

# Wynnum Family Day Care & Education Service Information Handbook

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## WELCOME

Wynnum Family Day Care & Education Service is a not for profit community-based family day care service. The approved provider of Wynnum Family Day Care & Education Service is Community Childcare Inc.

Wynnum Family Day Care & Education Service aims to provide high quality outcomes for children – every child, every day in care. WFDC aims to be a field leader in delivering high quality early childhood education and care to benefit all our stakeholders including children, families, educators and staff.

Wynnum Family Day Care & Education Service is an approved child care service. WFDC receives Child Care Subsidy (CCS) through the Department of Education and Training under the legal entity and approved provider.

The policies and procedures under which the service operates are accessible on the service website from the 'FAQ' page.

Please take the time to read the Wynnum Family Day Care & Education Service Information Handbook as the following information has been prepared to assist you and your child's transition to care.

Wynnum Family Day Care & Education Service values feedback and suggestions from stakeholders. Your input is always received appreciatively.

Approved Provider: Community Childcare Inc.  
PO Box 151 Wynnum QLD 4178  
President: Tammy Graham

Approval Number: PR-00000166  
Conditions: Nil

Regulatory Authority: Early Childhood Education & Care  
Department of Education and Training  
Level 2, Block A, 643 Kessels Road, Upper Mount Gravatt  
Private Mail Bag 250, Mansfield DC QLD 4122  
Phone 3028 8063

## Privacy

Wynnum Family Day Care & Education Service collects stores and uses personal information for the purposes of administering the service. The information is confidential and will not be disclosed to third parties without prior consent, except in specified law enforcement or public health and public safety circumstances.

In order to provide the highest standard of service, our organisation is required to collect personal information about children and parents / guardians before and during the course of a child's enrolment in our service. We are committed to protecting privacy and we abide by the National Privacy Principles contained within the Privacy Act. Privacy of personal information is important to us and we conduct our business with respect and integrity.

## Confidentially

This is the process by which the right to privacy is protected and it is an integral principle of the service. Written records concerning children and their families, educators and their families are stored securely. Only the parent can access this information or educator to whom the records relate and appropriate staff, management committee members and government department officers as necessary. Verbal information will be handled discreetly and all written records shredded after elapse of the period of retention described by legislation. It is the expectation of this service that all people's information will be treated with the utmost respect.

## Fraud or Misleading Information

The Management Committee will investigate and take subsequent action for allegations about any staff member, Educator or parent falsifying attendance records, forging signatures or giving false or misleading information of any nature to the service/centre.

*Staff* - The Management Committee may terminate a staff member's contract of employment if they are satisfied that the staff member has given false or misleading information or has committed a fraudulent activity against the service/Centre.

*Educators* - The Management Committee may suspend and /or cancel a Certificate of Registration if they are satisfied that a Educator has failed to comply with the service's accountability requirements with any fraudulent activity such as falsifying attendance records, forging signature or giving false or misleading information to the service.

*Parents* - The Management Committee may terminate a family's child care placement with the service if they are satisfied that a parent has given false or misleading information to the service/Centre or if the parent commits a fraudulent activity against the service/Centre.

Due to the serious nature of providing false or misleading information on timesheets or forging signatures on timesheets or attendance record sheets, the Management Committee must notify the relevant departments of the Commonwealth and State Government and the Criminal Investigation Bureau of this fraudulent activity.

## Child Protection & Reporting of Harm

Wynnum Family Day Care & Education Service believes every child has the right to be safe and protected from all forms of abuse. WFDC is committed to ensuring that reports in relation to deaths, serious injuries, harm, or suspected harm that occurs to a child while attending family day care are investigated. WFDC is committed to protecting the security and safety of children in family day care at all times, and in affirmation of the dignity and rights of the child, active measures are in place to prevent the occurrence of child abuse or neglect; and where abuse or neglect has occurred or is suspected to have occurred, the Service will respond to all cases in a manner which will keep children safe.

## Dealing with Complaints

A complaint is any expression of dissatisfaction or concern about the service offered or provided by Wynnum Family Day Care & Education Service including its staff, educators, educators families and related committees. A complaint may be general in nature or relate to particular personnel, a part of the service, a policy, a decision, or an aspect of service delivery. Complaints may be made by parents and families, school age children, members of the community, and service personnel in their capacity as private citizens.

All complaints should be addressed to the Manger in writing.

- **Wynnum Family Day Care Service Manager**  
PO BOX 151, Wynnum 4178  
Email: [wfdc@bigpond.net.au](mailto:wfdc@bigpond.net.au)

## HOW TO CONTACT US

All enquiries should be directed to a Coordinator at the Wynnum Family Day Care & Education Service-

Address: Wynnum Community Centre  
 Level 1, 105 Florence Street, Wynnum QLD 4178  
 Ph: (07) 3393 4311  
[info@wynnumfdc.org](mailto:info@wynnumfdc.org) | [www.wynnumfdc.org](http://www.wynnumfdc.org)

Service Hours: 8.00 am – 4.30 pm Monday – Friday  
 Appointments available outside office hours

Approval Number: SE-00000803  
 Conditions: The approval is granted subject to the conditions as prescribed in National Law Section 51

## COORDINATION UNIT TEAM

### Cathy Bavage

#### Manager; Nominated Supervisor

Adv. Dip. Childcare and Education  
 Dip. Childcare and Education  
 Dip. Business Management  
 Dip. Business (HR)  
 Certificate IV in Training and Assessment

### Samantha Jackson-Van Hummel

#### Educator Professional Practice & LINK Coordinator;

Adv. Dip. Child Care and Education  
 Cert. IV Training and Assessment

### Lisa Meyer

#### Educational Leader

#### Practice & Pedagogy Support and Development

Bachelor of Teaching, Early Childhood  
 Cert. IV in Training and Assessment  
 Dip. Business Management

### Karen-Lea Simmers

#### Child Development Coordinator

Bachelor of Teaching, Early Childhood  
 Bachelor of Education, Inclusive Education  
 Cert. IV in Training and Assessment

### Marie Sayers

#### Family Liaison & Enrolment Coordinator;

Dip. Childcare and Education  
 Cert. III Childcare and Education  
 Cert. IV in Training and Assessment

### Natasha Staal

#### Business & Systems Development Coordinator

Dip. Business Management  
 Dip. Children's Services Early Childhood  
 Cert. III Childcare and Education  
 Cert. IV in Training and Assessment

### Tammy Graham

#### Administrator

Cert. III Children's Services Early Childhood  
 Cert. III Education Support  
 Cert. IV in Training and Assessment

### Rochelle Chisholme

#### Contracted BAS Agent

Cert. IV in Financial Services  
 Commissioner for Declarations  
 Diploma of Accounting  
 Studying, Bachelor Business and Commerce

## PRESCRIBED INFORMATION

### PROVIDER APPROVAL:

APPROVED PROVIDER: Community Childcare Inc.  
 APPROVAL NUMBER: PR-00000166  
 CONDITIONS: Nil

### SERVICE APPROVAL:

NAME OF APPROVED SERVICE: Wynnum Family Day Care  
 APPROVAL NUMBER: SE-00000803  
 CONDITIONS: The approval is granted subject to the conditions as prescribed in National Law Section 51

### NOMINATED SUPERVISOR:

Cathy Bavage

### SERVICE RATING:

Excellent  
 Also refer to current rating levels graph

### SERVICE OPERATION:

DAYS AND HOURS OF OPERATION: Monday to Friday 8.00am – 4.30pm

### RESPONSIBLE PERSON IN CHARGE:

Cathy Bavage, Manager  
 (07) 3393 4311 / 0418 739 024

### PERSON TO WHOM COMPLAINTS MAY BE ADDRESSED:

Cathy Bavage (07) 3393 4311 / 0418 739 024

### EDUCATIONAL LEADER:

Lisa Meyer (07) 3393 4311

### REGULATORY AUTHORITY:

Department of Education and Training  
 Mt Gravatt Regional Office  
 PMB 250, Mansfield DC Qld 4122  
 Phone: (07) 3028 8063  
 Fax: (07) 3028 8011  
 Email: [mtgravatt.ecec@qed.qld.gov.au](mailto:mtgravatt.ecec@qed.qld.gov.au)  
 Web: [www.deta.qld.gov.au/early childhood](http://www.deta.qld.gov.au/early%20childhood)

## PHILOSOPHY

### Shared Vision

Quality outcomes for children – every child, every day in care

(Developed in collaboration with all stakeholders of our service, valuing all opinions, cultures and beliefs)

### Purpose and Principles

To be a leader in delivering a high-quality early childhood education and care. We ensure that the service aligns with the guiding principles within the National Quality Framework and the Approved Learning Frameworks, implemented to benefit all of our stakeholders including children, families, educators, staff, service management and key community stake holders.

Early Childhood Australia's Code of Ethics guide and lay the foundation for Wynnum Family Day Care's principle of commitment to respect, and enables the rights and dignity of children, families, colleagues and communities to always be valued. Wynnum Family Day Care strives to ensure that these principles are used to ethically guide our decision making in relation to social justice and our social responsiveness to our community and its members.

We do this by:

- putting the rights of children first
- adhering to the National Quality Framework which includes the National Law and Regulations that govern the legislation and operation of services
- offering an individual approach to care and learning, and maintaining the principles, practices and outcomes of the approved learning frameworks; Belonging, Being, Becoming – The Early Years Learning Framework for Australia, and My Time Our Place – Framework For School Age Care In Australia
- prioritising children's growth and development through secure, nurturing relationships and sharing high expectations for children's learning as guided by The National Quality Standard.
- regularly engaging in practical and critical reflection on program and practice and seek high quality professional development that can provide pedagogy influence to enable educators to challenge their beliefs and practice.
- recognising and respecting the parent/carer/child relationship in all interactions and valuing families as children's earliest and most influential educators.

### Values

Wynnum FDC values respectful relationships, honesty, inclusive practices and ethical decision making.

We achieve this by our commitment to:

- building relationships based on compassion, understanding and prioritising face to face interactions, active listening and honest communication
- collaborative decision making through advisory and management committees
- a progressive attitude and up to date knowledge of the industry
- advocating for children, Educators, families and staff
- ensuring that our communication respects and reflects diverse practices, values and beliefs
- including perspectives of Aboriginal and Torres Strait Islander peoples and the many other cultures represented in our community

### Aims

To provide quality affordable, safe, home based care in a supportive environment in which children, parents, Educators, co-ordination unit staff and licensee enjoy trust and show respect for each other, thus enabling all to achieve their potential as contributing members of a caring society.

### Objectives

- To provide quality, affordable, safe home-based care.
- To provide a service, which reflects the diverse nature of our society and meets the individual needs of children and their families
- To operate an education and care service which is supportive of both families and Educators
- To provide a flexible service that can offer full time, part time, weekend, shift work, casual, and emergency care, and before and after school care when possible.
- To promote understanding, tolerance and mutual respect for all service participants through communication, education and training.
- To involve users and the local community in the planning, management and integration of the Service.
- To promote co-operation between the Service and other community agencies by the creation of useful networks.

Date: 20 May 2019

## HOW WYNNUM FAMILY DAY CARE & EDUCATION SERVICE OPERATES

Wynnum Family Day Care & Education Service is a not for profit community-based family day care service. The approved provider of Wynnum Family Day Care and Education Service is Community Childcare Incorporated.

### Approved Provider

The approved provider of Wynnum Family Day Care & Education Service is Community Childcare Incorporated. This association is managed by a voluntary Management Committee, which accepts overall responsibility for the Education and Care Service, ensuring that the Education and Care Service meets the needs of the local community and is able to respond with flexibility to changing needs. The Management Committee which includes representatives of parents, educator and interested community people meets once a month to conduct the business of the service. Anyone, who has an interest in the service, is encouraged to seek nomination to the committee at the Annual General Meeting that is held in September each year. You are also welcome to attend the monthly meetings as an observer.

### Role of the Coordination Unit

The coordination unit is central to the operational functioning of the Education and Care Service, supporting the provision of quality education and care. The coordination unit is the point of contact, registration, referral, resourcing, monitoring and support for parents and educators. Coordinators support educators in curriculum decision making, planning for children's learning and development and in their interactions with families and children. The coordination unit works in a close partnership with educators to ensure they uphold organisational values and meet requirements set by government legislation. The coordination unit supports educators to participate in ongoing professional development on a range of topics relevant to children's development and learning. The coordination unit also administers government child care subsidies on behalf of eligible families. Within the coordination unit, team members manage individual programs.

### Quality Improvement Plan

The National Regulations require approved services to have a Quality Improvement Plan (**QIP**). The aim of this plan is to help providers self-assess their performance in delivering quality education and care and to plan future improvements. The **QIP** also helps the regulatory authorities with their assessment of the service. Our Quality Improvement Plan is available on request.

### Educators

Educators are responsible for the delivery of quality education and care and agree to work cooperatively with the families, coordination unit and community in the delivery of the service. Educators are directly responsible to the coordination unit and must adhere to the *Education and Care Services National Law (Queensland) Act 2010* and *Education and Care Services National Regulations 2011* and *Wynnum Family Day Care & Education Service Policy & Procedure Manual*.

### Policy & Procedure Manual

The Wynnum Family Day Care & Education Service policy and procedure manual is available on our website or from the office. It details the policies and procedures of the service.

### LINK

Linking Children to the World and Community (LINK) provides an opportunity for all children within WFDC to participate in a range of broad experiences within the community. The delivery is flexible both in terms of timing and location, with events being held from Monday through to Friday, extending through to school holidays specifically for school age children. High quality experiences are delivered by qualified and experienced providers. The activities extend on the individualised programs offered by educators in their own family day care environments, and include a mixture of one-off and continuous weekly activities.

There are multiple benefits for the children who attend LINK; boosting children's skills including increased attention span, physical skills, turn taking and waiting, participating in a larger group, following directions, problem solving and communication skills. We have high expectations for children's and educators' learning and we work together to understand barriers to learning and promote inclusion.



**Social Media**

No images of children will be used on social media or marketing material without the prior written approval of the parents/guardians of the child. Parents/guardians will be provided with information on the use of social media by the nominated educator.

**Non Discriminatory Access**

The Wynnum Family Day Care & Education Service offer all families access to quality childcare appropriate to their needs. The service makes every effort to promote understanding, tolerance and mutual respect for all service members and the wider community.

## CODE OF CONDUCT

This Code of Conduct applies to its staff, Educators, parents and children. As part of our professional conduct we will abide by the following principles:

### Confidentiality

- ✓ Maintain and respect each individual's right to privacy and confidentiality.
- ✓ Information regarding the families and children's needs will be shared between the Educator and coordination team in the best interest of the child
- ✓ Information regarding families' needs will be shared with community agencies only with the family's permission, except in child protection matters.

### Conflict of Interest

- ✓ Individuals must maintain their professional integrity by recognizing and reporting potential conflicts of interest, for example:
  - ✓ Financial gain
  - ✓ Personal knowledge that may compromise the integrity of either party
  - ✓ Relationship gain

### Fair and Respectful Behaviour

- ✓ Communicate honestly and openly
- ✓ Have access to a grievance procedure'
- ✓ Value each person's point of view
- ✓ Welcome diversity and engage in inclusive practice

### In Relation to Children

Above all else, our first responsibility is to children in providing a healthy, nurturing and responsive setting which is both safe and challenging

#### Rights

In appreciation of the special vulnerability of the child our practices will acknowledge the rights of each child and will include the child's right:

- To a voice
- To dignity and respect
- To participation
- To quality experiences whilst in care
- To be a child
- To learn through play

We are committed to respecting and supporting

- All children as individuals with their own individual cultural, social and family backgrounds
- The development of the whole child across all areas
- The competence of each child

### In Relation to Families

- acknowledge and value the uniqueness and diversity of families including cultural and religious beliefs and child rearing values
- acknowledge the rights of each family to confidentiality, privacy, information and participation
- assist families to exercise freedom of choice in accessing quality family day care
- inform families of policies and procedures that relate to all aspects of their participation with the service
- be accountable to families by adhering to legislative requirements regulating children's services
- be conscious of the key relationships that exist in the work environment and ensure that professional boundaries are maintained

### **In Relation to Colleagues**

- recognise and respect the dignity and rights of the individual and conduct myself in a professional manner
- practice open and effective communication
- be fair and consistent in decision making within a co-operative framework
- recognise and observe boundaries that support professional relationships
- be accountable in my work relationships and value each individual and their contribution

### **In Relation to Self as a Professional**

- be committed to the principles of honesty, respect, trust and integrity that underpin all of my professional practice
- demonstrate and be committed to reflective practices that encompass an awareness of my strengths, limitations and well-being
- demonstrate a commitment to my professional development, knowledge and skills
- own and promote a vision that is child focused and congruent with current best practice

### **In Relation to Community and Society**

Acknowledge the role of community in setting community standards and articulating community needs and will be responsible to the community by:

- liaison and cooperation with agencies and professions which support children and families
- engaging in culturally appropriate and non-discriminatory practices
- actively promote the service in the wider community
- work within the legislative framework and quality assurance process to promote the wellbeing of children

Develop and sustain services which are characterised by:

- openness
- accountability
- accessibility
- flexibility
- professionalism
- supporting community education and advocacy for children

## REGULATED EDUCATION AND CARE

### National Quality Framework

The National Quality Framework raises quality and drives continuous improvement and consistency in Australian education and care services. The NQF applies to most centre-based care services, family day care, preschool/kindergarten and outside school hours care services. It is the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children using education and care services. Quality education shapes every child's future and lays the foundation for development and learning. Children need quality care and attention that meets their individual needs. The early years are critical for establishing self-esteem, resilience, healthy growth and capacity to learn. Research shows quality education and care early in life leads to better health, education and employment outcomes later in life.

The NQF aims to improve the quality and consistency of education and care across Australia and aims to improve program delivery in the areas that affect a child's learning and development. It includes:

- the Education and Care Services National Law and Education and Care Services National Regulations
- national learning frameworks to help educators deliver quality learning programs
- qualification requirements for educators
- a national body to monitor consistency
- the National Quality Standard.

### National Quality Standard

The National Quality Standard (NQS) is a key aspect of the NQF and sets a national benchmark for early childhood education and care, and outside school hours care services in Australia. To ensure children enjoy the best possible conditions in their early educational and developmental years, the NQS promotes continuous improvement in quality.

The Early Years Learning Framework and School Age Care Framework provide the principles, practice and learning outcomes which the Educator must demonstrate as part of the National Quality Standards. The Framework forms the foundation for ensuring that children in all early childhood and school age education and care settings experience quality teaching and learning. It has a specific emphasis on play-based learning and recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. The Framework has been designed for use by early childhood educators working in partnership with families, children's first and most influential educators' (EYLF, 2009).

### National Law

The NQF operates under an applied law system, comprising the Education and Care Services National Law and the Education and Care Services National Regulations. The NQF applies to most long day care, family day care, outside school hours care and preschools/kindergartens in Australia.

### National Regulations

The NQF and associated regulatory system is enacted through legislation establishing the national system. The Education and Care Services National Regulations support the legislation and provide detail on a range of operational requirements for an education and care service.

### Educational Program and Practice

The educational program and practice of educators will be child-centered, stimulating and maximise opportunities for enhancing and extending each child's learning and development. A quality educational program views the children as capable and competent learners who have agency and learn best through a play-based program. It builds on children's individual knowledge, strengths, ideas, culture, abilities and interests and is likely to have long term benefits for children.

The program and practice will be linked to two national approved learning frameworks

- Belonging, Being and Becoming: The Early Years Learning Framework for Australia
- My Time, Our Place: Framework for School Age care in Australia

Educators take a planned and reflective approach to implementing the educational program by using an assessment and planning cycle and engaging with critical reflection. Educators will share the program and the children's learning and development progress with the families.

**Program**

- Approved learning Framework - Curriculum based decision-making
- Child Centered - Contribute to each child's learning and development outcomes
- Program learning opportunities - Maximises opportunities for each child's learning

**Practice**

- Intentional teaching moments – deliberate, purposeful and thoughtful decisions and actions
- Responsive teaching and scaffolding – respond to children's interest, extend learning
- Child directed learning – allow children to make decisions and choices that impact their world

**Assessment and Planning**

- Assessment and Planning cycle – observe, analyse, document, plan, implement and reflect
- Critical reflection – children's learning and development both individually and in groups
- Information for families – Inform families of the program and of their child's progress

## ENROLMENT AND INDUCTION

Wynnum Family Day Care & Education Service is committed to developing collaborative partnerships with families, beginning with the enrolment and induction exchange process.

The family handbook will be available at the family interview and is accessible on the service website.

### Childcare Request & Waitlist

- ✓ An initial waitlist enquiry (verbal or internet) will be recorded
- ✓ WFDC will contact the parent/guardian to discuss the enrolment enquiry. Parents culture, values and beliefs will be respected and supported in identifying care requirements and placements for their child(ren). Requirements pertaining to child care subsidy, immunisation, medical conditions, court orders, swimming pool, pets and transport will be discussed
- ✓ Educators vacancies are reviewed for a placement consideration
- ✓ Parents/guardians are contacted to discuss care arrangements and forwarded educator contact details. WFDC will advise the parent/guardian of the interview and enrolment requirements including enrolment forms and registration fees
- ✓ Upon confirmation of a placement acceptance to WFDC (parent/guardian and educator) the parent/guardian will be required to complete a family interview.
- ✓ A family interview will be conducted in order to share information. This may occur face to face in the office of WFDC or via the telephone.
- ✓ The registration form is to be completed within HubWorks! – the link will be emailed to the family
- ✓ The enrolment forms are to be completed by the parent/guardian registered for Child Care Subsidy with the Department of Human Services. The enrolment forms consist of;
  - Enrolment checklist
  - Parent Statement & Agreement
  - Complying Written Arrangement
  - Community Childcare Inc. Affiliation Application

### Priority of Access

Child Care Subsidies is a payment made by the Australian Government to assist eligible families with the cost of child care. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

There may be a waiting list for child care services and to ensure the system is fair, the Australian Government has "Priority of Access Guidelines" for allocating places in these circumstances. They are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places.

The Australian Government has determined guidelines for allocating places in these circumstances. They set out the following three levels of priority, which child care services must follow when filling vacant places:

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

This reflects the Australian Government's intention to help families who are most in need and support the safety and wellbeing of children at risk in accordance with the Framework for Protecting Australia's Children 2009-2020.

## ROLE OF AN EDUCATOR

### Assessment of Family Day Care Venue and Residence

The approved provider conducts an assessment of each venue and residence of the service before education and care is provided to children. The suitability of each residence and venue is determined upon completion of the 'Assessment Audit of a Family Day Care Residence / Venue and Educators Professional Practice'. The suitability of each residence and venue is considered in relation to ensure the health, safety and wellbeing of children being educated and cared for by the service are being protected.

### Who is an Educator?

An Educator is a self-employed home-based early childhood worker who is registered by the service to care for small groups of children in their home.

Educators and Educator assistants know that from the youngest age, children are competent learners and are supported in that learning through daily experiences with their family, Educators and environment. Educators in this service believe that every child has the right to a happy and safe childhood. Educators' homes are child and family friendly. Educators encourage learning through creative use of the home environment.

### Limits on Numbers of Children in Care

In accordance with the Early Childhood Education and Care Services National Law and Regulations 2011, the family day care ratio requirement is 1:7. Of this seven, there is a maximum of four children preschool age or under. Ratio includes the educator's own children younger than 13 years of age if there is no other adult to care for them.

### Educator Assistant

The engagement of an Educator Assistant can only be undertaken to assist a family day care educator in providing education and care to children as part of the service in circumstances outlined in Regulations.

This role will only be considered if it is deemed necessary to providing quality outcomes for all children in the care environment. An Educator Assistant does not constitute as an employee and cannot be reimbursed financially.

### Interviewing an Educator

Wynnum Family Day Care & Education Service are committed to ensuring that children receive exceptional child care. Qualified, experienced educators will be able to answer all your questions. Suggested questions for an interview with a perspective educator:

- Describe your experience, qualifications, and what you love about your role as an educator. Do you have any letters of recommendation from other families?
- What should I expect each day? Tell me about your program, outings, experiences offered to the children. Do you participate in the LINK activities offered by WFDC?
- Tell me about the routine during the day – sleeping, meal times, car travel, accommodating other children in care in regards to school drop-offs and pick-ups. What about car seats, cots and other equipment my child will use.
- Where will my child play and explore within the indoor and outdoor space? What is your philosophy? How will you plan for my baby/toddler/pre-schooler/school age child?
- Who can I expect to be included in the environment? Please introduce me or describe your family, visitors, and pets.
- I have some specific questions regarding the care I am looking for. Can you support my request (for example, attachment parenting, sleep routines, dietary/medical/allergy management; religious and cultural needs).
- How do you describe your communication skills? How will we communicate about my child?
- How do I pay the fees? How will I receive my invoice and receipts?
- What happens if you are unavailable to offer me care at any time?

Once you have decided - phone the office and the Educator. Educators are not obliged to hold places, so you need to confirm your booking with them as soon as possible.

**What if my Educator is not available?**

When your educator is planning to take holidays you will be notified by your educator. You may choose to make your own arrangements with friends or family or you may want the service to offer alternate care. If you do need care, please notify the Family Liaison & Enrolment person at Wynnum Family Day Care & Education Service as soon as possible and every effort will be made to place your child with an alternate educator.

If your Educator is unavailable on short notice, you will be asked to contact the Manager who will attempt to refer you to an alternate educator. The Manager may call you to ask if you need alternate care. The on-call number for after hours is 0418 739 024.

If an emergency arises in an educator's home the children may be left in the care of the nearest responsible adult. At no other time will your child be placed in the care of a person who is not a registered educator or an approved educator assistant.

**In-service Training**

Educators are required to have a commitment to their own ongoing professional development, this is to be recorded and provided to the approved service as requested. Professional development enhances the quality of the education and care provided by each educator.



## CHILD CARE SUBSIDY

The Australian Government is committed to ensuring that Australian families are able to access affordable, flexible and high-quality child care. The Government provides a number of subsidies and programs to help with the cost of child care, with the Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS).

### Eligibility Requirements

To be eligible for the CCS the following requirements must be met;

A child must

- Be a 'family tax benefit child' or 'regular care child' and
- Be 13 or under and not attending secondary school and
- Meet immunisation requirements

The person claiming the CCS, or their partner, must

- Meet residency requirements and
- Meet the Child Care Subsidy activity test (or be eligible for an exemption) and
- Be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their child care provider
- Child care must be provided by an approved provider in Australia and not be part of a compulsory education program, for example school

Child Care Subsidy will be paid directly to the child care providers to pass on to families as a fee reduction. Families will pay their provider the difference between their subsidy and the fees charged. Any CCS owed to families following the end of year reconciliation process will be paid directly to families as a lump sum.

Child Care Subsidy withholding is designed to help families avoid or minimise debts at reconciliation, which could occur due to changes in circumstances throughout the year (for example, changes to family incomes and activities). Five percent of all families' CCS will be withheld by the Government, however, withholding will not apply to Additional Child Care Subsidy.

### Additional Child Care Subsidy

The Additional Child Care Subsidy (ACCS) is a top up payment in addition to the CCS which will provide targeted additional fee assistance to families and children who need extra support.

The Additional Child Care Subsidy has four elements;

- ✓ Child Wellbeing – families that require practical help to support their children's safety and wellbeing
- ✓ Grandparent – Grandparents on income support who are the primary caregiver of their grandchildren
- ✓ Temporary Financial Hardship – Short term increased child care fee assistance for families who are experiencing significant financial stress due to exceptional circumstances
- ✓ Transition to Work – Parents transitioning to work from income support

### Liability to Pay for Child Care Fees

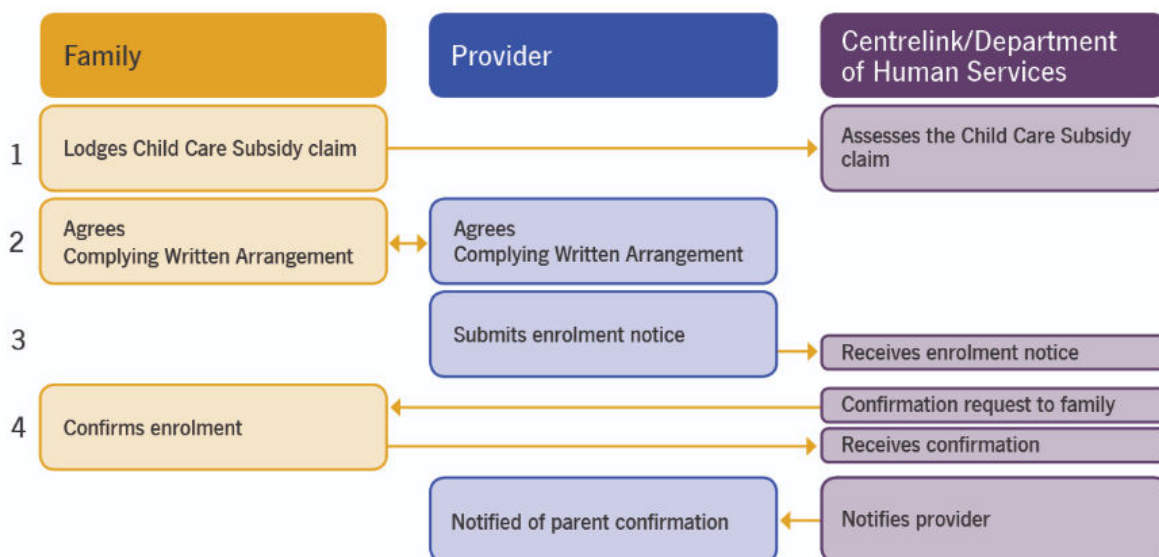
The Australian Government provides financial assistance through the CCS or ACCS to eligible families to help cover the cost of children care and to encourage workforce participation. One of more individuals may be responsible for the child's care and liable to pay the child care fees. They must be the adult legally responsible for the child's care or their partner.

An individual must have incurred a liability to pay for a session of care under a Complying Written Arrangement to be eligible for CCS. This is a core part of eligibility for CCS or ACCS. It establishes the liability of the individual to pay for child care. Without a Complying Written Arrangement containing all the information required, the individual will not be eligible for Child Care Subsidy.

### The Enrolment Process

There are four steps to enrol a child;

1. The individual makes a claim for Child Care Subsidy with Centrelink
2. WFDC and individual agree an arrangement for care of a child
3. WFDC submits an enrolment notice
4. The individual confirms the enrolment



### Updating Arrangements & Enrolment Notices

Where there are certain changes to the arrangement for care between the educator and an individual, WFDC must update the arrangement in writing (Complying Written Arrangement, CWA).

WFDC must update an enrolment notice;

if they become aware that the information originally provided in an enrolment is (or becomes) incorrect, whether at the time of or after the enrolment notice was created

an arrangement for care is varied, at the request or in discussion with the individual (and this has been reflected in the CWA)

An enrolment must be updated within 7 days of the change or event to which the update relates

### Parent Notification

The individual will receive notification whenever their enrolment is updated but will usually not be required to confirm the updates. They can review the updated details, any may disagree with the update if they believe it does not reflect the terms of the CWA. Where an individual disagrees with one or more parts of the enrolment, CCS will be not be paid for subsequent sessions of care submitted for that enrolment (after the disagreement occurs) but will be processed once the dispute is resolved.

### Ceasing Enrolment

An enrolment is taken to have ceased for Child Care Subsidy purposes if the child does not attend a session of care for 8 continuous weeks. Subsidy will only be passed on as a fee reduction when a child physically attends care on their last day. If the child is unable to attend on their last day of care, the full cost of care will be due excluding Child Care Subsidy and Additional Child Care Subsidy.

## **FAMILIES AND COMMUNICATION**

Wynnum Family Day Care & Education Service welcomes family involvement within the service. WFDC may use a variety of media to keep families informed of changes happening in relation to legislation or service operations.

### **Methods of Communication**

Parent Update – The monthly service newsletter is our main method of passing information on to families. Please read it carefully as it may contain important information relating to government and policy changes. The Parent Update is emailed to ‘Parent 1’ listed on the HubWorks! registration form and ‘Parent 2’ when nominated. The Parent Update is accessible on the service website on the Links page.

Facebook – Wynnum Family Day Care “Caring for the South East Suburbs”

Email – There will be occasions where WFDC will email families directly. The email will be sent to ‘Parent 1’ listed on the HubWorks! registration form and ‘Parent 2’ when nominated.

### **Families – Service Partnership**

All parent/guardians are encouraged to meet with the coordination unit, Family Liaison & Enrolment person to complete the WFDC enrolment forms, answer any questions regarding the child care placement and review the Wynnum Family Day Care & Education Service Information Handbook. You will learn of the role of the Coordination unit and how we can support your family.

There is an opportunity to nominate as a Parent Representative on the Management Committee for Community Childcare Incorporated. The Management Committee includes representatives of parents, educator and interested community people meets bi-monthly to conduct the business of the service. You are also welcome to attend the monthly meetings as an observer.

### **Families – Educator Partnership**

Open communication and honesty between your educator and yourself will ensure that your child will receive care most suited to their individual needs. From time to time, miscommunications may occur; these have usually arisen from expectations that have not been clearly stated, or tensions that have not been discussed. Good communication is fundamental to a placement working well for your child, yourself and the educator. Take the time to exchange information at the beginning and end of each day and, if difficulties arise, make a special time to talk about them.

### **Families – Educator Contract & Agreement**

Your educator will present you with a Contract & Agreement. It will state the terms and conditions of the agreement including fees, program inclusions, booking requirements and termination notice.

### **Positive Approach**

Wynnum Family Day Care & Education Service values the importance of positive behaviour guidance and support that ensures children’s physical safety and emotional wellbeing. Educators recognise and understand that a child’s behaviour may be influenced by; their age, health and wellbeing, the care environment, educators’ strategies and caring practices and other external factors such as home and family environment as well as school and peer group experiences.

Families will be consulted about developmental or behaviour issues or concerns. Support strategies will be developed and established which encourage children to make appropriate choices, accept challenges, manage change, cope with frustrations and to understand positive interaction and communication.

Families/guardians and visitors have a responsibility to support the efforts of educators in maintaining a safe and respectful environment for all children whilst at the family day care environment and refrain from using raised voices or threatening language. Communication will be open and honest and delivered in a friendly and respectful manner.

For further information please refer to Wynnum Family Day Care & Education Service policy & procedure manual, policy Promoting Self-Regulation in Children and Code of Conduct

## **FAMILIES AND RESPONSIBILITIES**

### **Booked Hours**

It is essential that you adhere to your agreed booked hours and your Complying Written Arrangement. If something happens that you are delayed, you must make it a priority to notify your educator, late fees may apply. The terms and conditions of the arrangement are outlined in your contract.

A permanent booking is where a child with a current enrolment attends regular booked care day/sessions

A casual booking is where a child with a current enrolment attends on an irregular basis.

### **Alterations & Cancellations**

A notice period will need to be adhered to in the event of a change or termination to the care arrangement. It is a requirement that the child physically attends on the last day of care and the attendance record/sign in sheet is accurately completed. If the child is absent on the last day of care or any consecutive days before the last day of care, Child Care Subsidy (CCS) is not payable and full fees will be due to your educator. A Cease Care form is to be completed by the claimant as notification that a child is finishing care with their educator at Wynnum Family Day Care and Education Service. This form is then forwarded to WFDC to notify the department that the care arrangement has ceased.

### **Absences**

In order to receive Child Care Subsidy for absences, claimant/authorised person are required to sign the absence on the sign in sheet/attendance record. CCS is paid for up to 42 days absences for each child per financial year. All absences beyond the first 42 days will only be paid for if parents/guardians provide evidence that the absence has occurred under a permitted circumstance.

Why do I pay for child care on a public holiday? Charging practices are commercial decisions made independently by individual child care service providers and are not a matter regulated by family assistance law. This includes the widely-used practice of charging for public holidays when your child does not attend care. This practice is used by child care service providers because child care workers, like most employees, are entitled to be paid for public holidays when they would otherwise be at work.

### **Change of Registration Details**

Parents must notify the office and the educator immediately of any changes to telephone numbers, address, change of work place, medical practitioners, change of authorised persons (to collect child), any custody orders, medication and allergy requirements.

### **Delivery and Collection of Children**

Safety and security are of paramount importance in the delivery and collection of children. A child can only be given into the care of the nominated educator or educator assistant and can only be collected from care by the parents/guardian of the child or person nominated as authorised on the HubWorks! registration form. Children must be escorted into and out of the educators' home and signed in and out by the parent/guardian/authorised person. Children must never be allowed to go in or out of the educator's home alone.

### **Signing Children in and Out of Care**

The person delivering and collecting children from care are responsible for signing them in and out of care on the attendance record. The Child Care Provider Handbook 2018 states "All family day care services are required to keep accurate attendance records. The custodial Parent (including guardian or authorised person) who brings the child to the educator's home and who collects the child from the educator's home must record and sign/initial the times of arrival and departure at the time of arrival and departure".

### **Provision of essentials for care**

Parents must ensure that children arrive in care with adequate clothing, nappies, footwear, food and drink for the day. Parents also are responsible for the provision of sunscreen, hats and any other lotions that ensure your child's comfort. All medications and lotions provided by the parent/guardian must be in the original containers and labelled with the child's name. Please refer to the Administration of Medication within this handbook or your educator for further information.

### **Parents providing food**

Parents are encouraged to provide nutritional food that contributes to their child's daily recommended intake. Food provided by family's needs to be packed to ensure it is kept at the appropriate temperature if sending perishable foods. Please check with your educator if refrigeration is available. Please check with your educator if food can be reheated. Where a child has been provided with insufficient food for his/her needs, the educator may negotiate providing the extra food required and charge the parent for the food provision, as per the educator's contract.

### **Drinks**

Drinking water should be offered regularly through the day and very frequently during hot weather.

### **Nutritional Food Requirements**

A healthy balance of food and drink in sufficient quantity should be provided on a daily basis.

Educator providing the food:

- Parent will give initial advice to educator with respect to a child's routine and food requirements and continue to consult and exchange information with the Educator as the child grows
- Some foods such as whole nuts, are inappropriate for very young children
- Liquids should be offered regularly through the day
- Food should be stored properly and hygienically with due attention given to foods requiring refrigeration
- Plenty of fresh food in the form of fruit and vegetables need to be offered
- Children are encouraged to be seated for a meal as movement can cause choking. Being seated also provides opportunities for social interaction, and as children are more likely to chew their food it is more likely to be digested properly. Young children are not left alone while eating
- Parents of babies will supply to educator's formula etc with required preparations and storage instructions
- Food is never to be used as a form of punishment either by its provision or denial

### **Sick Children**

A child with an acute illness requiring 'regular' administration of medication throughout the day, is considered unfit to attend Child Care. Medications for administration during Child Care service hours must only occur when necessary and essential for the child's wellbeing.

Children who have infectious diseases must not be in care. This prevents cross infection with other children in care and your educator becoming ill. Refer to the list of exclusion periods provided by Staying Healthy in Childcare. A letter of clearance may be requested before the child can recommence care.

### **Health & Medical Information**

It is a requirement that health and medical practitioners are recorded on the HubWorks! registration form. Please advise WFDC as soon as you become aware of any allergies or medical conditions associated with your child. Supporting documentation will be provided by the family and stored within the HubWorks! registration form.

### **Administration of Medication**

Families requesting the administration of medication will be required to follow the guidelines developed by the education and care service to ensure the safety of children and educators. The education and care service will follow legislative guidelines and standards in order to ensure the health of children, families and educators at all times.

For further information please refer to Wynnum Family Day Care & Education policy & procedure manual, policy Administration of Medication and Dealing with Medical Conditions in Children.

### **Sleep, Rest and Relaxation**

The safe sleep practices in family day care ensure that the highest level of safety is maintained at all times for the children in care as dictated by Red Nose principles and guidelines.

### **Activity/Outings Permission**

Educators are encouraged to include activities and outings into the local and wider community and LINK which extends the program by offering new learning experiences, new social contexts and interactions. These experiences consider the age, interests and abilities of the child. Educators have completed Risk Management and Assessment for each outing and will require parent/guardian permission to attend.

### **Transportation of Children**

Wynnum Family Day Care & Education Service conducts yearly vehicle restraint audits to ensure the instalment or fitment of the restraint has been assessed in an educator's vehicle.

### **Before and After School Care**

The duty of care begins when the parent/guardian has signed in a child with the educator until school commences. After school care commences when school finishes until the parent/guardian signs the child out. By arrangement, educators can escort a child to and/or from school either by car or walking. These arrangements should be made at the initial interview, and reviewed each year. Child Care Subsidy is only eligible where there is an expectation of care for BSC/ASC at the educators setting. It will not be paid as a transportation service.

### **Homework**

Educators are not responsible for supervising homework. Educators will, if possible, arrange a quiet area for school age children to do homework, but it is not the educator's responsibility to supervise homework or to ensure that it is completed.

### **Pets**

Pets are in many educators' homes as an integral part of family life. Educators are however, required to maintain a safe and hygienic environment. If you have any reservations about pets, please discuss this matter with the co-ordinator.

## **GENERAL INFORMATION**

### **Resource Library**

Parents and Educators are invited to make use of our extensive resource library which includes books and DVD's on a variety of topics related to children, families, parenting, behaviour management, personal development, nutrition and much more.

### **Equipment Library**

Educators are provided with equipment such as car restraints, prams, high chairs and toddler beds.

### **Children's Christmas Party**

This is a major event on our calendar and an opportunity for children, families, educators, staff and committee members to come together to relax and celebrate the year's successes. It is held each November and listed on the events page of our website.

## **IN SUMMARY**

Wynnum Family Day Care & Education Service aims to provide high quality care for children, we trust that your time with the service will be a positive life experience for you and your child. We do encourage your participation in service events and we acknowledge that a continuous exchange of ideas and information is important and enhanced with open communication. It is through the dedication of our team that WFDC can deliver high quality programs that foster the best interests of the children.