



Family Handbook



Updated July 2019

COMMUNITY RELATIONS - Publications - Minor Publications F11/3228 Family Day Care - Brochures & Information Booklets

Colac Otway Shire Family Day Care's Philosophy

- ◆ We believe in contributing to sustainable practices within our service and caring for the environment.
- ◆ We are inclusive of children with "all" abilities.
- ◆ We recognize that all children are unique and deserve to be respected.
- ◆ We believe in providing a nurturing, warm, welcoming and safe environment for children to thrive and learn.
- ◆ We respect the special relationship between children & their families & incorporate this in all our interactions with children.
- ◆ We acknowledge that our community has a diverse range of cultures, values and beliefs which is reflected in our interactions with Families, Children, Educators and the Community.
- ◆ We are proud of "our" service in the way that it is a nurturing family environment.
- ◆ We will respect the privacy & confidentiality of individuals & families
- ◆ We acknowledge and support the personal strengths, professional experiences & diversity which our colleagues bring to their work and to us as a team.
- ◆ We will work together in sharing our goals & practices to achieve the best outcomes for every child in our care.



What is Family Day Care?

Family Day Care (FDC) services support and administer networks of FDC educators who provide flexible care and developmental activities in their own homes for other people's children. Both not-for-profit and for-profit providers may operate FDC services.

FDC services are responsible for the effective operation of all components of FDC, including recruiting, training and supporting educators; monitoring care provision; and providing advice, support and information for parents. The service also assists parents to select an appropriate FDC educator for their child.

FDC services can provide flexible care, including all-day care, part-time, casual, before and after school care, and care during school holidays. Some educators may offer overnight or weekend care for parents who are "on call" or work shifts. Educators may be self-employed and supported by an FDC service, while others are employed directly by the service.

FDC educators and services must meet their obligations under the National Quality Framework for Early Childhood Education and Care and comply with the National Law and National Regulations, and any other applicable state and territory regulations, when providing care to children.

An educator may provide care in their home for the maximum number of children, including their own children, in accordance with the National Law and National Regulations.

Child Safe Standards

Colac Otway Shire Family Day Care is committed to the safety and wellbeing of all children and young people. This is the primary focus of our care and decision-making.

Colac Otway Shire Family Day Care has zero tolerance for child abuse.

Colac Otway Shire Family Day Care is committed to providing a child safe environment where children and young people are safe and feel safe and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Every FDC Educator and Coordination Unit Staff member involved in our service has a responsibility to understand the important and specific role that they play individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make while participating in our service.

Priority of Access

One of the main reasons the Australian Government funds child care is to meet the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

The Australian Government has Priority of Access Guidelines for allocating places in these circumstances. They set out the following three levels of priority, which child care services must follow when filling vacant places:

- ◆ Priority 1 —a child at risk of serious abuse or neglect
- ◆ Priority 2—a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- ◆ Priority 3—any other child.

Within these main categories, priority should also be given to the following children:

- ◆ children in Aboriginal and Torres Strait Islander families
- ◆ children in families which include a disabled person
- ◆ children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support
- ◆ children in families with a non-English speaking background
- ◆ children in socially isolated families
- ◆ children of single parents.

Hours of operation

The Coordination Unit is opened:

Monday through to Friday
8:30am - 5:00pm
Closed on Public Holidays

2-6 Rae Street Colac Vic 3250
Ph 52329400

FDC Educators work flexible hours to meet the needs of parents and families within their community.

Educators can offer a wide range of childcare options e.g. part time, full time, before/after school, school holidays care, overnight care, and weekend care.

Fees for the Service

The fees are to be paid to your Family Day Care Educator on behalf of the Service at the end of each fortnight. You will receive a payment advice from your service that outlines how much you owe for the use of child care. You will need to make arrangements with your Educator on how to pay your fees.

Fees for the use of Colac Otway Family Day Care are as follows:

| Main Hours | Rate | Unit |
|---|-----------------|--------------------|
| Core Standard Hours (8.00am—6.00pm) | \$8.40 - \$8.90 | Per hour per child |
| Non Core Standard Hours (6.00pm—8.00am) this includes Weekend & Public Holidays | \$9.40 - \$9.90 | Per hour per child |

| Travel Fees | Rate | Unit |
|--|-------------|----------------|
| Trips to and from School and Kindergarten etc. | \$5.10 | Per round trip |

| Meal Fees | Rate | Unit |
|------------------|-------------|-------------|
| Breakfast | \$3.85 | Per meal |
| Morning Tea | \$1.75 | Per meal |
| Lunch | \$4.90 | Per meal |
| Afternoon Tea | \$1.75 | Per meal |
| Dinner | \$6.45 | Per meal |

Administration Fees

The Service charges families an Administration Levy of \$1.25 per hour of care per child for the use of the service.

Non Payment of Fees

Child Care will be cancelled if a parent does not make regular payments.

Please contact your FDC Educator if you are having difficulty with payments.

Children's Immunisation Status

Under the new 'No Jab, No Play' legislation, before enrolling your child in our Family Day Care Service, we will have to first obtain evidence from you that your child is:

- fully immunised for their age OR
- on a vaccination catch-up program OR
- Unable to be fully immunised for medical reasons.

Homeopathic Immunisation or Conscientious Objection' is not an exemption under the 'No Jab No Play' legislation. Immunisation Records can be obtained through the MyGov Website.

Child Care Subsidy

What are the eligibility requirements?

To be eligible for the Child Care Subsidy (CCS) the following requirements must be met:

- the child must
 - ⇒ be a 'Family Tax Benefit child' or 'regular care child' and
 - ⇒ be 13 or under and not attending secondary school and
 - ⇒ meet immunisation requirements
- the person claiming the Child Care Subsidy, or their partner, must
 - ⇒ meet residency requirements and
 - ⇒ meet the Child Care Subsidy activity test (or be eligible for an exemption) and
 - ⇒ be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their child care provider
- child care must be provided by an approved provider in Australia and not be part of a compulsory education program, for example school.

There are exemptions for individuals who genuinely cannot meet some eligibility requirements.

How much can a family receive?

The level of subsidy a family receives will depend on three factors:

- Income – a family's (both partners) combined income
- Activity test – what activities the individual and their partner undertake or exemptions that might apply and
- Service type – the type of approved child care service used, for example Family Day Care

Activity test

The number of hours of subsidised child care to which a family will be entitled will depend on how much time parents spend undertaking recognised activities, for example work, training, volunteering or study.

Service type

There is an hourly rate cap for each hour of child care provided which differs depending on the type of approved child care service used. Centrelink has determined that Family Day Care is currently at \$10.90 per hourly rate.

How will the Child Care Subsidy be paid?

Child Care Subsidy will be paid directly to child care providers to pass on to families as a fee reduction so that their fees are reduced at the time they use child care. Families will pay their provider the difference between their subsidy and the fees charged. Families will not be able to elect to receive their subsidy as a lump sum at the end of the financial year. Families will need to make a claim for Child Care Subsidy when (or before) each child starts attending care.

Visit the Department of Human Services Child Care Subsidy website
humanservices.gov.au/childcaresubsidy

Absence from care

CCS is paid for up to 42 absence days for each child per financial year.

Absence days are referred to as "Initial 42 days absence" in the family assistance law.

- ◆ Each child receives a new set of initial 42 absence days at the beginning of the financial year.
- ◆ These absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).
- ◆ These absence days cannot be reported before a child has begun care or after a child has left care.

If your child is absent from care you will need to notify your FDC Educator as soon as possible. If your child is absent on their first day of care or their last day of day care, under CCS guidelines you will not be entitled to CCS for that day and you will be required to pay full fee for the care. The number of absence days each of your children in care have taken are outlined on your payment advice each fortnight.

Once all the first 42 absence days have been used CCS will also be payable for absences taken for these reasons:

- ◆ Illness (with a medical certificate)
- ◆ Non-immunisation (with written evidence)
- ◆ Rostered days off/rotating shift work (with written evidence)
- ◆ Temporary closure of a school or pupil-free days
- ◆ Periods of local emergency
- ◆ Shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation)
- ◆ Attendance at preschool
- ◆ Exceptional circumstances

Absence days taken for the above reasons, after the first 42 absence days have been used, are called "additional absence days". There is no limit on the number of these days for which CCS may be paid, as long as:

- ◆ They are taken for the reasons specified above, and
- ◆ Supporting documentation (where required) is provided, and
- ◆ They are days on which care would otherwise have been provided.

If you are going on holidays you need to let your FDC Educator know as soon as possible these absences are covered under your 42 days with CCS.

What to bring to Family Day Care

Parents should bring the following items to Family Day Care in consultation with their Educator:

- ◆ Nappies & wipes (if your child is not toilet trained)
- ◆ Plastic bags for soiled clothes & nappies
- ◆ Change of clothes
- ◆ Warm jacket on cool days
- ◆ Sun hat/Beanie (sun hats need to be broad brim hats in accordance with our Sun Smart Policy)
- ◆ Lunch Box (it's recommended that parents put in enough food for the day plus a little bit more as children's appetite changes while they are in care, also we advocate healthy eating in FDC).
- ◆ Drink Bottle - water is preferred.
- ◆ Milk bottles, formula or breast milk (if child is being bottle feed)
- ◆ Bed Linen - Cot Sheets, blankets or sleeping bag
- ◆ Comfort toy if required.

Share information with your FDC Educator

Our service uses a variety of communication strategies to suit the needs of families using our service. It is important that families and Educators seek opportunities to discuss your child's experiences and interests. This can be done through:

- ◆ Informal conversations when children arrive and leave
- ◆ Daily diaries/communication books
- ◆ Telephone conversations
- ◆ Communication boards/signs for information about things such as individual children's eating, sleeping, nappy changing/toileting during the day
- ◆ Information an activity displays describing the experiences that the children have been involved in

Useful information about starting child care

- ◆ Many children experience some anxiety about separating from their parents or caregivers when they start care. This is normal, and may take a little time to resolve depending upon the child's age and temperament
- ◆ When children first attend care they are often susceptible to illnesses. This is because their immune system has not yet developed to cope with exposure to the large number of other children that they come into contact with in care
- ◆ Children may do or eat things that they would not normally at home, as they respond to the new environment and to modeling by other adults and children.

Saying goodbye

- ◆ Work with your FDC Educator, preferably before commencing care, to plan strategies to assist you and your child to manage separation. For example, the child may have a special toy or comfort item or the Educator might take your child to the front window to wave goodbye so that it could be incorporated into the separation ritual.
- ◆ Spend some unhurried time with your child at your FDC Educators care environment, and then say "goodbye" calmly and confidently, reassuring your child that you will collect them later.
- ◆ Leave when you say you are going to leave. Continuing to stay for 'one more minute' can increase yours and your child's anxiety.
- ◆ Always say goodbye to your child. While it may be tempting to leave quietly, while your child is happily engaged in play, this can cause children to feel anxious and distrustful.

Education Program

The Educational Program for each child in Family Day Care must contribute to the following outcomes for each child:

- ◆ The child will have a strong sense of identity
- ◆ The child will be connected with and contribute to his or her world
- ◆ The child will have a strong sense of wellbeing
- ◆ The child will be a confident and involved learner
- ◆ The child will be an effective communicator

We encourage parents to contribute to their FDC Educators Education Program whenever possible.

Policies and Procedures

Families are able to see the services policies and procedures at anytime and are encouraged to do so. The folder with this information is located in each FDC Educators care environment.

Our policies are reviewed frequently and we give parents opportunities to provide input into these policies.

Access to Information

Parents are entitled to request access to information pertaining to their child at any time. Information such as:

- ◆ About the content and operation of the Educational program so far as it relates to that child
- ◆ Information about the child's participation in the program.
- ◆ Assessments of the child's developmental needs and interests
- ◆ The period of time that the child has been educated and cared for by the service

Timesheets/Attendance Records

Parents are required to sign in and out every time their child either attends care or is booked into care. If your child is away from care and was scheduled to be there you will need to sign for that day of care.

Parents must use their legal signature or pin code when signing off on a timesheet. Timesheets can only be signed off on by a person who is eighteen years or over.

If your child is absent from care you must arrange with your Educator to have that absent signed off on before the end of the fortnight.

Some of our FDC Educators have Electronic Timesheets and pin codes that are allocated to parents and guardians before they start care.

Excursions & Routine Outings

Educators at times take children on outings such as to the park, library, school & kindergarten. These outings can be valuable experiences for children's learning and development. Parents are required to complete a Routine/Non routine permission form if they wish their children to take part in these activities.

Medical Conditions

All children that have a medical condition attending Family Day Care must provide a medical management plan outlining their condition and the medical treatment of that condition.

Medical conditions may include Asthma, Anaphylaxis or Diabetes.

The medical management plan must be kept up to date at all times.

Medical management plans must be completed in consultation with a medical professional.

Illnesses & Infectious Diseases

FDC Educators are not expected to care for children who are unwell as they may infect healthy children and your FDC Educator and their family.

It's the parents responsibility to inform their Educator if their child has developed an infectious or communicable disease.

The child/ren are to be excluded from care until the infectious period has passed. Parents can obtain the exclusion period information from the Department of Health.

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

health

Public Health and Wellbeing Regulations 2009

Schedule 7

Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2009).

In this Schedule, medical certificate means a certificate from a registered medical practitioner.

| [1] Conditions | [2] Exclusion of cases | [3] Exclusion of Contacts |
|--|---|--|
| Amoebiasis (<i>Entamoeba histolytica</i>) | Exclude until there has not been a loose bowel motion for 24 hours | Not excluded |
| Campylobacter | Exclude until there has not been a loose bowel motion for 24 hours | Not excluded |
| Chickenpox | Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children | 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 there has not been a loose bowel motion for 24 hours | 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 |
| Hand, Foot and Mouth disease | Exclude until all blisters have dried | Not excluded |
| Haemophilus influenzae type b (Hib) | Exclude until at least 4 days of appropriate antibiotic treatment has been completed | 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 |
| Hepatitis B | Exclusion is not necessary | Not excluded |
| Hepatitis C | Exclusion is not necessary | 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 virus) | Exclusion is not necessary | Not excluded |
| Impetigo | Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing | Not excluded |
| Influenza and influenza like illnesses | Exclude until well | Not excluded unless considered necessary by the Secretary |
| Leprosy | Exclude until approval to return has been given by the Secretary | Not excluded |
| Measles* | Exclude for at least 4 days after onset of rash | Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility |
| Meningitis (bacteria —other than meningococcal meningitis) | 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 |
| Pertussis* (Whooping cough) | Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment | Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment |
| Poliomyelitis* | Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery | Not excluded |
| Ringworm, scabies, pediculosis (head lice) | Exclude until 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 there has not been a loose bowel motion for 24 hours | 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 |
| 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 |
| Worms (Intestinal) | Exclude until there has not been a loose bowel motion for 24 hours | Not excluded |

Statutory rule

A person in charge of a primary school or children's services centre must not allow a child to attend the primary school or children's services centre for the period or in the circumstances:

(a) specified in column 2 of the table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 1 of the table in Schedule 7; or
(b) specified in column 3 of the table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 1 of the table in Schedule 7.

The person in charge of a primary school or children's services centre, when directed to do so by the Secretary, must ensure that a child enrolled at the primary school or children's services centre who is not immunised against a vaccine preventable disease (VPD) specified by the Secretary in that direction, does not attend the school or centre until the Secretary directs that such attendance can be resumed. (Note—VPDs marked in **bold** with an asterisk (*) require the department to be informed immediately. Contact the department on 1300 651 160 for further advice about exclusion and these diseases.)

Further information

For further information about exclusions mentioned in this document, please contact the Department of Health's Communicable Disease Prevention and Control Section on 1300 651 160 or visit ideas.health.vic.gov.au



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