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**Love and Mercy FDC**

**2 / 159-165 Northumberland Street, Liverpool NSW 2170**

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**Email -** **Educationalleader.lnm.fdc@gmail.com**

**Phone – 02 9601 7594**

**ABN – 41 165 380 085**

**Love and Mercy Family Day Care**

**Parent Information Booklet**

 

**Our Coordination unit is located at:**

Suite 2, 159-165 Northumberland Street

Liverpool NSW 2170



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**Address:** Suite 2,159-165 Northumberland Street, Liverpool NSW 2170

**Phone:** 02 9601 7594

**Fax:** 02 9601 8248

**Email:** Loveandmercy.fdc.nsw01@gmail.com

**Email:** Educationalleader.lnm.fdc@gmail.com

**Website:** [www.loveandmercyfdc.com](http://www.loveandmercyfdc.com)

**Office Hours:**

Monday to Friday: 9.00am – 3.00pm

Saturday: 10.00am – 3.00pm

**Love and Mercy FDC Coordination Unit Staff:**

Abdulaziz Osman Director

Hamdi Hassan Director

Sibel Goktas Nominated Supervisor/Educational Leader

Susan Nourredine Co-ordinator/Field Worker

Seher Celik Coordinator/Field Worker

**Public Holidays/Cultural Celebrations**

\*Christmas Day \*Boxing Day \*Australia Day \*Good Friday

\*Easter Sunday \*Easter Monday \*ANZAC Day \*Queen’s Birthday \*Melbourne Cup \*New Year’s Day \*Eid Al Fitr \*Eid Al Adha

**Love and Mercy Family Day Care Coordination Office is closed on ALL public holidays**



**Introduction:**

Welcome to Love and Mercy Family Day Care Service. We hope that we are able to meet your childcare requirements and that your association with our service will be a long and happy one.

This information Booklet aims to provide families with a guide to understanding our Family Day Care Service, how the service operates and what are the families’ rights and responsibilities. The Coordination Unit staff are available to answer any queries you might have.

**Services offered through our Family Day Care:**

\* Full time care.

\* Part time care.

\* Before and after school care.

\* School holiday care.

\* Care for shift worker’s Children.

\* Emergency care (Including 24 hours care, with the co-ordination unit’s prior approval)

\* Care for children with additional needs.

\* Respite care—up to 24hrs per week.

\* Overnight care.

Commonwealth Government Child Care Benefit & Child Care Rebate is available to assist eligible families to meet the cost of their childcare.

**About Love and Mercy Family Day Care Service:**

Love and Mercy Family Day Care is Commonwealth Government funded and approved service.

Our service aims to provide a flexible, quality home based child care service that meets the individual needs of families and their children.

Family Day Care is provided by carefully selected, registered and insured educators who are able to care for children in a friendly, comfortable, safe and stimulating home environment.

Educators with our service are self-employed contractors who are supported and supervised by the Coordination Unit staff. Field workers visit educators on a monthly basis to monitor the development of children, offer support and guidance and ensure the home and educator continue to meet high quality standards.

The coordination unit administers the service according to the Commonwealth Government Guidelines and the educators work according to the Children's Services Regulations 2009, National Standards for Family Day Care, the Quality Practice Guide and the Service Policies have been developed to support them.

In our office and each service is copies of our service policies, Parents/guardians are encouraged to be familiar with these policies.

If at any stage you are unhappy with any aspect of the care your child is receiving, you are encouraged to speak to your educator directly; if concerns continue, contact the Coordination Unit. The Service has a “Complaints/Grievance” policy and the relevant compliments and complaints form can be sent to you on request. Staff can offer advice on issues and can also assist in resolving problems.

**Why should you use Love and Mercy Family Day Care Service?**

Care is provided in an Educators home that is warm, friendly and inviting.

Regular Safety Checks and visits by Family Day Care staff ensure that each home maintains acceptable safety standards.

Care is provided in small mixed groups. A maximum of 7 children at any time is allowed (Including a maximum of 4 non-school aged children including the Educators own children)

Family Day Care can provide individual care, and can be particularly suited to children with additional needs.

\*Educators have met the Service Selection Criteria and work according to the National Standards for Family Day Care and the service’s Policies.

\*Educators hold Public Liability Insurance and First Aid Certificate, Asthma Management, and Anaphylaxis training.

\*Working with Children Checks are conducted on all residents in the FDC home who are 18 years and over.

\*A medical check ensures the educators are fit to care for children.

\*An extensive and varied in service training program is organized for Educators.

This ensures that their knowledge of child development and childcare related issues are current. Educators update their training regularly.

Parents choose the Educator and the home that best suits their childcare needs. Ongoing support and help by the Coordination Unit is only a phone call away.

**Accessing Family Day Care and selecting the right Educator?**

Obviously you would like to choose the right Educator for your child's personality and your family requirements. Taking your time and discussing all aspects of your child's care requirements will help you to come to an informed decision about your child care choice.

It is you as a parent who must make the final decision!

\*Placements are to be arranged through the educator directly. Care cannot commence until the service has received your completed child enrolment form.

**Visiting an Educators home:**

Educators are screened for their suitability to care for young children. However, they all have different personalities and have different skills and home environments to offer. It is you, the Parent/Guardian, who must make the final selection as to the most suitable educator/environment for your child. When visiting the Family Day Care home it is important that you take your child/children with you. If possible choose a day when you will also meet the other children your child/children will be in care with. It is also important that you and the educator discuss all aspects of the placement.

**Making your decision:**

The decision to go ahead with Family Day Care is yours. After you have met the Educator, think about how comfortable you felt and how your child/children interacted with the Educator and other children in their home.

**Tips on Settling your Child into Care:**

It can take a child one day to many weeks to settle into care. Much will depend on the age of the child, their developmental stage, personality, experience of childcare and what experience they have had being separated from you.

Where possible introduce your child to the Educator and the care environment by visiting a few times before you need your childcare to commence.

Use the same days that your child will be in care so your child will meet the other children and the Educators daily routine will become familiar. Bring from home a favourite toy or comfort item as this can be comforting for your child.

Never leave your child in care without saying goodbye as it can be frightening when they suddenly realise you have “disappeared”.

Your child may cry when you leave but remember this is not uncommon when children are separating from close adults.

You have the right to telephone your educator during the day to check on how your child’s day has been.

**Commencement of Care:**

You will need to fill out any relevant information and enrolment forms before your care commences. To enable us to pay the Child Care Benefit (CCB) to the educator need to provide our service with your CRN (customer reference number) and the CRN of your children. You will also need to ensure that your childcare benefit entitlement is current with Centrelink. Your CRN for you and your child/ren can be obtained from Centrelink. Telephone on 13 61 50. You must inform Centrelink that your child/ren are now attending registered care.

**Orientation:**

It is up to the parent and the educator to organize a period of orientation for the child before care commences. This is not mandatory however it is highly recommended that the child gets the opportunity to spend a period of time in the educator’s home before commencing care to help with the settling in process. During an orientation visit the parent is required to stay at the premises and therefore is not required to pay. It is up to the parent and the educator to decide how many orientations are required and how long they should go for; we recommend 1-3 visits for approximately an hour to an hour and a half each.

**Termination of Care:**

For permanent bookings, parents must give at least 2 weeks **written** notice to their Educator and the Family Day Care office of their intention to terminate care.

**Care cannot finish on an allowable absence. Each child must attend care on their last care day to be eligible for CCB.**

**Recommencing Care:**

If you require care again after an extended absence (for which a fee has not been paid) please contact the educator to:

\*Check if a place at the service is still available.

\*Ring Centre link to update your Child Care Benefit.

\*Find an Educator for you and your children’s care needs if the previous Educator is not available.

**Arranging Alternative Care when your Educator is unavailable:**

On some occasions, your Educator may not be able to care for your child, e.g. Illness, holidays, etc. Love and Mercy Family Day Care will endeavour to organise an alternative Educator at this time but this may not always be possible.

It is important that you arrange to have a relative or a friend care for your child if an emergency arises and we cannot help you with care.

Educators are required to notify the co-ordination unit and the Parents/Guardians when they are not available, giving as much notice as possible.

**Establishing a Relationship with your Educator:**

During those first weeks in care you and your child will be getting to know your new Educator and vice versa.

To help promote the growth of this relationship, talk with your Educator about how your child is settling in. Discuss immediately any problems that arise and make a few minutes available at the beginning of each day’s care to let your Educator know about anything that might affect your child's day, e.g. what time he/she woke or if he/she had a disturbed night.

**The role of Parents/Guardians, Educators and Coordination Unit staff**

**Parents/Guardians are responsible for:**

Paying their percentage of the fees according to the Educators fee schedule (gap payment)

Becoming familiar with the operations of the service regarding booked hours, annual leave, illness etc.

Being available for communication with the educator and Coordination Unit staff in the interest of continuing high quality childcare:

\* Telephoning the educator if you are running late.

\* Letting the educator know if their child is unhappy or had a restless night.

\*Talking over any concerns immediately and honestly.

**Notifying the Educator (in writing) when:**

\* Care is no longer required.

\* Parents/Guardian’s address and/or phone number changes (proposed changes)

\* There is a major change in booked hours.

\*Seeing their child/children arrive at the educators clean, suitably clothed, and fed and in good health.

\*Updating their family information when required by the educator and completing scheme evaluation forms and question answer surveys when required.

**Educators are responsible for:**

Providing quality childcare as described in the National Standards for Family Day Care, Educator and the Services Policies:

\* Providing a healthy, safe and stimulating environment.

\* Providing a varied, developmentally and age appropriate program.

\* Participating in service activities e.g. in-service training/workshops.

\* Keeping their First Aid and insurance policies current and updated.

\* Developing and maintaining good communication with the Parents/Guardians and staff in the interest of continuing high quality childcare.

\* Encouraging Parents/Guardians to ask questions about the way they relate to children, such as the limits they set and the expectations they have for individual children.

**\*** Telling parents/guardians positive things that have happened during the day and things that their child has accomplished. Completing a communication book or board for parents/guardians to read while picking up their child (Daily Diary)

\* Telling Parents/ guardians anything that happened during the day, which might influence the child’s behaviour.

\* Respecting ideas that may be different from their own, for example cultural differences.

\* Giving 4 weeks written notice if resigning from the scheme.

**Co-ordination Unit Staff are Responsible for:**

\*Administering the service in accordance with Commonwealth Government guidelines, the National Standards for Family Day Care, National Quality Framework Practices and Love and Mercy Family Day Care policies.

\*Providing ongoing support, training and other resources to Educators.

\*Maintaining confidentiality according to the privacy laws.

\*Conducting all duties in a professional and objective manner.

\*Update and manage Family Day Care polices.

\*Continually evaluating and improving processes and practices to ensure a high quality service.

**Meals:**

Parents/Guardians and educators are to come to an agreement as to whether the Parents/Guardians or Educator will supply meals. Meals will be charged according to the fee schedule. If insufficient food is supplied, your educator will supply and charge accordingly.



Breakfast - $3

Morning Tea - $1.50

Lunch - $3

Afternoon Tea - $1.50

Dinner - $3

Love and Mercy Family Day Care encourages good nutritional and dental habits. Educators are encouraged to share information about the nutritional requirements of children with parents/guardians who provide meals. Some foods may be disproved at care due to allergies.

Parents/ guardians who supply meals are encouraged to provide a healthy and varied diet for their child that includes fruit and vegetables each day and avoids sweet or salty snack foods. Children will be offered water during the day.

**Clothing:**

Please make sure that your non-school aged child has a change of clothes. A baby may need more than one change. With our very changeable weather it will be necessary to have clothes for both winter and summer seasons.

Children should also be given to appropriate dress for play and outings. In winter your child will need a warm coat, hat and sturdy shoes for outside play.

In summer please remember to be sun smart and send suitable clothing, sunhat and sunscreen every day. A sun protection policy has been developed and implemented. This contains guidelines for sun smart practices. The sun protection Policy is to be followed whenever UV index level reach 3 and above.

**Non School Age Children - Nappy Changes:**

If your child is in nappies it is essential that you ensure the Educator has adequate nappies, 6 nappies are recommended for an eight hour day. If your child requires nappy cream please supply on the day’s they attend care.

**Daily Routines:**

It is expected that Educators and parents/guardians will have thoroughly discussed the child's daily routines prior to care commencing. Every effort will be made by the Educator to meet each child’s individual needs. Remember that the small number of children in care ensures the greater opportunity for individual attention. However, as many Educators need to travel to kindergarten and/or school, some flexibility in routine may be necessary.

**Communication Book/Day Book:**

The educator will have a daily diary to complete each day. This book can be used by the Educator to inform the Parents/Guardians of events/happenings that have occurred during the day and for the Parents/Guardian to give a note about changes to the child's routine that may alter care.

*This book does not take the place of Medication Forms or Accident Forms.*

**Medication:**

Educators may only give medication to children in care if:

\*Parents/ Guardians have completed the Medication Authority correctly.

\*The medication is in original container, clearly labelled with the child's name, correct dosage and approved pharmacy label.

\*The use by date has not expired.

\*If parent/guardian cannot be contacted an emergency contact on your child's enrolment form will be contacted.

**Accident/Injury:**

Any accident or injury must be correctly reported to the Parent/Guardian and the Coordination office. Educators are to complete the relevant documentation upon pick up. The Parents/Guardians must sign the relevant forms for acknowledgement of any accident/illness, which may have occurred during the day.

**Medical and Ambulance Cover:**

Medicare number and ambulance details are to be left with the Educator (as provided on the Enrolment Form). Parents/ Guardians who are not covered by the ambulance service will be required to meet the cost of the service, if required.

**Illness:**

For children who have life threatening medical conditions e.g. anaphylaxis, allergies, asthma, epilepsy or diabetes, etc. Parents/Guardians must provide their Educator with a management plan completed in consultation with their doctor.

|  |  |  |
| --- | --- | --- |
| **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  |
| Diphtheria  | Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later  | Exclude family/household contacts until cleared to return by the Secretary  |
| Haemophilus type b (Hib)  | Exclude until medical certificate of recovery is received  | Not excluded  |
| Hand, Foot and Mouth disease  | Until all blisters have dried  | Not excluded  |
| Hepatitis A  | Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness  | 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  |
| Leprosy  | Exclude until approval to return has been given by the Secretary  | Not excluded  |
| 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  |
| Diphtheria  | Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later  | Exclude family/household contacts until cleared to return by the Secretary  |
| Haemophilus type b (Hib)  | Exclude until medical certificate of recovery is received  | Not excluded  |
| Hand, Foot and Mouth disease  | Until all blisters have dried  | Not excluded  |
| Hepatitis A  | Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness  | 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  |
| Leprosy  | Exclude until approval to return has been given by the Secretary  | Not excluded  |
| 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  |
| Diphtheria  | Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later  | Exclude family/household contacts until cleared to return by the Secretary  |
| Haemophilus type b (Hib)  | Exclude until medical certificate of recovery is received  | Not excluded  |
| Hand, Foot and Mouth disease  | Until all blisters have dried  | Not excluded  |
| Hepatitis A  | Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness  | 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  |
| 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  |
| Typhoid fever (including paratyphoid fever)  | Exclude until approval to return has been given by the Secretary  | Not excluded unless considered necessary by the Secretary  |
| Verotoxin producing *Escherichia coli* (VTEC)  | Exclude if required by the Secretary and only for the period specified by the Secretary  | Not excluded  |
| Whooping cough  | Exclude the child for 5 days after starting antibiotic treatment  | Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics  |
| Worms (Intestinal)  | Exclude if diarrhoea present  | Not excluded  |

***If your child is sick/ill please refer to the exclusion table above and the exclusion period from family day care. If you have any concerns please consult with your family doctor. Once your child has passed the exclusion period or your doctor approves your child is well enough to return into care please obtain a medical certificate/clearance upon returning back to family day care.***

**Sleep time:**

Many Educators organise a sleep time or quiet time for children in the afternoon. Even if your child does not sleep, they may have some quiet rest time, which involves quiet activities such as reading books or puzzles.

**Behaviour Management:**

Under **NO CIRCUMSTANCES** will an educator use any form of corporal punishment, immobilization or any other humiliating or frightening techniques to discipline a child. Educators are **NOT ALLOWED** to smack and or heavily discipline children **even** with the parents/guardians permission.

**Suspected Child Abuse:**

Parents/Guardian and/or educators have a moral responsibility to immediately report suspected child abuse to the Love and Mercy Family Day Care Coordination office.

**Dropping off and Picking up your child:**

Only persons authorized by Parents/Guardians may collect children from care. If for any reason you or the nominated person is unable to pick up your child please phone and notify your educator to organize other arrangements.

It is the Parents/Guardians responsibility to keep to the time agreed to in regards to booked hours / timesheets. If you are delayed, please phone your educator and let them know.

When you are dropping your child off, keep in mind that Educators often have kindergarten and school runs to do, or may have otherwise made plans for the day. If they have not received a phone call from you, they are not obligated to wait more than twenty minutes.

The emergency telephone number on the enrolment form will be contacted if parents/guardians are over one hour late and cannot be contacted.

***Late fees will apply if no phone contact is received.***

**Outings:**

Love and Mercy Family Day Care is a home based service and long distance trips are not encouraged. Occasionally however, an outing in the best interest of the children in care may be undertaken after discussion with the Parents/Guardians. Written permission must be obtained from parents/guardians. It is expected that Parents/Guardians will know where their children are at all times. Regular Outings forms are given to parents at the commencement of the care booking, to approve the trips that their children will be involved in on a regular basis (such as school pickups, library and park trips etc). Periodically educators may arrange special outing (excursions) and on each of these occasions, parents will be asked to sign an excursion Form.

It is discouraged that Family Day Care children would not attend inappropriate outings, e.g. visiting a Educators sick relative in hospital, a Educator's medical appointment or the large weekly grocery shopping.



**Emergency Evacuation and Emergency Incident Plans:**

Educators will discuss with Parents/Guardian at the commencement of care (and as required) their plans should they have to evacuate their home because of an emergency situation. They will also discuss their plan should your child require an ambulance. The relevant plans/forms need to be agreed to and signed by the parents/guardian before care commences. An educator will perform 3 monthly fire evacuation preparations with your child within their family day care service.

**Pets:**

For safety reasons domestic animals such as (Dogs, Cats, Rabbits) are to be kept separate from Family Day Care children at all times. The children can pat an animal for a short period of time but this must be under direct supervision of the Educator.

**No animals are to be brought to care with a child!**

**Home Visits:**

Educators are visited regularly by coordination Unit staff to offer guidance, support and resources. Your Educator should inform you when the Fieldworker has visited. Parents/Guardians can phone the office to discuss their care arrangement and/or request a special visit to be conducted.

**In-Service Training:**

Regular in-service training and workshops are held on various topics, including family and child related issues, craft activity and ideas, etc. Training is available and open to all Educators.

Some in-service will also be open for Parents/Guardians to attend.

**Leave Arrangements:**

Educators are requested to give Parents/Guardians at least two weeks’ notice before taking leave or finalizing a placement.

The Coordination unit will endeavour to provide an alternative Educator.

**Parents/Guardian Surveys:**

From time to time throughout the year Parents/Guardians will be asked to complete a service Survey as your opinion is valued. We ask that you complete any form that is forwarded to you from Love and Mercy Family Day Care and return them as soon as possible.

**Smoking, Alcohol and Drugs free environment:**

Educators’ homes, vehicles and excursions/outings are Smoke, Alcohol and drug free environment. Other members of the educator’s family, Parents/Guardians delivering or collecting children and visitors should not be under the influence of smoke, alcohol or drugs in the Educators home during Family Day Care hours of operation.

**Time sheets/ Attendance records:**

Parents/Guardians are reminded that the Timesheets/Attendance records are legal documents.

All details regarding hours of care, meals, travel are recorded on a fortnightly time sheet.

The Parents/Guardians must sign Time sheets as soon as care for the week is completed. Parents/Guardians must accurately complete the daily attendance section on their child's timesheet on arrival and departure from the Educators home.

This is a requirement of your child’s participation in the Family Day Care service. Please note that all absences from care must be recorded on the attendance record and initialled by the parent/Guardian.

**Fees:**

Family day care fees relate to booked hours: Hours originally requested by the parent on the enrolment form confirmed with the educator.

Changes to permanent booked hours may be made after discussion with and by agreement with your educator. Two weeks’ notice is required for any change to contract hours whether these hours are being increased or decreased. The parents must notify the educator in writing.

Families pay for all contract days and hours of childcare. This includes where a child is absent on a contract childcare day and where a public holiday falls on a contract childcare day. The only exception is when an Educator is unavailable and they do not require the coordination unit to arrange childcare with any other educators.

An administration fee of 0.80 cents applies per hour of care per child, which is included in the hourly rate.

Educators are required to submit a time sheet for all children for whom care has been booked whether present or not. These time sheets must be submitted fortnightly and signed by parents.

Educators are required to record both **booked** hours and **actual** arrivals/departures time on timesheets. It is the responsibility of parents to verify time before signing each day

**A late fee of $10.00 per 1/2 hour per family of any late pick up if the educator is not notified. If the educator is notified the normal hourly fee will apply.**

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**Standard Fees:**

|  |  |
| --- | --- |
| Before and After School Care | $6.50 Per Hour |
| Non Standard (Monday-Friday)***Before 8am and After 6pm.*** | $6.50 Per Hour |
| Saturday | $6.50 Per Hour |
| Sunday | $6.50 Per Hour |

***Minimum booking – 8hrs per day care***

**Casual Care Fees:**

|  |  |
| --- | --- |
| Before and After School Care | $6.50 Per Hour |
| Standard Hours (Monday-Friday)***Between 8am and 6pm*** | $6.50 Per Hour |
| Non Standard (Monday-Friday)***Before 6pm and 8am*** | $6.50 Per Hour |
| Saturday | $6.50 Per Hour |
| Sunday | $6.50 Per Hour |
| Public Holiday | $6.50 Per Hour |

***Minimum booking – 8hrs per day care***

**Food Fees:**

|  |  |
| --- | --- |
| Breakfast | $3.00 Per Child |
| Morning Tea | $1.50 Per Child |
| Lunch | $3.00 Per Child |
| Afternoon Tea | $1.50 Per Child |
| Dinner | $3.00 Per Child |

***Max $12.00 Daily Food Allowance per Child***

**Own Car Usage KMS:**

|  |  |
| --- | --- |
| Travel Allowance Fees (Own Car KM Usage) | $0.70c Per Km |

**Child Care Benefit (CCB):**

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| --- |
| Parents/guardians may be eligible to receive CCB, Which will reduce the cost of your family day care. The percentage % of CCB will vary according to personal circumstances. Applications are to be directed to the family assistance office (FAO) on 131 272 or your local Centrelink office.Please ensure that you apply for your CCB prior to your child commencing care. |

**Absence Fees:**

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| --- |
| Parent/Guardians will be charged 100% of their fee for all absences. CCB can be claimed for 42 absences every financial year. Absences in excess of 42 require supporting documentation to be eligible for CCB.Please refer to parent information booklet for further information. |

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| If a public holiday falls on a booked care day, and your child does not attend the standard rate of $6.50 per hour will apply. Where a child attends care on a public holiday the rate of $6.50 per hour will be charged. |

**Public Holidays:**

**Payments:**

Educators are entitled to be paid for the childcare they have provided.

All parents/Guardians are required to pay their percentage of childcare fee direct to their Educator. Fees are to be paid promptly on the day agreed.

Prior to the commencement of care, Educators may request a quotation for the gap payments that parents are responsible for, to give parents an estimate of what their weekly/ fortnightly bill will be.

On a fortnightly basis statements are provided to Educators who in turn issue them to their families. This statement shows the confirmed amount owing after any CCB/CCR discounts are applied.

Educators will issue receipts parents are required to keep their receipts for their own record.

**Failure to provide and maintain correct Centrelink details:**

It is the family’s responsibility to provide correct Centrelink details on their child’s enrolment form. In order to link the child with Centrelink the enrolment form must state correct CRN numbers and dates of birth for both the family member that the account is linked to (mother or father) **and** the child.

Failure to provide these details will result in the family paying full fee until correct details are supplied. Similarly if the CCB for the child is cancelled, it is the responsibility of the family to have it re-instated by Centrelink or again, the family will need to pay full fee until the matter has been resolved. The most common reason for CCB being cancelled is when a child’s immunizations are not kept up to date.

**Please Note: Families must initially be assessed by Centrelink and receive a notice of assessment before they can be linked with Centrelink.**

**Allowable Absences:**

Under the CCMS each parents/child is eligible to receive CCB for and initial 42 days of absences per financial year, which can be used for any reason and without proof of circumstances (including public holidays). Once the initial 42 absence days have been exhausted additional absences may be claimed in certain circumstances for example:

\*An Illness (with a medical certificate).

\*An outbreak of an infectious disease when the child is not immunized.

\*Any other absence due to sickness of the child, a parent or sibling supported by medical certificates.

\*A parent being on a rotating shift or rostered day off.

\*A temporary closure of a school or a pupil free day.

\*Shared custody arrangements due to a court order, consent order or parenting order.

\*A period of local emergency.

\*Attendance at preschool.

\*Exceptional circumstances.



**The Childcare Management System:**

The new Childcare Management system (CCMS) was introduced during November 2008 and it is a national online childcare reporting system. Love and Mercy Family Day Care is required to submit child enrolments and attendance information via the internet to the Department of Education, Employment and Workplace Relations (DEEWR). Based on this information DEEWR calculates the CCB fee reduction to be paid by Love and Mercy Family Day Care for children using our service

Families requiring information about their eligibility and entitlements for CCB or who require a Customer Reference Number should visit or contact the Family Assistance Office telephone 13 61 50.

**Childcare Benefit:**

Childcare benefit (CCB) is provided by the Australian Government to assist parents with the cost of their childcare, Eligible hours for CCB are assessed by the Family Assistance Office (FAO) at Centrelink and are either up to 24 or 50+ hours.

A family’s CCB percentage is based on an estimate of their taxable income for the year in which care is provided. Families need to advise the FAO that the child is attending registered care. By doing so your child will be linked to the government system and will receive the CCB you are entitled too, Application for CCB should be made to the FAO as soon as you have secured a place with Family Day Care. Families are able to choose to receive their CCB through weekly fee reductions or as an annual lump sum payment. The lump sum payments is received after the Australian Tax Office (ATO) has processed a family’s tax return.

It is a family’s responsibility to ensure that their CCB is current.

**Childcare Tax Rebate:**

The Childcare Tax Rebate (CCTR) helps families with the cost of approved childcare.

The childcare tax rebate is not means tested and covers 50% of out-of-pocket expenses, up to a potential maximum of $7,500 per child per year.

Out of pocket expenses are total childcare fees less the CCB.

To be eligible families must meet the basic eligibility criteria for CCB. This criteria is not income related. You must:

\* Use approved childcare and live permanently in Australia.

\* Be either an Australian citizen, a New Zealand citizen, the holder of a permanent visa, the holder of a certain temporary visa, an Australian sponsored student or in other special circumstances.

\* Have your child immunized or be exempt from the immunization requirements.

\*Be liable for the childcare fees for your child.

**JET (JFA) Payments:**

Families who access care for work/study/training purposes might qualify for an additional 50% (CCTR) up to $7,500 per child per year.

A family seeking JET (Jobs, Education and Training) payments will still need to apply to

JETCCFA (Jobs, Education and Training Child Care Fee Assistance) through the FAO, however, it will no longer be the responsibility of the FAO to advise the service of a families eligibility for JETCCFA.

Fees Policy

**NQF**

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| --- | --- | --- |
| QA7 | 7.3.2 | Administrative systems are established and maintained to ensure the effective operation of the service. |

**Aim**

For parents to pay their child care fees on time.

**Related Policies**

Orientation for Children Policy

Privacy and Confidentiality Policy

**Who is affected by this policy?**

Parents

Management

**Implementation**

The following outlines the how fees can be paid. Fees must be paid on the first morning you child attends the service for the week.

* Upon enrolment, families must pay a security deposit of one week’s full fees.
* Fees must be paid one week in advance.
* Fees can be paid weekly, fortnightly or monthly in advance by cheque, direct deposit of B-pay.
* Fees are payable in advance for every day that your child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed.
* Child Care Benefit (CCB) is available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office.
* Child Care Benefits can be received as:
	+ - A reduction of fees through the service.
		- A lump sum payment to families at the end of the financial year that the Service is used in.

A receipt will be issued for all fees. This will include the child/children’s full name/s, date of care, date of payment, amount, etc. If the incorrect amount is paid, change will not be given but will be credited to the families account.

Should you wish to end your child’s place at the service or should management make the decision to terminate your child’s place, 2 weeks written notice is required from the ending/terminating party. If this does not occur, 2 weeks fees will be billed to you.

**Overdue Fees**

Any family who is one or more weeks late with their fees will receive a **Friendly Fee Reminder.** Families can make appointments to speak with the approved provider, family day care co-ordinator or family day care educator regarding payments if there is a need to do so. Continually not paying fees will put your children’s place in the Service in jeopardy.

**Sources
Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers.* Sydney: Community Child Care Co-Operative.
Education and Care Services National Regulations 2011
Family Assistance Legislation Amendment (Child Care) Act 2009**

**Review**

The policy will be reviewed annually.

Review will be conducted by:

* Management,
* Employees,
* Family Members
* Interested parties.

**Reviewed: 12.08.2016 Date for next review: 12.08.2017**

**EYLF – Early Years Learning Framework (NON SCHOOL AGE)**

**MTOP – My Time Our Place (SCHOOL AGE)**

**Learning Outcome 1 – Children have a strong sense of identity**

1.1 - Children feel safe, secure & supported.

1.2 - Children develop their autonomy, interdependence, resilience & sense of agency.

1.3 - Children develop knowledgeable & confident self-identities.

1.4 - Children learn to interact in relation to others with care, empathy & respect.

**Learning Outcome 5 – Children are effective communicators.**

5.1 children interact verbally & none verbally with other for a range of purposes.

5.2 Children engage with a range of texts & gain meaning from these texts.

5.3 Children express ideas & make meaning using a range of media.

5.4 Children begin to understand how symbols & pattern systems work.

5.5 Children use information & communication technologies to access information , investigate ideas & represent their thinking.

**Learning Outcome 3 – Children have a strong sense of wellbeing.**

3.1 Children become strong in their social & emotional wellbeing.

3.2 Children take increasing responsibility for their own health & physical wellbeing

**Learning Outcome 4 – Children are confident & involved learners.**

4.1 Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, Imagination & reflexivity.

4.2 Children develop a range of skills & processes such as problem solving, inquiry, experimentation, hypothesing, researching & investigating.

4.3 Children transfer & adapt what they have learned from one context to another.

4.4 Children resource their learning through connecting with people, place, technologies

& natural/processed materials.

**Learning Outcome 2 – Children are connected with & contribute to their world.**

2.1 Children develop a sense of belonging to groups & communities & an understanding of the reciprocal rights & responsibilities necessary for active community participation.

2.2 Children respond to diversity with respect

2.3 Children become aware of fairness.

2.4 Children become socially responsible & show respect for the environment.

**Principles –**

**1) Secure, respectful & reciprocal relationships.**

**2) Partnerships.**

**3) High expectations & equality.**

**4) Respect for diversity.**

**5) Ongoing learning & reflective practice.**

**Practices –**

**1) Holistic Approaches**

**2) Responsiveness to children**

**3) Learning through play**

**4) Intentional teaching**

**5) Learning Environments**

**6) Cultural Competence**

**7) Continuity of learning &Transitions**

**8) Assessment for learning**

We look forward to meeting you and fulfilling your family’s needs and requests to make care for your child within our family day care scheme enjoyable and a memorable experience.

Thank you for taking time to read our parent handbook.

Regards Management of

Love and Mercy FDC



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