

# Coffs Harbour Family Day Care

## PARENT HANDBOOK

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coffs **family** daycare





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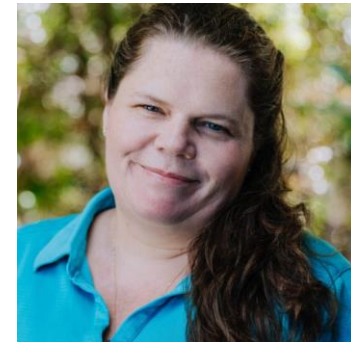
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coffs **family** daycare  
**Our philosophy**



### We believe

Coffs Harbour Family Day Care believes in providing children with high quality care and education in a nurturing and natural home environment.

### Our Children

Children have the right to feel safe, valued, and respected. They are competent and capable learners, and they will be empowered to participate in making decisions.



### Authentic experiences

We recognise and value how play and authentic experiences can influence the whole child. We challenge children to be curious and creative by providing interesting and natural play spaces that allow for exploration, problem solving and risk taking.

### Belonging

Everyone is unique and deserves the right to feel a sense of belonging at our service. We form collaborative partnerships with children, families, staff and communities through mutual respect, trust and open communication. We establish connections with the local community through active participation.



### Recognise & respect

We acknowledge and pay respect to the traditional custodians of the land on which we live and work, the Gumbaynggirr people, and recognise their continuing connections to the land, water and community. We pay respect to the Elders, past, present and emerging.

### Environment

We foster a sense of respect and curiosity for the natural environment while recognising our environmental responsibilities in working towards a sustainable future.



### Always improving

We are committed to continual improvement, engaging in ongoing learning and reflective practice.

## What is family day care?

Family day care is an approved form of childcare that is provided in a family day care educators own home. Family day care educators are early childhood education and care professionals, registered with a family day care service. The family day care service is responsible for approving, supporting, training and advising its educators. Family day care provides a quality education and care service that is accessible, flexible and affordable. It is available seven days per week for full-time, part-time, casual, emergency, before & after school as well as vacation care. Children from 6 weeks to 13 years of age can access the service.

## Role of the Service

The service's major role is to provide a support service for educators and families. The coordination unit arranges child placements and administers Child Care Subsidy on behalf of the families.

The service is an Incorporated Community Based Non-Profit Organisation managed by the 'Committee of the Association', which consists of parents, educators and community representatives. The role of the 'Committee of the Association' is to oversee the operations of the service and ensure compliance with the regulatory requirements, effectiveness & efficiency with committee meetings being held monthly.

Parents are encouraged to be actively involved in the service and become a member of the Management Committee. As an "Ordinary Member of the Association" parents can vote at the Annual General Meeting each year. At time of enrolment, parents may elect to become a member of the Association by paying a \$5.50 membership fee.

Coffs Harbour Family Day Care operates under the National Quality Framework (NQF) as other forms of childcare, incorporating national regulations, quality and qualification standards, educational frameworks and an assessment and ratings process.

Coffs Harbour Family Day Care is a Child Safe Organisation and is committed to implementing the Child Safe Standards.

## Educators

The educator is required to comply with the Education and Care Services National Regulations and the service Policies and Practices. Family Day Care operates on a maximum of 7 children under the age of 13 (maximum 4 children not attending school, including the educator's own children)

All educators hold a minimum Certificate III in Children's Services or are enrolled and actively studying towards achieving the Certificate III in Children's Services. Family Day Care is conducted by educators who follow the service's recruitment/selection procedure and a comprehensive induction and training program.

Educators have the following attributes:

- Practical childcare knowledge and experience with children.
- Communicate well on various levels; be flexible, approachable, warm and caring.
- Organisational and record keeping skills.
- Are willing to work in partnership with service staff and families.
- An understanding of the Child Protection and Child Safe policies

Educators must have a:

- A Working with Children Check – including other residents over 18 years.
- Current First aid certificate. Including CPR, and Asthma and Anaphylaxis



- Current Child Protection Training.
- Smoke /drug and alcohol-free environment, including residents and visitors.
- Program for individual children's developmental ages/ stages – program daily or weekly, complete development records, daily reflections and observations.
- An environment that is clean, safe and free from hazards.
- Certificate III in Early Childhood Education and Care or working towards.

## Collection of Children

If you are going to be late collecting your child, you must contact your educator as a matter of courtesy. Your child will only be released to people who are authorised in writing by you on the enrolment or in writing in other circumstances. Your child will not be released if there is no authority from you.

If the person designated to collect your child from care is under the influence of alcohol or drugs or appears otherwise unfit your child will not be released from care. In certain circumstances the police may be contacted.

You will be issued with a PIN upon enrolment via email. This PIN must be used to sign children in and out of care using our Harmony software.

## Access to Children

The Education and Care Services National Regulations clearly state that your educator is not legally permitted to allow your child to leave the premises without your permission. Details of any court order, custody and access orders concerning your child are required to be stated on the service's enrolment form. Relevant documents need to be provided to the service office and the educator.

Any natural parent not subject to any relevant court order may have access to his or her child at any time during the hours that the child is in care and receive information about the child on an ongoing basis.

## Excursions and Transportation

One of the many wonderful attributes of Family Day Care is the opportunity to attend excursions and connect with the local community. If your educator attends excursions or transports children, eg transport children to and from school. They must complete a Risk Assessment on the excursion venue and on the type of transportation that is taken place. These Risk Assessments will be available to you at any time at the educator's service. Authorisations for any excursion and transportation must also be given by the parent/guardian. This is obtained on our Authorisations for Excursion and Authorizations for transportation forms.

## Incident, Injury, Trauma and Illness

If your child is seriously ill or has contracted a contagious disease, your child will not be accepted into care. If your child becomes ill whilst in care you will be contacted immediately. Your child will not be administered any medication without your permission and each time that medication is administered your child's educator must make a record of the fact on a Medication Record.

In case of a serious accident involving hospitalisation; parents, the service and the NSW Early Childhood Education Directorate will be informed. All accidents / injuries / illnesses will be recorded on an Incident, Injury, Trauma and Illness record form. If you cannot be contacted the educator will take appropriate action (as specified and acknowledged on the enrolment form) and arrange for your child to be taken to the nearest doctor or hospital. Any costs incurred will be met by you.

## Medical Conditions

If your child has been identified as having a medical condition (e.g. anaphylaxis or allergenic conditions), before care can commence the following must occur:

### Parent/Guardian

- You will be provided with a copy of the policy 'Medical Conditions' and the 'Medical Conditions' Part 1 and 2 form.
- The medical conditions documentation Part 1 needs to be completed by a registered Medical Practitioner and signed and Part 2 needs to be completed by you.
- You need to provide the Co-ordination unit and your child's educator with a copy of the Medical Conditions part 1 & 2 form and Health Management Plans.
- Your educator will consult with you and develop a Risk Minimisation Plan to minimise the risk of potential exposures or reactions in relation to the Medical Condition
- All Medical Management Plans need to reviewed every 12 months.

**If your child's medical status changes whilst in care requiring a Health Management Plan the following must occur before your child resumes care:**

1. You must be provided with a copy of our Medical Conditions policy.
2. Medical Conditions Documentation Part 1 and 2 to be completed and signed by a registered Medical Practitioner and you.
3. A copy must be given to your educator and the service office before care can recommence .
4. The risk Minimisation plan and Communication plan will be updated.
5. All Medical Management Plans need to reviewed every 12 months.

## Immunisation

Children who have not been immunised due to their parent's vaccine conscientious objection cannot be enrolled in childcare.

### AIR Immunisation History Statement

Parents must provide an Australian Immunisation Register (AIR) History Statement (that shows a child is up to date or can't be immunised for medical reasons) OR an AIR Immunisation History Form (that shows a child is on a recognised catch-up schedule), when enrolling a child in childcare. This includes long day care, family day care, occasional care and pre-school.

Parents can request a copy of their child's AIR Immunisation History Statement at any time (up to their child being 14 years of age):

- Using their Medicare online account through myGov  
<https://my.gov.au/>
- Using the Medicare Express Plus App  
[www.humanservices.gov.au/individuals/subjects/express-plus-mobile-apps](http://www.humanservices.gov.au/individuals/subjects/express-plus-mobile-apps)
- Calling the AIR General Enquiries Line on 1800 653 809

Australian Immunisation Register  
<https://www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register>

NSW Health  
[www.health.nsw.gov.au/immunisation](http://www.health.nsw.gov.au/immunisation)

NSW Health 'Save the Date to Vaccinate'  
[www.immunisation.health.nsw.gov.au](http://www.immunisation.health.nsw.gov.au)

Australian Government Department of Health Immunise Australia Program  
[www.immunise.health.gov.au](http://www.immunise.health.gov.au)

## Educator's Illness

If your educator and/or educator's family member(s) should become ill, you will be informed. The service will attempt to arrange alternative care if available. The service may request a doctor's clearance in case of an infectious disease before your educator can reopen the service.

## Administration

Educators are required to keep accurate records of your child always. The names, current addresses, home and work phone numbers and an alternative (emergency) contact number must be provided by you.

You must electronically sign or initial the actual arrival time and sign the actual departure time each day of your child's attendance to comply with licensing and insurance requirements.

## Child Care Subsidy

Child Care Subsidy is a regular payment that assists most families with the costs of child care. Child Care Subsidy will be paid directly to providers in most cases, to be passed on to families as a fee reduction. It will reduce the fees that a family pays a childcare provider for the care of their child.

Three main factors will determine a family's level of Child Care Subsidy. These are:

- Family income — the combined adjusted taxable income of parents/guardians.
- Activity test — the participation activity level of the parents/guardians.
- Hourly rate caps — that apply to the type of childcare service and age of the child.

## Information for families

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

For information about children's services, including early learning and childcare services, costs and vacancies.

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

To create and then access a Centrelink online account, to make Child Care Subsidy claims and view the status of claims.

## Eligible Hours

Family entitlement to the Child Care Subsidy will be determined by a three-step activity test, more closely aligning the hours of subsidised care with the combined hours of work, training, study or other recognised activity undertaken, and providing for up to 100 hours of subsidy per fortnight.

Step	Hours of activity (per fortnight)	Maximum number of hours of subsidy (per fortnight)
1	8 hours to 16 hours	36 hours
2	More than 16 hours to 48 hours	72 hours
3	More than 48 hours	100 hours



## Absences from Care

CCS (Child Care Subsidy) is paid in certain circumstances when a family is charged for care that their child does not attend. Under the Child Care Subsidy System (CCSS) each child is eligible to receive CCS for an initial 42 days of absences, per financial year, which can be used for any reason and without proof of circumstances (includes public holidays). Once the initial 42 days absence days have been exhausted, additional absences may be claimed in certain circumstances.

The Family Assistance Office (FAO) maintains a count of absences used by each child across all services for the financial year. You can obtain details of absences through the online services section of the FAO's website or through your educator.

## Public Holidays

Normal fees will be paid for public holidays when:

1. The child would normally have been in care on that day, if it were not a public holiday.
2. When a child uses care on a public holiday, an additional public holiday surcharge may apply, please discuss this with your educator.

## Payment of Fees

You will be provided with a fee schedule for each session of care for individual educators. Fees may vary due to educator qualifications, location, hours of care and the age of the child. Some educators provide food, nappies and transport and these will be added to the hourly fees. Late fees will be detailed on the fee schedule. As educators operate as self-employed small business owners, they set their own fees, days of operation and minimum hours for provision of education and care.

Families are required to pay fees using the FDC Service's direct debit system. RedPay. Families are required to provide banking details to facilitate set up of the direct debit account before care commences.

Fees and charges associated with direct debit system are outlined upon enrolment and below. Fees will be debited and receipted fortnightly from the families nominated bank account by the RedPay.

## Direct Debit Transaction Fees

Bank Account Fee..... \$0.70  
Credit Card Fee . .... \$0.70  
Credit Card Surcharge ..... 1.90%

Dishonour Fee ... ..... \$8.00

A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees. Families will be issued with a *Statement of Entitlement* on a fortnightly basis in accordance with the fee payment and Regulatory requirements.

The *Statement of Entitlement* will include details of the sessions of care provided and the resulting fee reduction amounts. The *Statement of Entitlement* is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation.

**NOTE:** If your fees fall in arrears more than one week then your care may be suspended until payment is made or care may be terminated

If you are experiencing financial hardship, please speak to our administration office. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.



## Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between Coffs Harbour Family Day Care and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#)

## Contracted Hours

You are required to enter into a contract with our service for your care requirements. Educators will negotiate contracts on behalf of our service. Your contract reflects the minimum care hours that you are required to pay for, even if your child is absent. You may terminate your contract for care and must provide one week notice. If your child does not attend care on the last day of the notice period, no CCS is payable. (ie CCS is only payable up to the last day of attendance)

## Relief Educator

A primary educator may, under certain conditions, use a relief educator to provide short term or block relief care for Family Day Care children in the absence of the primary educator in his / her home.

Written parental permission is to be obtained from you (on the Parent/Educator Agreement form) prior to your child being placed in the care of a relief educator. Relief educators must be introduced to the parents of children to be cared for, at the first opportunity.

No fee is payable if you elect not to leave your child with the relief educator. You are not obliged to accept relief care arrangements. You may choose to find alternate care with another family day educator or to make private arrangements, in which case they are not liable to pay FDC fees.

## Alternate Care

If you require alternative care for your child (e.g. educator illness or holidays) you need to contact the service office with details of the care you require.

It is your responsibility to contact the alternate educator as soon as possible. All necessary alternative care must be paid separately to the alternate educator on the day. You will need to discuss the fees with the alternate educator.

The service provides a 24 hour "On Call" service. Please contact the service office for any emergency placements on: 6652 7819

## Cancellation of Care

At least one (1) weeks' notice is to be given if your child is ceasing care. A Cease Care form must be completed. The educator is also obliged to give parents a weeks' notice for termination of care.

## Refusal of Care

Care will be refused:

- If a child is not enrolled with the service.
- For non-payment of fees.
- If the parent does not abide by the Policies of the Family Day Care service.
- If your child is unwell and not able to participate in the usual programme and planned activities.
- If your child is not immunised.

## Childs Bag

Please include in your child/ren's bag/s

- A healthy lunch, morning and afternoon tea.
- A hat, sunscreen and several changes of clothes / nappies etc.

## Policies

- The service's Policies and Practices are always available at the educator's service and via the Parent Portal on Harmony

## Service Website

- You can access newsletters and links to many resources from the service's website at [www.coffsfdc.org.au](http://www.coffsfdc.org.au)
- You are able to update your contact details on the 'Contact Us' page or via email [admin@coffsfdc.org.au](mailto:admin@coffsfdc.org.au)

## Complaints / Grievances

- Complaints or grievances should be directed to the Nominated Supervisor / Service Manager on 66527819.

