



Family Day Care

Family Information





Welcome

To Whitsunday Shire Family Day Care

Whitsunday Shire Family Day Care have been providing the Whitsundays with quality childcare since 1984 with Educators currently based in Proserpine, Strathdickie, Wilson Beach, Cannonvale, Jubilee Pocket and Mandalay. With high quality learning in an Educator's own home, each child's individual needs are met offering parent's peace of mind. Whitsunday Shire Family Day Care is an "Exceeding" rated service and this rating has been maintained since the introduction of the National Quality Framework in 2012.

Educators operate from their own homes and are self employed. Educators are supported, monitored, assessed and regulated by our Coordination Unit. The service is licensed and regulated by the relevant Commonwealth and State Departments.

Family Day Care's unique small mixed-age group setting encourages the formation of genuine and trusting long-lasting relationships, promotes the development of confidence and self-worth and fosters a sense of belonging, being and becoming; all which play an important role in the foundations of a child's sense of identity. Each education and care environment have the capacity to offer care for children from birth to 13 years of age, often allowing siblings to experience quality educational programs together in the same location, whilst having the security and familiarity of family. In small groups, children will enjoy a natural approach to play and discovery and form genuine lasting bonds with their passionate Early Childhood Educator.

This unique setting creates a special space where each child is free to thrive and develop their own personalities. An environment where Educators have more time to help every child pursue their passions and can actively support new hobbies, creating a space where everyone receives dedicated attention and feels the comforting embrace of a family unit.

This Information Booklet will assist you to understand how Whitsunday Shire Family Day Care operates and we hope that your experience with the service will be enjoyable.



Philosophy

We would like to thank the Gia and Ngaro people, the traditional custodians of the land where our office is located and our Educators and children learn and play. We will look after the land, plants and animals that belong here and will treat all people sharing this land with respect. We pay our respect to all elders past and emerging.

Shared Vision:

Whitsunday Shire Family Day Care is dedicated to providing quality outcomes for Children, Families and Educators in home-based education and care environments. We ensure the service aligns with the guiding principles within the National Quality Framework and the Approved Learning frameworks. This will be achieved in collaboration with all stakeholders of our service, valuing all opinions and beliefs.

Our mission is to engage, support, resource and inspire local Educators to work in collaboration with families to ensure each child meets their full potential. Our primary focus is always what is in the best interest of the child and in doing so we honour the United Nations Convention on the Rights of the child.

We aim to support children physically and emotionally, ensuring the supervision, health, safety and wellbeing of all children in care and protecting them from harm, while promoting a sense of independence and confidence.

Educators are respected and valued team members. We acknowledge each is individual and unique and their home environment is reflective of culture, sustainability, location, experience and knowledge.

Each child's learning and development is assessed and documented as part of an ongoing cycle of planning which is different in every home. Programs and cycles of planning reflect the individual children in care and Educator perspectives.

We aim to provide opportunities that promote meaningful experiences, establish routines and planned experiences fostering children's needs, interests, and ideas.

Parents and Educators are viewed as partners, collaborators and advocates for the children, we will collaborate to build trusting, reciprocal and rewarding relationships where everyone feels a sense of belonging.

We practice inclusiveness, appreciate diversity, respect alternate world views, and celebrate the benefits of diversity and honour differences.

Community Outings and Excursions and/or community experiences within the home are supported for children to feel connected to their world and offers opportunity of engagement, learning and life skills.

Through critical reflection, we strive to consistently improve practices, embrace change, implement quality improvements and aim for high quality professional practices to ensure children's development and success in lifelong learning.

Contact Information

All enquiries should be directed to Whitsunday Shire Family Day Care

Address: 18B Chapman Street
Proserpine QLD 4800

Phone: (07) 4945 2422

Email: whitfdc@bigpond.com

Website: www.whitsundayfamilydaycare.com.au

Facebook: <https://www.facebook.com/whitsundayshirefamilydaycare>

Service Hours: 8.30 am — 4.00 pm Monday to Thursday (Closed on Fridays)



Our Staff and their Roles

The Coordination Unit facilitates the consistency and high quality of all childcare delivered under Whitsunday Shire Family Day Care banner and works in partnership with Educators to uphold organisational values, meet required legislation and the National Quality Standard.



Amanda Brett
Nominated Supervisor
Coordinator
Educational Leader

Kylie Smith
Nominated Supervisor
Coordinator
Educational Leader



Marlene Malone
Administrator



Buddy Bear
Mascot

Approved Provider: Whitsunday Shire Family Day Care
18B Chapman Street
Proserpine QLD 4800
President: Donna Anderson | Phone: 0417 371 920

Regulatory Authority: Office for Early Childhood Education and Care
PO Box 5179
Townsville QLD 5179
Phone (07) 4758 3385

Whitsunday Shire Family Day Care Operational Information

Approved Provider

Whitsunday Shire Family Day Care Management Committee is the Approved Provider of the scheme.

The Management Committee which includes representatives of parents, Educators and community members, meets bi-monthly to conduct the business of the service.

Anyone, who has an interest in the service, is encouraged to seek nomination to the committee at the Annual General Meeting that is held in September each year. You are also welcome to attend these meetings as an observer.

Coordination Unit

The Coordination Unit is central to the operational functioning of the Education and Care Service, supporting the provision of quality education and care and is the point of contact, registration, referral, resourcing, monitoring and support for parents and Educators.

Coordinators support Educators in curriculum decision making, planning for children's learning and development and in their interactions with families and children. They work in a close partnership with Educators to ensure they uphold organisational values and meet requirements set by government legislation and supports Educators to participate in ongoing professional development on a range of topics relevant to children's development and learning.

The Coordination Unit team is directly responsible to the Management Committee and must adhere to the guidelines as set down by the Office for Early Childhood Education and Care, the Education and Care Services National Law and the Education and Care Services National Regulations. The Coordination Unit also administers government child care subsidies on behalf of eligible families.

Educators

Educators are responsible for the delivery of quality education and care and agree to work cooperatively with the Families, Coordination Unit and the community in the delivery of the service. Educators are directly responsible to the Coordination Unit and must adhere to the Education and Care Services National Law (Queensland) and Education and Care Services National Regulations and Whitsunday Shire Family Day Care's Policy and Procedure Manual.

The Whitsunday Shire Family Day Care Policy and Procedure Manual is available at your Educator's home or at the scheme office. It details the policies and procedures of the service.

Non Discriminatory Access

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

Confidentiality

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

Families are asked to respect your Educator's privacy by not discussing personal details such as the Educator's home, family or earnings with others. You may discuss any concerns, problems or other matters about your child's care with the Coordination Unit Staff at any time.

Social Media

No images of children will be used on social media or marketing material without the prior written approval of the parents/guardians of the child. This is part of Parent Agreement completed upon Enrolment with the service.

Emergency Procedures

All Educators are required to have an emergency procedures in place to be used in the event of any emergency. The Evacuation Plan must be displayed. Smoke alarms are installed in the homes of all our Educators along with a fire extinguisher and a fire blanket. Please be aware of where these are located within your Educator's home and be familiar with the emergency procedures.

Quality Improvement Plan

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

Newsletter

A newsletter is emailed monthly for Educators and every second month for families to advise of up coming events, updates on the scheme, new and interesting information. You are most welcome to contribute to our newsletter and anything you wish to be submitted should be sent to our office or if possible come into the office and see us to talk about it. Newsletters are emailed, available on our website or given to your Educator if either of these options isn't available to you.

Early Childhood Education and Care Legislation

The 'National Quality Framework for Early Childhood Education and Care' is in place to ensure services are of the highest possible quality for a child's optimum development and provides families with the right information to assist them to be able to make informed choices. The legislative framework consists of the Education and Care Services National Law and the Education and Care Services National Regulations. More information can be found at www.acecqa.gov.au

Our scheme has been rated as "Exceeding National Quality Standard" and our National Quality Framework Rating can be found at <https://www.acecqa.gov.au/resources/national-registers/services/whitsunday-shire-family-day-care-scheme>

Smoking

Smoking is banned at early childhood education and care facilities, and for five metres beyond their boundaries. The law applies to all smoking products including electronic cigarettes. Where an early childhood and education care facility is also a residential premises the law applies during the hours the premises is being used to provide an early childhood education and care service.

Parental Concerns

If parents, at any time have any questions, concerns or suggestions, please do not hesitate to discuss any issues. If you do not feel comfortable raising these issues with your Educator you can contact the President confidentially as per the "Dealing with Complaints" procedure below.

Dealing with Complaints

A complaint is any expression of dissatisfaction or concern about the service offered or provided by Whitsunday Shire Family Day Care including its Staff, Educators, Educator's Families and our Management Committee. A complaint may be general in nature or relate to particular personnel, a part of the service, a policy, a decision, or an aspect of service delivery. All complaints should be addressed to the President in writing.

Whitsunday Shire Family Day Care President
Private and Confidential
18B Chapman Street,
Proserpine 4800
Email: whitfdc@bigpond.com.au

Code of Conduct

Policy Statement:

Whitsunday Shire Family Day Care have a legal responsibility to provide an open, welcoming, and safe environment for all children and staff. We believe that all parents/guardians, family members and visitors play a crucial and valuable role in the effective operation of the centre.

Legislative Requirements:

Education and Care Services National Regulations; Regulation 155-156, 168

Procedures:

This Code applies to all families, Educators, guardians, authorised contacts, visitors, students, and family members of children enrolled with Whitsunday Shire family Day Care. The Code must be observed in all conduct and interaction with Whitsunday Shire Family Day Care, including any function or event held by or on behalf of Whitsunday Shire Family Day Care.

The code of behaviour is a set of rules outlining standards of acceptable behaviour at work. It makes it clear to all people what is expected and reduces confusion and possible conflict. *Failure to abide* by the staff and Educator code of behaviour may lead to **immediate dismissal** from Whitsunday Shire Family Day Care Assoc. Inc. (refer to Dealing with Concerns Policy)

As part of our professional conduct, we will abide by the following principles:

Coordination Unit, Educators/Educator Assistants, Staff, Volunteers, Students and Families will:

- Abide by the Philosophy of Whitsunday Shire Family Day Care Association Inc.
- Abide by Early Childhood Australia Code of Ethics
- Adhere to all regulations, policies, procedures, and agreements of Whitsunday Shire Family Day Care Assoc. Inc.
- Adhere to the National Principles for Child Safe Organisations
- Adhere to Whitsunday Shire Family Day Care's Child and Youth Risk Management Strategy
- Treat families and children with courtesy, respect and consideration, act on complaints and provide services to the best of their ability
- Observe all the rules of Whitsunday Shire Family Day Care Assoc. Inc. including those specified in the constitution and any others determined by the Management Committee or the membership of the organisation
- Represent Whitsunday Shire Family Day Care Assoc. Inc. in a positive way
- Not discuss confidential issues of Whitsunday Shire Family Day Care Assoc. Inc. with people other than those who have a lawful right to that information
- Follow any grievance procedures set down by the Management Committee to try to resolve any conflicts with other members of Whitsunday Shire Family Day Care Association Inc.
- Not harass in any form clients, other staff, or members of Whitsunday Shire Family Day Care Association Inc.
- Not abuse, physically or verbally, families, children, other staff, Educators, or members of Whitsunday Shire Family Day Care Association Inc.
- Encourage open communication between all families, children, staff, and management committee
- Respect cultural differences
- Provide a welcoming inclusive and safe environment for all children, young people, parents, staff, volunteers, and students
- Avoid the use of offensive language
- Avoid contact with children that may be construed as inappropriate
- Respect the privacy of Educators, children, and families in care
- Respond to all cases of suspected child abuse or neglect
- Protect the security and safety of children at all times

Unacceptable conduct includes but it not limited to:

- Being adversely affected by and/or under the influence of drugs or alcohol while performing work duties, representing WSFDC or when driving vehicle for work purposes
- Misusing prescription drugs or using, possessing, or selling illegal or un-prescribed drugs, while performing work duties.
- Using unprofessional or obscene language or gestures towards colleagues, children or families, or engage in unprofessional or unsolicited conversations (e.g. gossiping, vexatious claims)
- Engaging in behaviour that may be considered as, or constitute bullying, discrimination, or harassment
- Behaving in a fraudulent or dishonest manner
- Breaching any laws that govern the workplace
- Make unauthorised statements or provide unauthorised information to the media or government officials
- Making or posting inappropriate, false or malicious comments or materials online regarding WSFDC, colleagues, children or families. This includes, but is not limited to social networking sites, emails and text messages.

Educator Information

Educators

An Educator is a self-employed, home-based early childhood worker who is registered by Whitsunday Shire Family Day Care to care for small groups of children in their home. All Educators registered with our scheme are experienced in caring for children and are supported by Coordinators with Early Childhood Education and Care qualifications.

Please show your Educator that you value the care they provide to your family by understanding and respecting the policies of our scheme and by taking the time to talk with them about your child's needs. Positive relationships between the Educator and families are critical in providing quality care and learning to the children.

Your Educator's Registration Certificate will be displayed at all times and the program, if not on display will be available upon request. If you would like to contribute ideas to the program you are welcome to discuss these with your Educator.

Students and Volunteers

Students and volunteers may partake in work experience programs with Whitsunday Shire Family Day Care. Written permission from parents is required before placement of students or volunteers occurs. Strict supervision and a commitment to confidentiality will be required.

Limit On Numbers Of Children In Care

In accordance with the Early Childhood Education and Care Services National Law and Regulations, the Family Day Care ratio requirement is 1:7. Of this seven, there is a maximum of four children preschool age or under. Ratio includes the Educator's own children younger than 13 years of age if there is no other adult to care for them. They may also care for school age children either before/after school or during the holidays, but there will be no more than 7 children in total in care at the same time.

Assessment of Family Day Care Venue and Residence

The Coordinators conduct an assessment of each venue and residence of the service before education and care is provided to children. The suitability of each residence and venue is considered in relation to ensure the health, safety and wellbeing of children being educated and cared for by the service are being protected.

What if my Educator is not available?

When your Educator is planning to take holidays you will be notified by your Educator. You may choose to make your own arrangements with friends or family or you may want the service to offer alternate care. If you do need care, please notify the Coordination Unit at Whitsunday Shire Family Day Care as soon as possible and every effort will be made to place your child with an alternate Educator.

If your Educator is unavailable on short notice and it is outside of office hours, the on call Coordinator may call you to ask if you need alternate care.

Routine

Repetition is essential for young children, they quickly learn what to expect each day—wash hands, meal times, play and rest time etc. This leads to the children becoming confident, with a sense of security when they become familiar with their new surroundings. Please discuss the daily routine with your Educator.

Sustainability

We are committed to protecting our environment to ensure a sustainable future for our children and through continuous improvement we strive to be better tomorrow than we are today.

Each of our Educators actively participates in caring for our environment and promotes sustainable practices through educating and working with the children, families and wider community. Learning about sustainability starts with everyday practice. Babies and toddlers can begin by watching adults model these behaviours. They may learn through song or rhyme as Educators verbalise what they are doing. Children over three can begin to reason why practices are needed and to understand the impact that their actions have on the planet.

Whitsunday Shire Family Day Care Scheme Sustainability Statement is available at the Coordination Unit and individual Educator plans can be found at each residence.

Health and Wellbeing

Medication

Your Educator may give medication only when you have signed an authority for medication for them to do so.

Any medication must:

- Be in the original container with a pharmacy label attached indicating the child's name and dose (i.e. Prescription or 'over the counter' pharmacy medication)
- Have a current 'use by' date and be given only to the child whose name appears on the label
- Be handed directly to your Educator—please do not leave in your child's bag
- In the event that a child has a high fever and parent/guardian/nominee cannot be contacted the parent/guardian can authorise the administration of a single dose of paracetamol medication they have provided to the Educator (appropriately labelled by qualified practitioner or pharmacist) on the Parent Agreement Form upon enrolment.

Medical Conditions

During the enrolment please advise the service if your child has a medical condition and their specific needs as part of their condition. You will be requested to complete a Medical Risk Management and Minimisation Plan.

Your child is not to attend care without medication prescribed by their medical practitioner in relation to your child's specific health care need, allergy, or relevant medical condition.

If relevant, understand that we must give permission for your child's Medical Management and Risk Minimisation Plan to be on display at your child's Educator's home to comply with the Education and Care Services National Regulations. This information will not be used for any purpose other than to ensure the wellbeing of your child.

Illnesses/Infectious Diseases

A child who is sick and may have an infectious illness must be excluded from care and will only be allowed to return to care after the exclusion period has expired and when symptoms have disappeared. If it is not clear from the condition of the child that exclusion is required, a diagnosis should be sought. This is in consideration of the other children in care and the Educator's own health. Information regarding illnesses/infectious diseases and times for which children can be excluded is available here:

https://www.health.qld.gov.au/ph/documents/cdb/timeout_poster.pdf

In the event of the Educator or a member of their own family becoming ill, then they are required to contact families of the children in care as soon as possible and notify the scheme so alternative care can be arranged if care is available and is required. If care is not provided by the scheme, payment will not be required.

Children that are unwell are best to stay at home, sending a sick child to care encourages the spread of the illness. If the Educator considers a child is not well enough to stay or shows signs of any infectious diseases, the parent will be contacted to collect their child and normal fees will apply.

Administration of Medication

Families requesting the administration of medication will be required to follow the policy guidelines developed by Whitsunday Shire Family Day Care to ensure the safety of children and Educators in line with legislative guidelines and standards in order to ensure the health of children, families and Educators at all times. For further information please refer to Whitsunday Shire Family Day Care Policy and Procedure Manual— Administration of Medication and Dealing with Medical Conditions in Children policies.

Immunisation

Whitsunday Shire Family Day Care recommends that children are immunised to the guidelines as recommended by the National Health and Medical Research Council, but is not a requirement of participation in care. Families who choose not to have their children immunised must be aware that their child/children may be excluded from care in a situation where an Educator, a member of the Educator's family or another child in care has been exposed to or is suffering from an illness or disease included in the immunisation schedule.

Upon enrolment parents will be requested to supply copies of child/ren's current records of their immunisation status. Please keep the office informed of your child/ren's immunisation records as they are updated. Should you require further information regarding immunisation for your family visit <https://www.qld.gov.au/health/conditions/immunisation>

Unimmunised children will not receive Family Assistance, please contact Family Assistance Office if you require further information.

Incidents/Injuries

When a child is involved in an incident or sustains an injury whilst in care, Educators are required to administer first aid immediately and seek further medical attention if necessary. Such incidents include bites, bruises, serious bumps, falls etc.

Educators are to notify the parent/guardian and Coordination Unit as soon as possible. An Incident Report Form must be completed by the Educator, signed by the parent/guardian and forwarded to the scheme office.

If the injury requires medical assistance from a doctor, dentist or ambulance, the Office Of Early Childhood Education and Care will be notified. Educators are required to have training in first aid, resuscitation, anaphylaxis and asthma management.

Hygiene

As an early childhood service, we need to be aware of ways to minimise the spread of disease/infection. Diseases can be spread by:

- airborne droplets, e.g. sneezing
- faecal/oral contamination
- skin contact
- urine/blood/body secretions. Disposable gloves will be used when dealing with bodily fluids.

Therefore Educators are required to adhere to recommendations of health and hygiene practices for example:

- Providing separate eating utensils, hand towels, washers and linen for each child.
- Washing of hands upon arrival and departure, before eating, after play, toileting, nose wiping, changing nappies or handling of pets.
- Hand sanister is available upon entry and exit of the service.
- Regular washing and disinfecting of toys, equipment, bedding.
- Safe storage and handling of food.
- Removal of pet droppings and keeping pet food and pet water dishes out reach of the children.
- Safe disposal of nappies, food scraps, household rubbish as well as general household cleanliness.

Sleep, Rest and Relaxation

The safe sleep practices in family day care ensure the highest level of safety is maintained at all times for the children in care. Our Educators follow the Red Nose principles and guidelines.

Meals and Nutrition

All children in care require regular, healthy meals, snacks and fluids. It is encouraged that children bring a healthy, nutritious lunchbox to care and water is the best drink to put in our drink bottles. Whitsunday Shire Family Day Care has a *"Nutritious Lunchbox Recipe Booklet"* included in your enrolment pack for your convenience. Children often eat more in care then they do at home as they burn up so much more energy playing with their friends.. A general guide to pack would be; fruit and yoghurt for morning tea, a main meal (leftovers is always a great option) and then fruit and snacks for afternoon tea.

Provision is made for children to enjoy occasional treats (e.g. birthday parties, special outings etc.) and for children to participate in 'special' cooking activities with their Educator.



Enrolment and Fees

Confirming Care

Please ensure you complete all the steps on the Confirming Care Information Sheet provided upon enrolment to ensure your Child Care Subsidy is applied.

Commencing Care

Your child may take a while to settle into his/her new environment, especially if he/she has not been used to leaving you. This is perfectly natural. However anxious you may be feeling about leaving your child, it is important that you try your best not to show it. Even very young children can pick up on anxiety from their parents. If your child senses that you are anxious about leaving them, they will feel that there may be something to be worried about.

Parents and Educators please make sure that children are shown where they will be sleeping and playing, where to find the toilet, bathroom and where to put their belongings in the day care home.

Be positive cheerful and firm. Place your trust in the Educator and say goodbye. A phone call to your Educator from work or home can sometimes ease your mind and reassure you that everything is okay.

Never sneak off while your child is distracted. It may seem to work well in the short term, but in the long term your child will develop a lack of trust and security and this may make them more dependent and 'clingy' around you at home.

Once your child has started attending an Educator's home. Allow a little time occasionally at the beginning or end of the day to talk to the Educator, by coming to collect 10 minutes earlier or staying 10 minutes after drop off, so that little problems never become big issues. If you keep the communications lines open, it will be easier for you to maintain a good relationship based on cooperation and mutual respect.

Delivery and Collection of Children

Safety and security is of paramount importance in the delivery and collection of children. A child can only be given into the care of the Educator and your child will only be permitted to leave the Educator's home with his/her Parents/Guardian or Authorised Nominee. In the event that the child is not collected, then the person nominated on the Authorised Nominee Form will be contacted.

Child Care PIN

Whitsunday Shire Family Day Care uses a technology platform called Harmony which is designed to streamline communication and administration processes with families. It is a regulatory requirement that all children are signed in and out of care each day using an electronic signature known as a PIN.

A PIN is used to verify a person's identity when signing child attendances. A system generated random PIN will be sent to each parent/guardian via their supplied email addresses. Additional PINS will be sent to those listed as Authorised Nominees on your Drop off and Collection Authorisation. You have 72 hours to change this PIN to something you can remember.

Each person is allocated their own unique PIN and it is not to be shared with your Educator or any other person collecting the child/ren.

Please refer to your Harmony Parent/Guardian Information Guide in your Enrolment Package for more information.

Child Care Subsidy

The Child Care Subsidy (CCS) is the main way the Australian Government helps families with child care fees. Providers must be approved by the department to receive CCS on behalf of families. The additional Child Care Subsidy (ACCS) is a top up payment in addition to the CCS which will provide targeted additional fee assistance to families and children who need extra support.

CCS will be paid directly to Whitsunday Shire Family Day Care to pass on to families as a fee reduction. Families will pay the their Educator the difference between the subsidy and fees charged. This is referred to as the "gap fee".

Liability to Pay for Child Care Fees

The Australian Government provides financial assistance through the CCS or ACCS to eligible families to help cover the cost of child care and to encourage workforce participation. One or more individuals may be responsible for the child's care and liable to pay the child care fees. They must be the adult legally responsible for the child's care or their partner. An individual must have incurred a liability to pay for a session of care under a Complying Written Arrangement to be eligible for CCS. This is a core part of eligibility for CCS or ACCS. It establishes the liability of the individual to pay for child care. Without a Complying Written Arrangement containing all the information required, the individual will not be eligible for Child Care Subsidy.

Service Levy

The service levy is a weekly charge paid by all consumer parents. Refer to your Educator's fee schedule guidelines for the cost.

This fee enables us to:

- Supply your Educator with the necessary equipment to care for your child/children e.g. car seats, high chairs, sleeping mats, etc.
- Provide Educators with a Resource Library that has a variety of resources suitable to your child/children's age/ stage of development.
- Provide Playgroups
- Administrative Cost

Payment of Fee and Attendance Records

- Standard operational hours are 8.00am to 6.00pm, Monday to Friday. Care outside of these hours will be charged at non-standard rates.
- Educators set their own fee schedules. You should discuss the fee schedule with your Educator at your child's enrolment interview.
- Please discuss payment arrangement (i.e. cash or direct deposit) with your individual Educator.
- Please be mindful that your fees are your Educator's income. It is important to not let your child care fees become overdue. If you have difficulty with payment, please notify your Educator. Alternative arrangements can be discussed.
- If fees are not paid and alternative arrangements have not been discussed your Educator may choose to terminate your child's placement and replacement care will not be available until all fees owing to the Educator are paid.

Terminating Booked Care

You must give your Educator notice as per individual fee schedule if you want to:

- Reduce your hours of care
- Cancel care permanently

If you do not give notice you will be required to pay for the notice period as per individual fee schedule at your normal fee in lieu of notice. If you do not use care during this period, or are absent on the last day of care, child care subsidy cannot be applied and full fees will be required.

Notice is deemed to have been given on the day you advise your Educator of the change. You cannot claim allowance absences or child care subsidy if your child has not started care or has stopped care. You also cannot claim allowance absences or child care subsidy if you have notified your Educator and your scheme you are taking your child out of care on a set date and then change your mind and remove your child earlier.

Holidays Families

In the event of families taking holidays, failure to pay a holding fee may result in a child's place being no longer available with your Educator or the Scheme.

Holidays Educators

When your Educator is unavailable to care for your child/children every effort will be made to place your child with another Educator. Parents who need alternative care to be arranged by the scheme are advised to complete 'Holiday and Leave' form or make contact with the scheme so that every effort can be made to offer a suitable alternative placement for your child. However, the availability of alternative care is dependent on Educator vacancies so placement cannot be guaranteed.

Parents who do not require alternative care will not be charged fees whilst the Educator is away on leave.

Booked Hours

It is essential that you adhere to your agreed upon hours. Please contact your Educator if your child will not be attending booked care, or a late pick-up or delivery of a child is inevitable. A penalty fee may apply per child on an hourly basis or part thereof for late pick-ups without notice. This penalty is not subsidised. Should you need to change your booked care hours please notify your Educator and the Coordination Unit immediately, your Educator will have a booking form to complete. If this is not completed it is possible that your CCS will not be applied.

Casual Care

In the event that you require extra hours or an extra day of care for your child in addition to your normal booked hours this may be charged at a casual rate.

Absences From Care

- All booked hours of care must be paid for even if you do not use care unless your Educator is unavailable to provide care.
- Payment of Childcare Subsidy for absences from care is limited to a total of 42 days per financial year (this includes public holidays)

Public Holidays

When care is not needed:

The usual fee is payable for all booked care days falling on public holidays.

When care is needed:

A higher fee is payable– please check your Educator’s fee schedule for this rate.

Adhere to the Fee Schedule

It is essential parents are familiar with and agree to the information provided to you in the Fee Schedule provided to you by your Educator upon enrolment. It is the parent’s responsibility to ensure payment to the Educator on the day negotiated.

Before and After School Care

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

School Homework

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

Provision of Essentials For Care

Families are asked to provide ample clothing for children. Include clothing that is sun safe, hat, shoes, sunscreen, extra pants and any personal items your child may need. Children need clothes they can play in and that helps protect them from the sun for a day in care. Suggestions and recommendations are available at Cancer Council Queensland <https://cancerqld.org.au/>

Babies may need extra supplies of nappies, etc. Discuss this with your child’s Educator.

Please be aware that day care days are filled with fun activities and clothes may get messy. Older clothes are best and perhaps a good set if your Educator is taking your child on an excursion.

Activity/Outings Permission

Educators are encouraged to include activities and outings into the local and wider community. These experiences consider the age, interests and abilities of the child. Educators have completed Risk Management and Assessment for each outing and will require parent/guardian permission to attend.

Transport (If applicable)

Educators may transport children in vehicles in emergency situations and for regular outings as discussed with you. Children must at all times be in an approved, properly installed child car safety restraint appropriate to the child’s age/weight. All such equipment is checked to comply with Australian Standards. No child will leave the home without a permission form being completed and signed by the parent/guardian/authorised nominee. Educators will follow strict Risk Management Plans for transportation.

If you do not wish your child to be transported in vehicles (other than in emergency situations) please discuss this with your Educator and the Coordination Unit. Children may only be transported with the Educator in attendance.

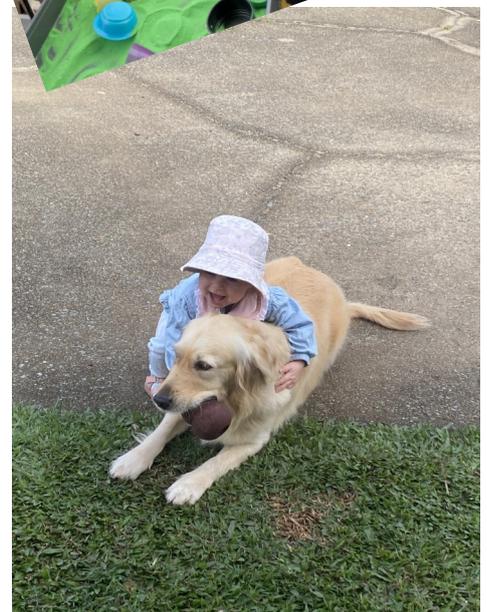
Swimming

Some Educators may wish to take a child/children swimming. If parents consent to swimming, written permission is required and adult/child ratio for swimming is maintained at all times. (Refer to the Scheme Policy Manual for details)

Pets

Pets are in many Educator's homes as an integral part of family life. Educators with pets must adhere to strict hygiene requirements.

Parent/Guardian's concern for their child's safety will be acknowledged at all times and you have the choice of placing their children in a home with or without pets. Parent permission is sought and a risk management plan completed prior to any interaction with pets. If you have any reservations about pets, please discuss this matter with the Coordinator.



Child Protection Information

Family and Child Connect

We love our children but sometimes things get a bit tough and you may need a bit of help. Every family faces challenges at some point. We connect you to the support you need to make things better for you and your family. It's confidential, free and worth the call. 13 FAMILY or 133264 or follow this link: <http://familychildconnect.org.au/>

Child Protection and Reporting of Harm

Whitsunday Shire Family day Care believes every child has the right to be safe and protected from all forms of abuse. We are committed to protecting the security and safety of children in family day care at all times, and in affirmation of the dignity and rights of the child, active measures are in place to prevent the occurrence of child abuse or neglect; and where abuse or neglect has occurred or is suspected to have occurred, the service will respond to all cases in a manner which will keep children safe.

Whitsunday Shire Family Day Care is committed to providing safe environments for children and young people in family day care, and an environment in which they can learn and grow.

Whitsunday Shire Family Day Care is committed to ensuring the safety of all children and will respond to any situation where a child is harmed or suspected to have been harmed in a respectful, consistent manner which meets legislative requirements.

For information regarding child protection the Commission for Children and Young People and Child Guardian can be contacted by phoning 1800 113 611 or via the website <https://www.bluecard.qld.gov.au/>

Are you concerned about a child's safety and wellbeing?

The Child Protection Guide helps you decide whether to report to Child Safety or refer to Family and Child Connect. Please go to link below:

[Queensland Child Protection Guide - Department of Children, Youth Justice and Multicultural Affairs \(cyjma.qld.gov.au\)](https://www.cyjma.qld.gov.au/)



Services Offered to Whitsunday Shire Family Day Care Members

Equipment Library

Educators are provided with a range of toys and other equipment such as car restraints, high chairs and sleeping mats for the children in care.

Parent Communication

The Parent Newsletter is our main method of passing on information to families. Please read it carefully as it may contain important information relating to government changes, policy changes etc. Emails are a quick easy way to communicate with our families also. We put notices out via Facebook so be sure to like our page.

Professional Development

Educators are required to have a commitment to their own ongoing professional development. The service supports this by offering or providing access to a broad range of training opportunities on topics relating to childcare and professional development.

Playgroups and Events

The scheme provides a variety of playgroups throughout the year. These are usually held at a local park or generously hosted by one of our Educators at their home. Everyone who is registered with our scheme is invited. If it is not your child's usual care day then a parent/guardian is welcome to bring them along. Our playgroups and events are held annually and usually consist of but not limited to:

- Easter Playgroup—Easter Bunny makes an appearance with a treat for each child.
- Every Child is a Star—Children's Week
- Messy Playgroup—lots of messy fun, goop, slime, water play, and other sensory activities.
- Tree Day
- Christmas Playgroup—Santa makes a surprise visit with a gift for every child.
- Baaja Baajo—African Music Show
- Possum Music—Interactive Puppet Show
- Under 8's Stall at Local Schools

