



Family Day Care

Family Information Booklet

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Campbelltown City Council Family Day Care Philosophy

Campbelltown Family Day Care's Philosophy is a mission statement identifying our beliefs and reasons behind our practices. It embodies the principles and practices that underpin our everyday interactions with children, families, educators, staff, the learning environment and the wider community. Our Philosophy has been influenced by staff, children, educators and families that use Family Day Care and encompasses the elements of the National Learning Frameworks – The Early Years Learning Framework (EYLF) and My Time Our Place (MTOPL).

In relation to children

- We believe that all children are unique individuals that need to feel safe, secure, respected, included and supported in an environment that promotes a sense of “belonging” that will help them to develop to their full potential.
- We believe children have their own evolving strengths, abilities and interest and are curious, competent and unique learners that learn at their own pace.
- We believe in children's abilities to succeed regardless of diverse circumstance and abilities.
- We believe children's learning is holistic, complex and unique. Children need opportunities to experiment, investigate, problem solve, assess, discover, create, challenge think, build new ideas, improvise, imagine, spontaneity and familiarity.
- We believe children learn from diversity of various ages, genders, personalities, cultures, religions and backgrounds.
- We believe children learn from positive interactions that strengthen relationships, share decisions, display respect and trust, stimulate and challenge their thinking, and provide feedback.
- We believe children are capable of learning how to care for themselves and their environment through discussions, experiences, experiments, healthy eating, rest, exercise, every day practices, routines and observing best practices.
- We believe in a sense of wonder, belonging to and love of the land, nature and animals are critical for young people to develop lifelong respectful, positive and proactive attitudes to our environment and to ensure our sustainable future.
- We believe in providing a child safe environment.

In relation to the community

- We believe that forming positive partnerships with the educators, families, children, the larger team of children's services, other Family Day Care services and organisations in the child education sector, we can assess and meet the evolving needs of our community and continue to work towards quality and maintain current best practice.
- We acknowledge and value the importance of the wider community and endeavour to create and maintain links with services in the Campbelltown area.
- We believe in assisting the community by aiming to meet the families' needs and expectations for their children's child care needs and promoting community understanding of quality practises in education and care for children.

In relation to the coordination unit

- We believe in recognising, respecting and valuing each other's knowledge, skills, experience and training and working together with a team approach to provide positive outcomes for each other, the children, educators, families and the community.
- We believe it is necessary to participate in ongoing professional development to ensure we continue to provide a service that reflects best and current practice.
- We believe forming a positive partnership with families and educators allows for open communication so children's, educator's and families evolving needs are being met.
- We believe in equity for children, educators, families and staff and in each other's capacity to succeed in achieving positive outcomes for all.
- We believe diversity enriches our everyday lives.
- We believe that we are all continuing to learn and we reflect on our practices regularly to assess, maintain and strive towards quality.
- We believe that in following Campbelltown City Council's corporate values “Respect, Integrity, Optimism, Trust and Teamwork” we can achieve positive outcomes for each other, children, families, educators and the community.

In relation to the educators

- We believe in recognising, respecting and valuing each other's knowledge, skills, experience and training and working together with a team approach to provide positive outcomes for each other, the children, educators, families and the community.
- We believe it is necessary for educators to participate in ongoing professional development to ensure we continue to provide a service that reflects best and current practice.
- We believe forming partnerships with the child's family are based on the foundations of understanding each other's expectations and attitudes, and building on each other's knowledge of the child, valuing each other's contributions to the roles in the child's life, trusting each other and having open communication.
- We believe that forming partnerships with staff and educators provides motivation and support for each other. Partnerships with staff and educators are based on the foundations of understanding each other's expectations and attitudes, and building on each other's knowledge, valuing each other's contributions, trusting each other and having open communication.
- We believe that in following the National Learning Frameworks principles and practices children will be working towards and achieve the 5 learning outcomes.
- We abide by Campbelltown Family Day Care Procedures and Guidelines, My Time Our Place, The Early Years Learning Framework, Education and Care services National Regulations, and the National Quality Standards.

In relation to education

- We believe children learn in a relaxed environment that promotes learning through holistic approaches with the physical environment, experiences, routines and interactions.
- We believe in planning experiences based on the children's evolving strengths, interests and family input.
- We believe that children learn through planned and spontaneous experiences.
- We believe that children learn from small groups in a home environment with mixed ages, and also in a larger group setting with the support of their educator.
- We embrace the Early Years Learning Framework and My Time Our Place and aim for educators, children, staff and families to sense a feeling of "belonging" to Campbelltown Family Day Care, to feel free to be themselves, and help each other learn, grow and "become" to their full potential.

About Family Day Care/What is Family Day Care?

Family Day Care is a home based child care service that provides quality education and care for children. Campbelltown City Council Family Day Care offers care for children from 6 weeks to 12 years of age. Educators are supported by the Campbelltown Family Day Care Coordination Unit. The Coordination Unit comprises of the Manager of Education and Care Services, Family Day Care Coordinator, Educator Support Officers, Play Session Educator and Administration Team.

Privacy Statement

Information requested by Council on some of its forms may constitute personal information under the *Privacy and Personal Information Protection Act 1998*. Council is allowed to collect information from you to consider matters. Supplying this information is voluntary. However if you cannot or do not wish to provide the information, we may not be able to consider the matter. If you need further details, please contact the Privacy Officer, Campbelltown City Council, cnr Queen and Broughton Streets, Campbelltown.

Administration

Introduction

A team of council based staff manage all Council Education and Care Services. The Family Day Care team comprises of the Manager Education and Care Services, Family Day Care Coordinator, Educator Support Officers, Playsession Educator and Administration Team.

The Education and Care Services administration team are able to assist you with enrolments and enquiries on child care fee reductions. The administration team can be contacted by phone on 4645 4443 or by email at childcare@campbelltown.nsw.gov.au.

Parents/guardians will receive various forms of communication from the FDC coordination unit including parent newsletters, emails, courtesy phone calls and visit cards. Parents/guardians should feel free to contact the coordination unit at any time should they have any enquiries or concerns. Staff are available from 8.30am to 5.00pm Monday to Friday.

Please keep this information booklet as it will help you to understand how the service operates. If you have any questions do not hesitate to contact the administration team.

Priority of Access

Enrolments are offered according to the Priority of Access Guidelines set by the Australian Government. These guidelines are:

Priority 1: a child at risk of serious abuse or neglect (emergency Community Services placements only)

Priority 2: a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999 (ie families eligible for 50 hours CCB)

Priority 3: any other child (ie families eligible for 24 hours CCB)

Within these main priority categories, priority will also be given to children in:

- Aboriginal or Torres Strait Islander families
- families which include a disabled person
- socially isolated families single parent families
- families from a non-English speaking background
- families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner is on income support.

The amount of care offered to a family depends on the reason of care. If a family's circumstances change, then their access to child care will be reviewed. If the circumstances are to be changed, the family will be given two weeks' notice of the requirement for the child's days to be reduced or altered. When a service has limited vacant places and is providing care for a child who is deemed Priority 3 under Australian Government Priority of Access Guidelines, we may require Priority 3 family to swap booked days of care to accommodate the care for a child who has a higher priority of access.

Enrolment form

When you enrol your child you need to fill in an enrolment form. You will also be asked to provide:

- at least one emergency contact, their name, address and phone number. If possible this person should live within half an hour travel time to the service
- evidence of your child's identification – a birth certificate, Australian citizenship or passport
- evidence of your child's immunisation status. As of 1 January 2014, your child cannot commence care until we have been provided with one of the following:
 - ✓ an Australian childhood Immunisation Register (ACIR) Immunisation History Statement which shows that your child is up to date with their scheduled immunisations, or;
 - ✓ an ACIR Immunisation Exemption Conscientious Objection Form which has been certified by an immunisation provider, or;
 - ✓ an ACIR Immunisation Exemption Medical Contraindication Form which has been certified by an immunisation provider, or;
 - ✓ an ACIR Immunisation History form on which the immunisation provider has certified that the child is on a recognised catch-up schedule.

Please note: items 2, 3 and 4 above must be signed by the doctor/immunisation provider and lodged with Medicare and a copy provided to us in order to be valid.

An enrolment update is to be completed each year to ensure the service always has up to date information about your child. This can be done either online or by completing an Enrolment Information Update Form.

Emergency contact and medical information

If the emergency contacts you have advised change, please update the educator and family day care coordination unit. Each time your child has their immunisation updated, we are required by legislation to obtain and keep on record the updated copy of your Childhood Immunisation Register Statement. Please take the document to your educator for copying or scan and email it to the family day care coordination unit at childcare@campbelltown.nsw.gov.au.

Issues, Questions, Concerns and Suggestions

Council is committed to providing excellent customer service. Any issues, questions or concerns which you may have can be discussed with the education and care services team on 4645 4443 or email at childcare@campbelltown.nsw.gov.au

Policies and Regulations

All educators registered with Campbelltown City Council Family Day Care have the following:

- Current Family Day Care registration certificate
- Minimum Certificate III in Children's Services qualification
- Current First Aid Certificate
- Approved Asthma Emergency training
- Approved Anaphylaxis training
- Current Public Liability Insurance
- Medical certificate stating that they are fit to care for children
- An annual home safety compliance check
- Working with Children Check

All persons over the age of eighteen years residing at the Family Day Care service will also have a working with children check.

Service support

Family Day Care educators receive regular support visits by the coordination unit staff in accordance with the Education and Care Services National Regulations and the Education and Care Services National Law Act 2010. If your child is in care on the day a staff member visits the educators service the coordination unit staff member will email parents/guardians a visit card.

Children's records

All educators are required to keep records on all the children in care. Educators and Educator Support Officers are required to observe the children in care and record all areas of their development. Parents are welcome to discuss these records with the educator and Family Day Care staff.

Educator Procedures and Guidelines

All parents will have access to view and obtain if required Campbelltown City Council FDC Educators Procedures and Guideline's.

Social media

Education and Care services uses Facebook and Council's website to promote its services and activities your child has been participating in. If you would like your child's photo to appear in any of the Facebook posts on the Education and Care Services and Family Day Care web pages, you must sign the relevant section on your enrolment form to give permission for this to occur. If you do not sign, your child's photo will not be used.

Professional development

All educators are required to attend compulsory training courses and meetings throughout the year. Training can cover areas such as child development, managing behaviour, legislative training and personal development.

Fees

Child Care Benefit and Child Care Rebate fee reductions

Payment of fees will be made directly to your educator. Family Day Care cannot reduce your child care fees until Child Care Benefit (CCB) and Child Care Rebate (CCR) have been assessed and the information is correctly supplied by the parent/guardian to the Family Day Care (FDC) coordination unit and to Centrelink. Once we have linked your details with Centrelink the educator will provide a fee estimate of what the parent is required to pay after their child care fee reductions. Note – this is an estimate only and cannot be confirmed until the educator receives the actual CCB/CCR payment each fortnight. Parents/guardians are required to inform Centrelink of any changes that may affect their CCB/CCR payments. Please inform your educator or the Family Day Care coordination unit of any changes that are made. If children are in care at another service and more than the eligible hours of care are used it will affect the amount of CCB paid. CCB cannot be claimed by two services for the same times even if one of the claims is an absence.

Other Forms of Fee Assistance

In addition to CCB and CCR, some families may also be eligible for other types of government assistance.

Grandparent Child Care Benefit - If you are a grandparent with primary care of your grandchild, you may be able to get extra help with child care fees. Grandparent Child Care Benefit covers the full cost of approved child care for up to 50 hours for each child per week and is paid directly to your service.

Special Child Care Benefit - Special Child Care Benefit can help cover the cost of child care, up to and including the total fee charged by your child care provider for:

- children who are at risk of serious abuse or neglect, and that risk would be reduced if the child attended child care for longer hours, but the cost of care makes this difficult
- families experiencing hardship by helping them maintain access to child care while they adapt to their new circumstances. For example, serious short term illness, hospitalisation and short term carer responsibilities.

JET Child Care Fee Assistance - Jobs, Education and Training Child Care Fee Assistance can help meet the cost of child care while you are doing your approved activity by paying some of the 'gap fee'. The 'gap fee' is the difference between the amounts you are charged and the amount you get for Child Care Benefit. You will need to make a small parental co-contribution of \$1.00 per hour per child to your service.

Approved activities include searching for a job, paid and unpaid work, study or training, participating in a labour market program e.g. work for the dole and green corps, participating in a Government funded rehabilitation program, or other activities that help parents engage in sustainable paid work.

To be eligible, you must already be receiving certain income support payments from Centrelink and apply for this assistance from Centrelink direct. If you are assessed as eligible, you must provide us with a copy of your JET fee assistance eligibility letter before we are authorised to apply the discount to your fees.

For more information on any of the above forms of fee reduction, visit www.humanservices.gov.au select families, then “assistance with child care fees” or contact the administration team on 4645 4443.

Advance fees

The educator will require payment of advance fees consisting of a minimum one week's full fees when care commences. The educator will issue the parent/guardian with a receipt for the advance fees.

Please keep this receipt as a record of your payment. Advance fees are fully refundable, provided you have given two weeks written notice to cease care, your account is up to date and your **child attends their last booked day of care**. If your child is absent on their last booked day in care CCB/ CCR will not be paid by the government and you will be required to pay full fees back dated to the last day your child actually attended care.

Fee schedule

All educators work under a deregulated fee system where, as service operators, they set their own fees within Council's fee schedule template, therefore approved by Council. You will be provided with a copy of your educator's individual fee schedule at the administration appointment. Payment of fees is required on the first day of care each week or by individual agreement with the educator. Children may be refused care if payment is not received.

Administration Levy

In addition to the educator fees and charges, Campbelltown City Council charges an Administration Levy as part of Council's fees and charges. The administration levy fee is approved by Council and is advertised annually in May/June.

The administration levy is calculated as part of your weekly fee. You pay this fee to the educator as part of your child care payment. The Family Day Care coordination unit collects the administration levy by deducting the amount owed from the Child Care Benefit payment paid to your educator.

Late pick up fees

Overtime rates may be charged by your educator if you are late so ensure that your contracted hours of care cover your travel time. The overtime rate is not covered by CCB/ CCR.

If your child is not collected by the agreed times outlined on your contract booking form, an educator will try to contact you and your emergency contacts. If they cannot contact you within thirty minutes, they will contact the Department of Education & Communities (DEC) Helpline on 133 627 or the police on 4625 7844.

Statements

Statements are issued to customers on a quarterly basis. They show child care usage, absences from care and the total amount of Child Care Benefit/Child Care Rebate received on your behalf. Statements are for your information only and are not a request for payment.

Absences

Child Care Benefit is paid for a child's absences from care for up to 42 days per financial year. Once your child has reached 42 days of allowable absences Child Care Benefit is not paid for any further absences unless a medical certificate is provided for these additional absence days. The medical certificate must specify that he/she is has a long term illness and does not need a separate medical certificate for each absence day. Parents are still required to make payment for any absent days including sick days, holidays and public holidays.

Holidays

Two weeks' notice must be given by the parent/guardian to the educator where holidays are to be taken. Parents/guardians are still required to pay for that period and it is included in your 42 allowable absences.

When an educator takes holidays they are required to give parents/guardians four weeks' notice and parents will not be charged fees by that educator. If an alternate educator is used their fees will apply.

Relocation

In the event your educator is not available FDC will make all attempts to relocate children. However, depending on vacancies, we cannot guarantee care. If alternate care is used you will be required to pay fees to the alternate educator.

Parent Responsibilities

Arrivals and departures

Parents/guardians are required to sign the attendance record with the actual arrival and departure times not the contracted times of care. Parents/guardians are required to sign the attendance records to confirm any absences i.e. sick days and holidays.

When starting care your educator will show you where your attendance record will be located for you to sign each day. Please ensure your educator is aware of your child's arrival in the morning and departure in the afternoon.

Notification of non-attendance

Parents/guardians are required to call the educator if children are going to be absent or late for care. If your child is absent on their contracted day of care you are still required to make a payment and it will be included in your 42 allowable absences.

Contract agreements between educator and parent/guardian

Parents/guardians are required to sign a contract booking form with the educator when they have agreed to the hours of care and a commencement date. When a parent signs this contract they are agreeing to a minimum of two weeks care and fees that must be paid even if the parent/guardian changes their mind. If the child does not attend then CCB/CCR cannot be claimed and the full amount will be paid by the parent/guardian.

Each time you negotiate to change your days or hours you will be required to give two weeks' notice and will need to sign a new contract booking form.

What to bring each day

Parents/ guardians are required to provide hat, sunscreen, sufficient clothing, food and appropriate footwear for the day. Your educator will advise you of any additional items they may need you to provide.

Information changes

It is important that you tell the educator and coordination unit if you change any of the following:

- your home address
- your place of work
- email address
- contact phone numbers
- emergency contact people or their addresses or phone numbers
- authorised persons who can collect your child from the service
- medical conditions which your child may have
- court orders which affect your child
- family doctor or their contact details.

You can update the information above by completing a parent update form.

Court Orders

If there is a court order that affects your child, a copy must be given to the coordination unit. It will be placed in a confidential file.

According to the *Family Law Act of June 1996*, parents who have legal contact rights to their child are able to contact their child while the child is in care. If you do not wish your child's other parent to have contact with them while they are in care please make sure that you have a legal document confirming this or the service cannot prevent your child's other parent from accessing them.

Unsatisfactory or dangerous behaviour

While most children settle well into child care a few children cannot cope with this setting. If your child causes serious injury or extreme threat to others at the service then your child's place will be reviewed. Every attempt will be made to support your child's continued attendance at the service and you will be consulted and offered referrals to support agencies. If however, the behaviour cannot be managed within the service your child may be suspended from care or your child's care placement may be discontinued. This is never an easy decision but in the interests of all the children it is sometimes the only step that can be taken.

Children may be suspended or excluded from care after:

- the service educator and Educator Support Officer have supported and counselled the child
- discussions have occurred between the Family Day Care Coordinator, Educator Support Officer, educator and parent/guardians.
- parent/guardian have been notified and given the opportunity to discuss their child's behaviour.
- parents/guardian have been referred to other agencies, where necessary, to get additional support for their child.

Records will be kept of children's unacceptable behaviours. These records will include a brief written report of the problem incident and action taken; the steps educator has taken in dealing with these problems and the consultations with parents.

If there is a risk of injury to an educator or other children at the service, care for the child may be withdrawn.

If you are having any difficulties with your child's behaviour please talk to your educator so that the same approach is used at home and at the service.

Health

Immunisations

We are unable to enrol children without an up to date immunisation history statement or appropriate alternative documentation. Centrelink may cancel your CCB eligibility if children's immunisation is not kept up to date. Children who are not immunised or whose immunisation is not up to date will be excluded from care if an outbreak of an infectious disease occurs.

A copy of an Immunisation History Statement can be obtained at any time:

- by calling the Australian Childhood Immunisation Register on 1800 653 809
- through Medicare online services at www.medicareaustralia.gov.au/online
- by requesting a statement by emailing acir@medicareaustralia.gov.au
- by visiting the local Department of Human Services Service Centre, Medicare Office or Centrelink Office

Medication

If you require the educator to administer any medication you must complete a signed permission form prior to commencing care.

Never leave medication in your child's bag. If your child needs medication while they are at the educator's service, Family Day Care has a detailed medication procedure. Below is a check list which will help you with this. FDC educators can only give your child medication if all the procedures detailed below are followed:

- The medication has been authorised and signed by the parent/guardian on the correct medication form supplied by the educator.
- A separate form is completed for each medication.

DATA AND DOCUMENT CONTROL

- The medication is brought to the service in the original prescription container, given to you and labelled by the chemist. (This includes non-prescribed medication.) If the medication container and the chemist label do not match (for example you have been given a “chemist own” brand) you will also need to provide documentation from your doctor or chemist stating that the medication is correct.
- The medication is current, in other words has not passed its expiry or “use by” date.
- The medication is for the child named on the medication form (for example it has not been prescribed for their brother or sister).
- The dosage written on the medication form is the same (or less) than that written on the chemist label.
- The time for the medication to be given is written clearly on the medication form for example you would write “12.30pm” – we cannot accept “at lunch time” or “when necessary”.

The different medication forms are explained below:

Medication form – doctor’s authorisation for long term medication (6months)

For medication authorised by a doctor for a maximum of six months. For example, nebulisers for asthma treatment.

Medication form - short term

Used for a course of prescribed medication for a maximum of ten days or for unprescribed medication for three consecutive care days. (If you need prescribed medication given to your child after this time you will need to provide a doctor’s authorisation.)

Medication form - long term (6 months)

For unprescribed external creams or lotions for a period of up to six months. For example, nappy creams.

Administering a reliever puffer

The educator may administer a reliever puffer if children appear to be having trouble breathing. Parent/guardian and coordination unit are always informed prior to administering.

Administering Panamax elixir

The educator may administer the relevant dose of Panamax elixir if children appear to be having trouble breathing. Parent/guardian and coordination unit are always informed prior to administering.

Doctor’s clearance

If children are absent due to illness and require medical attention the educator may require the parent/guardian to provide a doctor’s clearance before returning to care.

If your child has a diagnosed long term or chronic illness such as asthma, anaphylaxis, epilepsy or diabetes which requires a medical management plan from your child’s doctor, medical management plan forms will be made available to you.

Medical emergency

In the event of an emergency the educator will organise any necessary emergency medical treatment for the children in care. The parent/guardian will be responsible for all medical expenses including any ambulance charges incurred.

If the educator or their family has a major medical emergency and they cannot take your child to hospital with them, they will immediately contact you to collect your child. If you cannot be contacted or are unable to collect your child the educator may leave your child in care with another responsible person after contacting the coordination unit for support.

Special care requirements

If there are any dietary requirements parents/guardians are responsible to notify the educator and coordination unit of all allergies and provide a treatment plan where necessary.

If there are any additional needs parents/guardians need to keep educators and the coordination unit up to date with any additional needs the children may have.

Programs

All educators have a written educational program of activities and daily routine for the parents/guardians to see. Parents/guardians should feel free to discuss the educational program with the educator or an Educator Support Officer. It is recommended that parents/guardians should discuss with the educator things happening outside of care so it can be taken into account when doing the child's program. For example, a new baby in the house, grandparents are coming to stay, toilet training etc.

Routine and non-routine excursions

Educators may take children on outings and activities outside the educator's home. The educator will notify parents/guardians before any outings occur. Parents/guardians are required to give written permission for routine and non- routine outings. A routine outing is an excursion that the educator will go at least once a month. Educators are required to attend playsession at the Family Day Care building at least once per month. This is an example of a routine excursion.

Conclusion

Please feel free to talk to the Family Day Care coordination unit if you would like more information or are unsure about anything happening at the service. Let us know about your child care needs and suggestions. We can be contacted on 4645 4443 or email at childcare@campbelltown.nsw.gov.au