City of Cockburn
wetlands to waves

Cockburn Family Day Care

Family Day Care Service HANDBOOK 2016/2017

Recommended read for Family Day Care educators

FDC Service operated by City of Cockburn:
A Commonwealth Children's Services Program

cockburn.wa.gov.au

The City of Cockburn
Family Day Care Service
HANDBOOK
2016 / 2017

A handy reference for FDC Educators and for Parents with children enrolled in the City of Cockburn FDC Service

FDC Service operated by City of Cockburn
A Commonwealth Children's Services Program

PARENT HANDBOOK

City of Cockburn Family Day Care Service

1.	Index	2
2.	Introduction	4
3.	Family Day Care Service Staff	5
4.	What is a Family Day Care Service?	6
5.	Confidentiality	6
6.	Cockburn Family Day Care Service Operations – Areas included	6
7.	Service Mission Statement	6
8.	Service Philosophy	7
9.	Role of the Family Day Care Service	8
10	Providing Child Care - Planning the Day in Family Day Care	8
11.	Commonwealth Funding/ Priority of Access	9
11.1	Commonwealth Child Care Benefit/ Child Care Rebate Payments	9
11.2	Commonwealth 'Allowable Absences'	9
11.3	The Early Years Learning Framework (EYLF)	10
12.	Child Enrolment	10
12.1	Child Enrolment Information	11
12.2	Change of Enrolment	11
12.3	Trial Period of Child Enrolment	11
12.4	Child Attending Kindergarten Enrolment	11
12.5	Child Attending Pre-Primary and Primary School Enrolment	12
12.6	Child Enrolment for School Vacation Care	12
13.	Daily Attendance Records – legal documents	12
14.	Delivery and Collection of Children	13
15.	Statement of Child Care Fees	14
16.	Parent Payment to FDC Educator	14
17.	Service Family Levy	14
17.1	Procedure for Payment to FDC Service	14
18.	Non Standard Hours of Care	15
18.1	Payment for Rotating Roster/ Shift Work	15
18.2	Payment for Overnight Care	15
19.	What Parents Need to Provide the Family Day Care Educator	16
20	Toilet Training	16
21.	Rest Time	16

22. Sick Children 16
23. Medication 17
24. Immunisation Policy 17
25. When the Educator is Unable to Care for your Child 17
26. Emergency Situations 18
27 Managing your child's Separation Anxiety 18
28. Termination of Care by Parent or Educator 18
28.1 Payment Options on Leaving Care incl. eligibility for CCB 19
29. FDC Service Social Media Policy and Procedures 19
30. FDC Service Grievance Policies and Procedures 20
31. Concerns 20
32. Expressions of Interest in FDC 21

FDC Educator and children enjoying time together

Dear Parents,

Welcome to the City of Cockburn Family Day Care Service. We trust that your experience with Family Day Care ("FDC") will be a happy one for the whole family.

The Service staff believes that each child has the right to quality nurturing care and early childhood education. As childcare is a very personal issue, we believe that it is the parent's right and responsibility to find childcare that is suitable for their child.

The City of Cockburn is the Approved Provider (PR 0000 7259) of this Approved FDC Service (SE 000 14215) *and each FDC Educator is registered to operate with the Service following an extensive selection, registration and induction process.*

The Service and the Registered FDC Educators operate in compliance of the National Quality Framework which includes the:-

- *Education and Care Services National Law (W.A.) Act 2012;*
- *Education and Care Services National Regulations 2012;*
- *National Standards and*
- *Early Years Learning Framework curriculum and the school aged learning curriculum.*

As well as compliance with the FDC Service Agreement, and the Service Policies and Procedures, written in compliance of the National legislation and as required for operational purposes, the Service is guided by resources such as 'Staying Healthy in Child Care' and the Health Department's 2016 'Communicable Disease Guidelines:' – links provided:-

https://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55_staying_healthy_5th_edition_1506.pdf

http://ww2.health.wa.gov.au/~/media/Files/Corporate/general%20documents/communicable%20diseases/PDF/2016-communicable-disease-guidelines.ashx

In considering the above information I trust you will understand that we are unable to cover every situation in this booklet. The purpose of the Handbook is to:-

1. *Provide information about FDC within the Approved FDC Service, the Service, its staff and Educators.*
2. *Assist parents with the settling-in process of their child into the care of one of the Service Registered Educators;*
3. *Assist the development of a good working relationship between the parent and their child's FDC Educator;*
4. *Notify that the Registered FDC Educator operates as a self-employed home based childcare business operator who is responsible to operate their FDC in compliance of all relevant legislation, the Service Educator Agreement and its Policies and Procedures.*
    - *Parents may request a copy of the FDC Service Policy and Procedures through their FDC Educator or by contacting the FDC Service Staff on 9411 3301. The document can be emailed or provided on a C.D. A copy of the current Policy and Procedures is also on the City of Cockburn Child Care Services website – www.cockburn.wa.gov.au/fdc;*

I encourage parents and educators to maintain open (face to face) communication. If parents would like to discuss any aspect of their child's care, please discuss with your chosen FDC

Educator. If you would like to clarify an issue or discuss a matter relating to your child please contact me on 9411 3303, Dawn Stephens on 9411 3312 or Margaret Hew on 9411 3310.

If you have questions around the Commonwealth Child Care subsidies, it is important that you direct these queries to the Department of Human Services/ Centrelink in the first instance, or to the FDC Service staff (Margaret Hew 9411 3310 Monday to Thursday) who may be able to assist you with your query.

The FDC Service is also open to suggestions for improving the Service and encourages you to phone, write or email your ideas.

Yours sincerely,

Sandra Taylor
Child Care Services Manager

FDC Service Staff:

Manager:
Sandra Taylor

FDC Educator Support Officers:

Dawn Stephens: Educational Leader

Gwen Cooke

Christine Gorton (Casual)

Lynne Schupp (Casual)

Administration Officers:

Neli Znaor Finance Officer

Sonia Farr (Casual)

FDC Service Office Address:

Coolbellup Community Hub
90 Cordelia Avenue
Coolbellup 6163
Telephone: 9411 3301
Fax: 9411 3330
E-mail: daycare@cockburn.wa.gov.au

FDC Educator Lisa and children enjoy the relaxed garden environment

4. THE FAMILY DAY CARE (FDC) SERVICE:

FDC is home based childcare – expect to receive quality early childhood education and nurturing care (ECEC) provided within a small group of children by the Registered FDC Educator you have chosen. The FDC Service is approved in compliance of the National Child Care legislation, including the National Quality Framework, National Law, National Regulations and National Quality Standards. FDC Service Educator Membership is gained following a successful selection process including assessment criteria and then a registration process. Whilst some outside school hours' care is provided in FDC, the majority of children in FDC are aged from 6 weeks to 5 years.

Children learn best through play, in small groups and in caring, loving relationships therefore the relaxed, home environment of FDC is an ideal setting for early childhood learning and development.

Each FDC Educator's provision of ECEC reflects the FDC Educator's individuality and style, however legislation does require the Educator to work as a registered member of a Commonwealth Approved FDC Service, continually working in compliance of all relevant legislation and Service Agreement requirements.

The legislated child numbers of children within a FDC setting is a maximum of 4 children under the age of Pre-Primary and can also include a maximum of 3 primary school-aged children. These numbers include the Educator's own children and the four children under Pre-Primary age also include any child who is attending Kindergarten. Children attending kindergarten are legislatively classed within the 'below school' numbers and children from Pre-Primary and Primary School in 'school aged' numbers.

5. CONFIDENTIALITY POLICY:

Every endeavour is made by the FDC Staff and Educators to ensure privacy and confidentiality for individuals. Records and information about individual children, families, Educators and staff are kept in a secure place and only accessed by, or disclosed to, those people who need the information to fulfil their responsibilities to the FDC Service, or who have a legal right to the information.

6. COCKBURN FAMILY DAY CARE SERVICE OPERATION:

The City of Cockburn FDC Service, a Not for Profit Commonwealth Child Care Service, has successfully operated continuously since August 1978. This Service is based within the City of Cockburn and extends outwards across the Perth southern suburbs.

The Commonwealth provides childcare subsidies (Child Care Benefit, Child Care Rebate and Special Child Care Benefit) for eligible families, however in 2015 the Commonwealth moved FDC Services (other than specific Services in rural and remote area) to "fee for service" operations.

The FDC Service currently operates with a network of around 60 - 70 self-employed, Registered FDC Educators. The provision of early education and care is monitored, supported and resourced by qualified and experienced FDC Service staff. There are around 600 children enrolled in the FDC Service, including full time, part time and shift work hours enrolments.

7. FDC SERVICE MISSION STATEMENT:

The FDC Service uses best endeavours to provide quality, accessible FDC in a safe, educational and supportive environment which is responsive to the needs of children and their families.

8. FDC SERVICE PHILOSOPHY:

EYLF PRINCIPLES	PHILOSOPHY
Secure, respectful and reciprocal relationships	**The City of Cockburn Child Care Services ('the Service") operates in the belief and understanding that each child is special and has a right to be valued and cared for in a way which reflects that it is the child's wellbeing which is of paramount importance.** • The development of a collegial working relationship is supported between staff/ staff; staff / educators; parent/ educator and parent/ staff.
Partnership	**The Service promotes quality care for children by fostering open (face to face) communication between parents, educators and the Service staff, making every endeavor to support the child's transition from home to care.** • *Positive individual feedback emphasised;* • *Congenial, personal rapport developed between* staff/ staff; staff / educators; parent/ educator and parent/ staff*;* • *Support provided in a respectful and empathetic manner;*
High expectations and equity	**The Service operates with a common goal and focus on continuing quality improvement in the provision of care and services for children, their families and for educators. The Services operate in the belief that personal best endeavors are optimally encouraged within an atmosphere of mutual respect and trust.** • *Educators and staff supported to provide programs that meet children's social, emotional and developmental needs and their interests;* • *Compliance maintained for all legislation, policies and procedures.*
Respect for Diversity	**The Child Care Services value diversity and believes in making every endeavor to provide support, resources and training to staff and to educators to support and enable staff and educators to reflect on their provision of care. Educators are supported to provide for the individual development of each child in their care by offering a safe, secure, caring and stimulating environment which complements and supports the values of the Parents and the community.** • *Diversity in its many forms recognised and accepted;* • *Staff and educators supported to respect and value each family's cultural beliefs*;
Ongoing learning a and reflective practice	**The Service values diversity and believes in making every endeavor to provide support, resources and training to staff and educators to reflect on their provision of care. Educators are supported to provide for the individual development of each child in their care by offering a safe, secure, caring and stimulating environment which complements and supports the values of the Parents and the community** • *Educators in each Service are encouraged to reflect on and assess the development and the ongoing improvement of their own service;* • *Training encouraged and organised to meet identified needs within each Service.*

9. ROLE OF THE FDC SERVICE:

(a) Select FDC Educators for their ability to work with young children and their willingness and commitment to provide a high standard of childcare;

(b) Ensure compliance of Commonwealth legislation, the Service Agreement and its Policies and Procedures;

(c) Offer a Parent Referral service;

(d) Monitor the quality of the early education and care provided for children;

(e) Provide enrolment and attendance data to the Commonwealth Child Care Management system (CCMS) and make payments of Child Care Benefit (CCB) and Child Care Rebate to FDC Educators as directed by the Commonwealth Child Care Management (CCMS);

(f) Support FDC Educators in their work through regular contact (Eg; phone calls, home visits & play sessions);

(g) As able, offer Play Sessions for children and FDC Educators during school terms;

(h) Produce regular Newsletters for FDC Educators with current issues and resources for FDC;

(i) Provide Parents with further relevant information as deemed appropriate;

(j) Offer on-going 1 on 1 training, group training and other networking opportunities for FDC Educators

(k) Provide administrative support (forms, info booklets) and support to FDC Educators and Parents;

(l) Assist FDC Educators with the administration of their business;

(m) Liaise with FDC Educators and Parents and mediate as necessary;

(n) Promote FDC to the wider community;

(o) Liaise with other Agencies, Community groups and Government Departments, keeping abreast of changes which may affect FDC;

(p) make every endeavour to keep FDC Educators and Parents informed of relevant issues.

10. PROVIDING EARLY CHILDHOOD EDUCATION AND CARE :

FDC Educators are required to plan the daily program of appropriate child experiences which are based on the children's interests and their ages and stages of development.

Educators understand that play is an active form of early childhood learning.

In childcare, learning should always take place through fun and play as children develop knowledge and skills in their own way through play experiences.

Playing with other children supports children to develop social skills such as sharing and helping.

Children also learn to express their feelings and emotions through dramatic play.

The Educator aims to nurture the physical, social, emotional, creative and intellectual growth of each child.

Educator and children enjoy making playdough together

11. COMMONWEALTH FUNDING AND PRIORITY OF ACCESS :

The Commonwealth has moved FDC Services (other than specific Services in rural and remote areas) to a User-Pays system (ie; Users = Families and Educators) and requires the FDC Service to give priority of access to parents seeking care who meet the work test criteria.

It is the Parents' responsibility to notify Centrelink of their work status and any changes to their circumstances.

The F.A.O.'s phone number is 13 61 50 and is available Monday to Friday 8am – 8pm

Childcare eligibility for up to 24 hours per week (**non-work related**) or up to 50 hours per week (**work related**) will be dependent on the parents' work status as notified to Centrelink.

If families require CCB for more than 50 hours per week the Parent must contact Centrelink.

11.1. Commonwealth Child Care Benefit (CCB) Payments and Child Care Rebate (CCR):

The Commonwealth provides eligible families with childcare fee subsidies by Child Care Benefit (CCB); and 50% Child Care Rebate (CCR) up to $7,500 annually against the parent's portion of the fee (CCR can be paid directly into your financial institution/or as direct fee subsidy to the FDC Service). In specific circumstances a family may be eligible for Commonwealth Special Child Care Benefit – special eligibility required.

The Commonwealth authorises and provides the FDC Service with the exact amount of CCB to be paid each fortnight for the specific child eligible for subsidy payment.

The parent is responsible for the total fee for care – when eligibility criteria are met, the subsidy assists this payment.

- All Commonwealth subsidies are paid fortnightly in arrears of the care provision;
- When the Parent has authorised Centrelink, the CCR is paid as direct reduction of the fee – paid fortnightly in arrears;
- The Commonwealth has established that it is the parent's responsibility to maintain contact with Centrelink re any changes to the family's eligibility for subsidy;
- The FDC Service on-pays the relevant FDC Educator the portion of the fee agreed between the FDC Service and the Educator according to the required Service Statement of Fees.

11.2. Commonwealth "ALLOWABLE ABSENCES" ("A/A") for CCB and CCR:

The Commonwealth authorises subsidy payment for up to **42 child absences** from childcare each financial year. The absences from care by the child can be for any reason, including (but not limited to) parent annual leave, public holidays or sick days.

Please Note:

When the A/A quota is reached, the Commonwealth **will, without notice, cease subsidy payments** for any further child absences for the remainder of that financial year;

- **Exception to 42 A/A:** If following the 42 A/A, the child is absent from care due to illness and a Doctor's Medical Certificate is provided to the FDC Service, **or** the child is absent due to the parent's authorised rotating roster – with evidence provided, additional absences will be subsidised;
- **If care is required for rotating roster work and a letter** from the parent's employer on a work letterhead provides written evidence of the required rotating roster work, the Commonwealth will **authorise additional child absences** which are due to the roster;

Please note:

A/A Centrelink Rules re Before (BSC)/After (ASC) School Care:

- a child absent from 1 booked BSC is viewed as 1 A/A; a child absent from 1 booked ASC is viewed as 1 A/A and a child absent from B&ASC on the same day is also viewed as 1 A/A;

PLEASE REMEMBER:-

Total Fee payment always remains the Parent's responsibility and this means that the Parent is required to pay the total cost of care if for any reason during the child's enrolment in the Service the family is deemed ineligible by the Commonwealth for the childcare subsidy;

- In specific circumstances the family may be eligible for Special Child Care Benefit (SCCB) – the approved SCCB subsidy covers the total cost of care - please refer your query regarding this payment to the Manager on 9411 3303 or Finance Officer on 9411 3310.

11.3 The Early Years Learning Framework for Australia (EYLF) :

The EYLF is the National Framework/ curriculum which provides a foundation for early childhood learning. Educators use the EYLF to support their program planning. EYLF elements are built on developmental foundation blocks which support the child's best start in life.

The framework emphasises play based learning and recognises the importance of communication and language as well as social and emotional development. The Framework has been designed for use by early childhood educators working in partnership with families who are the child's first and most influential educators.

12. CHILD ENROLMENT:

The City of Cockburn FDC Service recognises the Registered FDC Educator as an agent for the FDC Service only in relation to the enrolment of children into the Service as permitted by the Commonwealth, and provides an efficient enrolment procedure that is clear and understandable to FDC Educators and families. To implement processes, through the provision of secure recording and storing procedures, that protects the confidentiality of families.

Whilst parent childcare referral is carried out through the FDC Service, where the family has not been referred by the Service, the enrolling Parent is requested to contact the FDC Service during the enrolment process and prior to the child commencing care.

Please be aware that a child cannot commence care unless the Educator has the completed enrolment forms, enrolment fee and the information provided on these forms is legally required to be kept up to date.

The Educator must provide the original of the Enrolment form A to the FDC Service immediately following the enrolment process undertaken on behalf of the Service.

12.1 Enrolment:

All children are enrolled with the Approved City of Cockburn FDC Service and no child may be in the care of a Registered Educator without the Parent having provided:

(a) Child Enrolment Forms A and B completed in full

(b) The Date of Birth and CRN of enrolling parent and each enrolled child

The enrolment process includes Enrolment Forms being completed at the FDC Educator's premises and left with the educator along with a minimum of one week's total fee for care.

Parents please refer to your FDC Educator as, in operating their own FDC business; they may have additional payment requirements.

Please be aware that Parents are required to maintain payment one week in advance of childcare provision.

12.2 Change Required to Contracted Days or Hours of Care:

(a) Parent discusses and agrees the intended change with the Registered FDC Educator;

(b) The 'Permanent' or 'Temporary' Change is marked on the FDC Attendance Record form;

(c) Usual procedures are then followed;

(d) Parent needs to contact FDC Service prior to change of hours for the following:-

- the parents meet the Commonwealth Work Test and their request for care is more than 50 hours per week;
- the Parents do not meet the Commonwealth Work Test and the request for care is for more than 24 hours per week;
- the request is for out of core hour care, weekend or Public Holiday care.
  - *Core Hours are Monday – Friday 7.30 a.m. – 5.30 p.m.*

(e) If the FDC Educator is on leave from their FDC business at the time the Parent wishes to give notice of finishing care, a dated and signed letter from the parent sent to the FDC Educator's address, providing the appropriate details from the Parent, will be accepted.

12.3 Trial Period for Care:

The Service Policy establishes the first four (4) weeks of a child's care as a Trial Period.

- Please discuss with your child's FDC Educator;
- The weeks' notice prior to the finish date is not required/nor penalty fee/ during this period.

12.4 A Child Attending Kindergarten:

A child who is enrolled in care on a day they attend kindergarten and the child is either taken to, collected from (or both taken to and collected from) kindergarten by the Educator or the Registered Educator's Assistant, is charged the full day's fee for that day with full entitlement for eligible families to the childcare subsidy for that day.

Commonwealth conditions include:-

- The FDC Educator is the responsible person for the child whilst at kindergarten;
- The days and hours are available for this child during school vacation periods;

- The kindergarten child has the right to the day's care and the times the child is at kindergarten may **not** be on-sold for another child on an ongoing basis; however – casual placement may be made during the kindergarten hours – **only on the condition** that the parent of the child enrolled on the casual basis are made aware by the Educator that the kindergarten child always has the right to that place if required for any reason
  - ie the casual placement will be forfeit – and this could occur with little notice.

12.5 A Child Attending Pre-Primary or Primary School:

The Commonwealth deems the child attending Pre-Primary and Primary School as "school aged" for the purposes of CCB. The CCB subsidy is reduced to the school-aged rate from the 1st January of the year the child is to attend Pre-Primary. The child attending Kindergarten is "under school age."

12.6 School Vacation Care :

School Vacation Care in FDC may be booked either at the time of the original enrolment or as a change of hours on the child's attendance record and receipt form.

The general process is:-

- At the time of enrolment for a school vacation period the parent is required to pay the first week's fee for vacation care in advance and the usual guidelines for enrolment apply. eg; the first week's fee is non-refundable if the child does not come into care;
- School Vacation period enrolment for school aged children may be booked per day as required;
- If care is not required for the school aged child during the School Vacation, no Holding Fee is required for this period.

13. DAILY CHILD ATTENDANCE RECORDS:

The FDC Service Child Attendance Record and Receipt form is a legal document which requires accurate completion by Parents and FDC Educator.

To comply with all legal requirements *Parents must at the time of arrival and departure at FDC each day. Please:-*

- Record the child's arrival time and initial this time – (please write the times that your child actually arrives in care as well as your child's actual departure times from care); AND
- Record and initial the departure time – this confirms daily hours of care; AND
- Sign the fortnightly verification statement on the Attendance Record;
- Note that parent's receipt for fees paid is written in the receipting section of the Attendance Record and Receipt form (a receipt number is on this form);
- PARENTS should NEVER sign a blank space on these records (exception only during child's proposed absence for family holidays)

PLEASE NOTE: The Commonwealth requires the FDC Service to make every endeavour to ensure the accuracy of child enrolment and child attendance record and receipt information and not to submit data when inappropriate to do so;

- **The Commonwealth Child Care Compliance** team's written advice includes that under the Commonwealth Assistance Act (s217N(7)) the Service is to withdraw (ie cancel) any attendances or absences which have been submitted inappropriately.

- This is seen as the required Service' internal audit process;
  - The Commonwealth will audit the Service records to determine compliance and where the Service has submitted child attendance that was inappropriate to be submitted (Eg; later than 14 days from the end of the week in care) the childcare subsidy monies paid on these inappropriate submissions will be required to be refunded from the payments made;
- Any errors that need to be corrected on the Attendance Record/ Receipt form before forwarding to the FDC Service need to be crossed out, corrected, and initialed by the Parent;
- Any Attendance Record/ Receipt received by the FDC Service without the correct documentation will be photocopied and the photocopy returned to the FDC Educator or the Parent so that the correct information can be provided and verified by the Parent's signature;
- If the FDC Educator or Asst. Educator is collecting the enrolled child from school, the Educator will record and initial the time the child is collected from school, however the Commonwealth requires the Parent to verify the times of care by signing on a daily basis;
- If the child is not attending the FDC Educator's on a booked day for care, the Parent is required to record and sign the absence on the child's return to care;
- The only time a parent will be asked to sign times ahead of the dates on a child attendance record will be prior to the Parent's holiday period. The days of child absence (Parent leave) will be noted and the Parent will be required to sign the attendance record and pay the holding fee for the days and hours to be held for the child's return to care;
- The parent's receipt for payment of child care fees is written in the receipting section (bottom left hand corner) of the Child Attendance Record/ Receipt. This records the actual fee paid in advance by the Parent. At the end of the fortnight, the Parent and the FDC Service must receive their copies of this fortnight's sheet. This is the only receipt the Parent is given as proof of the childcare payment made;
- The Commonwealth requires FDC Services to distribute regular Quarterly Parent Statements which itemise the amount of Commonwealth subsidy paid for the family's child care fee. This Statement is NOT a receipt for parent fees paid. It is a record of payments that should have been paid and Commonwealth subsidies actually paid.
  - This Statement is to enable the Parent to check that the enrolment information and CCB payment amount appears correct;
  - If the information appears incorrect, the **Parent is asked to contact the FDC Service** to discuss;

14. DELIVERY AND COLLECTION OF CHILDREN :

(a) The child will only be handed over to the adults who have been *authorised* by the enrolling parent on the child enrolment form. Please be aware that, if these authorised people are not known to the FDC Educator, the Educator will ask the person for some form of identification.

(b) Where changes in family circumstances result in a previously authorised parent no longer being authorised, evidence (such as a written & dated court order) MUST be provided to the FDC Educator. Parents please be aware that the FDC Educator will use their best endeavours to ensure the welfare of all the children is their first priority.

15. STATEMENT OF CHILD CARE FEES:

The City of Cockburn FDC Service recognises the FDC Educator as an agent for the FDC Service only in relation to the collection and receipting of fees as permitted by the Commonwealth. The FDC Service will negotiate and agree a fee with the educator that complies with the Service Fee Policy and Procedures. The FDC Service Fees combine the Family Levy and the Service agreed Educator fee and are applied to all families regardless of the circumstances.

16. PARENT PAYMENT TO FDC EDUCATOR

It is always the Parent's responsibility to ensure that the FDC Educator is paid the Total Fee for the child's care. This fee is to be paid in advance of the care provided (at least weekly in advance) to maintain the child's enrolment in care.

Full Fees are to be paid in advance of holiday periods (fee based on the days and hours of enrolment to which the **child will return**) in order to hold the child's place.

Child Care Benefit and Child Care Rebate are payments to assist the Parent in paying the fees, however the FDC Educator must be paid weekly in advance of care regardless of the subsidies.

When the usual day for care falls on a Public Holiday, the child does not attend care, however the Educator is paid the usual full fee (subsidy applies).

- A parent seeking care on a P.H. must obtain authorisation from the FDC Service as Commonwealth criteria applies;
- Actual Care provided on a Public Holiday will be charged at the Public Holiday rate

The FDC Educator who is unable to provide the child's contracted hours for a personal or family reason of the educator (Eg; sickness/ leave) will not charge the fee for that period.

17. SERVICE FAMILY FEE:

The Commonwealth moved FDC Services to a User-Pays system and therefore the FDC Service Fee includes the fee retained by the FDC Service together with the Service agreed fee to be paid to the Educator. The FDC Service Fees are reviewed annually to meet the operational needs of the Service.

Commonwealth childcare subsidies for eligible families receiving are applied against the Total Child Care Fee.

All monies received by the FDC Service are used for the operation of the FDC Service, including support and monitoring of quality child care standards, support for continuing quality improvement and the administration of the Service including Commonwealth CCB and CCR payment administration. (Please refer to page 4: Role of FDC Service)

17.1 Procedure for Payment:

(a) The FDC Service Fee for care (ie: Family Levy + fee to be paid to the Educator for service provision) is paid by the parent placing the child in care.

(b) The Service Family Levy is recouped from the Educator to the FDC Service through the Commonwealth Child Care Management process (Parent authorisation is a condition of enrolment and is within the Enrolment Form A).

18. NON STANDARD HOURS OF CARE :

The FDC Service operates separate policies with regard to non-standard hours of care.

- Standard Core Hours of Care – Monday to Friday: 7.30 a.m. – 5.30 pm;
  - Educators may offer sessional hours within the core hours that are less than the 10 hours;
- Non Standard Hours of Care - Saturday, Sunday, Public Holidays & Monday to Friday 5.30pm – 7.30am.

18.1 Payment for Rotating Roster / Shift Work:

(a) It is a Commonwealth requirement that the Parent working on a Rotating Roster provides the FDC Service with a letter from their employer on the employer's letterhead, verifying the rotating shift nature of the parent's employment. This letter is required on an annual basis for ongoing childcare.

(b) **The Educator is entitled to receive a minimum fee for the hours of enrolment to be held each day for the booking and FDC Educator's daily fee will apply for the days of the enrolment. (Eg; Core Hours – M - F)**

- *Please check with your child's FDC Educator;*
- *All* Commonwealth requirements apply. (*Eg: Parent Work Statement and child immunisation status)*

(c) **A FDC Educator will not be paid a fee for care and a holding fee for care within the same 24 hours, for the same child.**

(d) The FDC Educator **will not be entitled** to receive a fee for **hours held outside** core hours or on weekends in rotating roster arrangements.

(e) **Out of Core Hour care will only be paid for when actually used, except where specific Commonwealth authorisation is provided,** eg: Parent signs for an "Allowable Absence."

(f) **All care that is used will be charged according to the FDC Service Fees. If the fee for the actual hours of care for the week is greater than the 'Minimum Fee,' the greater fee will be the fee charged.**

FDC Educator, Lisa enjoying water play with the children

18.2 Payment for Overnight Care:

Please Note:

(a) The FDC Educator will usually sleep during normal sleeping hours when overnight care is provided. Parents need to discuss individual arrangements with the Educator.

(b) The FDC Service has specific policy and procedures for Overnight Care.

(c) Overnight Care will be approved for payment of CCB when it is provided according to the Commonwealth guidelines as amended from time to time.

(d) When OVER 50 hours of care per week is required – All CCB payments made by the FDC Service must be authorised by the Commonwealth Department Human Services/ Centrelink.

19. WHAT DO PARENTS NEED TO PROVIDE TO THE FDC EDUCATOR ?

- *Sunscreen/ Hat/ Footwear:* Sunscreen lotion and an appropriate hat for your child should preferably be left at the FDC Educator's home as these must be used **whenever the UV rating is 3 or above**. In some instances the FDC Educator may provide the sunscreen lotion. Please discuss with your child's Educator;
- *Clothing:* Please dress your child appropriately for play activities and the weather and supply at least one change of clothes, especially spare pants. Soiled/ wet clothes will be rinsed out by the FDC Educator and returned to the Parent for a full wash;
- *Nappies:* Please ensure that your daily nappy supply covers unforeseen circumstances;
- *Food for Special Diets:* Please discuss with your FDC Educator. All meals during Core Hours are usually provided by the FDC Educator, except by parent request or where there are special dietary requirements, eg; allergy to gluten, religious requirements. Fees which are inclusive of meals will remain unchanged;
- *Babies Milk:* The FDC Service supports breastfeeding, however breastfeeding arrangements must be fully discussed with the FDC Educator prior to enrolment or change. For your baby's comfort, please ensure that a breast fed baby is able to drink from a bottle before care commences.
  - Baby's bottles for the day are usually made by the parent/ kept in the fridge by Educator.

20. TOILET TRAINING :

- If your child has yet to go through this developmental stage, please discuss this with your FDC Educator before commencing toilet training. It is important that the routines "at home" and "in care" complement each other;
- Resource information is available for Educators and Parents from the FDC Service;
- Toilet training needs to be managed with a minimum of fuss so please provide additional pants or trainer nappies and clothing at this time. Each FDC Educator may operate differently so please discuss this with the Educator. Usually the FDC Educator will return rinsed, soiled clothing and /or cloth nappies to you for a full wash.

21. REST TIME :

Please be aware that after lunch there is usually a quiet period or rest time for all children.

22. SICK CHILDREN – EXCLUSION FROM CHILDCARE:

FDC Educators may not legally admit any child or adult to their FDC who appears to be suffering from a communicable/infectious disease or an infection which might prejudice the health of the children in care, or the health of the FDC Educator and their family. The Educator is the professional authorised to make this decision.

Children should be excluded from the service for the following reasons:-

- ear, eye or excessive nasal discharge (yellow/green);
- infected or infectious sores;
- rash;
- high temperature – 38 C or above usually excluded for a minimum of 24 hours;
- vomiting or diarrhoea.

A medical certificate will usually be required before your child's re-admission to Child Care, however in relation to this, please note the advice of the **Health Department** below.

Please Note:

The Australian Government's "Staying Healthy in Child Care" provides the following information:-

The parent needs to be provided with a copy of the service policies on exclusion, hand hygiene, cough and sneeze etiquette, immunisation and medication. ***The exclusion policy is the policy most likely to cause concern*** *– make sure parents understand why the service has an exclusion policy.*

"Most parents will appreciate your attempts to prevent illness in their children."

"Education and Care Services should not be influenced by letters from doctors stating that the child can return to care, ***unless*** *the child's condition fulfils the criteria for returning to care. Sometimes doctors can make different diagnoses for children in the same childcare service with illnesses that appear similar. It is the doctor's role to make a diagnosis, but the education and care services can use the information in* ***Staying Healthy*** *to decide on their response to illness (eg; the required exclusion time). Your local public health unit can help you with these situations, or if you are in doubt about exclusion."*

23. MEDICATION :

The FDC Educator may only administer medication that is **current, clearly labeled, within the use-by date and for which Parental/ Guardian's written authorisation has been provided.**

All medication to be given by the Educator to a child in care must be prescribed for the child by a qualified medical or homeopathic practitioner and must have the child's name and the name of the medication clearly on the medication container.

24. IMMUNISATION POLICY:

The Commonwealth strongly encourages child immunisation and has introduced a "No Jab No Child Care Subsidy" Policy.

- If your **child immunisation schedule is not in date at any time in the schedule**, please be aware that the Commonwealth will **not subsidise** your childcare costs;
- Once your child is again up to date with their immunisation schedule, the **Commonwealth requires you to contact Centrelink and ask to re-apply for childcare subsidy**.

Additionally, if your child is in care without being immunised and there is an outbreak of an infectious disease, the Parent of the child who is not immunised will be advised of this so that their child can be excluded from care during this time. The unimmunised child is the child most at risk of the infection.

25. WHAT IF MY FDC EDUCATOR IS UNABLE TO CARE FOR MY CHILD ?

There will be times when the FDC Educator will need to close their FDC on a temporary basis. This may be for a holiday period or due to unforeseen circumstances, such as illness. In these instances the Educator is requested to notify families and the FDC Service as soon as possible. If parents would like referral to another FDC Educator during this time, please contact the FDC Service on **9411 3301** to seek the most appropriate referral for your child during this time.

The FDC Service will make every endeavour to assist the parent, however please remember that an alternative placement for your child cannot be guaranteed due to limited vacancies within the Service. Ultimately, it is the parent's responsibility to make alternative arrangements for child care.

- The FDC Educator will **not charge a fee** for the times that the FDC business is closed.

26. EMERGENCY SITUATIONS:

- **It is essential that you keep the Approved FDC Service informed of all updated information relating to your "Child Enrolment Form", including your contact phone numbers;**
  - **This information update may be provided to your child's FDC Educator who will inform the Service;**
- **Each FDC Educator has a written emergency procedure.**
  - Please take time to look at this and discuss with the Educator;
- **In any emergency situation FDC Educators will put the needs of the child first**, utilising their First Aid skills and, as required, will call for an ambulance as deemed necessary. Parents are responsible for the ambulance cost.

27. GUIDANCE ON SEPARATION ANXIETY:

There is no time frame for the length of time a child may take to settle into care. Times vary from child to child and even from Educator to Educator. The settling-in process can vary depending on the child's age, past experiences and how often the child attends care.

- It is a good idea, if possible, for both you and your child to spend time with your FDC Educator and the other children before leaving your child in care;
- Talk with your Educator about an item/s that your child may bring to assist with their settling-in process. Eg favourite teddy, blanket or family photo;
- On the first day allow extra time to settle your child into a play experience;
- Once your child appears comfortable, say goodbye, telling them that you will be back to collect them. If your child becomes upset, provide reassurance that you will be back later, then leave. If you linger it can make the separation harder for both of you;
- While it might be tempting to leave your child without telling them that you are leaving, this can be very distressing for your child when they realise that you have gone without saying goodbye;
- Please feel comfortable to phone during the day or to ask the Educator to let you know how your child is going throughout the day;
- The FDC Service staff can be contacted for additional ideas to help your child settle into care.

28. TERMINATION OF CARE - BY PARENT or FDC EDUCATOR :

Please Note: Parents are required to provide a **minimum** of one (1) weeks' notice PRIOR TO the last day of care. The child attends this week of notice. Please discuss this with your child's Educator as they may have a policy for a 2 week notice period.

If your child does not attend the last period of care please note the information below about the parent's responsibility to pay the full fee without Child Care Benefit assistance.

The only exception to the requirement for a minimum of one full week's notice is:-

- The individual FDC Educator has a policy requirement for a greater period of notice; eg; 2 week's prior notice;
- The Trial Period during the first 4 weeks of care does not require the week's prior notice;
- The parent has a *justifiable concern regarding their child's wellbeing* that has been discussed with the FDC Educator and the Service Manager; the Service Grievance Procedures have been followed and non-payment of 1 week in lieu of notice has been agreed upon.

28.1 Payment Options On Leaving Care:

1. Minimum of **One week's notice prior to the last day of care/or as required by the FDC Educator/ *is provided*** by the Parent to the FDC Educator and the **child attends care on the final week of care**- The Commonwealth WILL PAY the Parent's CCB subsidy for this week.
2. The required week notice/ **or as required by the FDC Educator**/ *is **not*** provided, OR the child does **NOT attend care** during the week notice period- The Commonwealth will NOT PAY the Parent's CCB subsidy for this week/ or weeks. In this instance, the *Parent is responsible to pay the Total cost of care* including the amount normally subsidised by the Commonwealth.

It is suggested that, wherever practical, the FDC Educator provides the Parent with as much notice as is possible in the circumstances re proposed changes to their FDC operation, and in particular notice of any proposal for the Educator to close their FDC service. A minimum of one week's notice is a standard requirement, however it is suggested that Educators consider providing a month's notice to families where-ever practical, especially when proposing to close their FDC service (exception: Trial Period).

Please remember that whatever the reason that childcare is terminated, the child will benefit from being given the opportunity to say "goodbye" to the FDC Educator and the other children. It is also important for the FDC Educator and other children to be able to say "goodbye" to the child who is leaving the childcare.

9. FDC SERVICE POLICIES and PROCEDURES:

The FDC Service Policy and Procedures document is available for FDC Educators and for parents with children enrolled in the City of Cockburn FDC Service. Current copies are provided to all Registered FDC Educators and parents have access either from the FDC Educator, the City of Cockburn website - www.cockburn.wa.gov.au/fdc or a copy can be obtained from the FDC Service. During the Service Policy and Procedure document review, FDC Educators will be involved in the review process and parents with children enrolled will be emailed a copy of a draft for their information, comment and input.

SOCIAL MEDIA POLICY:

The FDC Service, its staff and Educators operate responsibly and in compliance of relevant legislation to protect the privacy and confidentiality of children and their families, FDC Educators and FDC Service staff.

PROCEDURES:

1. Photos of children, or any other information that may identify children or families, must not be used on social media sites such as Facebook unless the family has provided specific written permission for this to occur. **When parent authorisation is gained, the Facebook site utilised for this specific activity must be that of a FDC business site and not linked to a personal Facebook site.**
2. FDC Service employees or Registered FDC Educators **may not** discuss the FDC Service, its staff, FDC Educators, children in care or their families on social media sites. Failure to adhere to this policy would be seen to be unprofessional behavior and would be subject to the relevant grievance procedures process.
3. The FDC Service will include information about the social media policy in its Parent Handbook and in its staff and educator orientation processes.

30. GRIEVANCE AND RIGHT OF APPEAL POLICY:

Procedure for Grievance between Family and FDC Educator:

1. If the grievance is not resolved satisfactorily between the educator and the parent of the child in care, either party can bring the matter to the attention of the FDC Service staff to assist in the resolution of the matter.
2. Any grievance which remains unresolved following discussion between the FDC Service staff member and the parties involved can be referred for further mediation to the Child Care Services Manager.
3. If the matter remains unresolved, the matter may be referred to the City of Cockburn Child Care and Seniors Manager.

Procedure Grievance between Family and FDC Service Staff:

If a Parent has a concern/ grievance with a FDC Service Policy, Procedure or any other matter, they may contact the Child Care Services Manager to discuss this concern. The Manager will make a record of this conversation and follow up with the City of Cockburn Child Care and Seniors Manager.

31. CONCERNS:

Parents are encouraged to discuss day to day concerns directly with the FDC Educator as they arise. In some instances it may be necessary to make time to discuss an issue with the FDC Educator when there are no children present.

Please do not hesitate to contact the Service Manager on 9411 3303 if you wish to discuss any child care issue or concern. *If it concerns your child, it concerns us.*

All concerns raised will be dealt with. Please be aware that if a report is made of a serious offence that:-

- constitutes a breach of relevant childcare legislation; or
- of the FDC Service Educator Agreement or its Policies and Procedures; or
- places a child at risk of serious harm or neglect;

the Child Care Services Manager is required to take the action deemed necessary.

A REWARDING HOME BASED CHILD CARE CAREER

WITH THE CITY OF COCKBURN FAMILY DAY CARE SERVICE

PARENTS

Due to increasing child enrolment enquiries for the City of Cockburn Family Day Care Service, the Service is interested in receiving expressions of interest from potential FDC Educator applicants.

Experience in the care of children and an understanding of child development, children's needs and appropriate child experiences is essential.

A Diploma of Early Childhood Education and Care (ECEC) is highly desirable.

Applicants who do not hold a child care qualification must be willing to enrol in Certificate III ECEC as a minimum requirement and encouraged to consider the Diploma ECEC.

Please be aware that the FDC Service operates with an assessment and registration process for the applicant. The FDC Educator applicant's home is assessed and registered as a FDC Residence is a separate registration process.

For Further Information Please Contact Sandra on 9411 3303

Thanks to everyone, both past and present, who has contributed in any way to the development and ongoing review of this handbook and thank you for taking the time to read the booklet.

We would be pleased to hear any comments you may have on the operation of this Family Day Care Service and the care of your child.

Please feel comfortable to phone 94113 303 to discuss any issues with Sandra Taylor.