

FILLING GAPS

Welcome to the Autumn Edition of 'Filling Gaps'

This newsletter is a key communication tool for NSWIHCS to ensure all stakeholders are kept informed with current information.

**Regards
Maria Fazio**



Dear Educators and Families,

NSWIHCS welcomes our new staff member Maria Black, who has replaced Carol Harris. A staff profile of Maria and a photograph are available for you to read on page 7 of the newsletter.

Recently I have had the opportunity to visit various IHCS in Port Macquarie and Coffs Harbour, the visits allowed myself and Anita Jovanovski CEO of NSW Family Day Care Association, to meet the wonderful dedicated staff who run IHC under NSWIHC Brokerage. More visits will be scheduled to visit other IHCS and families within the near future, I look forward to meeting you all.

We often receive phone calls from Educators asking about current information that has been included in the newsletters. We would ask that Educators read their newsletters before calling the Brokerage. This edition of the newsletter is filled with information that is important for Educators and families, we encourage you to read the information provided so that you are up to date and current with what is happening within the Brokerage. Please note that as of 3rd July 2011, all attendance records will need to be forwarded to your IHCS by Monday afternoon before 4pm in order for NSWIHC Brokerage to process AR's.

It is important that the Brokerage is kept up to date with any changes concerning your self & the families. It is extremely difficult for administration staff at the Brokerage to contact you if we do not have up to date details, therefore it is vital for the Brokerage to be made aware of any changes.

A new fee estimator has been sent to your IHCS and is available for Educators and families to utilise, you can contact our office for further details.

Lastly it has come to the Brokerage attention that Educators who have SCCB/Jet families are charging a higher rate than if their families were on CCB. According to the Child Care Service Handbook page 54, Educators have an obligation not to charge a higher rate. We will be investigating Educators who do this and will be requiring solid evidence as to why a higher rate is charged.

Just a reminder that our office hours are from Monday to Friday from 8am to 4pm. An answering machine is available for you to leave a message outside of those hours.

Maria Fazio

CONTENTS	
Payment Schedule	Page 2
Insurance & increase in NSWIHC Admin Levy	Page 3
Standards for In-Home Care explained	Page 4
Attendance record procedure	Page 5
Educators Obligations & First Aid/CPR	Page 6
Parent/Educator Contracts & New Staff Brief	Page 7



Payment Schedule...

Week No	Week Ending Sunday	Attendance Record Due Date (by 4.00 PM)	NSWIHCS Process Date for Payment of CCB
ATTENDANCE RECORDS DUE DATE CHANGED TO MONDAY DUE BY 4PM			
25	03.7.2011	04.7.2011 Monday	08.7.2011 Friday
26	10.7.2011	11.7.2011 Monday	BLANK
27	17.7.2011	18.7.2011 Monday	22.7.2011 Friday
28	24.7.2011	25.7.2011 Monday	BLANK
29	31.7.2011	1.8.2011 Monday	5.8.2011 Friday
30	7.8.2011	8.8.2011 Monday	BLANK
31	14.8.2011	15.8.2011 Monday	19.8.2011
32	21.8.2011	22.8.2011 Monday	BLANK
33	28.8.2011	29.8.2011 Monday	2.9.2011
34	4.9.2011	5.9.2011 Monday	BLANK
35	11.9.2011	12.9.2011 Monday	16.9.2011
36	18.9.2011	19.9.2011 Monday	BLANK
37	25.9.2011	26.9.2011 Monday	30.9.2011

Insurance

13.3 Insurance

Standard 13.3

The In Home Care carer must be covered by an adequate current public liability policy for the amount required by the DEEWR Funding Agreement.

Educators are required to be covered by current Public Liability Insurance.

Source: *Interim Standards for In home Care*, DEEWR; page 25 - 26.

Where Insurance has been cancelled care must not be provided, nor should care commence without Public Liability. Educators will not be paid if insurance has lapsed or they do not have insurance in place before working as an Educator.

Increase in NSWIHCS Admin levy

Family Service Levy (referred to as administration levy)

NSWIHCS has not had an increase in the administration levy since 2009, in order to meet the rising costs in operating expenses, the administration levy will increase within the next financial year starting July 2011.

The family service levy (administration levy) is an additional charge to families and where possible is absorbed by Childcare Benefit. Where CCB does not absorb the family levy, the levy becomes part of the **out-of-pocket expense**, (gap fee) which is paid directly to the educator.

Previously the family administration levy was charged at the rate of **.35cents** per child per hour of care uncapped. This levy will increase to **.40 cents per child per hour of care uncapped**. 75% of this levy is paid to the Registration IHCS and 25% retained by NSWIHCS. Where possible the levy will be recouped by NSWIHCS through CCB or payment received by direct invoicing of Educators/families

Educator Levy

The Educator levy is a service charge to Educators and is a tax deductible expense. The levy is currently **.15 cents per child per hour of care uncapped**. This levy will remain at **.15 cents per hour of care uncapped**. NSWIHCS will continue to retain the entire levy. The Educator levy will continue as an authorized deduction through the Child Care Benefit payment system provided funds to cover the levy are available. Where Educators are providing care for full fee paying customers or where the amount of CCB available does not cover the levy, NSWIHCS will invoice the Educator directly on a fortnightly basis.

The invoice will accompany a copy of the payment advice for the relative fortnight.



Standards for In-Home Child care

To keep Educators and families informed, NSWIHCS will focus on a different standard for Educators in each Service Links Newsletter.

Standard 8 Educator Knowledge, Skills and Experience

Research demonstrates that the most significant variable which influences the quality of child care provided is the level of related training Educator have undertaken. Appropriate training and a sound understanding of child development facilitates the Educators ability to recognize and provide for children's needs and to competently manage groups of children.

Standard 8

In Home Educator must possess appropriate knowledge, skills and experience, including:

A) An understanding of their duty of care in relation to the children in their care.

What this means is that Educators must be fully aware of any laws, standards, CCMS (2008 Interim Standards for In Home Care), practices, policies, procedures and code of ethics. One example would be from the code of ethics—I t is the responsibility of each Educator to ensure that they are creating and maintaining a safe healthy environment that enhances children's learning and development. Therefore an early childhood program whilst IHC is taking place is recommended.

B) Experience in caring for children

Have had practical experience for caring for children (this could even be caring for your own children)

C) An understanding that the environment provided for children needs to be safe physically, emotionally and socially.

Educators need to have an understanding that the environment that they create is not dangerous for children and that children are supervised at all times. Educators are responsible to ensure that the environment allows children to feel safe and have opportunities for social interactions.

D) A basic knowledge of early learning and child development

Educators must have a idea of children's needs and how children develop and grow. Therefore it is vital that Educators continually seek to undertake workshops/courses that assist them in expanding their knowledge and keeping up to date with current changes to the early childhood sector. Standard 8.1 'Professional Development' clearly states that Educators must undertake specified training as required by the Service Provider. NSWIHCS encourages all Educators to undertake Child Protection course before commencing working with families and children.

E) A basic knowledge of children's health, hygiene and nutritional and safety needs.

Educators need to have an understanding of children's health needs, proper hygiene practices and nutritional needs of children in their care. Educators must be aware of the safety needs of children and ensure that the environment is not dangerous for children whilst engaged with In-Home Care.

F) An understanding of supervision and other preventive measures to ensure a safe environment for children.

Educators must ensure that children are kept safe at all times and children are properly supervised. Children must not be left unattended at any times. If children have been signed into IHC then you the Educator is **Legally** responsible for the children in your care. For example you cannot leave children in other type of care when signed into your care and go have a facial or go shopping.

G) A current recognised First Aid Certificate.

All Educators must have a current first Aid Certificate and CPR. Educators are not to work if they are not current, this is a serious breach and Educators will not be paid for the period they are non compliant.

Reminder—Procedure for the completion of child attendance record In-Home care

- **Week Ending:** For the week ending Sunday (enter Sundays date)
- **Educator Name:** Educator to enter their First name and surname.
- **Educator ABN:** Educator to enter their Australian Business Number.
- **IHCSP:** Educator to enter the name of the In-Home Care Service Provider monitoring care.
- **This section Parent/Guardian use only**
- **Number of children claiming CCB this week:** Parent to enter total number of children using IHC and other approved child care services during the week.
- **Do these children attend another service:** Parent to identify if Yes – Y or No – N by ticking beside appropriate box.
- **Is care provided to these children by another In-Home Educator:** Parent to identify if Yes – Y or No – N by ticking beside appropriate box.
- **Y - Name of other In-home Carer:** Parent to enter the name of the other carer providing In-home care during the week.
- **I CERTIFY THE INFORMATION ON THIS ATTENDANCE RECORD IS CORRECT – PARENT SIGNATURE:** Parent must provide their full signature.
- **Overnight/24 hour Care approval no:** Overnight/24 hour care Approval Numbers (enter number provided by NSWIHCS when requesting approval for overnight or 24 hour care).
- **Absence Code – A:** All absences to be recorded on the attendance record as an A and parent to initial. (record the absence letter A in actual time in column, for which ever day absence applies, against child’s name/s.)
- **Pay as Contracted hours Yes / No:** circle YES if requesting NSWIHCS to process the hours as per contract. *must have a current parent/Educator care contract for the payment of child care benefit covering the period on the attendance record OR circle NO if actual hours of attendance are to be entered and applied.
- **Actual time in:** Parent/Educator enter time IHC commences.
- **Initials:** Parent must initial against entry time.
- **Actual time out:** Parent/Educator enter time IHC finishes.
- **Initials:** Families must initial against care finish time.
- **Note – On days where care is not accessed and absences do not apply please cross out the attendance entry for that day*
- **Childs Full Name:** Enter child’s first name and surname – attendance record allows for up to five children, where more than five children in family use two attendance records.
- **Childs Enrolment ID:** number to be entered (refer to the payment advice).
- **Total Hours per child for Admin levy:** Enter total number of hour’s Educator provided/contracted for the week for each child.
- **Total Educator Hours:** Record Hours of Care provided/contracted for each day.
- **Calculation Box:** This area to be entered by the carer to calculate the fee for the week including any child care related additional charges and administration levy.
- **Payment Details:** This area to be entered by the Educator to calculate an estimate of the parent payment for the weeks care after estimate of CCB reduction. It also provides an area to include third party payment and any adjustments from previous weeks where the payment made by the parent was an overpayment or underpayment once the actual CCB payment was made and information provided on the payment advice.
- **Received amount of:** This area to be entered by the Educator to record actual amount received when estimated payment details.
- **I confirm all information on this form to be correct and payment received:** This is a statement carer is providing NSWIHCS to support payment details.
- **Educator Signature:** Educator to sign and record date payment received.

Attention Educators—Non compliancy Issues

NSWIHCS has been successful in receiving another round of Funding from DEEWR for 2011-2012 financial year. The Brokerage is grateful that we have this opportunity, however in order to remain compliant, and continue to receive funding, the Brokerage needs to ensure that IHCSP, Educators and families are compliant to the relevant laws and practices in place. Therefore it would be detrimental to the Brokerage if some practices were to jeopardize our funding and put IHC at risk for everyone who is currently doing the right thing.



The Brokerage has been made aware of some practices that need to be addressed as they directly conflict with our funding agreement and the 2008 Interim Standards.

- Educators are to **ensure** that they are claiming the correct hours,
- Educators are **not to claim** for children who are not in their care
- Educators are **not to leave children** in other types of care whilst signed into IHC and pursue personal leisure activities
- Educators are to **inform their IHCSP** of other adults in the household to ensure the safety of children at all times
- Educators must **provide a program** for children in their care

The Brokerage strongly suggests that Educators refer to their copy of the Interim Standards for In-Home Care from standard 7 to standard 13.

The Brokerage is responsible for the overall management and will take every measure to ensure that we are compliant at all times. Breaches will be dealt with in a timely and swift manner.

First Aid & CPR

First Aid Certification

The minimum is an accredited first aid course of at least 10 hours duration. The course is to have practical workplace application for both children and adults, and must include Cardio Pulmonary Resuscitation (CPR) with child CPR. The course must be delivered by a nationally recognised first aid trainer.

CPR certificates must be renewed annually.

Source: *Interim Standards for In home Care*, DEEWR; page 28.

Care must not be provided where First Aid Certification has lapsed.

Whilst some things are out of our hands, like the Child Care Management System hiccup, NSWIHCS appreciates all Educators for their understanding and patience during this period. Hopefully CCMS has got the CCMS sorted out now.



Parent Educator Contracts for the payment of CCB

Parent Educator Contracts for the Payment of CCB

As the new financial years approaches NSWIHCS recommends Educators re-negotiate Parent Educator Contracts for the payment of CCB. In addition Educators should also consider revising their Fee Schedules.

Fee Schedules

Whilst independent fee setting gives Educators the opportunity to set their own fees for the service that they provide, NSWIHCS must still ensure that families are treated fairly, and in a non-discriminatory way. As part of NSWIHCS role, NSWIHCS is responsible for ensuring that all practices within the service, including the fee setting practices of Educators who choose to set their fees independently, are in line with any regulatory, licensing or other government requirements, including legislation, such as anti discrimination laws.

NSWIHCS has developed a non compulsory fee guide however if an Educator decides to charge above the recommended fees, the Educator will need to develop their own fee policy / schedule to provide information about areas such as:

- Required Bond fee
- Standard hours rate / and non standard hours rate
- Rate depending on number of child/ren in family accessing care
- Public Holiday rate
- Holding and late fees
- Receipt of fees
- Payment of costs e.g. food/transport
- Termination of care due to non-payment



Providing this schedule to the families that currently use your service as well as to new families will ensure they know what to expect and are clear about your fee charging practices. You may wish to consider asking the families who use your service to sign a copy of your Fee Policy / Schedule to indicate their agreement to the terms and conditions outlined.

A copy of your Fee Policy / Schedule is to be provided to the In-Home Child Care Service Provider.

New Staff Member — Maria Black

Hello everyone, my name is Maria and I am really looking forward to being part of the 'In-Home Care' team and providing you all with the best service possible. Originally from New Zealand, I have had a varied career path in Sales, Finance and over the last 5 years various administration roles, so feel I have lots of varied skills to offer. My last position held was at Sancta Sophia College where I worked in administration and was PA to the Principal.

I have a Bachelor of Arts, majoring in English Literature which I obtained from Victoria University of Wellington.

I am a very approachable, happy person who enjoys being part of a team. I am a Petersham local and mother of three school age children, so life is pretty busy. In any spare time I can find, I enjoy cooking for friends, reading and playing the piano.

Maria Black

