



Family Day Care

Enrolment Handbook



Mildura Rural City Council

Family Day Care Family Day Care Support Team Is Located At:

Mildura Rural City Council
Deakin Avenue Service Centre
76 – 84 Deakin Avenue, Mildura
(Corner Deakin Avenue & Ninth Street)

Family Day Care Contact Information

Postal Address:

PO Box 105, Mildura VIC 3502

Office Hours:

8.00 am – 5.00 pm Monday – Friday

Telephone:

5018 8271

Email:

fdcinfo@mildura.vic.gov.au

After Hours Mobile Phone:

0427 220 116 (For emergencies only)

Services Australia (Child Care Subsidy):

Telephone 13 61 50 or go to their website www.servicesaustralia.gov.au

***Please note: if you require an interpreter for this handbook, please contact the FDC Support Team**

Helpful Abbreviations:

ACECQA	Australian Children's Education and Care Quality Authority
CCS	Child Care Subsidy
ACCS	Additional Child Care Subsidy
CRN	Customer Reference Number
DE	Department of Education
SA	Services Australia
FDC	Family Day Care

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Welcome!

**Mildura Rural City Council Management, Staff and Educators
welcome you to Family Day Care**

Our Vision

To provide an inclusive, respectful home-based service, that is responsive and supports children's sense of belonging, being and becoming in early childhood and provides a community model for quality.

Our Purpose

To provide a unique, quality Family Day Care Education and Care Service that is compliant with legislation and provides the best possible outcomes for children in Mildura Rural City Council and Wentworth Shire areas.

Educational/Curriculum Statement

Educators will implement curriculum and pedagogy in a format that suits their strengths and abilities. Planning will be thoughtful, challenging, engaging, developmentally appropriate and culturally responsive. Programs will include child and parental input and be based on assessment of children's development and learning. Educators will incorporate into the program children's strengths, progress and needs according to the learning outcomes of an approved framework. Programs will be regularly evaluated, and critical reflection will form part of this evaluation.

Our Philosophy

1. Secure respectful and reciprocal relationships

We will:

- Create a welcoming, nurturing and trusting environment
- Treat children as individuals who feel valued and respected
- Enable children to develop secure relationships and an enhanced sense of identity which builds self confidence
- Provide consistent support to empower all
- Provide consistent emotional support and professional relationships

2. Partnerships

We will:

- Build and maintain a strong profile in the community
- Work together as a team of professionals
- Provide links to and connections with other community service agencies who have an interest in the child's development
- Work positively and collaboratively with families, encouraging a mutual understanding of expectations
- Contribute to the well-being and economy of the community by enlisting Educators and providing services which make it possible for parents to work and engage in the community

3. High expectations and equity

We will:

- Work to improve the educational and developmental outcomes for all children in Mildura Rural City Council Family Day Care Scheme by
- Ensuring children are engaged in the community and are provided with a variety of opportunities to integrate into society
- Believing that children have the capacity to succeed regardless of diverse circumstances and abilities
- Providing children with individualised care and give them opportunities to reach their full potential
- Holding high expectations for the children and Educator's to be able to succeed and learn
- Having high expectations of Educator's who are required to deliver a balanced, flexible and supportive care environment
- Operating our FDC Support Team with integrity and commitment to setting a positive example

4. Respect for diversity

We will:

- Encourage belonging and interdependence
- Provide access and inclusion for all, valuing and including families and children by respecting their diversity and culture
- Provide educational needs of the children in a unique and natural home environment
- Respect the rights of each child by striving to learn about their culture, lifestyle, customs, beliefs, identities, abilities and strengths
- Promote a greater understanding of Aboriginal and Torres Strait Islander ways of knowing and being
- Promote a greater understanding of children from culturally and linguistically diverse (CALD) communities

5. Ongoing learning and reflective practice

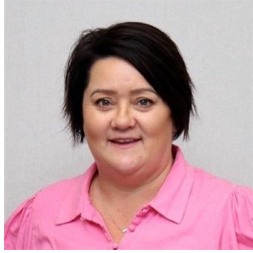
We will:

- Meet the challenges of the changing policy and regulatory environment to reflect national standards and quality requirements
- Attract and develop quality Educators and Staff
- Align with better practice that enables continuous improvement and reflection on practice that is sustainable, where challenges become opportunities
- Promote practices that are sustainable over time
- Facilitate the Quality Improvement Group to contribute to analysis of current practices and professional inquiring
- As Educators and FDC Support Team; engage with the strategies of goal setting, ongoing training/learning, critical and reflective questioning

Based on the Principles of “Belonging, Being, Becoming” The Early Years Framework for Australia. Commonwealth of Australia 2009

The FDC Support Team Staff

Early Years Coordinator
Janelle Harrington



Team Leader/ Educational Leader
Katrina Andison



Field Officer
Wendy Hopkinson



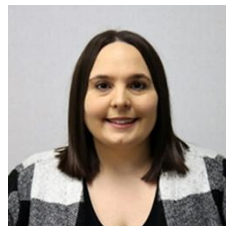
Administration Officer
Gillian Bielaczek



Field Officer
Catrina Kelly



Field Officer / Play Session Facilitator
Jessica Mazza



About our Family Day Care Educators

Family Day Care Educators provide care in their unique home environment. Educators are carefully screened and must comply with strict guidelines including the following pre-selection requirements:

- Attend an information session
- Formal Application and Interview
- Referee Checks
- Medical Certificate
- Relevant Training
- First Aid/Anaphylaxis/Asthma Training
- Public Liability Insurance
- Property Inspections/ Risk Assessments
- National Criminal History Checks for themselves and all adult members of the household
- Working with Children Checks for themselves and all adult members of the household
- Have Certificate III in Early Childhood Education or above
- Allow regular scheduled and unscheduled visits by FDC Support Team staff
- Child Protection Training

Choosing your Educator

FDC Support Team Staff will provide you with the name and phone number of an Educator who they consider appropriate to your needs or who you have requested.

It is your responsibility to contact the Educator as soon as possible and take the following steps:

1. Arrange a time to visit the Educator
2. Visit the Educator with your child, and discuss your requirements, and observe your child's interaction with the Educator
3. Once you decide if the Educator meets your needs, please tell the Educator and the FDC Support Team

If you will not be commencing with this Educator, the FDC Support Team will provide the name of another Educator where possible.

Priority of Access

Families are placed according to the Department of Education priority of access guidelines:

- **Priority 1** - a child at risk of serious abuse or neglect
- **Priority 2** - a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the 'A New Tax System' (Family Assistance) Act 1999
- **Priority 3** - any other child

Within these main categories priority should also be given to the following children:

- **Children in Aboriginal and Torres Strait Islander families**
- **Children in families which include a disabled person**
- **Children in families on low incomes**
- **Children in families from culturally and linguistically diverse backgrounds**
- **Children in socially isolated families**
- **Children of single parents**

Where demand for care exceeds supply, available places will be allocated to those families with the greatest need for child care support.

Any child care service that has no vacant places and is providing care for a Priority 3 child may require that child to leave the service in order for the service to provide a place for a higher priority child.

In accordance with the Education and Care Services Law, Educators care for no more than four children under school age for fee or reward and have a maximum of seven (7) children in total who have not yet commenced secondary school. This includes the Educator's own children.

Partnership with Families

Open clear communication is vital in developing good relationships. Soon after starting care, families will receive a follow up call. This assists the FDC Support Team to ensure families and children have settled into care. It also gives families the opportunity to provide feedback and suggest improvements.

Educators and families must work together to give children the best possible care. Families can support positive communication by talking about their needs and child rearing practices. It is important that families and Educators respect each other's values and diversity. It is both the Educator and the family's responsibility to keep each other informed about the children's health, interests, learning and wellbeing.

A copy of your child's educational program is available on request. Shared decision making with the Educator makes the transition to Family Day Care easier and helps the children feel safe and secure in a new environment.

What you can do to contribute to your children's care:

- Talk to the Educator about your child at arrival and departure
- Provide regular feedback about your children's experiences
- Make suggestions about routines and activities for the educational program
- Contribute to documentation of your children's learning

What to discuss with your Educator:

- How you guide your child's behaviour
- Your child's routines: meals, sleep, toileting, settling
- The booked times your child will be left and collected
- How to sign your child in and out and sign off and approve all care at the end of each week
- Who will be picking your child up and from care
- Absence from care (your child or the Educator)
- Food: Special Dietary requirements and your child's likes and dislikes
- Any medical conditions or allergies your child may have (all medical conditions will require a medical management plan and a medical risk minimisation plan completed by yourself, your Educator and a Field Officer). **These will need to be updated annually or if any change occurs**
- Fees, arrangements for payment of fees by Electronic Funds Transfer and the signing of the Educator/Family Fee Agreement
- Outings and travel for your child and other children in Family Day Care
- The Educators daily routine
- Parent Portal- The parent portal provides a range of content the service and Educator shares with you regarding your child/children. This may include learning stories, observations, invoices, receipts, policies etc. Once your Family Day Care Service grants you access you will receive an email with your log in credentials.
- Procedures for when the Educator is sick or unavailable. You should contact the office if you need a temporary Educator
- Expectations for TV Viewing, DVD, computer games, iPads etc.

What to bring with your child

- Please dress your child in "play clothes" rather than "good clothes" and discuss with your Educator any cultural clothing
- Clearly name or label all of your child's belongings
- A complete change of clothes (including hat, parka, jumper etc – according to the weather or activity)
- Shoes for outside play

- Nappies, wipes and plastic bags for soiled clothing, any additional items your child may require, such as bibs, etc.
- Lunch and snacks, drink bottle filled with water, formula and bottles. It's best to prepare one bottle of formula at a time. It's also best to prepare each bottle right before you feed your baby. But if you need to prepare infant formula in advance, **refrigerate the formula below 5°C within 1 hour of making it, and use within 24 hours**. Store it in the back of the fridge where it's coldest, not in the door where it's warmer. If you can't keep the formula cold, throw it away after one hour at room temperature.
- Please make sure your child is clean and arrives in a fresh change of clothes, daily bathing is the parents' responsibility

Prepare your child for the Family Day Care experience

Please complete the All About Me Form before your child attends care to help with settling your child into care. Assist your child to settle in by making times with the Educator to visit for short time periods. This will also allow you to get to know the Educator. Your child may get upset when you leave. Educators are caring and resourceful people who will do their utmost to settle your child into the Family Day Care home. Sending a comforter or a familiar object may help your child. You are more than welcome to phone your Educator to make sure your child has settled.

Your child should never be left without you saying goodbye. Even if the child starts to cry, goodbyes are important. Your child will lose trust if you sneak out. Give your child an idea of when you will be back using routines as a guide, e.g.: after your sleep, at lunchtime, after afternoon snack etc.

Collection of Children and Authorised Nominees

- Allow time to discuss your child/ren's day
- Make arrangements to introduce the Educator to any other person who is authorised to collect your child/ren
- The Educator will not allow your child/ren to be collected by a person not listed on your enrolment
- Make sure all your Authorised Nominees have received pin numbers to drop off or collect your child for Educators using technology to record attendances, this requires the FDC Support Team to have each Authorised Nominees email so the pin can be sent to them. If a pin needs to be reset, please contact the FDC Support Team to send a new pin before the child/ren are collected or dropped off.
- This person must be over the age of 18 and produce ID when requested
- Educators caring for your child can not be an Authorised Nominee
- To add or remove an authorised nominee you can do this in the parent portal, you will receive login details when you commence care with your Educator.

Parents are responsible for...

- Prompt delivery and collection of your children and telling your Educator if you are running late is essential. Your Educator not only has other children in care to consider but their own personal and family commitments
- Using your pin to sign your child in and out
- Show appreciation of the care your child receives (a word or two praise from a parent can brighten a day)
- Signing timesheets, using your pin if signing electronically, at the end of the week or fortnight
- Completing and signing medication and incident forms
- Advise your Educator if your child will not be coming into care
- Checking your absence days have not gone over the allocated amount for the financial year for your Child Care Subsidy to be paid
- Giving two weeks' notice if finishing care and attending on the last day for your Child Care Subsidy to be paid
- Discuss with your Educator how your child is going e.g. leave a note, parent portal, set a time
- Applying for Child Care Subsidy
- Accepting the Complying Written Arrangement with your Educator, received by email
- Accepting your Child Care Subsidy in your MyGov/Centrelink account
- Emailing any updates of your child's Immunisation from your MyGov account in Medicare to fdcinfo@mildura.vic.gov.au
- Paying the Gap Fee via Electronic Funds Transfer (EFT)

Changes to Enrolment

Parents must notify the FDC Support Team of any changes to enrolment details. This includes, but is not limited to, changes to:

- Residential and employment circumstances and phone numbers for yourself and your authorised nominees
- Health information relating to doctor's details, illnesses, allergies, intolerances and disabilities. If a change occurs, please send a copy of the new medical management plan to the FDC Support Team and we will organise a time to complete a new risk minimisation plan with you and your Educator
- Custody, intervention or other relevant court orders. If any court orders exist relevant to child/ren in care. A copy must be provided so we can carry out that order. Please keep us up to date with court orders
- Authorised nominees who collect your child/ren
- Immunisation Records, please provide an updated copy each time your child receives a new immunisation
- Booked days of care, please give 2 weeks' notice to your Educator for any changes

- You can update your details in your parent portal, your login details are given to you when you commence care with your Educator, please contact the FDC Support Team if you require them to be sent again.

Always keep us informed of your requirements so we can appropriately cater for your needs.

Your Enrolment and Confidentiality

The information Family Day Care collects relating to your children and family is strictly **confidential**. All information remains secure within the office.

Once your placement has been organised, your information is then forwarded to your Educator who also keeps this secure and confidential.

All recorded information relating to your child/ren must be retained by the Family Day Care Scheme for 25 years after your last contact with this service. Hence your records are retained even after you have finished care. These records are kept securely on Council premises.

Permission to release/obtain information

It may be helpful for the staff to communicate with relevant professionals regarding your child. This will improve our ability to meet the needs of your child.

Please provide permission on your registration form for the following organisations we wish to share information with or obtain information from if we need too.

- Principals/Prep Co-ordinators of Sunraysia District Primary Schools. This may also include Primary Schools outside our district.
- Educational Leaders/Educators and FDC Support Team Staff of all Sunraysia & district Kindergartens and Child Care facilities. This may also include services outside our district.
- Professionals such as Medical Practitioners, Counsellors, Psychologists, Ambulance Paramedics and Maternal Child and Health Nurses.
- Specialist Services such as Preschool Field Officer (PSFO), Koorie Preschool Assistant (KPSA), Speech Therapists, Physiotherapist, Occupational Therapist, Social Welfare Counsellors, Child Protection Services, Social Services, Department of Education and Training (DET) Korries Engagement Officer (KESO, Early Childhood Intervention Services (ECIS)

Attendance records (Timesheets)

Time sheets must be pinned/signed by you at the end of each week to approve all care that has been recorded. Please do this in a timely manner to assist with efficient processing and keep within regulated timeframes.

You will be required to record the actual time of arrival and departure on each day of care. This is very important because the timesheets are legal documents and are used to determine the hours or sessions of care for which Government subsidies of Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) can be claimed.

Timesheets are processed fortnightly and any child care subsidy is paid to the Educator. Parents are required to pay any out of pocket cost, payment should be paid via EFT to the Mildura Family Day Care. If you feel your timesheet is incorrect/suspicious or fraudulent you must contact the FDC Support Team immediately. Never sign a blank timesheet, it should be fully completed before you are asked to sign it.

Educators Fees

Our Educators set their own fees. Discuss the cost of care when you first meet with the Educator. Prior to starting with an Educator, you will be asked to sign a Fee Agreement. This is to confirm that you understand and agree to pay the Scheme in accordance with the Educator's fees. Fees are reviewed each financial year. Families using child care must pay their CCS gap fee using Electronic Funds Transfer (EFT). Ask to see the Family Day Care Payment of Service Fees and Provision of a Statement Charged Policy for more information.

***The FDC Support Team will email a statement of childcare usage amounts to you on a fortnightly basis. Please check that this statement reflects the care you use and the amount you pay. Please contact the FDC Support Team if you feel it is incorrect.**

Fee Assistance / Subsidies

Child Care Subsidy (CCS) is a subsidy available to families. The amount of subsidy you are entitled to vary depending on family income and is assessed by Services Australia. **To apply please go to your MyGov account or phone 136 150.**

Families are responsible for knowing their own CCS information. It is the responsibility of each family to apply for CCS prior to starting care. If not, parents are required to pay full fee until the CCS is approved. Subsidies may be backdated to the date of lodgement and adjustments made if applicable. Services Australia will provide you with your Customer Reference Numbers (CRN) and CCS assessment details (where relevant). Provide this information to the FDC Support Team and your Educator as this information is required for us to apply your CCS.

Your Educator will need to be advised of any subsidy changes.

Complying Written Arrangement (CWA)

A CWA is an arrangement between an approved provider and an individual, to provide child care in return for fees. It serves two main purposes:

- **a child is taken to have started to be enrolled when an approved provider and individual enter into a CWA, and**
- **to be eligible for CCS for a session of care, an individual, or their partner, must have incurred a liability to pay for the session under a CWA.**

Important: Please accept the Complying Written Arrangement you will receive by email.

Claiming Your Child Care Subsidy (CCS)

1. Sign into your Centrelink account through **MyGov**
2. Select **Complete your Child Care Subsidy assessment** task.
3. Work through the steps to **provide new information and confirm** your current details.

IMPORTANT: If you don't have a MyGov account, you will need to create one by visiting the Services Australia Website and clicking on Register for an on-line account

Where can I get further information on the child care subsidy?

Visit the Department of Education website [Child Care Subsidy - Department of Education, Australian Government](#)

Services Australia - [Child Care Subsidy - Services Australia](#)

Paying for Your Child Care Costs

Your CCS is paid to the scheme and then used to calculate the amount you need to pay for your gap fee. Parents then pay that amount (gap fee) not covered by CCS directly to the scheme by EFT and both payments are then forwarded to the Educator on your behalf. Payments are to be made by EFT fortnightly as per your Family Fee Agreement.

Absences from child care

What is an absence day?

Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year. These 42 allowable absences can be taken for any reason, including public holidays and when children are sick, without the need for families to provide documentation. Absences should only be claimed when care would have been provided if the child was not absent, and the family has been charged a fee for the session of care.

Child Care Subsidy is not payable for absences submitted before a child has started at a service, or after a child's final day of actual attendance at a service. If a child is absent for more than one session of child care on the same day, such as both before and after school care, it is counted as one absence day. Families can see their year to date absence count through their Centrelink online account via MyGov.

Additional absence days

Once all the first 42 absence days have been used CCS will also be payable for absences taken for the following reasons:

- Your child, yourself, your partner or another person with whom the child lives is ill.
- Your child is attending preschool.
- Alternative arrangements have been made on a pupil-free day.

- Your child has not been immunised against a particular infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to your child.
- The absence is because your child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan.
- The service is closed as a direct result of a period of local emergency.
- Your child cannot attend because of a local emergency (e.g. because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards.
- You have decided that your child should not attend the service for up to seven days immediately following the end of a period of local emergency.

Evidence will be required for additional absence days.

Absence days taken for the above reasons, after the first 42 days have been used, are called 'additional absence days'. There is no limit on the number of these days a family may claim providing they are taken for the specified reasons and supporting documentation (where required) is provided.

PLEASE NOTE: *Absences used at other services are also counted towards the 42 days

Parents must notify Educators in advance if their child will not be attending care.

Remember, CCS cannot be paid on absence days in excess of 42 days within a financial year unless they are for one of the reasons listed above, providing evidence. When 42 days have been used parents must pay the full absence fee charge, this may not be calculated until the end of the financial year and money will need to be paid back to Centrelink for any absences in excess of 42 days without an additional absence reason and evidence provided to the FDC Support Team.

Track your absences

Please check your **Statement of Entitlement for your YTD absences**, this is emailed to you every fortnight and can be found right up the top. If you go over your absences, when **Centrelink do their balancing, you could end up with a debt from Centrelink.**

You can also track your absences in the [Express Plus Centrelink mobile app](#). Select your child's name from the **Child Care Subsidy** menu option, then **Absences**.

And by using your [Centrelink online account](#) through MyGov. Select **Child Care** from the **My Family** menu option, then **Absences**.

More information about balancing can be found on the Services Australia website.

[Balancing Child Care Subsidy - Child Care Subsidy - Services Australia](#)

Starting and Stopping Care

A child who has not yet received care or who has ceased receiving care CCS will not be paid for absences where fees are charged to reserve a place for a child who has not yet physically started care. CCS will not be paid for absences once a child has physically ceased care.

Parents must give the Educator and the FDC Support Team at least two weeks' notice prior to finishing care arrangements.

Child Care Subsidy cannot be paid after giving notice your child does not attend. **You will be responsible for paying the full cost of care with no CCS unless your child attends on the last day of care.**

Stopping of care by Educator—all Educators must give families at least 2 weeks' notice if they can no longer provide care.

***Important information regarding your CCS and enrolment ending after 26 weeks:**

An enrolment will end for CCS purposes if a child does not attend a session of care for 26 continuous weeks. If your child starts attending the service again after 26 weeks or more, we will need to re-establish the Complying Written Arrangement and submit a new enrolment notice.

No Child Care Subsidy or Additional Child Care Subsidy will be paid for any session of care that occurred after the last day the child attended before the 26 weeks if this was an absence or if the child starts again on an absence.

Relatives in Care

Family Assistance Law limits the number of children to whom a Family Day Care Educator can provide care at the service if they are related to the Family Day Care Educator.

The provider must ensure they have less than 50 per cent of the children to whom they can provide care for within any Child Care Subsidy fortnight related to the Family Day Care Educator as a Niece or Nephew, Cousin or Grandchild (including a great-grandchild). Relatives of a Family Day Care Educators partner (by either de factor or marriage) will be considered relatives of the Family Day Care Educator.

Booked Hours

After meeting with your Educator and agreeing on your care requirements, this then becomes your **"booked hours"**. This period will be set aside for your child each week.

Most Educators have a minimum of hours for a session of care, you will be required to pay the minimum hours of care if the hours are less than the minimum hours.

Please note 2 weeks' notice is required for any changes to your booked hours and should be discussed with your Educator. Please complete a booking change with your Educator through Harmony Web via e-signature, which is then forwarded to the FDC Support Team to officially change your booked hours on your enrolment.

Your Educator will be able to provide an estimate of the cost of your care. You will be expected to pay Mildura Family Day Care in accordance with your fee agreement (see page 13). Each fortnight, your

Educator will be advised of the actual cost of care and adjust payments where necessary. If you work on a casual basis, you should book hours with the Educator no later than Friday of the preceding week to retain a placement.

In line with Department of Education (DoE) Priority of Access Guidelines, in some cases a respite family may need to forfeit or be flexible with their place to accommodate a higher priority family.

Immunisation Information “No Jab No Play”

By Law, to finalise enrolment for your child in Family Day Care you must provide the service with an immunisation History Statement from the Australian Immunisation Register (AIR) that shows what vaccines your child has received and, if applicable, which vaccines are due in the future and when.

The quickest way to get your child’s statement is by using your Medicare online account through MyGov or Express Plus Medicare mobile app or Phone 1800 653 809 or visit a Medicare Service Centre.

Important: Please provide updated immunisation statements each time your child receives an immunisation

Additional Care

Overnight and 24-hour care is available but must meet government guidelines and be approved in advance by the FDC Support Team. You may need to supply supporting documentation to the FDC Support Team.

Some Educators work on Public Holidays but are not required to do so.

***If you require care on a Public Holiday, you must phone the FDC Support Team for approval before the care can occur.**

Educator Absences

Occasionally your Educator may not be available due to illness, holidays, etc or your Educator may leave the Family Day Care Service.

Educators must notify the FDC Support Team and parents when they are not available, giving as much notice as possible.

Contact the FDC Support Team if another Educator is required. If you do not call, we will assume you have made your own private arrangements.

Family Day Care will endeavour to organise alternate care. This is not always possible, so it is a good idea to arrange with a relative or friend to care for your child if an emergency arises.

In situations e.g. an emergency, a member of staff from the FDC Support Team may care for the Family Day Care children at the Educator’s home.

Educators can have an assistant for short periods of time or a relief Educator. Your Educator will let you know if they have one. You will need to sign a written permission form for them to care for your child and you can choose not to leave your child in care at that time.

Concerns/Complaints Handling

If you have a concern about the care that your child is receiving, you should first address this with your Educator.

It is always best to deal with issues as they arise to allow an opportunity for improvement. If issues are not dealt with, they can escalate into future problems, making them harder to deal with. The issue may take some time to discuss or may not be suitable to discuss in front of the children, make an appointment time to talk with the Educator.

If you feel you could not come to an agreement with the Educator, you should contact the FDC Support Team and discuss your concerns.

If the issue is still not resolved, you may lodge a formal complaint. The Family Day Care Complaints and Grievances Policy and Procedure can assist with any complaint against an Educator or the FDC Support Team.

The FDC Support Team must report any complaints received which relate to the health, safety or wellbeing of a child, or a failure to meet the requirements of the relevant Act and/or Regulations to the Department of Education, (DE), this is done through Australian Children's Education and Care Quality Authority (ACECQA).

DE may contact you to discuss any concerns.

Family Day Care

Complaints Procedure for Families

If a family has a concern regarding their care or Educator, they should:

1. Discuss the issue directly with their Educator.
2. Should the issue not be resolved, they should contact the Family Day Care FDC Support Team with their concerns.
3. The Family Day Care staff member, with whom the issue has been raised, will document all grievances/concerns. The FDC Support Team will act as mediator to attempt to resolve the issue and investigate concerns.
4. If the issue cannot be resolved between Educator and family, both will be given the option of ceasing care. The FDC Support Team will attempt to find an alternative placement for the family if required.
5. Suspension of the Educator may be necessary to enable a full investigation to occur.
6. If appropriate, the Educator will be given additional training and advice, related to the issue and/or the Performance Management and Discipline Policy and process will be used.
7. In the case of consistent or serious breaches of Family Day Care requirements, the Educator may be instantly dismissed.
8. If at any time, the family feels the matter is handled inadequately, they have the right to request the issue be referred to a higher management level.
9. If the family feels the matter is still unresolved, they may contact the Government Departments listed in the back of this handbook.

If a family has a concern regarding a member of the Family Day Care staff or with the FDC Support Team in general, they should:

1. Discuss the issue directly with the staff member concerned or with the Family Day Care Team Leader or Early Years Coordinator.
2. The Family Day Care staff member, with whom the issue has been raised, will document all grievances/concerns.
3. Should the issue not be resolved, the family has the right to request the issue be referred to higher management.
4. If the family still feels the matter is unresolved, they may contact the Government Departments listed in the back of this handbook.

Interactions with Children

Our Educators guide each child in a way that helps the child develop positive self-esteem.

The Educator will model positive behaviour to the children and provide an environment that enhances the learning of acceptable behaviour. Guidance assists children to learn to direct their own behaviour, so it is eventually based on self-control, and the understanding and appreciation of other people.

The Educator actively listens or seeks out the underlying cause of the behaviour. Educators aim to work together with parents to maintain consistency of any behaviour guidance being used. The FDC Support Team is available to assist Educators and families with strategies to guide behaviour.

At no time is any Educator permitted to use any form of corporal punishment, immobilisation or any other humiliation or frightening techniques to discipline or punish a child.

Behaviour guidance must occur in accordance with our Interactions and access and inclusion with Children Policy, a copy of which is available from the parent portal, your Educator or by contacting the FDC Support Team.

Australian Children's Education and Care Quality Authority (ACECQA)

This organisation co-ordinates the Quality Standards for all child care and education services Australia wide.

To demonstrate the quality of our service we must meet 7 National Quality Standards. To identify where we need to improve, we ask you to complete Customer Satisfaction surveys and this enables us to measure how the service needs to improve to further meet your needs.

***Please take the time to complete these, as your feedback is very important.**

**For more information you can contact ACECQA on: 1300 422 327
enquiries@acecqa.gov.au**

The Quality Ratings of all services can be found at www.startingblocks.gov.au/findchildcare

National Quality Framework

Mildura Family Day Care Scheme operates under the National Quality Framework and meets requirements of: Education and Care Services National Regulations 2011 and Education and Care Services National Law Act 2010. Each state and territory have its own Regulatory Authority, in Victoria this is the Department of Education (DE).

For more information you can contact DE on: 1800 338 663

The Family Day Care Service is assessed in accordance with the National Regulations to determine if and at what rating level the service meets the National Quality Standard and requirements of the regulations.

Our service is rated as “Meeting” the National Quality Standards in both Victoria and New South Wales.

Early Years Learning Framework

The Framework’s vision is for all children to experience play-based learning that is engaging and builds success for life. Please regularly discuss your child’s progress with your Educator.

It is a guide for early childhood Educators who work with children from birth to five years.

Educators use the framework in partnership with families to develop learning programs responsive to children’s ideas, interests, strengths and abilities, and recognise that children learn through their play.

Belonging is the basis for living a fulfilling life. Children feel they belong with their family, community, culture and place.

Being is about living here and now. Children need time just to ‘be’. Time to play, try new things and have fun.

Becoming is about the learning and development that young children experience. Children develop their sense of identity from an early age, which shapes the type of adult they will become.

Family Day Care Policies

The Mildura Rural City Council Family Day Care Scheme operates with a number of policies as follows:

- **Active Play and Physical Activity and Trampoline**
- **Animals and Domestic Pets**
- **Assessment and Approval of Residence**
- **Assessment of FDC Educators, assistants and persons residing in the Educator’s residence**
- **Authorisations, Delivery and Collection of Children**
- **Child Safety and Wellbeing**
- **Complaints and Grievances**
- **Educational Program and Practice**
- **Emergency and Evacuation Management**
- **Engagement and Registration of Educators, Educator Assistants and Relief Educators**

- **Enrolment, Acceptance and Refusal of Authorisations and Orientation**
- **Equipment and Environment**
- **Incident, Injury, trauma & Illness and Administration of First Aid**
- **Interactions, Access and Inclusion with Children**
- **Medical Conditions, including Anaphylaxis and Administration of Medication**
- **Mental Health and Wellbeing**
- **Monitoring, Support & Supervision**
- **Nutrition, Food Handling and Oral Health**
- **Occupational Health and Safety**
- **Payment of Service Fees and Provision of a Statement Charged**
- **Performance Management and Discipline**
- **Provision of information, assistance & training**
- **Prevention of Infectious Disease**
- **Record Keeping and Information Privacy**
- **Rest & Sleep**
- **Safe Arrival of Children and Travel and Excursion**
- **Safe use of Digital Technologies and online environments**
- **Staffing, Child Ratio and Keeping a Register**
- **Sun Protection**
- **Supervision**
- **Tobacco Smoke, vaping devices, vaping substances, e Cigarettes, Alcohol and Other Drugs Free Environment**
- **Visitors**
- **Water Safety**

If you would like further information or to view any of the policies, please contact the FDC Support Team on 5018 8271, you can access them on the parent portal, or your Educator has copies available for you to view.

Government Departments Responsible for Child Care

Federal Government

Department of Education

GPO Box 9880

Canberra ACT 2601

Phone 1300 566 046

Childcare support line Phone 1800 664 231

Victorian State Government

Department of Education (DE)

Loddon Mallee/ North West Region

7-15 McLaren Street, Bendigo VIC 3550

PO Box 442 Bendigo 3552

Phone 1300 338 691

www.education.vic.gov.au

NSW State Government

Information and Enquires

Early Childhood Education Directorate

NSW Department of Education

Locked Bag 5107

PARRAMATTA NSW 2124

Phone 1800 619 113

Email ececd@det.nsw.gov.au

Ombudsman Victoria

Level 2, 570 Bourke Street

Melbourne VIC 3000

Phone 1800 806 314

ombudvic@ombudsman.vic.gov.au

Ombudsman New South Wales

Level 24, 580 George Street

Sydney NSW 2000

Phone 1800 451 524

nswombo@ombo.nsw.gov.au

Australian Children's Education and Care Quality Authority (ACECQA)

Level 6, 175 Liverpool Street

Sydney, NSW, 2000

PO Box A292, Sydney, NSW 1235

Phone 1300 422 327

info@acecqa.gov.au

Becoming a Family Day Care Educator

Want a rewarding Career in Childcare?

An Educator is a self-employed person approved by Mildura Rural City Council Family Day Care Scheme. Educators are carefully selected, trained and supported by the FDC Support Team. Educators work in partnership with parents and the FDC Support Team to provide quality care for children.

How can you become a Family Day Care Educator?

Contact the FDC Support Team who will then invite you to an information session and explain the application process.

If you require more information, please contact the FDC Support Team on 5018 8271 or fdcinfo@mildura.vic.gov.au

Choosing a Kindergarten

Information available on-line at www.mildura.vic.gov.au

The FDC Support Team also has a list of services we can refer you to for help and assistance with family matters. Please contact us for further information.