

DUBBO



Family DAYCARE

2019

PARENT HANDBOOK

Phone: 6801 4470

Email: fdc@dubbo.nsw.gov.au

WELCOME

On behalf of our service I would like to welcome you and your family to Dubbo Family Day Care.

We look forward to being part of your family's journey and will endeavour to provide the very best care for your child.

We hope that this booklet provides you with an overview of how Family Day Care works, what we provide and important information you need to know to ensure that you and your child get the most from the service.

Jo Clark
Service Manager

HOW TO CONTACT US

Please do not hesitate to contact the Dubbo Family Day Care Coordination Unit if you have any questions relating to the care of your child. We look forward to getting to know you and your family.

Colleen Montgomery Cottage
Victoria Park, Darling Street
PO Box 81
DUBBO NSW 2830

Phone: (02) 6801 4470
Mobile: 0417 216 651
Email: fdc@dubbo.nsw.gov.au

Office Hours:

9.00 am to 1.00 pm Monday, Tuesday, Thursday, Friday

9.00 am to 12 Noon, Wednesday

Afternoons by appointment

If the office phone is unattended, please leave a message.

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WHAT IS FAMILY DAY CARE?

Family Day Care is an approved form of childcare in Australia, with more than 153 500* children attending care with more than 670* approved services with 14 508** licensed Educators.

One of Family Day Care's continuing strengths is its capacity to provide flexible home based child care including:

- full-time (long) day care,
- part time,
- casual,
- respite and occasional care,
- outside school hours care,
- vacation care,
- weekend and evening care, and
- 24 hour care for emergency and work related purposes.

A Family Day Care Scheme is a network of approved, early childhood education and care professionals operating their own child care businesses who provide care and developmental activities in their own homes for other people's young children, organised and supported by a central Coordination Unit.

Educators provide quality, flexible care in a family environment for up to seven (7) children under thirteen (13) years of age, but no more than four (4) preschool aged children. Family Day Care is primarily aimed at children aged 0-6 years.

The Coordination Unit supports Educators, arranges the placement of children according to the needs of families and Educators, monitors the care provided and undertakes the necessary administrative activities. Dubbo Regional Council sponsors Dubbo Family Day Care, that is, has accepted the

responsibility from the Commonwealth Government to manage this service.

The scheme is licensed to conduct a childcare service by the NSW Department of Education and Communities under the Education and Care Services National Law Act 2010, Education and Care Services National Regulations 2011 and the Children and Young Persons (Care and Protection) Act 1998. These Regulations set out minimum standards under which Educators and Schemes must operate.

DID YOU KNOW?

Dubbo Family Day Care has been operating since 1976

Currently there are about 40 Educators registered with the scheme and more than 390 children are enrolled.

Dubbo Family Day Care is also able, in specific circumstances, to coordinate In-Home Care.

Educators must have a current First Aid Kit & Certificate, Public Liability Insurance, and all adults residing in the home must have a Working with Children Check. Educators have to undergo training and pass a stringent home safety check that is based on the Education and Care Services National Regulations.

Educators must also abide by other requirements relating to numbers of children, excursions and outings, water, animals, cars, medication, the provision of a smoke free environment, etc.

*Department of Social Services, Early Childhood and Child Care in Summary Report for the June Quarter 2018

**December 2018 Family Day Care Sector Profile (FDCA)

Many families choose Family Day Care because they believe that the small group size setting is the best environment for their small children. They place their children in Family Day Care in the knowledge that Educators are carefully selected and go through the checks to ensure they are appropriate people to care for children.

Many families also like the reassurance that Educators are monitored by trained professionals (Support Coordinators) who visit their children on a regular basis whilst they are in care.

OUR VISION

Quality Outcomes for children – every child, every day.

OUR MISSION

Dubbo Family Day Care's mission is to lead its targeted markets in childcare by providing services of the highest quality.

Success is achieved by meeting the needs of the community, providing the highest possible standard of childcare and creating the opportunity for Educators and staff to work in a professional and productive environment.

OUR CORE VALUES

To ensure quality outcomes for children we will:

- Keep the best interest of the child as the primary consideration.
- Ensure all children are cared for in a safe and hygienic environment.
- Respect the dignity and rights of each individual child at all times.
- Ensure the needs of children from all cultures, religions, backgrounds, and all levels of ability are met without discrimination.
- Promote access and equity for all.
- Maintain confidentiality as the process by which the right for privacy is protected.
- Communicate openly and honestly.
- Strive for excellence.
- Promote collaborative relationships.
- Be an active participant within the broader community.
- Be focused on positive outcomes.

OUR PHILOSOPHY

Dubbo Family Day Care's statement of philosophy reflects our practice, priorities and procedures. It guides our operations and underpins our values.

At Dubbo Family Day Care we:

- Acknowledge that we are here today on the land of the Wiradjuri people, the traditional owners of this land.
- Value high quality and create safe and stimulating learning environments for the children within our service.
- Believe each child is a competent learner and choose to nurture every child's journey of change and growth.
- Believe that all children and families have the right to high quality care in every Educator's home.
- Believe that the care of young children is a journey that is taken together with families, children, Educators and staff. By working in collaborative ways to share our knowledge and expertise, we ensure that our service reflects the needs of the children, their families and the wider community.
- Respect the environment by being environmentally aware and following through with a commitment to going green within our scheme. We encourage environmental sustainability by empowering people to take responsibility for making informed decisions towards a sustainable future, whereby we gain knowledge and understanding of the environment as it relates to our society. We pride ourselves on promoting and involving the children in sustainable activities such as recycling, worm farming and growing seasonal foods.
- Abide by the regulations and standards that are in place in order to provide, maintain and embrace a service that places an importance on safety, wellbeing and positive relationships.
- Are committed to continuous improvement. We reflect on our practices as we acknowledge that a continual cycle of learning and reflection for all service stakeholders ensures professional, meaningful and stimulating relationships and practices are developed and maintained.
- Believe it is important that families, staff, Educators and the wider community are consulted when reviewing and developing service improvements. Changes to our practices, environments and program will reflect the voices of children, Educators, parents and the community.



FURTHER, DUBBO FAMILY DAY CARE BELIEVES THAT:

All Children:

- Are capable and competent, have a right to a voice and should be able to contribute to decisions that affect them.
- Feel safe and secure in a nurturing home based childcare environment.
- Learn in an environment that respects their individuality, developing skills and knowledge.
- Deserve an environment that inspires curiosity to explore, discover and offer intentional teaching through a balance of indoor and outdoor experiences which are child initiated and adult supported.
- Are encouraged to wonder and question, to explore and discover and that with Educators and staff they can seek answers and enjoyment.
- Gain confidence and trust through respectful and appropriate interactions.
- Are able to enhance their own learning and development when respected, encouraged and accepted.

Families:

- Are the most powerful influence on each child's life.
- Are central to the journey being undertaken.
- Bring to our service unique values from their background, their cultures, their beliefs and their practices.
- Work together with staff and Educators to achieve the best outcomes for all through mutual respect, open and honest communication.
- Magnify the quality of the care provided for each child, through their knowledge and insight.

The Program:

- Incorporates elements of the current learning frameworks.
- Fosters autonomy and independence, and facilitates decision making allowing children a choice in their learning and participation.
- Strives to work in partnership with families.
- Encourages the developing self-esteem of children.
- Reflects everyday life and provides the resources for developing life skills.
- Offers opportunities for physical activity and promotion of a healthy lifestyle.
- Recognises each individual child through the provision of culturally and developmentally appropriate play experiences and interactions.

- Offers a variety of play-based experiences that utilise natural and recycled materials and resources that allow for exploration.
- Fosters the children’s sense of wonder and curiosity.

Coordination Unit Staff and Educators:

- Are integral to the operation of the program.
- Bring a sense of joy and belief in young children and families to the program.
- Are committed to and act as facilitators to ensure the provision of high quality Family Day Care services.
- Bring to our service unique values, skills and expertise from their background, their cultures, their beliefs and their practices.
- Demonstrate their understanding of the children in their care and a commitment to ensuring that the time that these children and the families spend with them is of value.
- Interact in positive and respectful ways, safe guarding the needs of the families, children, and each other.
- Will guide children’s behaviour with positive encouragement and in consultation with families.
- Develop a sense of wonder with the children through play experiences and involvement in the world around them.

Approved Provider – Dubbo Regional Council

- Supports the provision of Family Day Care for families and children in our community.
- Encourages and support staff and Educators in their quest for information and knowledge.
- Are committed to the professional development of staff.
- Guide the progress of the Family Day Care program with integrity and sensitivity.
- Supports the families in their desire for quality services.

OUR TEAM

The Dubbo Family Day Care Coordination Unit operates from the Colleen Montgomery Cottage, and is made up of the following staff:



Jo Clark
Service Manager



Annie Best
Support Coordinators



Carol Maybury



Carissa McMullen



Donna Rees
Administration Officers

A brief outline of each staff member's role and background is included in the "Staff Profile" brochure.

The role of the Coordination Unit is to manage the service in accordance with both the Education and Care Services National Regulations and the National Quality Framework. As new Educators are recruited all necessary training and guidance to assist in delivering best practice is provided. The members of the Coordination Unit are able to provide support to Educators in their work.

This support is offered in many ways and is not limited to the following:

- Interviewing families and arranging placement of children
- Reinforcement of regulatory requirements – Home Suitability and Safety Checks, training, regulations and policies
- Assistance with the National Quality Framework process for continuous improvement
- Ongoing training covering a range of business development, child and family related topics
- Telephone support
- Professional advice on all childcare related matters
- Networking with other Educators in the Scheme
- Organising relief (alternative) care when the permanent Educator is not available
- Assistance with administration – standardised forms, managing Child Care Subsidy payments, calculation of parent fees
- Regular home visits, providing professional advice
- Assistance with grievances, conflict resolution and mediation of disputes
- Assistance in emergencies
- Organised excursions, playgroups and social events
- Loan of equipment, toys and resources

REGULATORY FRAMEWORK

Family Day Care operates under the same National Quality Framework (NQF) as other forms of child care; incorporating National Regulations, National Quality Standards educational frameworks and an assessment and ratings process.

National Quality Standard

The National Quality Standard assists services to provide the best level of early childhood education and care. The National Quality Standard is underpinned by a national learning framework which recognises that children learn from birth.

The Early Years Learning Framework, which is Australia's first national early childhood learning framework, is designed to guide early childhood professionals in the development of their education programs. For the school age care sector, the Framework for School Age Care supports the delivery of quality, nationally consistent leisure and play-based programs across all school age settings for children in care before and after school, and during vacations.

The National Quality Standard includes seven quality areas important in providing quality early childhood education and care services. These are:

1. Educational program and practice

2. Children’s health and safety
3. Physical environments
4. Staffing arrangements, including improved staff-to-child ratios and qualifications
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

National Assessment and Rating System

The National Assessment and Rating System provides clear and accurate information for families and services. It combines the seven quality areas with a five point rating scale that describes the quality of early childhood education and school age care services that all families, services and the broader community expect to find in Australia.

Services will receive one of five ratings for each of the seven quality areas of the National Quality Standard along with an overall rating. The ratings indicate whether the service is meeting, exceeding, or working towards the National Quality Standard.

All services will be required to prominently display their approval and rating information. Dubbo Ratings will also be available on the website www.mychild.gov.au.

Dubbo Family Day Care’s ratings as of July 2018 are listed below:

Quality Area	Name	Rating
1	Educational Program and Practice	Meeting National Quality Standard
2	Children’s Health and Safety	Meeting National Quality Standard
3	Physical Environment	Meeting National Quality Standard
4	Staffing Arrangements	Meeting National Quality Standard
5	Relationships with children	Meeting National Quality Standard
6	Collaborative Partnerships with families and communities	Meeting National Quality Standard
7	Leadership and service management	Meeting National Quality Standard

Early Years Learning Framework

The *Early Years Learning Framework* has been developed to ensure your child receives quality education programs in their early childhood setting. This is a vital time for them to learn and develop.

The Framework’s vision is for all children to experience play-based learning that is engaging and builds success for life. It is a guide for early childhood educators who work with children from birth to five years. They use the Framework in partnership with families, children’s first and most

influential educators, to develop learning programs responsive to children’s ideas, interests, strengths and abilities, and recognise that children learn through their play.

The Early Years Learning Framework describes childhood as a time of ***belonging, being and becoming***.

- **Belonging** is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their family, community, culture and place.
- **Being** is about living here and now. Childhood is a special time in life and children need time to just ‘be’....time to play, try new things and have fun.
- **Becoming** is about the learning and development that young children experience.



CONFIDENTIALITY AND FREEDOM OF INFORMATION

Confidentiality is respected at all times by the scheme staff. All information regarding parents/guardians and their children is kept in a confidential manner within the service, according to State and Commonwealth Privacy Legislation.

The Education and Care Services National Regulations requires that the Coordination Unit provide a Registered Educator with all information in relation to a child who is to be placed in their care. Some other agencies, such as the Department of Education and Communities, have legal authority to also access this information.

However, with any other third party, permission will be sought from the parents/guardians for the sharing of information regarding the child’s care needs if necessary.

Family Day Care is obligated as a government service, under the Freedom of Information Act to allow clients access to their personal records, upon written request.

ENROLMENT

When you make contact with the Coordination Unit, your details are recorded and placed in the Care Register. When a vacancy becomes available the Coordination Unit staff will discuss the needs of your family and child, giving due consideration to days and hours of care required, the age of the child, other children in care, geographical location, transport etc. If the placement seems suitable, you will be invited to complete enrolment forms. On enrolment you will need to bring:

- ♦ \$55.00 Enrolment Fee
- ♦ Child's Birth Certificate
- ♦ Completed Enrolment Form including Photographic Permission form and signatures of Emergency and Authorised Contacts plus Additional Child Enrolment Form if more than one child is being enrolled
- ♦ ACIR Immunisation History Records

Care can commence when all of the above details have been finalised and your booking confirmation has been received by the Coordination Unit.

The Scheme is required, under Family Assistance Law, to create an enrolment for all children in our care. An enrolment indicates to the Department of Education that the service has an arrangement to provide care to your child. Enrolments are the mechanism that enables our service to submit online weekly attendance information to Department of Education for all children in the scheme.

The Scheme endeavours to ensure all children in the Dubbo Family Day Care Scheme Educators' homes are known to and registered with the Co-ordination Unit, and that appropriate records are kept and maintained in the strictest confidence and Public Liability Insurance cover exists for these children.

ENROLMENT FEE

The enrolment fee covers the cost of the preparation and processing of the paperwork involved in placing a new child/ren into the scheme. Once you have been advised that a place is available for the child/ren that you have enrolled, and Educators' names have been given, a refund cannot be made.

ENROLMENT FORM

The enrolment form captures information about the parent/s, guardian/s and child/ren. It also contains agreements that must be signed by the parent/guardian before the child/ren can be accepted into care. Please take your time to read each point carefully and, if necessary, discuss these with the staff.

When the enrolment forms are returned to the office, names of Educators are given out and you then make an appointment for an interview in the Educator's home. You will then notify the office when you have chosen an Educator, or if you need further names to interview.

Please note that the original enrolment form will be kept on your family file. Your enrolment information, in the form of a printed report, will be passed on to your chosen Educator.

CHILD CARE SUBSIDY (CCS)

The Child Care Subsidy is 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 pay their Educator the difference between their subsidy and the fees charged each week. 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.

Dubbo Family Day Care is approved to offer CCS to families. Families can sign in to their mygov accounts and complete the Child Care Subsidy Assessment. If you do not have a mygov account you can sign up for one at www.my.gov.au. This will become the way that you interact with the government about the Child Care Subsidy. Alternatively, The FAO can be contacted by calling 136 150 for the cost of a local call between 8 am and 8 pm, Monday to Friday.

To claim CCS there are four (4) steps to complete.

1. The family makes a claim for Child Care Subsidy with Centrelink
2. The provider (Family Day Care) and the family agree an arrangement for care of a child
3. Family Day Care submits an enrolment notice
4. The family confirms the enrolment.

The process is outlined in the diagram below:

The first two steps do not have to occur in this order, but no subsidy can be paid until all four (4) steps have been completed.

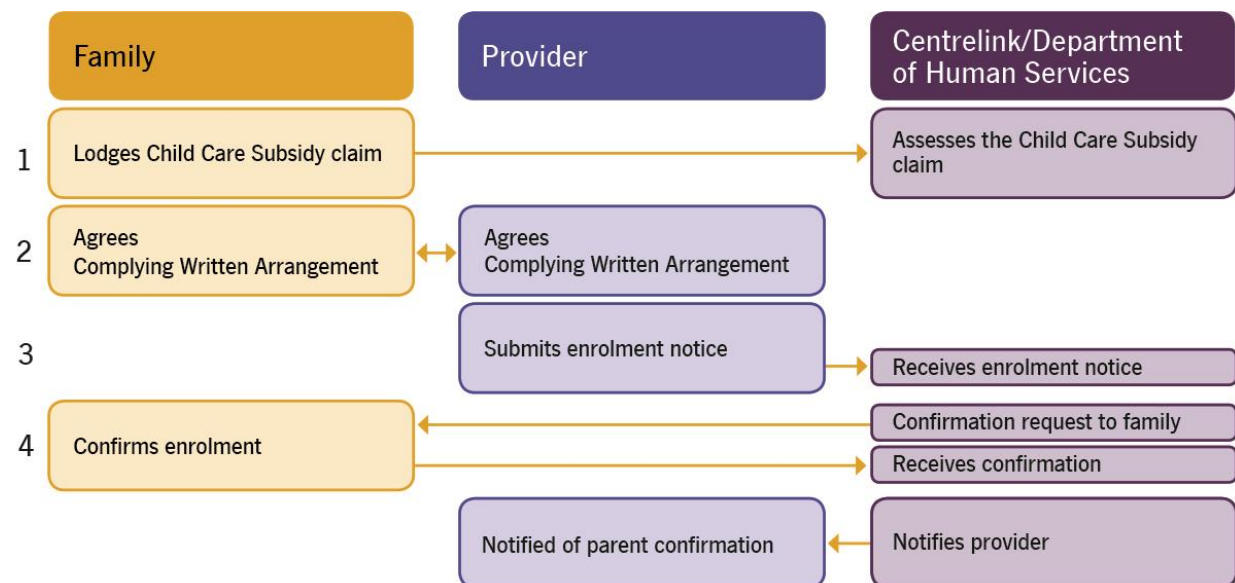


Figure 2: Summary of the four main steps to enrol a child with a child care provider when claiming the Child Care Subsidy from Centrelink

Once this enrolment process is successfully completed, entitlements can be calculated and payments made.

Claiming and payment process for Child Care Subsidy

Before you start

Check if you're [eligible](#) for this subsidy before you start.

The subsidy is paid directly to the child care provider (in this case Dubbo Family Day Care) to reduce the fees you pay.

If you got assistance with child care fees before 2 July 2018

You need to complete an assessment to allow you to transition to this subsidy.

Learn more about [what to do if you got a child care payment before 2 July](#).

For help, use the online guide to [complete your Child Care Subsidy assessment](#).

If you want to claim assistance with child care fees now

You need to submit a claim for Child Care Subsidy. You can claim using your [Centrelink online account](#) through [myGov](#).

For help, use the online guide to [claim Child Care Subsidy](#).

Start your claim online

To make a claim online you need a myGov account with Centrelink linked.

If you have a myGov account linked to Centrelink

Start your claim. [Sign in to myGov](#)

If you don't have a Centrelink online account or myGov account

If you've received a payment or service from Centrelink, you can use your [Customer Reference Number \(CRN\)](#). You will find this on a Centrelink correspondence sent to you and you can [register for a Centrelink online account](#).

If you don't know your CRN or you haven't got a payment from Centrelink, go to a [service centre](#).

You'll need to take your [photo ID](#) and tell us you want to register for a Centrelink online account.

You can then [create a myGov account](#) and select **Services** to link Centrelink.

Provide supporting documents

You may need to provide some other documents to support your claim Centrelink will tell you what documents they need. You'll need to provide these within 14 days.

You may also need to [confirm your identity](#) at your nearest [service centre](#).

Submit your claim Online

If you're claiming online, you can submit your claim and most supporting documents electronically at the end of the process.

Read more about [submitting your documents online](#).

Confirm enrolment

If you completed your claim but the enrolment details are missing, this means that you need to take action. Dubbo Family Day Care will create an enrolment for you which will include details of your Complying Written Arrangement (contract/booking) with our service. A CWA is an agreement between you and our service to give care in return for fees.

You should make sure the details in your enrolment match your Complying Written Arrangement (CWA), including fees and sessions of care. You will need to confirm these details in using your [Centrelink online account](#) through myGov. Select **Child Care Subsidy** from the menu, then **enrolment**.

If the information or fees in the enrolment details don't match your CWA, you should contact us. For help, use the Department's guide to [confirm your child's enrolment details](#).

Once your enrolment has formalised, selected eligibility information is made available to our service. When your child attends Dubbo Family Day Care online weekly Attendance Records are reported to the Department of Education. Fee reductions based on your family's eligibility are then applied and paid by the Department to us. You pay your educator the remaining gap fee.

FOLLOWING YOUR ENROLMENT

Once your enrolment has been received, you have chosen your preferred Educator, and confirmed your booking in your mygov account care can commence.

Shortly after your child commences care, a staff member will call you to check how your placement is going. A Support Coordinator will also visit your child in the first couple of weeks of care and will give you some feedback on that visit.





When you have been using care for about a month, a brief questionnaire will be sent to you to seek your thoughts about your Family Day Care experience.

We hope that you and your child/ren find your time with Dubbo Family Day Care happy and rewarding.

CHOOSING AN EDUCATOR

Once you have the names of the Educators who are able to offer you care, it is of great importance that you arrange a time to visit the Educator in her/his home before deciding who may best care for your child.

Ring the Educators you have been given to see if they still have the vacancy that you require. Talk about:

-  The days you need care;
-  The times you need care;
-  How many children the care is for;
-  If you need transport to and from the Educator's home. *(Please note that only a few Educators would be able to*

do this as they have other children in care.)

When you find an Educator who may be able to help you, make a time to meet him/her for an interview. We recommend that, where possible, you see more than one Educator to allow you to make an informed choice. We also recommend that you take your child/children to the interview with you. For this initial interview please allow plenty of time as there are many items that need to be discussed. You should tell the Educator about your expectations of child care, and your child's needs. Don't try to hurry the interview as you could regret it later.

Here are a few suggestions of things that you could talk about when you actually meet the Educator.

- Confirm the days/times that you require care.
- Ask the Educator what prompted him/her to become a Family Day Educator? Why does she/he enjoy working with children?
- Does the Educator have any children of her/his own?
- Ask if you may look around the house ... where will your child sleep/play?
- Talk about your child's usual routines and determine if the Educator will be able to work with you on these ie when and for how long do they sleep, etc.
- Discuss any cultural or religious customs to be followed.
- What other children will be in care at the same time?
- What should I bring ... extra clothes/sunscreen/nappies, etc?
- Who will provide the food? If the Educator is to do this, talk about what sort of food it is likely to be. Make sure you mention any food allergies and preferences.
- Ask the Educator about how he/she supports and manages the behaviour of children in care.
- Ask about the sort of activities and experiences the Educator will provide during the day. Will my child watch TV? If so, what programs does she/he consider suitable?
- Tell the Educator if your child has any diverse needs (such as asthma) or fears. Even simple things like knowing a child's favourite toy can help an Educator settle a child in much more quickly.
- How does the Educator comfort a child who is upset or doesn't settle?
- Talk about anything at all that you have strong feelings about such as travel in a vehicle, need for a dummy to go to sleep, excursions and outings, etc.
- What pets are in the home?




- Are other members of the household likely to be involved with your child?
- Ask the Educator what they would like the children to call them.

The Family Day Care home should be safe, healthy and comfortable. The Educator should have values similar to your own, and should relate to your children in a manner consistent with your own approach. It is very important that you and your child feel secure and happy with the Educator that you choose.

For further information refer to the "Choosing Child Care Checklist".

If you are not comfortable with any of the Educators you meet, you are welcome to call the office for alternative names. There may not, however, be anyone else available at this time.

When you have met a few Educators and decided whom you feel happiest with as your Educator:

-  Ring them to confirm the placement. Agree on a start date.
-  Ring the other Educators you have met to let them know you have chosen someone else. They won't be offended and they will know they still have a vacancy to offer to someone else.
-  Ring the Family Day Care Office to let them know whom your Educator will be and when you are to start.

Parents play a very important role in maintaining the caring relationship between the Educator and the child. It is crucial that parents take time to communicate with their Educator. It may be routine information such as the child's sleeping or eating habits or more important developments that the Educator may observe. Open, honest communication in the best interest of the child is the basis of a good care arrangement.

If you feel that a placement is not working out as well as you had hoped, please discuss your preferences and expectations with your Educator. If you still find things truly don't feel right for your child or yourself, ring us at the office. We may be able to offer you an alternative Educator.

ROLE OF PARENT CHECKLIST

- ✓ To visit the scheme and Educator prior to commencing care
- ✓ To ensure the Childcare Subsidy Information is up-to-date
- ✓ To fill in accurately and sign all forms
- ✓ To provide for the children's daily needs items as required by the Educator
- ✓ To notify of any time change, absence, child's illness or change of personal details
- ✓ To communicate regularly with the Educator in regard to the children
- ✓ To address any concerns with the Educator and/or the scheme as soon as they arise.

Parents will:

- Respect that Family Day Care service operates within a legal framework and systems of government.
- At all times be courteous to any parties involved in the provision of care, treating them with dignity and respect.
- Avoid conduct that is discriminatory or harassing to others, such as offensive, belittling, or threatening behaviour, regardless of whether directed at an individual or group.
- Provide all information, which is reasonably requested by Dubbo Family

Day Care and their Educator, relevant to the provision of care for their child.

- Actively exchange information with their Educator about their child.
- Recognise that Educators and staff are prohibited by law from using any form of corporal punishment or discipline (whether physical, verbal, or otherwise) that could frighten, threaten or humiliate a child.
- Recognise that Educator's and staff are prohibited by law from requiring a child to sleep or rest against the child's wishes or needs.
- Recognise that access to a child by a natural parent cannot be denied unless an order has been made through the courts, and a copy of this order received by both the office and Educator.
- Comply with the terms and conditions of his/her contract with their Educator and honour all promises and representations made to their Educator.
- Discuss fees, charges and conditions with individual Educators before accepting any offer of care (including permanent, casual, alternative or relief care).
- Provide Educators with at least fourteen (14) calendar days' notice of termination of care, or otherwise as per mutual agreement between both parties, in writing.
- Follow the scheme grievance procedure in all instances of dispute or dissatisfaction concerning the setting of fees.



BEFORE STARTING CARE

Changes and separation can be difficult for parents and children, but you can help your child with this new experience.

Here are some tips:

- ♥ Help your child to know what to expect by talking to him/her about the childcare setting and even a story about “going to childcare” and the fun things that might happen there.
- ♥ Try to avoid more than one major change at a time in your child’s life.
- ♥ Spend time with your child at the Family Day Care home before you begin to leave him/her there. Perhaps start your child in care part time.
- ♥ Make a photo album for your child to take to your Educator’s home with pictures of family, friends, home and other things the child likes. Ask your Educator if the child can bring a favourite toy or security blanket.
- ♥ Set aside 5-10 minutes each day to talk to him/her about what happened, what was the most fun or interesting and with whom she/he played. Tell your child about your day too.
- ♥ Be sure to spend a little time every day talking to your Educator about your child.

You may need to arrange a mutually convenient time in advance.

- ♥ Develop regular ways of saying goodbye to your child. Routines help children feel safe, and will reassure them that you will return each day to pick them up.
- ♥ Make your goodbyes reassuring, but short. It usually takes about three weeks before your child really feels “at home” in Family Day Care.
- ♥ Each child reacts differently to changes. Some common reactions are: crying, acting younger than his/her age, becoming more clingy, having trouble sleeping, getting stomach aches or headaches or complaining.
- ♥ If you treat your child’s reactions with love and respect, the transition should go smoothly. As a parent using childcare, you may experience some of the same feelings as your child. You might worry about your choice of Educator, feel guilty, sad or overwhelmed by all of these changes. It might help to talk about it with your family, your Educator and friends.

Remember that these common reactions are usually temporary.

STARTING CARE

From now on you will be sharing the care and responsibilities for your child with someone else, your Family Day Care Educator. In order to promote a sense of security and belonging for your child, it is important that both educators and parents show sensitivity, respect and understanding of each other’s families, household and needs.

Communication between you and your Educator will be one of the most important aspects of a successful care arrangement. As your child develops and their needs change, it is most important to regularly discuss these changes. Talk to your Educator about the toys and activities your child enjoys. Ask the Educator what they provide and where the children play. It is important that you and the Educator make regular times to discuss your child's day, needs, interests and routines.

ROUTINES

Discuss with your Educator your child's routine and preferences. Ask your Educator what they do during the day. Some Educators are regularly committed to outside activities (eg playgroup sessions, school drop off and pickups, library story telling sessions). Discuss with your Educator what range of activities they participate in throughout the year.

FOOD

Dubbo Family Day Care recognises the importance of a well-balanced diet and supports educators and families to provide food of high nutritional value. Please remember to pack a nutritious morning tea, lunch and afternoon tea, giving consideration to the changing likes and dislikes of your child and amounts. We have a nutrition policy that can provide information and ideas for convenient meals to pack for child care.

Children will have access to safe drinking water at all times. We also support breast-feeding and invite you to discuss this with your educator.

Please see our Policies and Procedures for further information.

CLOTHING

When dressing your child consider clothing and footwear which allows freedom of movement for climbing, bike riding, running, painting and messy play. A sun hat and sunscreen are essential. The sun protection policy provides more information about this.

The weather can be very changeable. It may be necessary to provide for the child's comfort both indoors and outdoors with clothes for both warm and cold days.

Please discuss with your Educator which of the following you may need to provide:

- A complete change of clothes
- Extra nappies
- Bibs
- Shoes
- Hat and Sunscreen
- Wet weather clothing

Having their own personal items can comfort your child while away from you and develop their sense of independence.

SLEEPING

Please discuss your child's sleeping routine with your Educator. Look at where your child will be sleeping and discuss the provision of linen.

We encourage Educators to organise a rest period for the children in their care. This usually occurs in the early afternoon. Busy children and Educators do need this time to “recharge their batteries”.

TOILETING

If your child is in nappies you will need to bring an adequate supply of nappies, lotions etc each day. Discuss what stage your child has reached with their toileting so that there is a consistent approach to toileting between home and care.

POSITIVE GUIDANCE

The scheme will ensure that all children are given positive guidance towards socially acceptable behaviour and that all children clearly understand what behaviour is expected from them. A warm, safe, happy and secure environment will be provided to foster in children self-discipline and appropriate behaviour which is based on self-control, cooperation, understanding and appreciation of other people’s needs, rights, differences and feelings.





As behavioural expectations and child rearing practices vary greatly among different cultures and social groupings, our scheme takes into consideration the families using the service. We aim to use a positive approach to discipline so that it does not impair self-esteem but allows children to feel capable and competent, encouraging their ability to interact with others. It praises and acknowledges caring, cooperative, desirable behaviour.



PARENT INVOLVEMENT

We recognise the importance of parent involvement within our service and encourage your participation in all aspects of the service. Please feel free to speak with the Support Coordinators or the Service Manager if you have any concerns or suggestions. Support Coordinators are trained Early Childhood professionals and they are happy to talk privately and confidentially with you.

We realise that for many working parents time is limited and therefore we aim to provide a variety of opportunities for parents to participate according to their availability including the following:

-  Parents are kept informed about the service through information booklets, access to scheme policies and procedures and regular newsletters;
-  The scheme invites parents to contribute ideas and suggestions for playgroup, children’s activities and celebrations. Parents are also encouraged to comment on the operation of the scheme and make any suggestions for improvement in service quality;
-  Regular surveys are undertaken inviting feedback from parents on all aspects of the service;
-  Social Functions.

ALTERNATIVE CARE

Should your Educator have an emergency such as illness, an accident or crisis in the family, alternative care for the children will be provided where necessary, by the Coordination Unit in your Educator's home until you arrive or make alternative arrangements for your child's care. The Coordination Unit will endeavour to arrange another Educator for your child if needed, until your usual Educator can resume work.

Where an Educator is going on planned leave, at least two (2) weeks' notice must be given to parents and the scheme. Every effort will be made by the Coordination Unit to offer an alternative Educator if required.

POLICIES AND PROCEDURE

Your child's health and wellbeing are important to us. We have a range of policies that cover all aspects of operation and quality of our service. All educators are provided with a complete set of policies and practices, which you are welcome to access.

We invite you to review these policies, to discuss them with your educator and/or the Coordination Unit and to provide feedback.



ARRIVAL AND DEPARTURE

Regulations require that the Educator, not a member of his/her household receives the child.

It is very important for you to be on time at drop off and collection times. Educators generally have their day planned and the late arrival of a child can upset their program. Similarly, the Educator may have other commitments before and after children are due to be collected. Children, even very young children, sense when it is time to be collected, and can become distressed by the lateness of a parent.

If you are going to be more than 10 minutes late, please phone your Educator.

Regulations and Family Assistance Law also require that a record be kept of each child's attendance in care. Only persons authorised in writing by the parent/guardian are able to sign children in and out of care (including family members, responsible siblings, etc). To view the full policy see ***Delivery and Collection of Children.***

CHILD PROTECTION

Dubbo Family Day Care is committed to the protection of children, and conducts employment screening, establishes safe environments, and will investigate any allegation made against staff or Educators. Dubbo Family Day Care is required to report any allegation made against staff or educators to the Department of Education and Communities and the New South Wales

Ombudsman. All staff and Educators at Dubbo Family Day Care are mandatory reports. As such it is mandatory for staff and Educators to notify Family and Community Services of any reasonable concerns they have about the welfare of a child. This also includes concerns about any type of abuse, neglect, ill-treatment that could result in psychological harm, or a child not receiving necessary medical care.

Staff and Educators have been trained in issues relating to Child Protection.

For more information, Dubbo Family Day Care has a Child Protection Policy that identifies the responsibilities of staff and Educators in maintaining the health, safety and wellbeing of children. To view the full policy see ***Child Protection***.

COMPLAINTS

If you are unhappy with any aspect of the service, you have the right to raise your concern. You might like to have someone support you, or even have someone else raise your grievance on your behalf.

If you have a complaint, we encourage you to firstly discuss it with your Educator or the person/s involved.

If the matter is not resolved to your satisfaction, please contact the Service Manager.

If you have any remaining concerns, please contact the Licensee, Mr John Watts, on 6801 4400.

We will keep what you say private, will try to sort out the problem as quickly as we can, and if the matter remains unresolved, we will inform you of other places you can go for help.

For more information, please refer to the scheme ***Grievance and Complaints Resolution*** policy.

CONFIDENTIALITY AND RETENTION OF RECORDS

Dubbo Family Day Care protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, Educators, staff and management are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the scheme, or have a legal right to know.

Different types of records relating to your child's care are required to be retained for certain periods, up to 25 years. Further information can be sourced from the ***Managing Records*** and ***Confidentiality of Records*** policies.

CUSTODY AND PARENT ACCESS

In cases where a person has been forbidden by court from having access to a child, a copy of the court order must be given to the Educator. A copy is also kept on file with the child's records in the Coordination Unit.

If a court order prohibiting or limiting access by a parent exists, but has not been supplied to the service, the parent cannot be denied access to his/her child.

Only custodial parents or authorised persons may collect children from an Educator.

If an unauthorised person attempts to take a child from an Educator's home, every attempt will be made to prevent the person from entering the premises, and to refer them to the custodial parent. The custodial parent will be contacted, and the Coordination Unit if necessary, and every attempt made to prevent the child from leaving the premises. However, Educators will not risk personal injury or distress to other children present, and if the unauthorised person becomes violent or overly

aggressive, the police will be called. To view the full policy please refer to ***Delivery and Collection of Children***.

EXCURSIONS/CELEBRATIONS

Outings are an integral part of Family Day Care. They provide experiences for Family Day Care children, similar to those experienced by children who are cared for by non-working parents/guardians.

Children may only be transported in a vehicle using an appropriate safety restraint suitable for their age and size. Educators also provide details of their driver's license, vehicle registration, and a white slip verifying compliance of the installation of child safety restraints. Educators hold first aid qualifications, carry a first aid kit with them at all times as well as current parent and Coordination Unit contact details. They must take adequate and appropriate food, drink, clothing and equipment for all children.



If you choose that your child not participate in a particular excursion or celebration, your Educator or the Coordination Unit may be able to arrange alternative care for that day, with no fees payable to your usual Educator.

Risk assessments will be undertaken and submitted to the Coordination Unit for any excursion venue prior to any excursion taking place. The risk assessment will be available for parents to view.

Regular Excursions/Outings

Typical outings include trips to local parks, shopping centres, other Educator's homes, libraries, schools or playgroups. You will be notified by your Educator of the routine outings they engage in, and your permission obtained before your child is able to participate.

Non-Routine Excursions

As for routine outings, your written authorisation must be obtained. The authorisation must state the following:

- The date and expected duration of the excursion;
- The proposed destination;
- The method of transport;
- The activities to be carried out during the excursion;
- The number of adults to accompany and supervise the children;
- The proposed period of time during which the excursion is to take place;
- An emergency contact number for the excursion.

When excursions include proximity to water, Educators must ensure that the level of supervision will guarantee the safety of children. Children in Dubbo Family Day Care may not swim at any time whilst in care and cannot be taken to swimming carnivals or participate in swimming lessons as pupils or spectators. To view the full policy see the ***Excursions, Water Safety and Celebrations*** Policies.

IMMUNISATION

Parents are strongly encouraged to have their children immunised in accordance with the NSW recommended schedule.

The NSW Public Health Act 2010 requires parents of all children enrolling in child care to provide an Australian Childhood Immunisation Register (ACIR) Immunisation History Statement that shows that the child is up to date, an Immunisation History Form that shows a child is on a catch-up schedule or an immunisation exemption form.

Immunisation is not compulsory. However, in the event of an outbreak of a vaccine preventable disease, unimmunised children will be required to remain at home for the duration of the outbreak for their protection.

Refer to the ***Infectious Diseases Management*** and ***Exclusion of Sick Children*** Policies for more information.

INFECTIOUS DISEASES

You will be informed if an infectious disease has been diagnosed in your Educator's household or amongst the children in her/his care. Children found to have an infectious disease will be excluded from care until they are no longer contagious. A medical certificate will be required before returning to care stating the child is fit to return.

MEDICATION

Under the Education and Care Services National Regulation, Educators are not permitted to administer any medication without written permission from the child's parent. Educators are only able to administer medications and preparations that are supplied by the child's parent.

Medication can only be administered to a child from its original packaging - for prescribed medications, this must only be administered to the child for whom it has been prescribed, from a container bearing the child's name in accordance with any doctor's instructions relating to the administration.

The administration of homeopathic, naturopathic, over the counter, or non-prescribed medications (including cold preparations and paracetamol) also needs to meet minimum requirements. These guidelines include providing a Medication Authority Form, and written instruction and dosage from a health professional prescribing or dispensing the medication. To view the full policy see ***Medication Administration***.

NUTRITION FOR CHILDREN IN CARE

Dubbo Family Day Care promotes the provision of food that provides children in Family Day Care with a safe and nutritious diet.

Educators are to encourage parents to provide food and drinks that are nutritious, adequate in quantity, varied, offered at frequent intervals, and appropriate to the development needs of the child. Special dietary requirements and cultural and religious preferences will be observed.

Drinking water should be available at all times. Children are encouraged to drink water instead of juices.

The complete ***Nutrition and Dietary Requirements Policy*** is available through your Educator, or contact the Coordination Unit. Additional information about dietary guidelines and lunch box ideas is included in this booklet.

PLAYTIME

Playtime is an opportunity to model activities, experiences and uses of equipment and resources that Educators may replicate in their own homes and help develop skills in Educators about ways to interact with children to best extend their learning.

Playtime also provides opportunities for Educators to meet with and share ideas with other Educators and for children to meet with different Educators who may provide them with relief care.

Educators registered with Dubbo Family Day Care are encouraged to participate in regular playgroup opportunities with the children in care.

POLICY REVIEW

Regular reviewing and updating of policies are completed in collaboration with Staff, Educators, families and the wider community. Policies should reflect current research and contemporary views of best practice. Parents are advised as policies are being considered for review, but any inconsistencies, errors or changes which you believe should be made should be brought to the attention of the Coordination Unit and discussed as they arise.

PROGRAMMING

Educators are required to plan experiences for the children in their care as well as allow flexible time for children to have input into the program in accordance with the Scheme's **Educational Program** Policy. Having planned experiences helps to ensure that the child's time in care is stimulating and enjoyable. Allowing children to have input into these experiences demonstrates that Educators are allowing for children's interests and preferences. Having a flexible routine for the day is helpful to the Educator in that it provides some structure to the day and helps to give guidance to the children. The program needs to be available for the parents to view so that they can gain an understanding of how their child spends their time in care.

Programs for children should include a range of experiences covering areas such as craft, language and stories, music and movement, fine and gross motor skills, with a balance of indoor and outdoor play. Experiences should be appropriate to the age, developmental stage, needs and interests of the children. Suitable play materials and equipment should be available and easy for children to access. The Educator's environment should be clean and tidy and set up to invite the children to play.

Outings to visit the park, library or to take walks and explore nature and the local community are also valuable in a weekly program. Each child in care needs to be treated as an individual and will be provided with a program to meet his or her developmental and emotional needs.

SICK CHILDREN



- ❑ Educators are unable to care for children suffering from a contagious illness or high temperature;
- ❑ Unwell children will not be readmitted to care until fully recovered and no longer infectious. A Doctor's Certificate may be required;
- ❑ If a child has commenced on a course of medication, they will not be permitted to re-enter the service for at least 24 hours to allow the medication time to take effect and ensure the child is not having side effects from the medication.
- ❑ When a child arrives in care and does not appear well enough to be in attendance, the Educator will ask the parent/guardian to take the child home;

- ✘ The service will retain the right to exclude any child who is obviously unwell or is regarded as a health risk to other children;
- ✘ Parents are asked to notify the service, within 24 hours, if their child has been diagnosed with any communicable disease/infectious condition; and
- ✘ If a child needs to be excluded due to a contagious illness, you will be notified to collect your child as soon as possible.

Children must be kept home if they have:

Mumps	Giardia
Impetigo	Chicken Pox
Measles	Hand, foot and mouth disease
Ringworm	Viral Hepatitis
German Measles	Diarrhoea
Conjunctivitis	Vomiting
Whooping Cough	

Any diarrhoea, vomiting or high temperature must be clear for at least 24 hours before returning to care to prevent the passing on of infection to other children, Educators and staff. A written clearance from a doctor may be required before a child can return.

In the case of a child requiring professional medical or dental attention, the Educator will contact you or your nominated emergency contact person if you are not available. If, in the opinion of the Educator, your child needs immediate medical attention, your child may be taken by ambulance to hospital.

Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

Condition	Exclusion of case	Exclusion of contacts ^a
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Diarrhoea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Glandular fever (mononucleosis, Epstein Barr virus (EBV) infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours ^b	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

^a The definition of 'contacts' will vary according to the disease—refer to the specific fact sheet for more information.
^b If the cause is unknown, possible exclusion for 48 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.
 Adapted from SA Health Communicable Disease Control Branch: <http://www.dh.sa.gov.au/pehs/branches/branch-communicable.htm>. Note that exclusion advice is consistent with Series of National Guidelines (SoNGs) where available.

Staying Healthy. Preventing infectious diseases in early childhood education and care services | 5th Edition | Printed June 2013 | NHMRC Ref. CH55



SCREEN TIME

Television, computers and other electronic media can be a useful tool if used correctly. However, these should not be used as a primary child care activity for long periods of time, and careful consideration needs to be given to which programs/applications are appropriate.

The recommended viewing time is not more than one (1) hour per day. Children need participation with and direction from adults during screen time.

Educators have an obligation to provide other activities for children besides television and electronic media. When television is used Educators should be selective about viewing and make choices that are educational in content and based on the children's interests. The television should be switched off at all other times.

SUN PROTECTION

Some sunlight is important for good health. However, babies should not be deliberately exposed to the sun. There is no evidence that sunscreen used on small areas of a baby's skin has any harmful effects. Children should be well protected from Ultra violet rays by clothing, hats and shade in accordance with the scheme's **Sun Protection Policy**. You only need to use sunscreen on very small areas of baby's skin eg under the chin, on the feet and forearms.

- Aim to minimise sun exposure between the hours of 11 am and 3 pm and 10 am and 2 pm during daylight savings
- Cover as much of your children's skin as possible with loose-fitting clothes made from closely-woven fabrics.
- Choose a hat that protects your children's face, neck and ears.
- Apply sunscreen that is labelled broad-spectrum, SPF 30+ and water resistant on any exposed areas of skin.
- Sunglasses can be considered for children outside to prevent eye damage in later years.

SUPPORT VISITS

An important aspect of the support provided to Educators and families by the Coordination Unit is home and contact visits. Visits by the Coordination Unit staff can be an opportunity to share information about individual children in care, child development and early childhood practice, as well as to collaborate regarding implementation of legislative and scheme requirements, working with families, training wishes and policy items.

Educators are visited on a regular basis by Support Coordinators in accordance with the **Support Visits Policy**. Support Coordinators take games, toys, stories and activities with them, and spend time with the Educator and the children. Home visits provide an opportunity to observe that everything is working well in the Educator's home and that the children are settled and happy.

TRANSPORT

Educators in the course of their day may use a vehicle to transport children.

When planning excursions the Educator must ensure:-

- the supervision, safety and wellbeing of all children in care is taken into account; and
- children are never left unattended in a car.

Written permission in accordance with the **Transporting Children** policy must first be obtained from parents or guardians before children in care are taken on any outing or excursion outside the

Educator's premises. Risk assessments of each venue must be undertaken prior to visiting and submitted to the office for approval.

On excursions Educators must ensure that:

- Each child is correctly seated in an approved child seat or restraint suitable to the child's age, size or other special requirements if any;
- A First Aid Kit is taken on all excursions
- Emergency contact numbers are taken on all excursions;
- All car seats meet the required safety standards, and are annually checked by an Authorised Fitting Station; and
- All vehicles are currently registered and appropriately insured.

Complete copies of all Family Day Care Policies are available from the Coordination Unit upon request.

WORKING TOGETHER

- ★ Spend a few moments each day talking with your child's Educator.
- ★ Be prompt in payments, pick-up times, and in giving important information such as your schedule, emergency numbers and changes in routines for your child.
- ★ Keep your Educator updated on changes in the family situation, your child's health, or anything else that might affect your child's behaviour.
- ★ Raise any preferences or problems with your Educator as they arise.
- ★ Let your Educator know how you can be reached in an emergency, and who is authorised to pick up your child from care. Keep phone numbers and other family information current.
- ★ Support your Educator by showing appreciation of the care your child receives and by sharing satisfaction in your child's progress.

MUTUAL GOALS

You'll know the family day care experience is good if:

- ☺ Your child is eager to go there each day.
- ☺ Your child is happy when you arrive, even reluctant to go home.
- ☺ Your child talks positively about friends, activities and the Educator.
- ☺ You notice the environment is kept orderly and interesting for the children.

We are pleased that you have chosen Dubbo Family Day Care.

We want you and your child to get the best care that is possible, so please keep in touch to let us know how you feel about your care. If you have any concerns or worries, please contact us, so that we can aim to remedy the problem for you, and for other families using the scheme.

“If you are happy with the service, please tell others. If you are not, it is your responsibility to tell us.”



We hope that you and your children find your time with Dubbo Family Day Care happy and rewarding.



Licensed and Approved by
Department of Education

Service Provider Number: **SE00007125**

Licensed under

The Education and Care Services National Regulations under the Education and Care Services National Law

Approved Provider

Dubbo Regional Council

Provider Approval Number: **PR-00005148**

Approved by

Department of Education and Communities

Guided by

Australian Early Childhood Code of Ethics

The Early Years Learning Framework

My Time Our Place

National Quality Standards

Munch and Move

Staying Healthy – Preventing Infectious diseases in early childhood education and care services

Office Hours:

Monday, Tuesday, Thursday, Friday – 9.00 am to 1.00 pm
Wednesday – 9.00 am to 12 Noon.
Afternoons by Appointment

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