****

**(Formally Sunbury and Macedon Ranges Family Day Care)**

**Information HANDBOOK**

**Approved Provider by Department of Education and Early Childhood Development: PR-00002689**

Contents

Coordination Unit 4

Introducing the coordination unit Staff 4

1. GENERAL INFORMATION 5

* 1.1 Philosophy 6
* 1.2 Mission Statement 6
* 1.3 Statement of Ethics 6
* 1.4 Educators 7
* 1.5 Educator Training 8
* 1.6 National Quality Framework 8
* 1.7 Education & Care Services National Regulations 8

2. GETTING STARTED 9

* 2.1 Who can use Care 9
* 2.2 Age Range of Children in care 9
* 2.3 Number of Infants 10
* 2.4 Children with Additional Needs 10
* 2.5 Applying for Care 10
* 2.6 Applying to Become an Educator 11
* 2.7 Confidentiality 11
* 2.8 Privacy Policy 11

3. CHILDREN IN CARE 11

* 3.1 Choosing a Educator 11
* 3.2 Parent and Educator Interviews 12
* 3.3 Contract of Care 12
* 3.4 Termination of Care 12
* 3.5 Settling Your Child into Care 12
* 3.6 Clothing 13
* 3.7 Nappies 13
* 3.8 Loss of Property 13
* 3.9 Meals 14
* 3.10 Late Pick Ups 14
* 3.11 Emergencies 15
* 3.12 Alternative Care Arrangements 15
* 3.13 Playgroup Sessions 15
* 3.14Educator/Parent Holiday Leave Arrangements 16
* 3.15 Behaviour Guidance 16

Contents cont’d………

* 3.16 Toilet Training 16
* 3.17 Siblings in the Educators Home 17
* 3.18 Updating Information 17
* 3.19 Consultation/Participation 18
* 3.20 Complaints/Concerns 18
* 3.21 Policies 18
* 3.22 Child Protection 18

4. ILLNESS & INFECTION CONTROL IN FDC 19

* 4.1 Administration of Medication 19
* 4.2 Asthma & Anaphylaxis Plans 19
* 4.3 Other Emergency Plans 20

5. FEES

* 5.1 Contracts 20
* 5.2 Fee Schedule 20
* 5.3 Timesheets 20
* 5.4 Unpaid Childcare Fees 21
* 5.5 Public Holidays 21
* 5.6 24 Hour Care/or Exceptional Circumstances Care 22
* 5.7 Travel 21
* 5.8 Pre-School Charges 22
* 5.9 Child Care Benefit / Child Care Rebate 22
* 5.10 Absences from Care 22
* 5.11 Holidays 23
* 5.12 Additional Absences 23
* 5.13 Exemptions to Fees 23

6. RESOURCES 23

7. APPENDIX

* NHMRC – Exclusion Schedule
* SCHC OVFC Privacy Statement
* Previous Accreditation

Our Village Family Childcare Co-ordination Unit

Coordination Unit 12-28 Macedon Street

Address Sunbury VIC 3429

Postal Address P. O. Box 218

 Sunbury VIC 3429

Telephone Number/s 9744 9534 9744 9538 9744 9535 9744 9537

Fax Number 9744 6777

Email fdc@sunburychc.org.au

Coordination Unit Hours 8.30a.m. to 5 p.m.

SCHC Hours As Above

(paying accounts)

Please Note: Educators and Parents are able to access staff out of hours for EMERGENCY purposes.

Emergency Mobile No. 0419377032

Introducing the coordination unit Staff

|  |  |
| --- | --- |
| NAME & ROLE | AREAS OF RESPONSIBILITY |
| Michelle Pasic *Adv.Dip.Chn’s Services**Manager**Nominated Supervisor* | \*Contact for Special Assistance Situations and Enquiries Overall Management of the Service. Liaison with the Approved Provider management, the Dept. of Education (Federal), the Dept. of Education & Early Childhood Development, Centrelink. Coordination and Delivery of Educator Training, Educator Recruitment, Family Interviews and Placements. |
| Sharon Wilson *Associate Dip. Chn’s Services*Sue Damiano*Adv. Dip Chn’s Services* *Glynis Jackson**Associate Dip. Social Science**Coordinators*Kerrie Knight *Dip. Chn’s Services and Pre-school Mother Craft Nurse**Inclusion Support Coordinator* | \*Contact for Education & Care Support Home Visits with Educators, Assist with Family Interviews and Placements, Assist with Delivery of Training to Educators, Plan and Coordinate Playgroup Sessions. |
| Marlo Aisbett*Administration Officer*  | \*Contact for Educator Payments and Parent AccountsProcessing Educators Timesheets, Family Accounts & General Administration Duties. |

1. GENERAL INFORMATION

Welcome to the Our Village Family Childcare Scheme.

This Information Book has been written to provide both Parents and Educators with an outline of the policies, procedures and other relevant details of the Scheme. We hope that your experience with the service is positive and enjoyable, and meets your needs and that of your family.

The Our Village Family Childcare Scheme, a Sunbury Community Health service is part of the Australian Government’s Child Care Support Program and is committed to the Early Years Learning Frameworks. Our service provides high quality, flexible and personalised childcare. Children are cared for in safe, secure and stimulating environments.

Family Day Care is available for children from 0 to 12 years of age or older in special circumstances. Services offered through Our Village Family Childcare includes:

|  |  |
| --- | --- |
| * Full-time Care
* Overnight Care
* Weekend Care
* Vacation Care
* Emergency Care
* Family Groupings
* Care for children with additional needs
* Playgroups for Educators to attend
* Educators from a diverse range of cultures
 | * Part-time Care
* Evening Care
* Casual Care
* Before & After School Care
* Extended or 24 Hours Care

(Exceptional circumstances)* Equipment loan for Educators
* Regular training and home-visit support system for Educators
* Kindergarten and School drop off and collection
* Child and Family Resource Library
 |

In accordance with the Education and Care Services National Law Act 2010 and National Regulations 2011, four pre-school aged children, including the Educators own, can be cared for at any one time. In addition,

Educators may also care for school-aged children; however the total number of children at any time must not exceed seven. Note: Educator’s children who are over 12 years of age are not counted for Family Day Care purposes.

The coordination unit staff will take care when matching children to Educators to ensure that a high quality of standard is maintained. Considerations include space available, number of children already in care, age of child, number of infants under twelve months in care at the same time and the Educators own preferences.

**1.1 PHILOSOPHY STATEMENT**

At Our Village Family Childcare, we believe that in each educator’s private residence and in collaboration with coordination unit staff, the Educators will provide a nurturing environment for all children where they feel safe and free to explore their environment through an integrated, play-based approach. We will encourage the best possible growth and development of children, where Educators respect and respond to each child’s learning opportunities in conjunction with their families and communities.

**1.2 MISSION STATEMENT**

Our Village Family Childcare is committed to ensuring parents and children have access to quality home based education and childcare appropriate to their needs regardless of income, cultural background or disabilities.

**1.3 STATEMENT OF ETHICS**

The relationship between the service providers and the families shall be one of mutual trust, integrity and respect, based on clear recognition of the rights of all parties.

**Beliefs and Goals for Children and families**
We believe

* children’s self-esteem and sense of belonging are vital to their continuing growth and development
* children feel secure in an environment which is consistent, flexible, and respects their individual needs
* it is healthy for children to freely express and experience their emotions
* children have a right to be involved in decision making; they need time and opportunities to develop their own ideas, and form their own opinions
* children need opportunities to develop positive relationships with adults and peers
* children are motivated to learn through play and exploration
* children need to know that cultural diversity is valued, respected, encouraged and celebrated, and
* That the connection between the child and home is vital in creating positive relationships with all families.

**Early Childhood Educators**
We believe

* in demonstrating warmth and empathy towards all children
* in being advocates for young children and families, early childhood services and our profession
* in being positive role models for the children and each other
* learning is a shared active process between children, families and early childhood educators
* in order for the children to reach their full potential we need to work in partnership with children and families.

**Environment and Community**
We believe

* children are spontaneous and learn through flexible programs
* natural resources give children an understanding of and respect for the environment
* children need hands-on experiences to connect with and build an awareness of their environment and the world around them
* children learn best when offered open-ended materials, ample time and the opportunity to investigate, imagine, dream, hypothesise, problem solve, transform and invent
* in enhancing a positive connection and working collaboratively with diverse organisations, and
* through outings in our communities children are connecting and contributing to their world and building on their social experiences.

The Our Village Family Childcare philosophy is linked to the National Quality Standards 2012, ***Being, Belonging and Becoming Framework*** and the ***Victorian Early Years*** [***Learning and Development Framework***](http://www.deewr.gov.au/EarlyChildhood/Policy_Agenda/Quality/Pages/EarlyYearsLearningFramework.aspx)**.**

* 1. 1.4 EDUCATORS

Educators are carefully selected and supervised by the Coordination Unit staff.

Educators come from a wide range of backgrounds and different cultures, and are selected according to the following process:

* Verbal and written information is provided to the Coordination Unit.
* Previous skills, experience, qualifications and references are checked.
* All suitable applicants are formally interviewed.
* Personal references are checked.
* Working with Children Checks must be obtained before the Educator commences work and all family members residing with the Educator must also hold a Working with Children Check.
* Criminal History checks are returned clear on the applicant and on all family members over 17 years of age who will be residing with the Educator.
* The Scheme’s Home and Vehicle Safety checks are satisfactorily completed.
* All Educators must sign the Our Village Family Childcare Scheme’s Educators Participation Agreement.
* All Educators are required to have appropriate Public Liability Insurance.
* Successful applicants will undertake comprehensive orientation training and if required, complete the Certificate 111 Children’s Services (offered by TAFE institutions & registered training organisations) within a timeframe specified according to regulations. *\*Most applicants already hold a qualification.*

1.5 EDUCATOR TRAINING

Once registered with the Scheme, Educators will have the opportunity to participate in on-going training through;

* Specific training/workshops, seminars or conferences.
* Scheduled Level 2 First Aid, annual CPR updates and Anaphylaxis and Asthma management training.

1.6 NATIONAL QUALITY STANDARDS

Our Village Family Childcare has an Australian Children’s Education & Care Quality Authority service approval number: SE00005125. The service is assessed to meet National Quality Standards by Approved Officers from the Victorian Department of Education & Early Childhood Development. Staff and Educators work continuously on improvement through planning, implementation and evaluation. Families are encouraged to support this process by offering expertise in a specific area or by providing feedback.

1.7 EDUCATION & CARE SERVICES NATIONAL LAW ACT 2010 & EDUCATION & CARE SERVICES NATIONAL REGULATIONS 2011

Sunbury Community Health is the Approved Provider of Our Village Family Childcare, Approved Provider Number: PR-00002689 with the Victorian Department of Education and Training to operate a children’s education and care service. Copies of the regulations are available in the coordination unit office or with individual Educators. Regulations can also be accessed on the DET website: [www.education.vic.gov.au](http://www.deecd.vic.gov.au)



2. GETTING STARTED

* 1. WHO CAN USE CARE
* Children of parents who are working, seeking employment, studying or training.
* Children who have a disability or whose parents have a disability.
* Children whose family is in crisis or experiencing exceptional circumstances.
* Parents who require some relief childcare for other personal reasons.

Evidence for Priority of Access

The service is required to assess the priority of access to care for each family. It may be necessary for families to provide documentation as evidence of priority of access. These documents may include:

* Payslips to indicate workforce participation.
* Enrolment forms/course acceptance, student identification card to indicate studying/training status.
* Employment Service registration, receipt of Job Search Allowance, or copies of job applications for families seeking employment.
* Medical Certificates or other assessment for disability of parent or child.
* A medical professional or protective services confirmation of children at risk.
	1. AGE RANGE OF CHILDREN IN CARE

The service is funded to accept children from 0-12 years of age. The home environment of Family Day Care together with the small groupings of children makes it a very suitable setting for the education and care of infants. It is recommended that a baby enter the service following commencement of their immunisation program. However, the scheme recognises that some families may require care for very young babies. Early entry into the Scheme may be considered in exceptional circumstances as follows:

* Parents with urgent commitments to return to work or study.
* Medical emergency, illness or death of a family member.
* Referral by the Department for a child at risk or abuse or neglect.
* Families in crisis.

In addition, older children who have reached the age of 12 years may be permitted to remain in Care for the following reasons:

* The child turns 12 years of in their first year of Secondary Education.
* Has an intellectual or physical disability.
* Medical emergency or referrals as listed above.
	1. NUMBER OF INFANTS

When matching Educators with babies less than 12 months of age, the Scheme will not place more than two babies under this age with any one Educator (including the Educator’s own child if this is applicable). The exception to this will be the placement of twins or triplets or in other exceptional circumstances, with the approval of the Manager after consultation with the Educator.

* 1. CHILDREN WITH ADDITIONAL NEEDS

The home environment and small numbers of children make Family Day Care the ideal setting for the education and care of children with additional needs. Children with additional needs may include children diagnosed with disabilities (physical, intellectual, sensory, neurological or learning impairment), children undergoing assessment, developmental delays requiring professional intervention, and refugee children who have been subjected to torture or trauma in their country of origin or during their refugee experience.

The Commonwealth Government recognises the importance of providing access to quality education and care for children and families with additional needs.

* The Inclusion Support Agency (ISA) can provide funding for advice, resources and equipment to support the inclusion of a child with additional needs.
* Inclusion Support Subsidy (ISS) payments are payments available to Educators in recognition of the addition and attention that children with additional needs may require.

If applicable the ISS will be discussed at the Scheme interview for childcare or later if additional needs become apparent.

* 1. APPLYING FOR CHILDCARE

Parents/guardians applying for childcare will need to:

1. Contact the Family Day Care Office on 9744 9534 or 9744 9538.
2. Complete an Application Form and Participation Agreement.
3. Arrange for the Child Care Benefit and/or the Childcare Rebate with the Family Assistance Office (FAO) by phoning 136 150, visiting the FAO or accessing their website www.centelink.gov.au.

Full fees will apply to childcare used until you notify the Coordination Unit of your Customer Reference Numbers (CRNs) of which there will be a parent CRN and a separated CRN for each child attending education and care.

1. Parents who are studying may qualify for the JFA subsidy – enquire with Centrelink at the same time you apply for the CCB.
2. Visit the Educator(s) as advised by the Coordination Unit Staff.
3. Select Educator, complete the Educator/Parent Agreement and return to the Office.
* *Every effort will be made to give Families a choice* *of Educators to meet depending on individual needs and vacancies available.*
	1. APPLYING TO BECOME AN EDUCATOR

The Our Village Family Childcare Scheme is committed to the thorough assessment, orientation and training process for all new Educators, and on-going training and personal development of existing Educators. Individual recruitments will take place at all times.

* 1. CONFIDENTIALITY

The Staff and Educators of the Our Village Family Childcare Scheme acknowledge that in working in such close contact with the families that there may be times when an exchange of information, that may be of a personal nature pertaining to the education and care of the children involved. At no time will this information be shared with anyone other than the child’s parents or coordination unit staff. The exceptions to the above statement are:

* In accordance with the Our Village Family Childcare Privacy Statement (see Appendix Document 2),

or

* When notification is required to be made to the Department of Human Services in line with the DHS, DET& Licensed Children’s Services Protocol, 2010 (The children have been identified as being at risk of harm or neglect).
	1. PRIVACY POLICY

Please read the Our Village Family Childcare Privacy Statement in Appendix 2 of this handbook and the Coordination Unit or your Educator has available for you to read a copy of Policy 8 - Confidentiality.

3. CHILDREN IN EDUCATION & CARE

3.1 CHOOSING AN EDUCATOR

Choosing an Educator with whom the Parents and children feel comfortable is of paramount importance. Depending on vacancies and individual family needs, Parents will be offered the choice of up to three Educators. Parents have the right and responsibility to determine the suitability of the prospective Educator. The Educator has the right and responsibility to decide whether the child’s needs and the parent’s expectations could be met through the placement.

General information, the child’s needs and routines including general medical information and specific health details should be discussed openly at the initial interview, using the Educator /Parent Agreement as a guideline. It is important that the different cultural expectations of both Parents and Educators are discussed and agreed on.

* *Parents and Educators are under no obligation to accept any placement.*

3.2 PARENT AND EDUCATOR INTERVIEW GUIDELINES

Educators are carefully selected for their suitability to provide education and care for young children. When visiting the FDC home it is essential that the child/children accompany the Parents. It is equally important that Parents and Educators must abide by the guidelines as set by the Australian Government: Education and Care Services National Law Act 2010 and National Regulations, as well as the policies and procedures of the Our Village Family Childcare Scheme. The following areas need to be discussed:

Administrative Issues e.g. Parents must sign their child into and out of care on the attendance record and sign timesheets weekly. If another nominated person (named on the enrolment record) delivers or collects the child, that person must sign the attendance record and write their name in the section provided.

Daily Requirements e.g. travel undertaken by Educator within their local area on a daily basis (parents must sign routine visit forms with the educator selected at the time of commencing care)

Program e.g. activities provide to suit age and interest of the child whilst in education and care.

Child Needs e.g. anaphylaxis, asthma or other medical condition plan/management of and minimisation plan.

Education and Care Environment e.g. animals, areas for sleeping, meals and nutrition.

* *For more specific other items for discussion see Educator/Parent Agreement*

3.3 CONTRACT OF CARE

The hours shown on the Contract of Care and Enrolment Record for the Educator, discussed with the Coordination Unit staff member at the initial interview, will be the recorded booked care hours for the family. Should there be any change in these childcare hours prior to or after the commencement of care, a “Change of Childcare Hours” form will need to be completed, dated and signed by both the Parent and Educator. The term ‘Vacation Care’ on all documents refers to School Age children only and is to be completed by parents and educators for school holiday bookings.

* 1. TERMINATION OF CHILDCARE

A minimum of two weeks’ notice is required when discontinuing care with Care. If a Parent chooses to discontinue care without notice or gives two weeks’ notice but the child does not attend, full fees will apply. *Childcare Benefit* and or *Childcare Rebate cannot be paid on absences after the last day of actual attendance*. Further information is available on the website:

[www.educationdepartement.gov.au](http://www.educationdepartement.gov.au)

* 1. SETTLING YOUR CHILD INTO CARE

Where possible the coordination unit Staff would encourage all families to consider a “settling period” before the child/children attend a full day in childcare.

We also recognise that for some families this may not be possible due to the short or immediate lead-in times for childcare or due to the selected Educator’s vacancy not being available early enough.

The children (no matter what age) will need reassurance from their Parents when placed into Care. They will need to know that their Parents are positive about the placement. We encourage Parents to discuss with their child/children what Care is about, e.g. who will be at the house, what they might be doing before he/she/they commence care. The coordination Staff have a story book “Jessie goes to Family Day Care” by Patricia Harris that can be loaned to families.

* *Hesitation and unsettled behaviour is a normal reaction for a child settling into childcare.*
	1. CLOTHING

It is the responsibility of Parents to ensure that children are dressed practically and appropriately for their day in childcare. Clothing should allow the child to participate fully in the day’s activities.

It is recommended that Parents provide the following on a daily basis:

* One complete change of clothes for each child.
* Hairbrush or comb (toothbrush if childcare is for long hours).
* Sun hat, loose fitting clothing that covers as much skin as possible and child friendly 30+ sunscreen (refer to policy 38: Sun Protection)
* Jacket or coat and hat, for outdoors during cooler weather.
* Spare underpants and socks.
* Appropriate footwear for outdoor activities (includes gumboots in the winter).

In addition Parents will need to supply for babies and toddlers:

* Two complete changes of clothes.
* Wipes, lotions, creams.
* Adequate number of nappies (6 per 8 hour day).
* 4-6 bibs (for 8 hour day).
* Training pants for toilet training (when applicable).
* Spare plastic pants if the child is in cloth nappies.
	1. NAPPIES

It is the responsibility of the Parents to provide adequate nappies, wipes and creams for their child’s daily needs. Until your child is toilet trained it is essential that you ensure the Educator has adequate nappies for the care period (see 3.6).

Cloth nappies are not recommended for childcare purposes, however if agreed upon with the educator, the nappies will be emptied and placed in a plastic bag to be sent home.

* 1. LOSS OF PROPERTY/VALUABLES/SUITABLE TOYS

Whilst every effort will be made to ensure that children’s belongings are not damaged or lost, Our Village Family Childcare takes no responsibility for loss or damage to any articles. It is requested that children do not bring valuable items, dangerous toys or war toys to Care.

* 1. MEALS

Parents may provide meals themselves or come to an arrangement with the Educator to provide meals and snacks.

Special dietary requirements and bottled formula are to be provided by the Parents. If your Educator provides your child’s meals and snacks, charges apply (see fee schedule).

If Parents provide meals and snacks for their child/children the following conditions apply:

* Must be prepared and easily re-heated if to be served hot.
* Must be nutritious to meet dietary requirements for good health.
* Must be sufficient in quantity to satisfy the child’s hunger.
* A sufficient quantity of suitable drinks e.g. milk must also be provided.
* If insufficient food or no food is supplied by the Parent and meals or snacks are provided by the Educator, the current Scheme meal or snack fee will be applied (see Fee Schedule).
* *Our Village Family Childcare Nutrition Policy # 20:is available at the Scheme Office, can be sent by email and your Educator has a copy.*



* 1. LATE PICK UPS

It is expected children will be collected from care by the agreed time, as per booked hour arrangements. Any care beyond booked hours will be charged accordingly. If the parent/s are unavoidably detained, they should make every effort to notify the Educator.

In the event of children being left without notification with an Educator one hour beyond the agreed booked hours / pick up time, the Educator will proceed as follows:

1. Attempt to contact Parent/s at work, home or on a mobile.
2. If Parent/s cannot be contacted, the Educator will attempt to contact the emergency persons listed on the child’s enrolment form. The Educator may contact the Coordination Unit Staff at this point if assistance is required.
3. If all possible efforts have been made to contact Parents and emergency contacts without results, the coordination unit staff member may need to contact appropriate authorities to advise that the child’s parents have not made contact with the service for a specified period of time. If Parents are consistently late, late fees will be charged and the booked hours will be reviewed.
	1. EMERGENCIES

There are clear procedures in place if an emergency occurs when a child is in care. Parents and the coordination unit staff will be notified immediately. Coordination Unit Staff are available to Educators both during and outside office hours. If during office hours Coordination Unit Staff are out on home visits or at a meeting away from the office, procedures are in place for a Sunbury Community Health staff member to assist e.g. General Manager. Similarly, after hours if a Staff member cannot assist an Educator quickly, procedures are in place for another Educator living close by to assist.

All Staff and Educators are regularly trained in handling emergency situations, in line with the Education & Care Services Regulations.

* 1. ALTERNATIVE CHILDCARE ARRANGEMENTS

At times, Educators will not be available to provide education and care for children, for example due to illness or holidays. The Coordination Unit Staff will endeavour to organise an alternative Educator, and where possible an Educator that the child/children may have gone to before or met e.g. during Playgroup sessions. In some cases it may not be possible to organise an alternative Educator, for example when the Scheme has a low number of vacancies.

Educators must notify the Coordination Unit and Parents as soon as practicable when they are not available and in the case of planned holidays or sick leave no less than 2 weeks before the leave is to be taken. Parents must then ring the Office if an alternative Educator is required.

If circumstances arise out of core business hours and the Educator is unable to work, the Educator will notify Parents and a Staff member who will arrange alternative care if requested by the Parent.

*Coordination unit Staff must be advised if alternative care with another Educator is organised by either the regular Educator or a Parent.*

An Enrolment form must be given to the Alternative Educator. Parents may carry a spare copy for such situations, a copy accessed by the regular Educator or the form can be emailed to the Parent or Relief Educator.

* 1. PLAY GROUP SESSIONS

Currently there are seven play sessions operating each week, during school terms. Five sessions are held in a specially set up children’s activity room and outside play area at the Sunbury Community Health Centre, 12 – 28 Macedon St, Sunbury. There is also a session held at the Romsey library on Monday mornings and one play group session is held at the Brotherhood of St Laurence 120 Hothlyn drive St, on Wednesday mornings.

Play group sessions provide a variety of stimulating and age appropriate activities, as well as providing an opportunity for staff and educators to model appropriate behaviour guidance strategies and inclusive practice techniques.

Educators attend with the children in their care so there are opportunities for the children to socialise and experience additional resources and equipment. Also, the Educators are able to network and share ideas and educational experiences with their peers and the Coordination Unit staff.

\*Each Educator and the Play Session Coordinator will consider the ages and developmental needs of that Educator’s children to determine the suitability and benefits of attending a play group session.

* 1. EDUCATOR/PARENT HOLIDAY LEAVE ARRANGEMENTS

Educators or Parents taking holiday leave are required to complete the relevant leave form. These forms are held by the Educators or additional forms can be obtained at the Office.

A minimum of two weeks’ notice is required from Educators prior to the holidays commencing to allow enough time for alternative care arrangements to be made.

The Coordination Unit Staff will endeavour to arrange a suitable alternative care placement, subject to availability, when the Educator is on leave.

* 1. BEHAVIOUR GUIDANCE

In accordance with the National Quality Standards, we encourage a positive approach to the guidance of children’s behaviour, recognising that positive, supportive and individualised relationships with adults enhance and integrate the social, emotional, cognitive and physical developments of young children. Behaviour guidance used by Educators is at all times to be constructive and suited to the age and development of the individual child.

Guidance techniques used with the children include:

1. Educators acting as role models of appropriate behaviour.
2. Arranging the environment and routines to enhance the learning of acceptable behaviours.
3. Educators recognising and encouraging children’s efforts.
4. Planning the daily schedule in such a manner as to allow the children a successful mixture of choice and structure.
5. Anticipating and eliminating potential problems.
6. Logical consequences and clear alternatives.

When unacceptable behaviour is occurring, the Educator’s use the following strategies:

1. Distraction (changing the focus of the activity or the behaviour).
2. Redirection (substituting a positive activity).
3. Planned ignoring (for behaviour that is attention seeking) while maintaining a safe environment for all children.

Our Village Family Childcare Scheme believes that Parents and Educators must work together to deal with behavioural issues and encourage regular exchange of information about children’s behaviour. *Refer to Policy Document.*

* 1. TOILET TRAINING

Toilet training of children in Family Day Care is to be discussed and procedures agreed on, by both Parent and Educator. It is suggested that this be undertaken with children of an appropriate developmental age who are exhibiting a readiness for toilet training.

Consistent procedures should be followed in both the Educator’s home and the family home. Toilet training should not start with the child in care until the parents/guardians have already established the first steps, which include the child having a word or words for identifying he/she needs to go to the toilet and he/she is familiar with the toilet. This will avoid mixed messages being given to the child and make the achievement of toilet training an easy and less stressful task. The Coordination Unit Staff can assist families and Educators with proven strategies and techniques.

The child should be dressed in clothes that are easy to manage for toileting.

Parents must supply an adequate change of clothes during this process.

There are three developmental clues to a child’s readiness to toilet train. These are:

* That the child has an ability to tell you, e.g. they have developed the language skills to tell you when they need to go to the toilet.
* They are able to follow a directed task and complete it.
* They have long periods of being dry and then they will produce a volume of urine at one time (indicating that their bladder is mature enough for toilet training to commence).

Successful toilet training occurs for most children around or just after their second birthday. A few children may train earlier and some later, all are normal and relate to the individual readiness of the child.

* 1. SIBLINGS IN THE EDUCATOR’S HOME

Parents are responsible for the behaviour of their child’s sibling(s) if they accompany the Parent on arrival and departure from the Educator’s home. Parents should be aware that the Educator is responsible for her own children and the children in her care.

* 1. UPDATING INFORMATION

It is a condition of participation in the Scheme that Educators and Parents advise the Coordination Unit Staff promptly of any changes in their information which may impact on the provision of child care. This information includes:

* Changes in home, work, or study details.
* Contact telephone numbers, addresses.
* Changes in child health details.
* Changes in custody, emergency contacts or child collection arrangements.

The Coordination Unit will formally request families to update new information on an annual basis. The changes mentioned above should be notified as soon as possible to avoid communication delays, particularly in emergency situations.

* 1. CONSULTATION/PARTICIPATION

In the interest of children in childcare, Educators and Parents are encouraged to develop open, honest and regular communication. Coordinators from the Coordination Unit regularly visit Educators offering support, advice and resources. Coordination Unit Staff are always available to discuss any issues with parents and Parents can email the Coordination Unit Staff (see page 3) to offer feedback and suggestions for improvement.

The scheme also produces regular newsletters for Educators and Parents and/or forwards by mail and email information from specialists in the Early Childhood Sector. We welcome any contributions from children, Parents or Educators. Throughout the year Parents and Educators will be asked for their input into development of information and draft documents to be use by the Scheme. When any major operational changes to the program are to be made, special meetings for Educators are held. If these changes affect Parents/Guardians, they will also be invited to attend a meeting regarding the changes. These meetings are advertised in the Scheme’s newsletters.

Please contact the Coordination Unit Staff if you have any suggestions for developing further participation or consultation in our scheme.

* 1. COMPLAINTS/CONCERNS

Educators or Parents who have any concerns or complaints which involve any aspect of education & care should contact the Manager.

Our Village Family Childcare Scheme is committed to handling any complaint or concern professionally, effectively and confidentially. The Coordination Unit will follow the process outlined below:

1. Before an official written complaint has been lodged the parties should attempt to settle the matter themselves.
2. Internal Resolution: Where the parties cannot resolve the issue, the concerns should be referred to the Service Unit Leader of the Scheme in writing. The Manager will be responsible for helping to resolve the issue.
3. Independent Resolution: Where the issue is unable to be resolved by the Manager of the Scheme, the matter will be referred to the General Manager or Sunbury Community Health CEO.

*Refer also to Education & Care Services National Regulations & Policy Document. In certain circumstances, complaints will need to be forwarded to the Department of Education and Early Childhood Development.*

* 1. POLICIES

Policies are available to all users of the Our Village Family Childcare Scheme through the Coordination Unit or individual Educator.

3.22 CHILD PROTECTION:

 It is everyone’s responsibility to ensure children are protected from harm or abuse. Our service has a Child Protection Policy and we will follow the joint protocol of the Department of Human Services Child Protection, DET and Children’s Services and Schools if harm to a child is suspected.



1. ILLNESS & INFECTION CONTROL IN

CARE

Educators are able to provide education and care for children with mild illness e.g. colds, and if the child is well enough to participate in the activities programmed for the day. However, Health Department regulations do not permit children with an infectious illness to attend education and care services. A child with an infectious illness/condition jeopardises not only the health of the other children, but also the health of the Educators and their children.

A medical certificate will be required before a child who has had an infectious illness can return into care. Each Educator has a copy of the current Health Department Schedule 6 Exclusion List for Infectious Diseases. (Refer also Appendix – Document 1. of this handbook, Source: National Health and Medical Research Council).

4.1 ADMINSTRATION OF MEDICATION

When medication is to be administered to the child by the Educator on behalf of the Parent, the appropriate Medication Record must be completed by the Parent. The Medication Record will show when the last dosage was given in the previous 24 hours, and the requested times and manner for administering doses by the Educator. Parents and Educator will sign against the entries to confirm the appropriate administration of medication throughout the childcare period.

Administration of all mediations will be in accordance with the Scheme’s medication Policy.

4.2 ASTHMA PLANS / ALLERGY PLANS / ANAPHYLAXIS PLANS

Any child with diagnosed Asthma, Allergy or Anaphylaxis condition will need to have a plan available at the initial interview or as soon as possible after diagnosis. The Plan must be completed by the child’s Doctor and given to the Coordination Unit and a copy to the child’s Educator. The child’s parent and educator need to also discuss and document a communication and risk minimisation plan, with the assistance of a coordinator if required.

Should there be any changes during the course of provision of education and care, new plans must be completed.

*Refer to Service Policy Document.*

4.3 OTHER EMERGENCY MEDICAL PLANS

Medical Management Plans are required for any child who has a diagnosed health condition. Health conditions which can change and become life threatening very quickly e.g. diabetes must be adequately addressed in the plan with appropriate management strategies outlined in the event of a sudden episode.

Parents should make sure that they have clear and open discussions about their child’s condition at the initial Coordination Unit interview and with the selected Educator so that a documented Communication and Risk Minimisation Plan is developed between the Parent, Educator and a Coordinator.

*Refer to Policy Document.*

1. FEES

5.1 CONTRACTS

Fees for childcare are payable according to the contract signed with the Coordination Unit Staff at the initial interview for education and care or if casual hours are negotiated with the Educator or if the hours of education and care provided exceed the booking agreed upon. Permanent changes to these booked hours are made by the completion of a ‘Change of Booked Hours Form’.

These forms should be completed by both the Educator and Parent, with the date the changes become effective from entered. Two weeks notice will be required prior to the changes occurring, unless both parties are agreeable for the changes to take place earlier.

Each Educator has a supply of these forms and spare forms can be obtained from the Coordination Unit.

* 1. FEE SCHEDULE

Parents will be given a copy of the current Fee Schedule at the time of their interview for education and care and when new fee schedules are introduced. Each Educator has a copy of the current Fee Schedule. Spare copies can be obtained from the Coordination Unit.

* 1. TIMESHEETS

All details of booked and if applicable extra care hours, meals, travel (& late fees if applicable) which both the Educator and Parent must sign weekly are entered onto the top section of the fortnightly timesheet. The Educator is to record all absences with an A.

For the purpose of the CHILDCARE BENEFIT or CHILDCARE REBATE SUBSIDIES, the bottom section of the timesheet represents the ‘Record of Attendance’ and it is the responsibility of the Parent to accurately record and sign the time of arrival and the time of departure of their child. *Any other person nominated on the child’s enrolment record by the parent to drop off or pick up their child, must ensure he/she signs the attendance record with a full signature and writes their name in the allocated section.*

The Parent must enter an A for all absent days from booked education and care and then sign for verification purposes.

Medical certificates, documentation of rostered days off or shift rosters can be submitted to the Coordination Unit as evidence to support the application for more than the allocated 42 absent days per financial year. If evidence is not provided full fees are charged and absences are not recorded.

* 1. UNPAID CHILDCARE FEES

The Our Village Family Childcare Service is a children’s education and care service provided by Sunbury Community Health and as such does not have the capacity to carry debt.

Fees are due within five days of receipt of the invoice, A Direct Debit agreement must be completed prior to care commencing. Failure to settle the outstanding accounts may result in the termination of care and debt collection proceedings commenced.

Please contact the Manager as soon as possible if there are any circumstances which will cause difficulties with prompt fee payments. In exceptional circumstances Special Childcare Benefit assistance with fees can be negotiated.

* 1. PUBLIC HOLIDAYS

Educators are not required to provide education and care on gazetted Public Holidays. Parents are required to pay the normal fee for any child whose normal booked hours fall on a Public Holiday and an absence will be recorded. Public Holiday fee rates apply when education and care is accessed on a Public Holiday (see fee schedule).

* Gazetted Public Holidays for the Scheme:

New Year’s Day Easter Monday Cup Day

Australia Day Anzac Day Christmas Day

Labour Day Queen’s Birthday Boxing Day

Good Friday Friday before AFL Grand Final

* 1. 24 HOUR EDUCATION AND CARE/or EXCEPTIONAL CIRCUMSTANCES CARE
* 24 Hour education and care is available to a maximum of 14 days per year. The Coordination Unit must be notified by the Parent for approval prior to any child being placed in 24 hour education and care and the Parent must sign the AUSTRALIAN EDUCATION DEPARTMENT 24 hour childcare form.
* Extended hours of childcare can be provided for families in exceptional circumstances. Extensions to hours of childcare must have prior approval of the FAO and the Coordination Unit.

*Note: Both the above childcare types also rely on the availability of Educators.*

* 1. TRAVEL

When an Educator is requested to transport children to either preschool or school, the travel costs will be met by the Parents. A charge will apply (see Fee Schedule).

* 1. PRE-SCHOOL FEES

Educators are paid for the hours a child attends a preschool session when:

* The Educator is responsible for dropping off and collecting from the preschool session.
* The Educator is available for the child, should the Educator be contacted whilst the child is at preschool or during times when the child is not attending preschool due to closure.
	1. CHILD CARE BENEFIT & CHILDCARE REBATE

Child Care Benefit (CCB) is available to Parents using the Family Day Care Scheme, as well as other Commonwealth funded children’s services. It is provided by the Commonwealth Government and administered through the Computerised Childcare Management System (CCMS).

If you are eligible for Child Care Benefit you will pay a reduced fee for your childcare. Child Care Benefit is determined by the Family Assistance Office (FAO) through Centrelink and is assessed on a family’s gross income and the number of dependent children.

Parents will be given advice regarding CCB from the Coordination Unit staff at their initial interview for education and care, or they may contact the FAO office at their nearest Centrelink Office. For Parents who are already in receipt of the Commonwealth Family Payment they can phone 136150 and lodge their application for CCB over the phone. You can also access information on the website [www.](http://www.deewr.gov.au)centrelink.gov.au

A Child Care Rebate (CCR) is available to Parents who use Family Day Care whilst they are working. The up to 50% Childcare Rebate is paid fortnightly for out of pocket expenses, after Child Care Benefit has been paid (CCR is capped at $7500 per year). You can nominate to have the CCR paid to your fortnightly account or directly into your account. You need to notify Centrelink of your payment choice by phoning 136150. Please note: the CCR is paid to you by the Federal Government based on the information of hours of care accessed provided by Family Day Care. If your account goes into arrears and you are receiving the CCR in your own account, please ensure you use this payment to pay off your Account.

* 1. ABSENCES FROM CARE

When a child is absent from childcare on their booked day of care Normal Fees will apply and this will be recorded on the timesheet as an absence (A).

In order for CCB to be applied to these absences parents are responsible for writing the absence onto the Educator’s attendance record section of the timesheet and signing to verify this as correct.

CCB is paid for 42 days per financial year of absences when a family is charged for childcare that their child does not attend. If more than 42 days per year are needed, extra days will be approved if documentation is provided as per 5.11.

*The coordination unit will notify families of absences used on their fortnightly account and the Coordination Unit staff can be contacted at anytime for an update.*

* 1. ADDITIONAL ABSENCES

Once the 42 days per annum limit for absences has been reached, full fees apply with no Child Care Benefit, unless further absent days have been approved by the Coordination Unit staff using the Education Department Guidelines. Additional days (per financial year) can be approved for the following reasons:

* an illness (with a medical certificate)
* an outbreak of an infectious disease, when the child is not immunised
* any other absence due to sickness of the child, a parent or sibling, supported by medial certificate
* a parent being on shift work or a rostered day off
* a temporary closure of a school or a pupil free day
* shared custody arrangements due to a court order, consent order or parent order
* attendance at pre-school
* exceptional circumstances
	1. HOLIDAYS

Parents and Educators will need to complete the relevant Holiday Leave notice form.

When Families take holidays, absences for booked education and care are still payable to hold their child’s regular place with the Educator.

* 1. EXEMPTIONS TO FEES

Fees apply to all absences except in the following circumstances:

* The family’s regular Educator is also taking Holiday Leave or is unavailable for education and care whilst the family is on leave.
* The family does not require alternative care whilst their regular Educator is on leave.
* The Scheme has been unable to relocate your child with another Educator if the regular Educator is on leave.

1. RESOURCES

The Coordination Unit Staff are available to support and assist Educators, Parents and Children. Please refer to the staff list in front of this Handbook.

The Coordination Unit Staff can provide referrals to a wide range of support services, and also access to relevant information and resources.

The Coordination Unit has a number of specific books, tapes and videos available for Educators and Parents to borrow.



 Document 2

**PRIVACY STATEMENT**

Sunbury Community Health Centre is committed to protecting the privacy and confidentiality of our clients, supporters, volunteers and staff.

SCH supports and is bound by the Privacy Amendment (Privacy Sector) Act 2000 and the National Privacy Principles. A copy of the National Privacy Principles can be found at:

<http://www.privacy.gov.au/publications/npps01.htm>.

SCH has always had a policy of protecting the personal information of our supporters, clients, volunteers and staff. We remain committed to ensuring that the information you provide us is secure and that you are aware of what information is held and your rights.

**Information you provide,**

When you become a:

* User of our services
* Volunteer
* Contractor
* Job Applicant
* Person who provides information by answering a questionnaire.

You are generally asked to provide us with your name and contact details as well as other information. Under the Privacy Amendment (Private Sector) Act 2000, information about you that may include your racial or ethnic origin, religious belief or affiliation, criminal record or health information is known as sensitive information.

We will not collect sensitive information about you without your express consent unless required by law. Unless prevented by legislation, you can check the information we hold on you by contacting the manager and asking for an “access to personal information form”. That information will then be made available, within a specific timeframe, by allowing you the opportunity to read the details we hold at Sunbury Community Health Centre site with SCHC staff present if appropriate. If there are any inaccuracies in the information you can advise the Manager of changes.

**How we use information,**

Sunbury Community Health Centre uses the information you give us for the purposes of;

* assessing what you require from Family Day Care and whether we can provide the service
* evaluating the ongoing service to you

Your personal information is not disclosed to third parties without your consent or unless required by law.

We may use the information to produce certain consolidated statistics about our service, however we will not disclose your individual information nor sell, trade or rent that information.

If we need to disclose any information to conform with any laws or legal process we will inform you what information has been disclosed and to whom (unless informing you is precluded by legislation), so that you can take necessary action.

**Consent,**

If you give us your personal and sensitive information you are consenting to our use of this information in accordance with the principles outlined in this Privacy Policy.

**Resolutions of privacy concerns,**

If you are concerned about a possible interference with your privacy, you should contact the SCHC’s Child Youth and family general manager by writing to:

Child Youth and Family General Manager,

 Sunbury Community Health Centre

PO Box 218

Sunbury 3429

If your concerns are not resolved to your satisfaction, the matter can be referred to the Privacy Enquiry Line: 1300 363 992

Complaints to the Privacy Commissioner must be in writing and sent by mail, email, fax or hand delivery to :

GPO Box 5218, Sydney NSW 2001

Fax: 61 2 9284 9666

Email: privacy@privacy.gov.au

Location: Level 8, Piccadilly Tower, 133 Castlereagh St, Sydney, NSW 2000

