parent Portal

Accounts

- Accept and complete enrolments
- View statements
- Update payment details
- Make additional account payments

**Download
App Here**



**See the
Manual**



ChildcareNow

Bookings

- Mark absences
(sickness and holidays)
- Book additional days

**Download
App Here**



**See the
Manual**



OWNA

Daily Updates & Communication

- Daily learning stories
- Individual observations
- Summative assessments
- Daily information charts
- Communicate with educators
- Documents, policies, menus

**Download
App Here**



**See the
Manual**



KindyHub

Daily Updates & Communication

- Daily learning stories
- Individual observations
- Summative assessments
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Nurturing*Curiosity*

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