



Our Village

Family Childcare



Family handbook

RATED
MEETING
NATIONAL QUALITY STANDARD



 **Address**

12-28 Macedon Street
Sunbury, VIC, 3429

 **Contact**

(03) 9744 9534

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 **Website**

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Coordination unit



The Our Village family Childcare Co-ordination unit is located @ Sunbury Community Health
12-28 Macedon Street, Sunbury, 3429

Postal address-PO Box 218 Sunbury, 3429

ourvillage@sunburychc.org.au

For general enquiries -9744-9534 or for accounts-9744-9535 Fax-9744-6777

Office operating hours: 8.30-5.00 Monday to Friday

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

Michelle Pasic	Manager	9744 9584
Glynis Jackson	Co-ordinator	9744 9537
Amanda Urban	Co-ordinator	9744 9252
Sue Damanio	Co-ordinator	9744 9535
Sharon Wilson	Co-ordinator	9744 9534
Marlo Aisbett	Accounts	9744 9535
Theresa Veal	Team Support	9744 9534

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General Information

Welcome to the Our Village Family Childcare Scheme.

This Information Book has been written to provide both Families and Educators with an outline of the policies, procedures and other relevant details of the Service. 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, 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:

- | | |
|---|---|
| <ul style="list-style-type: none">• Full-time Care• Overnight Care• Weekend Care• Vacation Care• Emergency Care• Family Groupings• Care for children with additional needs• Playgroups for Educators to attend | <ul style="list-style-type: none">• 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. |
|---|---|

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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.



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.



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.

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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.

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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](#).



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.

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- All applicants must hold a minimum of certificate 111 in Early Childhood Education
- 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



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.
- First Aid, annual CPR updates and Anaphylaxis and Asthma management training.

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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. Our Village Family Childcare is currently rated as Meeting the national standard.



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 ACECQA website: <https://www.acecqa.gov.au/nqf/national-law-regulations/national-regulations>

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GETTING STARTED



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.

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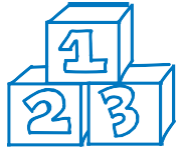
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AGE RANGE OF CHILDREN IN CARE

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.



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.

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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.



APPLYING FOR CHILDCARE

Parents/guardians applying for childcare will need to:

1. Contact the Family Day Care Office on 9744 9534 or enrol online at www.ourvillagechildcare.org.au
 2. Complete an enrolment and and Participation Agreement.
 3. Apply for the Child Care subsidy <https://www.humanservices.gov.au/individuals/online-help/centrelink/claim-child-care-subsidy>
 4. 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.
 5. Visit the Educator(s) as advised by the Coordination Unit Staff.
 6. 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.*

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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.



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 and Educators. 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).



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.

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CHILDREN IN EDUCATION & CARE



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.*



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 electronically sign their child into and out of care using the Harmony software daily and sign timesheets weekly. If another nominated person (named on the enrolment record) delivers or collects the child, that person must sign using their own PIN.



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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



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 booked hours request will need to be completed on the harmony software 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.



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 Subsidy cannot be paid on a absences on the last day of attendance*. Further information is available on the website:

<https://www.education.gov.au/child-care-subsidy-0>

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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.**

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



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.
- 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).

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- 4-6 bibs (for 8 hour day).
- Training pants for toilet training (when applicable).
- Spare plastic pants if the child is in cloth 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.



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.



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:

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- 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 online at www.ourvillagechildcare.org.au , and your Educator has a copy.*



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.

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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.



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.

The child's Enrolment must be activated on the Alternative Educator Harmony software.

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PLAY GROUP SESSIONS

Currently there are eight 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. An additional intergenerational playgroup session is operated in Sunbury at the Lions aged care on Friday 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.**



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.

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



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.*

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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.

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Website

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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.



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.

Address

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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.



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.

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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.



POLICIES

Policies are available to all users of the Our Village Family Childcare Scheme online at <https://www.ourvillagechildcare.org.au/> or through the Coordination Unit or individual Educator.



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.

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