



# FAMILY INFORMATION BOOKLET

Family Day Care Gympie Region

15 Red Hill Road, Gympie

Phone: **5482 6099**

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Web: <https://www.fdcgympie.com.au>

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**PARENT/GUARDIAN CHECKLIST**

- ★ If you wish to claim Child Care Subsidy, submit a claim for the subsidy prior to commencing care. You can claim using your Centrelink online account through myGov.
- ★ Contact the Educator/s and make an appointment for an interview within 3 (three) working days to share information about:
  - child/ren and family
  - care requirements
  - contact phone numbers
  - delivery to and collection of child/ren from care
  - food
  - sun protection e.g. hat, sunscreen
  - transportation requirements
  - fees and payment
  - notification of absences
  - variation to care times
  - DHS eligibility for hours of care
- ★ Notify the office when your child care choice has been finalised between the chosen Educator and yourself.

**PARENT/GUARDIAN RESPONSIBILITIES**

- ★ Sign an agreement with their chosen Educator which incorporates the individual hourly rate and any additional payment required.
- ★ The parent/guardian is responsible for the payment of their portion of the cost of care which will be advised on the Educators weekly payment advice. Your fee may be reduced by the Child Care Subsidy which will be paid directly to your Educator. The balance is to be paid to your Educator within seven days, to remain eligible for the Child Care Subsidy.
- ★ Sign an initial booked hours form with your Educator which books the hours and days of care you require for your child/ren. Future changes to your booking will be made directly through Harmony Web by your Educator.
- ★ Electronically sign your child/ren in and out of care using your unique allocated pin at the time of arrival and departure. This pin will be allocated to you prior to commencing care. Should you need this pin to be re-set, please contact our office.
- ★ At the end of care each week, check timesheets are accurate then sign the weekly certification on the timesheet to certify the record of hours of care stated is correct. This can be done using your pin or the pad option. Your Educator may email the timesheet to you to sign remotely if you are unable to do this on the last day of care for each week. Please sign these as a matter of urgency as Educators must meet a tight deadline for submitting these timesheets for processing.
- ★ Notify your Educator and Family Day Care Gympie Region of any changes to your personal details or custody arrangements.

<p><b>Educator Contact (1)</b></p> <p>Name: .....</p> <p>Phone: .....</p>	<p><b>Educator Contact (2)</b></p> <p>Name: .....</p> <p>Phone: .....</p>
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**OFFICE HOURS**

Monday to Friday: 8.30am – 4.00pm

**SERVICE FRAMEWORK**

<b>Approved Provider:</b>	The Uniting Church in Australia Property Trust (Q.)	
<b>Family Day Care Gympie Region Team:</b>	Nominated Supervisor:	Anna Atherton
	Educational Leader/ Coordinator:	Kay Braddock
	Administration Support:	Susan Duncan

**Child Care Subsidy Information:** Phone: 136 150

**INFORMATION MANAGEMENT AND CONFIDENTIALITY**

All personal information, provided to Family Day Care Gympie Region by the parent/guardian or Educator shall be treated as confidential, unless otherwise stated by that individual.

Disclosure of personal information by the Coordination Unit is permissible only where:

- ★ prescribed by legislation
- ★ the service establishes a disclosure procedure that informs the client of the practice at the time it collects the information
- ★ the client is notified that it is the service's practice to provide relevant information, in accordance with appropriate guidelines
- ★ the service obtains the agreement of relevant individuals that information they have provided is to be forwarded to a third party.

Further information can be viewed in the Service's policy manual in the:

- ★ Governance and Management of the Service Policy
- ★ Confidentiality of Information and Records Policy

**UPDATE OF INFORMATION**

Parents/guardians need to ensure that the Service and their Educator have current information on file in the event of:

- ★ an emergency situation
- ★ your child becomes sick whilst in care

**NATIONAL PRIVACY PRINCIPLES**

Child care services are required to comply with the National Privacy Principles.

Our responsibilities extend to the disclosure, quality, access and collection of data.

The information obtained from parents/guardians is given to Educators so that they have contact information for all families in care. Information about cultural background and other information is required for the annual child care census.

## ACCESS TO INFORMATION

Parents/guardians are able to access the following information:

- ★ The personal file of the parent/guardian enrolling the child.
- ★ Copies of role statements for Educators and staff members.
- ★ Written information about activities and experiences that are planned by the Educator.

## PRIORITY OF ACCESS

Our service operates under Priority of Access (as outlined in the Child Care Provider Handbook) and fills vacancies according to these priorities:

- ★ **Priority 1:** a child at risk of serious abuse or neglect.
- ★ **Priority 2:** a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.
- ★ **Priority 3:** any other child.

## SETTLING CHILDREN IN

- ★ It is a good idea to talk to your child/ren about attending family day care.
- ★ Visit your Educator before the first day of care.
- ★ Discuss and negotiate the child's daily routines with the Educator in relation to:
  - nutritious and adequate food, drinks and appropriate utensils (e.g. bottles)
  - eating, sleeping, toileting and playing
  - comfort toys, extra clothing, rest periods, bedding and nappies
  - your preferred method of communication during the day and about your child's day
  - allocation of storage space for children's belongings.

Further information can be viewed in the Service's policy manual in the:

- ★ Child-Safe Environment Policy
- ★ Interactions with Children Policy
- ★ Nappy Changing and Toileting Policy
- ★ Physical Care Environment Policy

## SICKNESS

If your child is unwell, please contact your Educator before going to their home. Please consider that your child's Educator and the other children in care may become ill if your child comes into care when they are unwell or sick. Alternative care arrangements are recommended.

Children with a suspected contagious condition will be excluded from care.

Our service operates under the Australian Government's current "Staying Healthy" document. As per this document, unvaccinated and autoimmune compromised children may be excluded from attending care, during outbreaks of some conditions. Absences from care during this time will be charged as per your Parent/Educator Agreement.

Further information can be viewed in the Service's policy manual in the:

- ★ Incident, Injury, Trauma, Illness and Administering First Aid Policy
- ★ Dealing with Infectious Diseases Policy
- ★ Dealing with Medical Conditions Policy
- ★ Administration of Medication Policy

### **HEAD LICE**

An Educator may check a child's hair if they suspect that head lice may be present. If head lice are detected the parent/guardian will be contacted to collect the child who must not return until effective treatment has commenced, and no live lice are detected.

Child care fees will still be charged if a child is absent from care for the treatment of head lice.

Further information can be viewed in the Service's policy manual in the:

- ★ Dealing with Infectious Diseases Policy

### **CLOTHING**

Provide appropriate clothing for your child/ren while in care. Hat, jumper/jacket, shoes, change of clothes, plenty of nappies and other essentials for your child.

### **FOOD AND NUTRITION**

Educators provide children with adequate drinking water throughout the day. Please:

- ★ send plenty of nutritious food to sustain your child for the day.
- ★ discuss food requirements with the Educator.

Further information can be viewed in the Service's policy manual in the:

- ★ Nutrition, Food & Beverages, and Dietary Requirements Policy
- ★ Food Handling Policy
- ★ Hygiene Policy

### **SUN PROTECTION**

Educators will promote sun safe practices.

Further information can be viewed in the Service's policy manual in the:

- ★ Sun Protection Policy

### **TRANSPORTATION**

Parent/guardian or authorised nominee's signed permission is required prior to your child/ren leaving the education and care area.

Approved child restraints are used in the Educator's registered vehicle for each child.

These are checked annually by a qualified child restraint fitter.

Further information can be viewed in the Service's policy manual in the:

- ★ Transport of Children Policy

### **EXCURSIONS**

Parent/guardian signed permission is required prior to children participating in an excursion.

The information given to parents will include:

- ★ the day of the activity
- ★ the estimated time of departure and return
- ★ the destination
- ★ the reason for the excursion
- ★ the driver of the vehicle
- ★ the seating position for each child
- ★ method of transportation
- ★ the number of accompanying adults
- ★ the risk management plan for the excursion

Further information can be viewed in the Service's policy manual in the:

- ★ Excursions Policy

### **MEDICATION**

Educators must have written parental permission before any medication can be given. This can only be administered in accordance with the manufacturer's recommendation or doctor's prescription. A medication form recording details of all medication administered is required to be signed by the parent/guardian and the Educator.

- ★ medications are stored in a secure place, out of the reach of children.
- ★ all medication (prescription, non-prescription, over the counter, dietary supplements and natural remedies) can only be administered by an Educator if prior written permission from the parent has been given.
- ★ medication prescribed for one child should not be administered to another child.
- ★ medication must be in the original labeled container with the expiry date.
- ★ all unused medication is returned to the parent/guardian.

Further information can be viewed in the Service's policy manual in the:

- ★ Dealing with Medical Conditions Policy
- ★ Administration of Medication Policy

### **IMMUNISATION**

Parents/guardians are required as part of their enrolment to provide evidence of their child's immunisation status and update the service at the time of subsequent immunisation records. Accepted evidence is an up to date immunisation history statement from the Australian Immunisation Register (AIR) or a letter from a recognised immunisation provider such as a GP. The Personal Health Record (the 'red book') from Queensland Health is not acceptable proof of immunisation.

If a parent/guardian is unsure of their child's immunisation history, the parent/guardian must seek advice from their child's medical practitioner or the Australia Childhood Immunisation Register.

Parents/guardians of non-immunised children must inform the service upon enrolment and agree that in the event of an outbreak of a vaccine-preventable infectious disease their child may be required to remain at home. During this time, full fees will be payable.

## ARRIVAL AND DEPARTURE OF CHILDREN

A child must be signed into and out of care through Harmony Web by:

- ★ the parent/guardian, or
- ★ an authorised nominee, or
- ★ the Educator;

Notify your Educator in writing (text, email, etc) when an adult other than those listed on your enrolment form will be collecting/delivering your child/ren. Identification is required.

Please advise your Educator if you are going to be early and/or late as they may have other commitments such as delivering/collecting children from school.

Educators will sign any records of attendance when collecting or delivering children on the parent/guardian's behalf.

Further information can be viewed in the Service's policy manual in the:

- ★ Delivery and Collection of Children and Authorisations Policy
- ★ Fraudulent Practices Policy

## WHAT HAPPENS IF MY CHILD'S EDUCATOR IS UNAVAILABLE?

If for any reason your Educator is unavailable there will be no fee charged.

If alternate care is required, the family is to contact the coordination unit. If this is required after hours, please ask your current educator to contact the coordination unit for you. If your Educator is unable to do this, you may phone the office to obtain the after-hours emergency number from our answering machine message. The coordinators will:

- ★ take every possible step to organise alternative care
- ★ endeavour to place your child with an Educator who is known to your child

## PARENT/GUARDIAN INVOLVEMENT

Parents/guardians are encouraged to observe their children in care. Please feel free to visit your child while he/she is in care. Mothers who are breast-feeding their baby are encouraged to continue breast-feeding and to make arrangements with the Educator that suit the baby, mother and Educator.

Every family has something to offer to enrich the care of all children in family day care.

There are many ways parents can participate such as:

- ★ attend special activities organised for the children
- ★ liaise with the Service and its management to assist in the operation of the service

Parents/guardians can access the policies and procedures that underpin the provision of quality home-based care by:

- ★ viewing the policy manual held by your Educator.
- ★ requesting a copy of a policy from the Service.
- ★ discussing queries arising from the policies and procedures with a coordinator.

Parents/guardians are also asked to provide feedback when policies and procedures are reviewed by the service.

## SERVICE NEWSLETTERS

The Family Focus newsletter is emailed to all families bi-monthly.



## **PLAY SESSIONS**

Play sessions provide an opportunity for children to interact with a larger group of children and adults in an environment that is different from the Family Day Care home. This offers further opportunity for physical and social skills to be developed through play. Educators can gain support, friendship and learn together informally. Play sessions also enable coordinators to have contact with and to support Educators and children in a group situation.

## **DEVELOPMENTAL NEEDS OF CHILDREN**

Educators provide care that is individual and aimed at supporting the interactions of the child and family. It is an expectation that children will experience a range of activities—some of which are planned and some spontaneous.

The development and growth of the whole child will be encouraged and stimulated in a flexible, safe and friendly family home environment. Each child's individuality will be recognised and respected. A wide variety of toys and equipment and a choice of activities suitable for different age groups are provided by the Educators. Parents/guardians are able to access information about children's activities from the Educator.

Educators encourage:

- ★ sharing experiences
- ★ helping and respecting others
- ★ developing responsibility for one's own actions.

Further information can be viewed in the Service's policy manual in the:

- ★ Positive Behaviour Guidance Policy
- ★ Educational Program and Practice Policy

You know your child best - if you are concerned about your child's development, it is important to act early – don't wait. Talk to your Educator because "earlier is better". Likewise, if your Educator has any concerns, she will discuss these with you. Our Co-ordinators are also available for support and to provide access to resources.

Early Intervention is the term used to describe services and support to help young children with developmental delays. This may include things like speech therapy and physical therapy, to name a few. This intervention is likely to be much more effective when it is provided earlier, rather than later in life as it improves outcomes for children and their families.

## **COMMUNICATION AND CONCERNS**

Communication with both your Educator and the Service is ongoing. Please contact your Educator or the coordination unit with any issues relating to your child's care.

## **COMPLAINTS/GRIEVANCE PROCEDURE**

If you have an issue, complaint or grievance please contact the coordination unit who will endeavour to address your concern.

During the process, you may wish to have an advocate or support person. This can be either a friend, a professional or an interpreter.

Further information can be viewed in the Service's policy manual in the:

- ★ Dealing with Complaints and Grievances Policy

## REPORTING OF SUSPECTED HARM OR SERIOUS INJURY TO A CHILD

It is a mandatory requirement for staff and Educators to report any instances of suspected harm or serious injury to a child.

The Service will report all incidents of suspected harm or serious injury to the Department of Child Safety, Youth and Women and will take any necessary steps to ensure the safety of children in care.

Further information can be viewed in the Service's policy manual in the:

- ★ Child Protection Policy
- ★ Child Protection Procedure

## STUDENTS AND VOLUNTEERS

Family Day Care Gympie Region supports work experience and training programs. Students and volunteers may participate for periods of time under the guidance of Educators or staff. All students and volunteers are supervised and at no time are they left to assume responsibility for the children.

Further information can be viewed in the Service's policy manual in the:

- ★ Participation of Volunteers and Students Policy

## HEALTH AND SAFETY

A child cannot be enrolled in the Service unless the child's parent/guardian has authorised the Service to seek emergency medical, hospital and ambulance treatment if required. If a child in care has an accident or becomes ill while in care all reasonable steps will be taken to notify the parent/guardian as soon as possible.

A child with an infectious disease must be excluded from care and a medical certificate may be required before care recommences.

Our service follows the guidelines in Staying Healthy developed by the Australian Government, National Health and Medical Research Council.

Further information can be viewed in the Service's policy manual in the:

- ★ Incident, Injury, Trauma, Illness and Administering First Aid Policy
- ★ Dealing with Infectious Diseases Policy
- ★ Dealing with Medical Conditions Policy

## EDUCATORS

Family Day Care Gympie Region engages professional Educators who are qualified or actively studying.

Quality of care is monitored by:

- ★ Regular unannounced visits to Educator's homes by:
  - Coordinators
  - The Department of Education and Training
- ★ An annual Safety Check and Re-assessment process.

Educators are encouraged to attend in-service training programs offered by the Service and must do a minimum of 12 hours professional development each year.

## CHILD SWAPPING LEGISLATION

Legislation states an Educator, Educator Assistant or their partner receives no eligibility for Child Care Subsidy if they choose to use any Family Day Care service for child care on the same day that the Educator or Educator Assistant provides family day care themselves. You may be eligible for specified circumstances, please contact this office for further information.

## RELATIVE CARE

There are legislative requirements about Educators caring for relatives. Educators must have less than 50% relatives in care in any Child Care Subsidy fortnight. You are required to contact this office if your child/ren is related to the Educator of your choice.

## ROLE OF THE COORDINATION UNIT

- ★ To enable families to meet their child care needs by providing an informative, supportive, and respectful enrolment process.
- ★ To ensure care complies with the National Quality Framework and the Service's policies and procedures.
- ★ To support Educators in their role through:
  - regular unannounced home visits
  - being sensitive to the needs of Educators and their families
  - Fostering open communication that allows for the sharing of information and addresses current topics
  - observing the progress of children
  - interacting with the children and their families
  - addressing issues or concerns
  - modelling through interactions activities and experiences
  - providing resources, ideas and training
  - planning and facilitating playgroups for children and Educators
  - providing resources for Educators to access
- ★ To ensure the payment of Child Care Subsidy to Educators meets the reporting requirements of the Australian Government Department of Human Services.

## BOOKED HOURS

Your child's Educator will ask you to complete a Booked Hours Form and sign a Parent/Educator Agreement.

Your child care fees are based on the hours of care stated on the booked hours form plus any additional care provided and the fees stated in the Parent/Educator Agreement.

If you wish to make changes to your Booked Hours of care, please give as much notice as possible and negotiate any changes with your Educator.

## SECONDARY SCHOOL AGE CHILDREN AND CHILDREN AGED 14 YEARS AND OVER

The coordination unit must be contacted prior to secondary school students, or children 14 years of age or over, attending care. No subsidies will be payable without prior approval through Centrelink.

A secondary school child is a child:

- ★ Attending secondary school, or
- ★ Has not yet commenced secondary school but is enrolled to commence secondary school in the same year.

### **SCHOOL HOLIDAYS (school aged children only)**

Separate booked hours are required for each school aged child requiring extra care (i.e. different from normal or term hours of care) during school holidays.

### **PUPIL FREE DAYS (school aged children only)**

Pupil free days should be discussed with your Educator. A booked hours form may be required.

### **PAYMENT OF FEES**

Our service charges a parent levy of 60 cents per hour (or part thereof) per child. This levy is included in the fees that attract Child Care Subsidy (for eligible families). The Educator will collect the levy on our behalf.

Fees are paid to Family Day Care Gympie Region via your Educator as per your Parent/Educator Agreement.

Ensure that a receipt is issued by the Educator to you for the amount paid.

Please contact the Service if you have a query regarding the care detailed on your statement.

Educators are entitled to cease care if fees are not paid on time.

Further care will not be provided within the Service until all outstanding fees have been paid.

Further information can be viewed in the Service's policy manual in the:

- ★ Payment of Child Care Fees Policy

Parents/guardians are required to notify Educators regarding:

- ★ Changes to booked hours including school holiday periods
- ★ If your child is not attending care for any reason
- ★ Changes to arrival and departure times
- ★ Changes to the person authorised to deliver or collect your child from care

### **CHILD CARE SUBSIDY**

Use your myGov account to be assessed for Child Care Subsidy.

**Full fees will be charged until assessment of Child Care Subsidy has taken place.**

If you have any queries about the requirements for a Customer Reference Number or any other matter relating to Child Care Subsidy, please call Services Australia on 136 150.

### **ENROLMENT**

Once your enrolment is processed you will receive an enrolment confirmation email and will need to confirm this enrolment through your myGov account.

### **ABSENCES**

Families are entitled to receive Child Care Subsidy for up to 42 allowable absence days per child, per financial year.

Fees are charged to reserve the child's place with the Educator when a child is away for any of the following reasons:

- ★ Annual leave
- ★ Illness
- ★ Public holidays
- ★ Pupil free days
- ★ Periods of local emergency
- ★ Any other absence from care

Child Care Subsidy may be paid on additional absences for special circumstances. Parents must contact the Coordination Unit for current requirements.

There will be no charge if your Educator is absent or unavailable to provide care.

### **PUBLIC HOLIDAYS**

All absences must be charged for a public holiday if the child would normally have attended care if it were not a public holiday. If you require care on a Public Holiday and your Educator is not available, please contact the Co-ordination Unit for alternate care.

### **CASUAL CARE**

Casual care is care provided with less than 24 hours' notice given to the Educator. It is only available if the Educator has a space available and casual rates may apply. An absence will be charged if the arranged care does not take place.

### **STANDARD AND NON-STANDARD HOURS**

The Service determines:

- |                      |                     |                     |
|----------------------|---------------------|---------------------|
| ★ Standard Hours     | Monday to Friday:   | 7.30am - 5.30pm     |
| ★ Non-Standard Hours | Monday to Friday:   | 5.30pm - 7.30am     |
|                      | Saturday to Sunday: | 12am Sat - 12am Mon |

### **RECEIPTS**

Educators are required to provide parents/guardians with a receipt when the amount owed for fees has been paid as per the Services Payment of Child Care Fees Policy.

### **CCS STATEMENTS OF ENTITLEMENT**

A Statement of Entitlement is forwarded weekly to all families using care.

# Our Philosophy



## Quality

Every day, each child has the opportunity to participate in quality programs, environments and interactions, so they have every opportunity to grow, learn and thrive. The Approved National Learning Frameworks guide us in our practice and curriculum decision making, helping us to achieve optimal learning and developmental outcomes for each child.

## Relationships

Respectful relationships are the foundation for successful partnerships. We are committed to building relationships through positive connections, honesty, empathy and teamwork. We are passionate advocates for our service and for children. We value our partnerships and networks both within our Service and the wider community that support us in providing children with opportunities to be successful and participate in experiences that broaden their view of the world.

## Rights

Children are valued as unique individuals who have the right to feel included in a safe and welcoming home-based environment. Children are respected as competent and capable active participants and decision makers who are involved in quality experiences. Children's voices are central to our decision-making processes.

## Reflection

Opportunities for discussion, debate and reflection are a high priority and a way of gaining insight from a range of perspectives that lead to improved practices.

## Acceptance

We are committed to equitable, inclusive and respectful practices in our work with children and families to give children every opportunity to succeed.

We celebrate the diversity of our staff, Educators and families and appreciate the strengths, skills and knowledge they contribute.

Aboriginal and Torres Strait Islanders, are acknowledged, respected and valued and we are committed to the process of reconciliation.

## Environmental Responsibility

Our service is committed to participating in environmentally responsible practices.

Fostering children's capacity to understand and respect the natural environment is vital for the wellbeing and sustainability of future generations.