



# Family Day Care Services

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## FAMILY DAY CARE CO-ORDINATION UNIT STAFF

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If you call the co-ordination unit and the office is unattended please leave a message and you will be contacted at our earliest convenience.

### IMPORTANT CONTACT NUMBERS

Department of Human Services 13 6150

Department of Education and Training - Geelong  
(03) 5215 5136

Translating and Interpreting service 13 1450

If a translator is required at enrolment please call  
1300 655 082

### PRIVACY STATEMENT

The Surf Coast Shire Council considers that the responsible handling of personal information is a key aspect of democratic governance, and is strongly committed to protecting an individual's right to privacy. Council will comply with the Information Privacy Principles as set out in the *Privacy and Data Protection Act 2014*. The information will be used for the primary purpose it was collected or any related purpose for which the individual would reasonably expect Council to use or disclose the information. The information will not be disclosed to any other party unless Council is required to do so by law.

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## Mission Statement

**A Family Day Care Service that provides high quality education and care in a small group setting that is flexible, accessible and provides choice in the local community to meet the individual needs of families and children.**

## Service Information

Family Day Care is a professional home based child care service that is provided to children aged 0-12 years.

- It is a flexible service offering care according to families' needs.
- It is a small group environment where children learn through the quality interactions and experiences provided.
- Educators are supported by a central co-ordination unit that is made up of a team of early childhood professionals.
- The service operates in accordance with Commonwealth Guidelines, Department of Education and Training (DET), Child Safe Standards, Education and Care Service National Regulations and Act (DEECD) and the Australian Children's Educational and Care Quality Authority (ACECQA).
- Educators are self-employed and contract their services to the Council.

## Service Philosophy

We promote peace, tolerance and understanding of cultural backgrounds and beliefs. Recognising all children and families are unique and we value the partnership that exists with families and respect their contribution to our community.

We will actively listen to, advocate for, empower and safeguard all children. We are committed to protecting children and their families from abuse and promote their health and wellbeing. In particular the cultural safety, participation and empowerment of aboriginal and Torres Strait Islander children, children with disability and children from cultural and/or linguistically diverse backgrounds.

We believe all children and families have a right to belong, feel connected, contribute, seek and make meaning of their world. To feel part of a global community and contribute to a sustainable world.

We value and acknowledge the importance of supporting and observing children at play. We will provide children with opportunity to play, learn, explore and communicate their discoveries. We believe in the potential of children to be competent decision makers and to be active participants in their learning.

References: Hall, Piaget, Malaguzzi, Vygotsky, Victorian Early Years Learning Framework and the Early Years Learning Framework for Australia, Early Childhood Australia Code of Ethics, Child Safe Standards.



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## Family Day Care co-ordination unit

The coordination unit consists of staff who work in the Council offices precinct in Torquay. The primary role of the coordination unit is to provide information and support to families and educators accessing the service.

In relation to families, the coordination unit maintains waiting lists, makes placement referrals, provides support and information, works in partnerships to meet expectations and provides feedback on children's learning and development. The Coordination Unit is also able to provide families with links and opportunities to enhance connections and support within the Community.

In relation to educators, the coordination unit work with educators to ensure they are working within the legislative and regulatory parameters, provide information and access to professional development and work in partnership to develop high quality programs and curriculum decisions for the children in their care.

The Coordination Unit provides ongoing support to educators through regular visits to the care environment and ongoing communication through phone calls and emails.

The days of operation for the Coordination Unit are Monday - Friday. If you have any questions or concerns, please don't hesitate to contact us.

## Access to Care

Surf Coast Shire Family Day Care Service is operated by the Surf Coast Shire Council.

Often there is a waiting list for family day care. To ensure the system is fair the Australian Government has "Priority of Access Guidelines" for allocating places in these circumstances.

- > Priority 1 - a child at risk of serious abuse or neglect.
- > Priority 2 - Aboriginal and/or Torres Strait Islander Children
- > Priority 3 - Asylum seeker and refugee children
- > Priority 4 - a child from a family currently enrolled in the service
- > Priority 5 - Surf Coast residents or those employed within the municipality

## Request for Family Day Care

Requests for family day care are always welcome, families requiring care are asked to go to the Surf Coast Shire website at [www.surfcoast.vic.gov.au/Community/Families-and-children/Child-care/Family-day-care](http://www.surfcoast.vic.gov.au/Community/Families-and-children/Child-care/Family-day-care) and complete the request for care form.

If no vacancy exists the request will be transferred to the service waiting list. Vacancies are filled according to the priority of access guidelines.

It is important to note that entry on the waiting list does not guarantee a place in Family Day Care at the required time.

## Enrolment

As each request for care is unique the co-ordination unit will work with families to match them with an educator that can meet their specific needs for education and care.

If a vacancy occurs the co-ordination unit will make contact with the next family on the waiting list according to the Priority of Access Guidelines.

The parent will be provided with the contact details of the family day care educator. Once the parent has received the educator's details it is then their responsibility to make contact within the next 24-48 hours. During this contact the parent should establish a suitable time to visit with the educator to view the service. It is critical that parents bring the child to this visit so they can determine how the child and the educator connect. Partners are most welcome to attend.

During the referral visit the educator will spend time getting to know the child and the parent. They will discuss their service philosophy, the educational program, fees and charges and show you the care environment. At this visit parents and educators usually organise further orientation visits.

These are designed to provide opportunities for the educator, the parents and the child to begin developing a connection before care begins.

Orientation sessions are usually between 30 – 60 minutes and the parent remains with the child. Each situation is different so orientation sessions will be determined in consultation between the parent and educator.

At the referral stage both parent and educator are under no obligation to enter into a care arrangement. If for any reason the parent or educator feels that care should not progress they should contact the co-ordination unit.

If the parent chooses to proceed with care they are to contact the co-ordination unit to organise an enrolment pack to be emailed out.

Once the co-ordination unit has received the completed Enrolment and Consent form and immunisation history statement from medicare, care can commence.

## Settling your child into care

Leaving a child can be an emotional experience. Educators and parents will work together to help your child settle in by:

- Encouraging orientation visits a few times before actually starting care.
- Always saying goodbye to your child and try to make your departure positive.
- Smiling/hugging when saying goodbye helps reassure children that you care about them and will return.
- Taking a favorite toy, rug or security object to help the child feel more comfortable in their new environment.
- Making sure to tell your child where you are going and when you will be back in a way the child can understand, as they often have no concept of time. Eg. 'I'll be back after lunch or after sleep time'
- Calling the educator at any time during the day.

### Sun Smart

It is the responsibility of parents to ensure that children have sunscreen on them before care commences in the months of September to April and that they provide a sun hat for their child and sunscreen for reapplication.

### What to bring for your child

It is recommended that parents provide the following on a daily basis:

- Adequate change of clothes.
- Coat or warm jacket and hat for outside play on a cold day.
- Sun hat and sunscreen (Sunscreen applied prior to attending).
- Spare underpants and socks.
- Safe, flexible well-fitting footwear is to be worn for active play. Thongs are not suitable. Gumboots must be accompanied by appropriate indoor footwear.
- Security objects to help your child settle.

In addition parents will need to provide for babies and toddlers:

- Bibs.
- Training pants for toddlers.
- Adequate number of nappies for the care period (please note educators are not required to wash nappies).
- Wipes.
- Milk (formula or cows) for babies requiring bottle-feed.

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## Service administration, policies and information

The family day care service operates in accordance with a range of legislation, guidelines and quality standards. In accordance with these the service has developed a range of policies and procedures in partnership with educators, parents and the wider community. All policies can be viewed on line at the surf coast shire website [www.surfcoast.vic.gov.au/Community/](http://www.surfcoast.vic.gov.au/Community/Families-and-children/Early-years-policies)

### Families-and-children/Early-years-policies

#### Regular booked hours

Regular booked hours are the hours agreed to between parent, educator and co-ordination unit. Please note that individual educators may have minimum regular booked hours per day. Eg eight hours per day. Changes to regular booked hours must be in writing and 2 weeks notice to be given.

#### Variation to regular booked hours

If a parent requires alterations to their regular booked hours of care (ie working longer hours for a day,) they must first discuss this with their educator to determine availability.

#### Holidays

##### Educator

Educators are required to give families advance notice of their holidays. It is the parent's responsibility to contact the co-ordination unit if alternative care is required. Whilst every effort will be made to assist parents it is not possible for the service to guarantee alternative care. Fees do not apply when care is not available.

##### Families

During family holidays fees for regular booked hours will apply.

#### Illness

##### Educator

Sometimes due to illness the educator may be unavailable to provide care.

The educator will contact the families as soon as is practicable. It is the parent's responsibility to contact the co-ordination unit if alternative care is required. Whilst every effort will be made to assist parents it is not possible for the service to guarantee alternative care. Fees do not apply when care is not available.

#### Child/Family

If your child will be absent from care due to illness please notify the educator of the absence and the reason, as this helps with awareness of infection risk. Fees are payable on all sick days.

#### Pre-school charges

Fees will be charged for the time the child is attending preschool/kindergarten.

#### Public holidays

Educators are not required to work public holidays. If you require care on these days additional fees will apply.

#### Cancellation of care

If care is no longer required parents are required to provide 2 weeks' notice in writing to the educator.

#### Fee payment

Surf Coast Shire Council determines fees and charges. Families will be given a Conditions of Care prior to commencing care, this outlines the conditions of use for clients of the Surf Coast Family Day Care Service. An administration levy is charged by the Surf Coast Shire Council per child per hour.

Once all paper work has been processed an Enrolment Confirmation will be emailed out to families for confirmation.

For families to be eligible for Child Care Subsidy they must confirm their enrolment with MyGov.

Parents will be provided with a payment advice for care on a fortnightly basis from the coordination Unit via email. The fee will be less the amount of child care subsidy that the family is entitled to. Payment is to be made directly to the educator. Please discuss payment options with the educator. The educator will provide the parent with a receipt on payment of fees.

Failure to make weekly payment of child care fees will result in the cancellation of Family Day Care.

Families may be eligible for financial assistance with child care fees.

Please visit the Department of Human Services website at [www.humanservices.gov.au](http://www.humanservices.gov.au) or call DHS 13 6150 for more information about your options.

## Allowable absences

Each child will have access to up to 42 days absence per financial year, without the need to provide any supporting documentation.

All absences beyond the first 42 will only be paid for as “additional absences” if parents provide evidence that the absence has occurred under a permitted circumstance.

- An illness (with a medical certificate).
- Any other absences due to sickness of the child, a parent or sibling, supported by medical certificates.
- A temporary closure of a school or pupil free day.
- A period of local emergency.
- Exceptional circumstances.

Information on absences will be available to parents online via the Department of Human Services website [www.humanservices.gov.au](http://www.humanservices.gov.au)

## Learning and Development

The Early Years Learning Framework (EYLF) is a guide for early childhood educators. Through a series of principles, practices and learning outcomes it sets out key ideas about the way educators work with young children and their family. All the educators use the EYLF in their programs and use it as a guide for children’s learning, development and outcomes. Please ask to view the educators planning/program when you attend the initial referral visit and throughout the year.

### Regular excursions

During the course of the week children may be taken on outings (regular excursions), these may include play sessions, story time at the library, visits to local parks or trips to kindergartens and schools. Educators will discuss these events with parents during the initial referral interview and as the regular excursions change. A regular excursion form and risk assessment must be conducted and signed on an annual basis and prior to the regular excursion taking place.

### Non regular excursion

These are pre planned experiences where children participate in activities that are not part of their usual routine. Excursions support children to investigate the roles of others, encounter the wider community and develop an understanding of the world in which they live. It is a requirement that the educator receive parental permission by completing the service non regular excursion form and conduct a risk assessment prior to the excursion.

The excursion must be discussed with the parents and the co-ordination unit within 48 hours of excursion taking place.

If parents choose not to have their child participate in the non regular excursion they may call the service to see if alternative care is available for the day or keep the child home for the day.

### Television and technology

Within the family day care environment the educator may offer a variety of experiences with technology that may include computers, tablets, cameras, television etc. These experiences are offered in a way to extend the children’s learning possibilities and ways of exploration. The aim of using such technology is to develop understanding that they can be used as a source of information, relaxation, entertainment and as an educational tool. When children are using technology the educator will be present to support them through questioning and extending interests and ideas.

### Feedback and concerns

The partnership that exists between families, educators and the co-ordination unit is critical to the provision of high quality education and care. If families have feedback or a concern they are encouraged to discuss this with the educator and the co-ordination unit. The service has a policy for dealing with complaints. This can be viewed on the Surf Coast Shire website under Early Years Policies.

### Rest/sleep

It is important to incorporate a balance of experiences which include opportunities for rest and relaxation in the family day care settings. Educators remain sensitive to changes in the children’s energy levels and recognise there are many ways rest and relaxation time can be incorporated into the day. The educator’s home will have a sleeping space for your children, please make sure that you ask the educator to show you this space at the referral visit.

### Swimming

FDC policy states that children are not permitted to swim in any body of water while in care.

### Meals

Parents are responsible for providing all of the child’s meals, snacks and drinks for the day. They need to be nutritious and the amount adequate to satisfy the child. Please provide a lunch box and water bottle for your child and ensure that it has a freezer brick inside to keep the food at the correct temperature. When you arrive at educators home please transfer it to the refrigerator.





## Health and Wellbeing

### Medication

Prescribed medication will only be administered as directed by the child's doctor or as set out by the doctor on the original medication bottle label issued by the pharmacist.

The label must include the below information:

- Name of the child.
- Name of the medication.
- Dosage to be taken.
- Frequency of dosage.
- Prescribing doctor's name.
- Date issued.

If this information is not on the label the educator will not administer the medication.

The dosage and time to be given must be entered into the medication record by the parent.

Children's Panadol and Nurofen is unable to be administered.

### Accident/illness/trauma

Every Family Day Care Educator has a current level 2 first aid certificate. If a child sustains an injury in care, first aid will be administered immediately.

In the case of an incident requiring an ambulance the educator will call for one promptly.

All incidents and injuries are recorded on an accident/illness/trauma form and parents are asked to sign these forms when the educators have informed them of the incident.

### Immunised children

Parents are required to provide information regarding the immunisation status of their child upon enrolment. A copy of their child's Immunisation History Statement is required. Please note that it is the parent's responsibility to regularly amend their child's immunisation status by submitting new immunisation history statements after each immunisation to their educator and coordination unit.

### Non-immunised children

Under the 'No Jab, No Play' legislation, before enrolling a child, early childhood services will have to first obtain evidence that the child is:

- Fully immunised for their age OR
- On a vaccination catch-up program OR
- Unable to be fully immunised for medical reasons.
- 'Conscientious objection' is not an exemption under the 'No Jab No Play' Legislation.

'Homeopathic immunisation' is not a recognised form of immunisation. For more information view the Homeopathy and Vaccination Fact Sheet produced by the National Centre for Immunisation Research.

### Dealing with sick children

Educators are unable to provide care for sick children. Fever, vomiting, diarrhoea, or unexplained rashes are indications that a child is unwell. A child with an infectious illness jeopardises not only the health of the other children, but also the health of educators and their family. Please refer to the copy of the School Exclusion Table.

#### Vomiting

If your child is suffering from vomiting, regardless of the cause, they must be kept at home for 24 hours from the completion of the vomiting attack.

#### Diarrhoea

Regardless of the cause, children must be kept away from Family Day Care for 24 hours, from the last attack and have a normal bowel motion before they return.

#### Conjunctivitis

Children must be away from Family Day Care from the time medical treatment has started and until the discharge has stopped.

#### Colds

If children are still able to cope with and enjoy a normal day, they will not be excluded. In the case of:

- thick green discharge.
- persistent or deep cough.
- wheezing.
- fever.
- listlessness or lack of appetite.

the child must be kept away for a minimum of 24 hours or until well enough to cope with a normal day.

#### School exclusion table

Minimum periods of exclusion from schools and children's services centres for infectious diseases cases and contacts.

The table on pages 10-11, indicates the minimum period of exclusion from schools and children's service centres required for infectious diseases cases and contacts as prescribed under Regulations 13 and 14 of the Health (Infectious Diseases) Regulations.



CONDITIONS	EXCLUSION OF CASES	EXCLUSION OF CONTACTS
Amoebiasis (Entamoeba histolytica)	Exclude until diarrhoea has ceased	Not excluded
Campylobacter	Exclude until diarrhoea has ceased	Not excluded
Chicken pox	Exclude until fully recovered or for at least 5 days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion	Any child with an immune-deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Diarrhoea	Exclude until diarrhoea has ceased or until medical certificate of recovery is produced	Not excluded
Herpes ('cold sores')	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Human immuno-deficiency virus infection (HIV/AIDS)	Exclusion is not necessary unless the child has a secondary infection	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Secretary
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded
Measles	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may return to school
Meningitis (Bacteria)	Exclude until well	Not excluded
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Re-admit the day after appropriate treatment has commenced	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Salmonella, Shigella	Exclude until diarrhoea ceases	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Secretary
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
Trachoma	Re-admit the day after appropriate treatment has commenced	Not excluded
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded