

# BEGA VALLEY FAMILY DAY CARE

Family Information Booklet



*Childcare in a home where children  
can play, discover, create,  
and just be...*

Coordination Unit

**Telephone:** (02) 6492 3788

**Email:** [administration@begafamilydaycare.org.au](mailto:administration@begafamilydaycare.org.au)

**Web:** <http://begafamilydaycare.org.au/>

**Facebook:** [www.facebook.com/begavalleyfdc](http://www.facebook.com/begavalleyfdc)



Shop 2/276 Carp Street, BEGA

PO Box 522,

BEGA, NSW, 2550

Office hours Mon to Fri 9am – 4pm

# We believe...

We believe every child has the right to feel safe, valued and heard. We believe their learning will flourish when their interests and abilities are understood, celebrated, and nurtured by dedicated, caring adults. We believe that children should be viewed as capable learners and problem solvers, given opportunities to contribute to the learning of others and participate in decisions that affect them.

We believe that children's curiosity and wonder should be encouraged and that, with natural materials to play with and inviting outdoor spaces to explore, they may form an enduring connection to Country and respect for the natural world.

We believe that childhood is a time for social development and unhurried play, with freedom to investigate, create, imagine and just be...

We believe that children's sense of wellbeing grows where their connection to family, friends, educators, and community is strong. We encourage open, respectful relationships between families, staff, and educators, where knowledge, skills and ideas can be shared. We encourage participation in local events, excursions, and adventures to build community links and a sense of place and belonging.

We believe that inclusion enriches us all and strive to provide a service that is accessible, safe, welcoming, and responsive for all members of our community and where Aboriginal and Torres Strait Islander culture is acknowledged, valued and respected.

We believe management, staff and educators should be professional, skilled, knowledgeable, reflective, and committed to working with families and children's services. Children, and advocacy for their health, safety and wellbeing, are always at the heart of our practice.

# Welcome to Family Day Care in the Bega Valley!



*"We look forward to your family becoming  
part of our family."*

## CONTACT US

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Bega Valley Family Day Care Inc.  
Shop 2/176 Carp Street (PO Box 522)  
BEGA  
NSW 2550

Phone: 02 6492 3788

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# ABOUT US

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## CO-ORDINATION UNIT STAFF AND SERVICES

Our Co-ordination Unit comprises four staff members, who all work part-time.

Erin Witcombe	Nominated Supervisor, Educational Leader, Child Development Officer (CDO), Child Safety Officer, & the person to whom complaints can be addressed.
Joanna Rideaux	Service Manager, Child Safety Officer
Brooke Bonzer	Administration and Bookkeeper
Kaycee Orum	Child Development Officer (CDO), Child Safety Officer
Heather Polsen	Child Development Officer (CDO),

The Co-ordination Unit staff welcomes families to our office at 5/81-85 Auckland Street, Bega to discuss your childcare needs. We can assist you with completing the enrolment process and advise you on what steps to take to apply for Child Care Subsidy.

When you have enrolled, our staff can refer you to an educator or educators. The Coordination Unit aims to match families care needs with an educator whose program and environment would best suit the child and family. If we cannot place your child immediately, we can put you on the waiting list for the first available vacancy.

Once care has commenced, the Coordination Unit will process your attendance records that you approved at your educator's home and administer the Child Care Subsidy on your behalf, with fortnightly payments to your educator. Our administration staff welcomes any questions you have regarding your subsidies and payments.

## CHILD DEVELOPMENT OFFICERS (CDOs)

Child Development Officers (CDO's) are early childhood trained with either a Diploma or Degree in Children's Services. CDO's visit educators' services on a regular basis to provide support, monitor children's development and ensure that National Quality Standards and the Education and Care Services Regulations are maintained.

CDO's will observe children on their visits and keep a record of these observations which are available to you at the Coordination Unit. If a CDO has any concerns about your child's development, they will contact you and can refer you to the appropriate support services and agencies.

The CDOs have extensive experience in child development and behaviour guidance strategies. Families are most welcome to contact the CDO's to discuss any aspect of the child's Family Day Care experiences and similarly they may contact you from time to time to discuss your child's development and how they are settling in to care.

## PLAYGROUPS

Bega Valley Family Day Care provides a mobile playgroup for educators, children and families registered within the service. Playgroups are held regularly throughout the valley and are facilitated by a BVFDC Educational Leader.

In addition to playgroup, special interest excursions are also planned throughout the year to encourage further engagement with the local community.

These excursions and Playgroups offer children new challenges and experiences, and the opportunity to socialize in a larger group. The planned experiences at the playgroups promote exploration, experimentation, creativity, communication and motor skills.

Playgroup also offers your educator an opportunity to network with other educators and share and explore new ideas and utilise resources.

## TOY AND EQUIPMENT LIBRARY

Educators have access to the scheme's toy lending library. The library supplements educator's own resources and enhances the educator's program to extend upon your child's interest, skills, and development.

The library has a selection of books, puzzles and board games and kits focusing on:

- Culture and diversity,
- Gross and fine motor skills
- Literacy and math skills
- Construction
- Sensory



Please discuss your child's interests and development with your educator.

## EDUCATORS

Educators are approved, early childhood education and care professionals who engage in the principles and practices of the Early Years Learning Framework (EYLF) and work within the requirements of the National Quality Framework.

In order to provide a safe educational environment for your child, there are requirements for all educators to:

- Hold at least a Certificate III level education and care qualification.
- Meet national standards which include maintaining quality learning programs, safe and hygienic childcare environments, record keeping and qualifications.
- Maintain current first aid and CPR certificates and training in the emergency management of asthma and anaphylaxis.

- Maintain a clearance for working with children, and a National Police Check.
- Participate in regular support and monitoring visits conducted by our co-ordination unit.
- Attend training, meetings, and workshops periodically to maintain currency of skills and knowledge.
- Have current public liability insurance.

Educators are allowed a maximum of 7 children in care, 4 of whom may be under school age and includes their own children who are under 13 years of age.

It is important for you to note that educators are not employees of this Service. They are self-employed contractors who provide care on behalf of the Approved Service Provider, Bega Valley Family Day Care. As such they set their own fees, hours and days of work with the approval of the Service Provider and are encouraged to develop their own practices in their homes, as long as these practices comply with Regulations and Policies.

The service encourages educators to maintain a vaccination schedule in line with National Health and Medical Research Council recommendations, however uptake is at the discretion of each educator.

#### TYPES OF CARE

- Full time
- Part time
- Before and after school care
- Shift work hours
- Emergency care
- Additional needs
- Overnight care
- 24-hour care



A Home Risk Assessment is conducted regularly at the educator's home by the educator with a member of staff.

Families can help their educator to tailor their care for each child by sharing their knowledge about their child's interests, routines, important events etc. Children's wellbeing and development in care will flourish where educators and families can establish a relationship of mutual support and open communication.

# CHILD CARE SUBSIDY, ENROLMENT AND FEES

## CHILD CARE SUBSIDY

If you want to claim assistance with child care fees, you need to submit a claim for Child Care Subsidy (CCS). You can claim using your [Centrelink online account](#) through [myGov](#).

For detailed instructions on how to apply for your Child Care Subsidy go to:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/claiming>

Once you have applied for CCS and prior to the commencement of care, you will need to confirm your enrolment with our service. You can do this using your Centrelink online account through MyGov. Once you confirm this, you will be eligible to receive CCS on the care you use with our service.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim/confirm-enrolment#howtoconfirm>

If your child does not attend care for a period of 14 weeks the CCS enrolment will cease. If this occurs you will need to contact the co-ordination unit prior to care resuming and we will submit a new enrolment request to Centrelink which you will again need to confirm in your MyGov account to activate your CCS.

## Additional Child Care Subsidy (ACCS)

ACCS is a supplement to CCS for Families who:

- meet the eligibility requirements for Child Care Subsidy, and
- are eligible grandparents getting an income support payment
- are considered at risk, or
- are experiencing temporary financial hardship

For more information about applying for ACCS go to:

<https://www.humanservices.gov.au/individuals/services/centrelink/additional-child-care-subsidy>.

## ENROLMENT

Help is available for Families who have language/literacy difficulties. Please ask at the Coordination Unit.

### 1. COMPLETE THE ONLINE ENROLMENT FORM

- Contact the Coordination Unit and we will email you a copy of the BVFDC Enrolment Form link.

### 2. SUBMIT THE COMPLETED ENROLMENT FORM TO THE COORDINATION UNIT

When you submit the enrolment form, please ensure that you have:

- Included your Customer Reference Number (CRN) and that of the child you are enrolling (this enables us to link into your subsidy payments).
- Uploaded a copy of your child's birth certificate.
- Uploaded a copy of your child's Australian Childhood Immunisation Register (ACIR) immunisation history or Medical Exemption Form. This information can be obtained by contacting the Australian Childhood Immunisation Register on 1800 653 809, online at [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au). or through the Medicare App. Under NSW law, **a child under school age may not commence care in our service until a copy of an up-to-date immunisation schedule has been supplied to the Co-ordination Unit.**
- Included contact details for any emergency contacts and authorised pick up people.
- Uploaded any required Health Management, Asthma & Anaphylaxis Plans.

### **3. VISIT EDUCATOR(S)**

When we receive your enrolment forms, we will contact you to discuss your child care requirements and refer you to a suitable educator or educators where possible.

You will be given the educators' phone numbers and you can then arrange an interview at their home. Educators will not hold vacancies. If there are no suitable places available at the time of your enrolment the Coordination Unit will add your details to our waiting list and contact you when a suitable position arises.

After your interview with an educator, please contact the Coordination Unit and advise if the placement will be suitable and to provide any feedback.

### **4. REDPAY PAYMENT AGREEMENT (DIRECT DEBIT)**

You will receive a direct debit request form from our service requesting your authorisation for either bank account or card direct debit for payment of care. (see fees and RedPAY payment options for further information)

### **5. REFUNDABLE BOND AGREEMENT AND PAYMENT**

A refundable bond agreement and invoice will be sent for the amount of \$200.00 per child enrolling with the service. The signed agreement and full payment will be required prior to commencing care.

### **6. ENROLMENT CONFIRMATION**

You will receive an email from our service requesting confirmation of your booked hours and chosen educator (this is in addition to the confirmation on MyGov). Please contact the Coordination Unit if these details are incorrect so we can rectify.



## 7. PERSONAL IDENTIFICATION NUMBERS (PINS)

You and those people who you have nominated as authorised to pick up and drop off your child will receive an email with a PIN that you will need to sign your educator's electronic attendance records. **The PIN must not be disclosed to the educator or shared with other people who pick up.** There is a 72-hour window of opportunity to change the PIN after it is generated. New PINs can be generated by the Co-ordination unit staff on request.

## ABSENCES

**Child Care Subsidy will be paid for 42 days of absence for each child per financial year.**

All absences beyond the first 42 will only be paid for if you provide evidence that the absence has occurred under a permitted circumstance. Such circumstances include: an illness (with a medical certificate), an outbreak of infectious disease when the child is not immunised, any other absences due to sickness of the child, a parent/guardian or sibling, supported by medical certificates, a temporary closure of a school or pupil free day, a period of local emergency, exceptional circumstances. Additional absences do not include public holidays.

**If a child attends more than one child care service** which attracts CCS, the 42 subsidised absences are shared between the services. Cumulative absence totals will be available to parent/guardians online via the Centrelink website, and on the fortnightly Statement of Child Care Usage issued by this service.

**School age children** using booked before and/or after school care are exempt from absence fees on school holidays.

**CCS will not be paid on absences after the last attended day in care. In addition, there is no CCS payable on absences prior to the first day in care.** This could arise, for instance, if a child has booked in with an educator but then gets sick before they are due to start. In either of these cases, the full un-subsidised fee will be charged.

## CANCELLATION OF CARE

Cancellation of care requires notice to the educator of **at least two weeks** prior to the last attended day of care. Two weeks' fees will be charged if such notice is not given. No CCS is payable on absences due to cancellation of care without sufficient notice and therefore the full cost of care will be payable by the parent/guardian.

Similarly, your educator is required to give at least two weeks' notice prior to cancelling your booked care.

## VALIDATION OF UTILISED CARE

You are required to electronically sign attendance daily with arrival/departure times and PIN. Please note that it is essential that you complete sign in/out as they are the legal proof of your child's attendance in care and without this proof your subsidy cannot be paid. If your child has been absent from care or your educator has had to sign your child in or out of care, you may be asked to remotely authorise a timesheet through a link to your email and then entering your PIN.

### **BOOKED CARE**

Booked care holds a place for your child and requires that you pay for absences (unless it is the educator who has cancelled care, in which case there is no charge). When you accept your Enrolment Confirmation you are agreeing to the days, hours, and fee that you will be charged for your child in Family Day Care. **If the child is absent fees are still payable.**

### **CASUAL CARE**

Casual care cannot guarantee a place for your child unless you book in advance where you know the days on which you require care. **Once care is booked it must be paid for even if it is not utilised.**

### **SCHOOL HOLIDAY CARE**

School Holiday care is not guaranteed for your child unless you book in advance where you know the days on which you require care. To secure your care please contact the Coordination Unit or educator prior to the holidays commencing. **Once care is booked it must be paid for even if it is not utilised.**

### **PUBLIC HOLIDAYS**

If your booked hours fall on Public Holidays, normal charges apply. If your educator is willing to work on a Public Holiday, charges are at the educator's gap rate. If care is required and your usual educator cannot provide it, the Coordination Unit will look for alternative care for you. Please note the higher fee rate for public holidays. If a substitute educator is used, full fee may apply.

### **EDUCATOR HOLIDAYS, SICKNESS & TIME OFF**

Educators are at liberty to take holidays at any time throughout the year, and endeavour to provide families with as much notice as possible. If you need to make alternative care arrangements during the period of this absence, please contact the Coordination Unit. Educator holidays, sickness, and time off will not incur fees.

### **OVERNIGHT CARE**

All use of overnight care **has to be approved by the Coordination Unit**. No CCS will be paid on overnight care that has not previously been approved.

## 24 HOUR CARE

24-hour periods of care for work related needs or an emergency may be provided where **prior permission has been granted by the Coordination unit and documentary evidence is supplied by the parent/guardian**.

## EXCLUSION OF UNIMUNISED CHILDREN

In the event of an outbreak of any vaccine preventable diseases, those children who are unimmunised will be excluded from care for the period required by the Health Department. Children under school age cannot be enrolled until they are fully immunised unless they are on a catch-up schedule or there are medical reasons for non-immunisation. School aged children are exempt from this requirement.

[http://www.health.nsw.gov.au/immunisation/Pages/childcare\\_ga.aspx](http://www.health.nsw.gov.au/immunisation/Pages/childcare_ga.aspx)

## FEES

Each educator has their own fee schedule which will be given to you when you visit an educator for the first time.

Payments must be made through our payment gateway provider (RedPay). Payment is due on invoice, at the end of every 2-week period unless other arrangements have been made with the service. Prompt payment is a condition of enrolment with the service. Families who receive CCS are obliged by law to pay the gap portion of their fees. Care will be cancelled where families fail to pay their fees and, as per our debt collection procedure, the debt may be referred to a debt collection agency and no further care will be provided until the debt is paid.

A Statement of Entitlement is emailed fortnightly to families. Questions regarding invoices and payments can be directed to the Coordination Unit.

Families should take note that educators are paid for Public Holidays, children's sick leave and other absences by all families utilizing booked care.

Families are not charged when educators take sick leave or annual holidays.



Alternate care, if needed, may be available on request to the Coordination Unit by the family although we can never guarantee to find alternate care. Families should contact the Coordination Unit as soon as possible if alternate care is required.

## REDPAY PAYMENT OPTIONS

Each billing period (fortnightly), we will email you an invoice for your childcare fees.

### Direct Debit

Redpay direct debit payment options include bank accounts, debit or credit cards (VISA and Mastercard accepted). The total amount payable on the invoice plus the associated transaction fees will be debited from your nominated account on the invoice due date.

### Pay Now

The "Pay Now" function on invoices only accepts debit or credit cards and incurs the higher transaction fees. All invoices are required to be paid by the due date on the invoice.

### Associated Fees

The transaction fees will be incurred and listed on your statement of account.

Fee Type	Bank Account	Credit/Debit Card
Transaction Fee	\$0.70	\$0.70
Surcharge	N/A	1.9%
Dishonor Fee (where there are insufficient funds in the nominated account)	\$8.00	\$8.00

## BOND (REFUNDABLE)

There is a \$200.00 refundable bond required to be paid prior to the commencement of care for each child enrolled. As per the childcare payment policy, the bond will be refunded two weeks after the final invoice for care has been paid in full.

# STARTING CARE

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## MEETING YOUR EDUCATOR

This first meeting with the prospective educator is very important. It is your opportunity to assess the environment, and how you and your child connect with the educator.

Educator's will also decide whether her service can accommodate your family's needs.

After the interview/s you need to think about your decision and inform the educator of your choice.

If you have visited more than one educator, you need to let the Coordination unit know which educator you have chosen so we can inform the others.

During the interview your prospective educator will gather information about your child's routines. This will help them make your child as comfortable as possible during her/his first days in care.

Here is a list of things you may want to discuss with your prospective educator:

FOOD	Discuss your child's likes and dislikes, what you are planning to send for meals and get ideas from your educator on quantities and packaging. For more information see our policy "Nutritional and Active Play".
BREASTFEEDING	Our service is committed to supporting mothers to breastfeed. Talk to your educator about how you would like to do this. You are welcome to come in and feed your baby at the service or bring in bottled breastmilk.
SLEEPING	Discuss your child's sleep patterns and needs. You may want to ask your educator what sleep arrangements they have in place. For more information see our policy "Rest and Sleep".
TOILETING	It is important to let your educator know what stage your child is at so that you can work together on this routine. For more info see our policy "Toileting, Bathing & Nappy Changing".
PLAYING	Discuss with your educator the activities your child prefers, and you may want to ask about the routines and programming in their service. For more information see our policy "Development and Education".
PETS	Any contact between children and animals at an educator's home must be directly supervised at all times. When not part of the program provision is made for them to be kept in a separate area. Animals that are kept as pets must be clean and well cared for. For more information see our Policy "Educator's Animals".
HOME LANGUAGE/CULTURE	Information you can share with your educator about your child's home language and culture will assist them to provide a program that is appropriate and inclusive for your child and enriches the cultural learning experience for all children. For more information see our Policy "Inclusion and Diversity"
ADDITIONAL NEEDS	If your child has any additional needs such as a disability or emotional difficulties or if your child has any history of early intervention such as speech or physical therapy, please include this information on your enrolment form and discuss what your educator can do to support your child. In Family Day Care staff and educators will work with families and other services to help children reach their potential.

	For more information see our policies on "Ethical Conduct and Inclusion and Diversity."
PICKUPS & DROP OFFS	Advise your educator of what arrangements you have in place, and what hours you need to have. Please be aware that for your child's safety reasons, your educator will only allow pick-ups by people authorised by you and whom they have met, or can show photo ID to match. This includes your partner. For more information see our policy "Arrival and Departures from the Educator's Home".
BEHAVIOUR GUIDANCE	Families all have different views about behaviour management, so it is a good idea to discuss this matter with your educator. Educators have Policies and Regulations that they have to maintain, and they will have to consider not only your child but also the welfare of the other children in care at the same time. It is very important that you maintain an open discussion with your educator on these matters at all times. You need to be consistent to achieve the best results and your child will feel secure if there is unity with your educator. For more information see our policy "Behaviour Guidance".
EDUCATORS ROUTINE	Please discuss your prospective educator's daily routine with them. Educators may take children to play sessions/outings organised by the Scheme and/or other child focused activities.
EXCURSIONS	Some educators take children on excursions as part of their weekly programme to enhance and broaden the children's knowledge of the natural world. Children benefit from making community links and a sense of belonging. Risk assessment and management are a vital part of every excursion. Educators require a parent's written permission for all excursions. An Excursion Permission Form stating the purpose/destination, date, duration and form of transport must be signed by the enrolling parent or a person authorised by them to do so prior to the excursion. For more information see our Policies on "Excursions and Transport" and "Water Safety".
MEDICATION & HEALTH MANAGEMENT PLANS	Please discuss with your educator any medication requirements your child has. If your child has specific medical needs eg. Asthma puffer etc., we request that you provide your educator with a written Health Management Plan. A Doctor's letter may also be required. Health Management Plans need to be updated yearly or whenever there is a change in circumstances. You should <b>ALWAYS</b> hand medication directly to your educator so that it may be stored safely. <b>NEVER</b> leave medication in your child's bag. For more information see our policy "Administering Medications & Managing Medical Conditions".

## TRANSITION INTO CARE



Settling children into care can be emotional for both children and families. We suggest you start with short periods of care before a child experiences a full day. The time can depend on the age and personality of the child and whether or not the child has been in childcare before.

Prepare your child for care by telling them how Family Day Care works e.g. who is going to be at the house, what variety of things he/she will do, what time you will pick him/her up.

It is natural for children to cry or be upset when first left with a new educator. It is best to give your child a cuddle and then say goodbye and leave promptly. Demonstrating your confidence in your child's ability to adapt to the new situation and build new relationships is vital to the success of this transition.

Please feel free to call your educator or Child Development Officer about how your child is settling.

It would be helpful if you were to inform yourself of your educator's program for the day as well as the other children's names, so you know what your child is talking about when she/he discusses her/his day with you. Educators will display their program for the day and that gives you the opportunity to find out what activities your child will be taking part in.

The best outcomes for children can be achieved where educators and families build strong collaborative partnerships with respectful and open communication being a key element. During those first weeks in care, you and your child will be getting to know your educator and vice versa. To help this relationship grow, talk with your educator about how your child is getting on, discuss any problems that have come up immediately and make a few minutes available at the beginning of each day's care to let your educator know about anything that may affect your child's day eg what time he/she woke and/or had his/her first bottle, if he/she had a disturbed night. Your educator, at the end of the day, will do the same for you.

## VISITING YOUR CHILD AT YOUR EDUCATOR'S SERVICE.

Families are encouraged and welcome to visit their child in the educator's service. Your educator will provide you with information about the daily routines at the service. They will also actively seek and discuss information that is important to families. There will be an ongoing, informal exchange of information between educators and families about their child's experiences in care.

If you are planning to visit your child in care or spend some time with your child in the educator's home, please let your educator know in advance so your visit can be incorporated into the daily routine.

## WHAT TO BRING TO CARE

Here is a list of what you are expected to provide for your child:

- A water bottle clearly marked with your child's name.
- A packed lunch with healthy food.
- Dummies or comforters for sleep. If your child uses a dummy, it should be marked with your child's name and have a cover or container.
- A complete change of clothes appropriate for the weather, please remember to include socks and underpants. Clothes worn to care should be suited to active play and provide adequate sun protection i.e. loose fitting shirts and dresses with sleeves and collars or covered neckline and longer line skirts, shorts and trousers.  
For more information see our policy "Sun Protection".
- Slippers in winter if shoes are not worn in your educator's home.
- Nappies and wipes. Please send 6 to 8 nappies. If nappy rash cream is supplied parents will be required to complete a medication permission form.
- Extra pants for older children especially if they are being toilet trained. Socks and underpants are particularly important if your child is going through toilet training. It is natural to expect "accidents" in the beginning, so send the right number of changes.
- Sunscreen if you wish to supply your own.
- Sun hats. "Bucket" style "Legionnaire" hats are the most highly recommended and chin straps or ties should be removed as they are a choking hazard. It is easy to forget hats so leave one permanently with your educator.
- Medication – Children who require medication (eg. Ventolin) will not be accepted in to care unless this is provided. (See policy "Administering Medications & Managing Medical Conditions".) Please hand all medication to your educator for safe storage, medication is not to be left in child's bag.



## THE LUNCH BOX

Families generally supply all food needed by their child whilst in care. Your educator or the co-ordination unit can give you information on lunch box ideas on request. It is advisable to discuss with your educator how your child is adjusting to the food you send and add or change any items as per discussion.

Educators must ensure that children are given food and drinks that are nutritious, adequate in quantity and varied. Please support your educator by providing food which meets these criteria and excluding items like chips and sweets which are high in fat or sugar and low in nutritional value. Water will be encouraged as the main drink in care. Sweet drinks such as cordial, juice, and soft drinks are discouraged.

If your child is breastfed, please discuss with your educator how to best organise this during the time in care. Please also discuss allergies, intolerances and/or religious observances.

For more information see our policy "Nutrition & Active Play"

## THE LEARNING JOURNEY

Educator's programs build on individual children's interests, knowledge, experience, strengths and background to guide their learning through play. As a parent, sharing the knowledge you have of your child can assist your educator to provide activities they will really enjoy.

All educators are guided by the National Quality Framework which includes the Early Years Learning Framework - Being Becoming and Belonging and My Time Our Place. Your educator uses a variety of strategies to collect



and document your child's learning. This could be through jottings photos written observations and conversations heard. This documentation makes learning visible to the educator and families. Educators may use two methods of documentation:

1. Written observations and displaying a program at their service. Your educator's documentation on your child is available to you on request.
2. Kinderloop – a secure site for educators to share written information and photos with you which document your child's learning journey and invite your comments and input.

For more information see our policies "Development and Education", "Interactions with Children" and "Anti-bias and Inclusion".

3. Educators offer a play-based curriculum which supports children's skills for school readiness. Educators give out a school pack to each child who is eligible to attend school the following year.

### **WHEN TO KEEP YOUR CHILD AT HOME**

Infections including gastro, conjunctivitis, and colds spread quickly, and therefore educators are not expected to look after infected children. It will affect not only the educator's health but also that of their family and the other children and families coming into care.

Educators guard against falling ill. If they or their family have an infectious disease, they must close their service. This is an inconvenience to families who may be unable to obtain alternate care at short notice and also to the educators who face an unexpected loss of income.

This scheme abides by the exclusion periods recommended by the National Health and Medical Research Council "Staying Healthy - preventing infectious diseases in early childhood education and care services". Each educator has a copy of these guidelines at their service.

Children who are showing symptoms of illness should not attend care. Keeping children at home when unwell supports the health and well-being of our Family Day Care and wider community.

- Children who have coughs or runny noses should not attend care.
- Children who have symptoms of gastro should not attend care until 48 hours after the last time they vomited or had diarrhoea.
- Children with Hand Foot and Mouth should be kept at home until all blisters have dried.

Please note that the educator will not be able to administer any medication unless you have completed and signed the Medication Record.

Medication must be supplied by the family in the original container.

If children become unwell while in the educator's home the families will be contacted and asked to collect the child.

If your child has specific medical needs eg. Asthma puffer etc., we request that you provide your educator with a written Health Management Plan. A Doctor's letter may also be required. Health Management Plans should be reviewed every 12 months.

Educators may also require a doctor's certificate before accepting a child back into care after an illness if there is difficulty in determining whether the child's illness is still contagious.

For more information see our policies "Administration of Medication" "Health and Hygiene Standards" and "Notification of Infectious Diseases"

# INCIDENT AND SUDDEN ILLNESS PROCEDURES

In emergencies priority is always given to the child.

Educators and contact staff all have current First Aid, Asthma & Anaphylaxis certificates.

If your child is unwell and showing a temperature or discomfort of any kind, your educator will contact you and ask you to come and collect your child.

If your child has suffered a serious accident, the educator will call the ambulance, keep your child as well as possible until they arrive, and be guided by their assessment.

**Please note** that at no time will your educator make the decision about what your child's medical needs are. In cases where hospitalisation is required the ambulance staff will take your child, and your educator will immediately inform you so you can meet your child at the hospital.

If an ambulance is called to attend to your child, the cost of the call out is NOT covered by the educator's insurance or Medicare. We strongly advise that families maintain ambulance cover while using care for their children.

Educators must record all accidents and injuries on an Accident/Injury/Sudden Illness Report form. Educators must notify parents and the Co-ordination Unit as soon as practical. Parents should sign the Accident/Injury/Sudden Illness Report form when collecting their child.

For more information see our policies on "Children's Incident, Injury, Trauma and Illness".

## **IN CASE OF FIRE**

Each educator has displayed in their home an emergency evacuation plan, and practices emergency evacuations with the children in care every three months so they are prepared for any emergency that may arise.

If there is a fire emergency the educator or a co-ordination unit staff member will contact you and give you the details and ask you to pick up your child.

In the event of a large-scale evacuation such as a bushfire, educators and children will be evacuated to whatever facility has been assigned to their area for this effect. Families will be contacted as soon as practicable, following any emergency, and given collection details. If the educators know beforehand what their emergency assembly area is they will inform you. For more information see our policies on "Fire Safety, Disaster Management & Emergency Evacuations".

## PRIVACY

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Bega Valley Family Day Care supports:

- Collecting information only for lawful purposes.
- Ensuring that information collected is relevant, accurate, complete, and current and only used for the purpose intended.
- The disclosure of information only to approved and appropriate people.
- The use of information in a transparent way.
- Allowing access to information by the person who supplied it.

Bega Valley Family Day care is committed to ensuring that the information held about families, educators and staff is held securely and that confidentiality is maintained.

Bega Valley Family Day Care follows the Information Privacy Principles of the PRIVACY ACT 1988.

In accordance with the NSW Government “Keep them Safe” guidelines, information about the safety, welfare or wellbeing of children may be exchanged between agencies. This may only occur where the information could assist the agency to make decisions or undertake an assessment or plan, initiate, or conduct an investigation, provide a service or manage any risk to the child. For more information see [www.keepthemsafe.nsw.gov.au](http://www.keepthemsafe.nsw.gov.au)

## CHILD PROTECTION

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Bega Valley Family Day Care is committed to the care and protection of children and young people and implementing Child Safe Standards <https://ocg.nsw.gov.au/parents-and-carers/how-spot-child-safe-organisation>

Staff, educators, and management are mandatory reporters and regularly attend child protection training.

Parents and educators can protect children by helping them to: identify their feelings, know who their trusted people are, and be confident to speak out or disclose information if they are feeling uncomfortable. For more information on teaching children protective behaviours go to: [https://www.aifs.com.au/static/media/uploads/childwise\\_parentsguide.pdf](https://www.aifs.com.au/static/media/uploads/childwise_parentsguide.pdf)

An allegation of child abuse or neglect against a staff member, volunteer or educator in this scheme will be dealt with in accordance with the Bega Valley Family Day Care Grievances and Complaints Management and Child Protection Policies.

If a family suspects that a child has been abused in care, the family should contact the Nominated Supervisor of the Scheme and/or the child protection helpline on **13 21 11** and/or the NSW Police Force on 13 14 44.

# POLICIES, REGULATIONS AND GUIDELINES

The scheme's Policies and Regulations are available to all Families at the Coordination Unit, at your educator's service, and on the Bega Valley Family Day Care website.

These Policies are reviewed regularly and updated as required. Families and educators are consulted and invited to contribute their perspective and ideas, where applicable, during this process.

The list of current Policies is as follows:

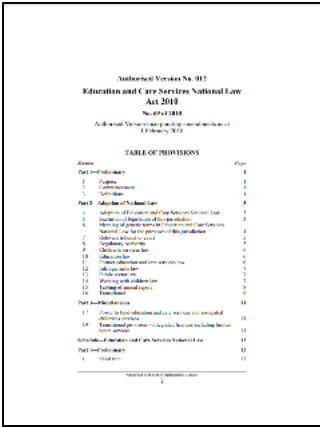
- Administrating Medications and Managing Medical Conditions
- Arrival & Departures from the Educators Home
- Assessment, Approval and Reassessment of Residence
- Behaviour Guidance
- Child Care Payments
- Child Protection
- Children's Incident, Injury, Trauma and Illness
- Confidentiality
- Critical Incidents
- Determining the Responsible Staff Member
- Development & Education
- Educators Animals
- Educators Health
- Educators Priorities during Personal Emergencies
- Enrolment, Orientation & Priorities of Access to Care
- Environmental Sustainability
- Ethical Conduct
- Excursions & Transport
- Fire Safety, Disaster Management & Emergency Evacuation
- Food Handling & Storage
- Grievance & Complaints Management
- Guests, Visitors, & Household Member Conduct
- Health & Hygiene Standards
- Inclusion & Diversity
- Interactions with Children
- Keeping a Register of Educators
- Management & Governance
- Managing Records
- Media Release Protocols
- Notification of Infectious Diseases
- Nutrition & Active Play
- Parent/Guardian Involvement
- Recruitment of Co-ordination Unit Staff
- Recruitment of Educators
- Relief Care by Coordination Unit Staff
- Relief Care
- Rest & Sleep
- Sun Protection
- Support Visits to Educators
- Tobacco, Drugs & Alcohol Free Environment
- Toileting, Bathing and Nappy Changing
- Training & Development
- Transition to Other Learning Environments
- Use of Electronic Technology TV, Video, Computer & Other Electronic Technology
- Use of Social Media
- Visitors to an Educators Service & Playgroup Venues
- Volunteers & Students
- Water Safety
- Work Health & Safety

The main sources for our Policies are:

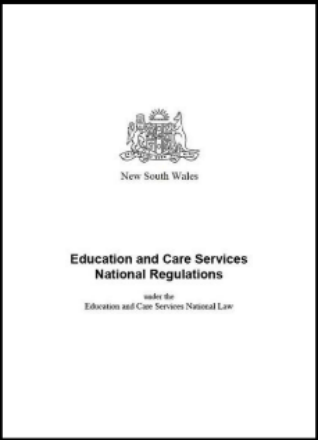
- The Education and Care Services National Regulations and Standards under the Education and Care Services National Law 2011.  
<https://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653>
- The Early Years Learning Framework.  
[https://www.acecqa.gov.au/sites/default/files/2018-02/belonging\\_being\\_and\\_becoming\\_the\\_early\\_years\\_learning\\_framework\\_for\\_australia.pdf](https://www.acecqa.gov.au/sites/default/files/2018-02/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf)
- The National Health & Medical Research Council's "Staying Healthy in Childcare"  
[https://www.nhmrc.gov.au/sites/default/files/documents/reports/clinical%20guidelines/ch5\\_5-staying-healthy.pdf](https://www.nhmrc.gov.au/sites/default/files/documents/reports/clinical%20guidelines/ch5_5-staying-healthy.pdf)
- Our service has adopted the Early Childhood Australia Code of Ethics to guide our professional conduct. In this Code of Ethics, the protection and wellbeing of children is paramount. Therefore speaking out or taking action in the presence of unethical practice is an essential professional responsibility. For more information  
[http://www.earlychildhoodaustralia.org.au/code\\_of\\_ethics.html](http://www.earlychildhoodaustralia.org.au/code_of_ethics.html)



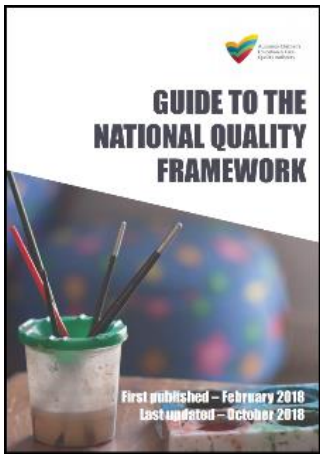
# QR CODES



Education and Care National Law



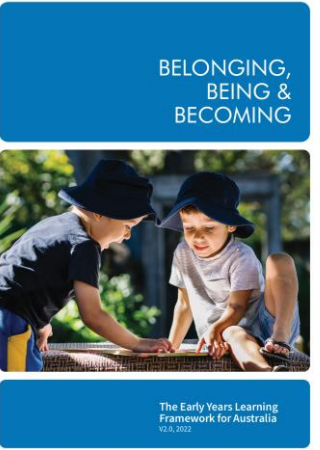
Education and Care National Regulations



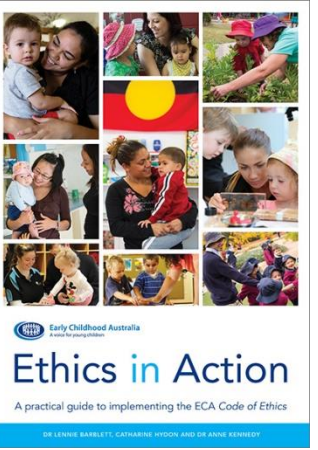
Guide to National Quality Framework



The School Age Framework



The Early Years Learning Framework



Code of Ethics



# RESOURCES

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Australian Children's Education & Care Quality Authority

<https://www.acecqa.gov.au/>

Bega Valley Family Day Care Policies

<https://begafamilydaycare.org.au/>

Cancer Council

<https://www.cancer.org.au/>

Child Australia –When Children Bite!

[When children bite! A resource for early childhood educators](#)

Child Protection Hotline

13 21 11

Code of Ethics

<http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

Family Day Care Australia

<https://www.familydaycare.com.au/>

Kidsafe

<https://www.kidsafe.com.au/>

Munch and Move

<https://www.healthykids.nsw.gov.au>

National Quality Standards

<https://www.acecqa.gov.au/nqf/about>

NSW Family Day Care Association

<https://nswfdc.org.au/>

NSW Health

<https://www.health.nsw.gov.au/>

NSW Rural Fire Service

<https://www.rfs.nsw.gov.au/>

Raising Children Network

<https://www.raisingchildrennetwork.org.au/>

Staying Healthy

[Staying healthy: Preventing infectious diseases in early childhood education and care services - 6th Edition](#)

The Department of Health

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/ohp-tick-bite-prevention.htm>



## HOW TO RAISE CONCERNS

While every effort is made by this service to ensure that families are happy with care, there will be times when concerns arise.

Families can raise any concerns with the Nominated Supervisor of the scheme by visiting the office or ringing **6492 3788** (for out of hours emergencies, a mobile number is provided on our message bank). Please be assured that any matter raised will be confidential. All matters raised will be dealt with in an objective and considered way and every effort will be made to resolve or deal with issues of concern.

Families are encouraged to discuss with their educators any day-to-day problems and find a mutually suitable solution.

The Co-ordination Unit staff and educators' welcome feedback from families and recognise that open communication is important in ensuring that care is successful.

You will find attached to this booklet a copy of a Complaints Handling Procedure used by the Scheme to work through any issues that may arise.

## COMPLIMENTS AND PRAISE

Educators and staff as well as anyone else in our scheme are always delighted to hear of the positive experiences families and children have in our service.

Any letters of congratulations or thanks received at the Coordination Unit will be welcomed. These will be referred to the person or people involved and will also be made available to Nominated Supervisor and the Management Committee.

## MANAGEMENT AND GOVERNANCE

We are licensed to conduct a childcare service by NSW Department of Education and Community Services. We work within the standards of National Quality Framework which is overseen by the Australian Children's Education and Care Quality Authority (ACECQA). NSW Department of Education and Communities is the State Regulatory Authority overseeing the implementation of National Quality Framework.

The service was started by local families as a community not for profit organisation and Incorporated in 1990. Our Management Committee is comprised of interested community members, educators, and families, all working voluntarily to represent the best interests of children and families within the Shire.

# COMMITTEE MEETINGS

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Our Management Committee meets bi monthly via Zoom on the third Thursday of the second month starting at 6.30pm.

We would like to extend a cordial invitation to anyone who would like to be part of our committee.



# COMPLAINTS & GRIEVANCES MANAGEMENT

## POLICY

Bega Valley Family Day Care views each complaint as a means of improving its services and upholding positive relationships between the service and its stakeholders. Everyone has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns in a prompt and positive manner that recognises the importance of:

- Procedural fairness and natural justice;
- Ethical conduct;
- A service culture free from discrimination and harassment; and
- The opportunity for review and further investigation.

### **Making complaints:**

A copy of this policy is provided to every enrolling family in the Parent Information booklet. It can also be found via electronic means on the Bega Valley Family Day Care website and via hard copy in the Policies and Procedures Manual at the co-ordination unit.

Families may make a complaint directly to their child's educator, the Nominated Supervisor or Service Manager or Management Committee.

Families and children will be surveyed to provide them with an opportunity to identify areas of concern, or ways in which the service could be improved along with areas of strength.

The service will also provide other means for input from time to time, such as:

- Daily contact with their child's educator;
- Invitations to attend special or social events;
- Phone and email surveys;
- Parent participation in committee meetings, etc.

Educators will discuss complaints procedures in an age-appropriate manner with children and encourage them to raise any issues they have with the service. Children's complaints will be taken seriously, and resolutions will be sought.

The name, address and phone number of the regulatory authority is displayed on each service's parent noticeboard and is readily available for reference. A current copy of the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations is available at the co-ordination unit for all to read at any time.

### **Dealing with complaints:**

All complaints and grievances will be dealt with promptly and confidentially in a manner that:

1. Promotes conflict resolution
2. Encourages the development of harmonious partnerships
3. Is transparent and equitable
4. Values the opportunity to be heard
5. Ensures that conflicts and grievances are mediated fairly.

- Where possible, complaints will be dealt with on the spot by the child's educator as this is usually the person with the closest relationship with the family. If the complaint is about an issue that the educator considers to be outside their control, or the family does not feel they wish to share it with the educator, the family may be directed to the Nominated Supervisor or Service Manager for their complaint to be resolved.
- Where appropriate educators/staff will thank a family for bringing a concern to their attention and explain that they appreciate the opportunity to improve the service or rectify a mistake.
- All reasonable steps will be taken to ensure that confidential conversations or discussions with parents/guardians take place in a quiet area away from children, other families and educators/staff who are not involved.
- If the complaint is an internal one, the complainant or a person who is dealing with a complaint may at any time seek the assistance of a support person who is an impartial party or take the matter to the appropriate external authority (such as Fair Work Australia or Anti-discrimination commissioner).
- Where a family wishes their grievance to remain confidential this will be honoured. However, families will be advised that issues cannot always be resolved if they choose to remain anonymous.
- Where an educator believes they will have to share a confidence with another person in order to resolve an issue, or if the nature of a complaint requires that a third party has to be informed in order to meet legislative requirements, they will inform the family of this need prior to any further discussions on the matter.

#### **Steps to managing complaints:**

- The complaint will be welcomed and appreciated.
- The complaint will be documented and any legal requirements in relation to the complaint considered, such as the need to notify regulatory authorities.
- The complainant will be asked to provide information regarding how the situation could be rectified to their satisfaction.
- The person receiving the complaint will clarify issues by actively listening and questioning the complainant to further understand the issues.
- If possible, the problem will be resolved immediately. If this is not possible the complainant will be advised that the issue will be given high priority and dealt with as soon as possible.
- If the issues are complex, the complainant will be asked to put their concerns in writing.
- Where mediation is required, all parties will have the right to agree to the appointment of the mediator.
- If the problem is about an issue that is outside the control of the service, the person receiving the complaint will explain this to the complainant and let them know who they should contact if they wish to take the matter further.
- Any actions agreed with the complainant in regard to addressing the issue will be followed up and, where appropriate, the results given to the complainant as soon as possible.
- Where appropriate the service will contact the complainant to find out if they are happy with the way the problem has been resolved.
- Each complaint will be evaluated to determine how the service responded and whether further action is required.

### Follow up and review:

- Each complaint will be viewed as an opportunity for improvement. After the complaint or grievance has been dealt with it will be analysed to find out how the problem occurred and determine if the service should implement any changes to policy or operational procedures to avoid similar problems in the future.
- Management will follow through to determine that complaints and grievances have been successfully resolved to everyone's satisfaction. Families will be contacted to determine if they are satisfied with the way the issue was resolved and educators/staff will be consulted about the outcome from an operational viewpoint.
- Grievances and complaints policy is reviewed and evaluated annually, or whenever an incident occurs to ensure the processes are clear and non-discriminatory. Family input is sought each time the policy is reviewed.
- Any complaints that allege the service has contravened the Education and Care Services National Law Act 2010, or compromised the health, safety, or wellbeing of any child within the service, will be reported to the regulatory authority as required under the Act. These allegations will be taken most seriously, and an immediate resolution sought.

## COMPLAINTS FLOWCHART

