

BRIGHT  
BEGINNINGS  
FAMILY DAY CARE  
CENTRE



PARENT HANDBOOK

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## Family Day Care Office Location

### Bright Beginnings Family Day care

#### Melbourne Office

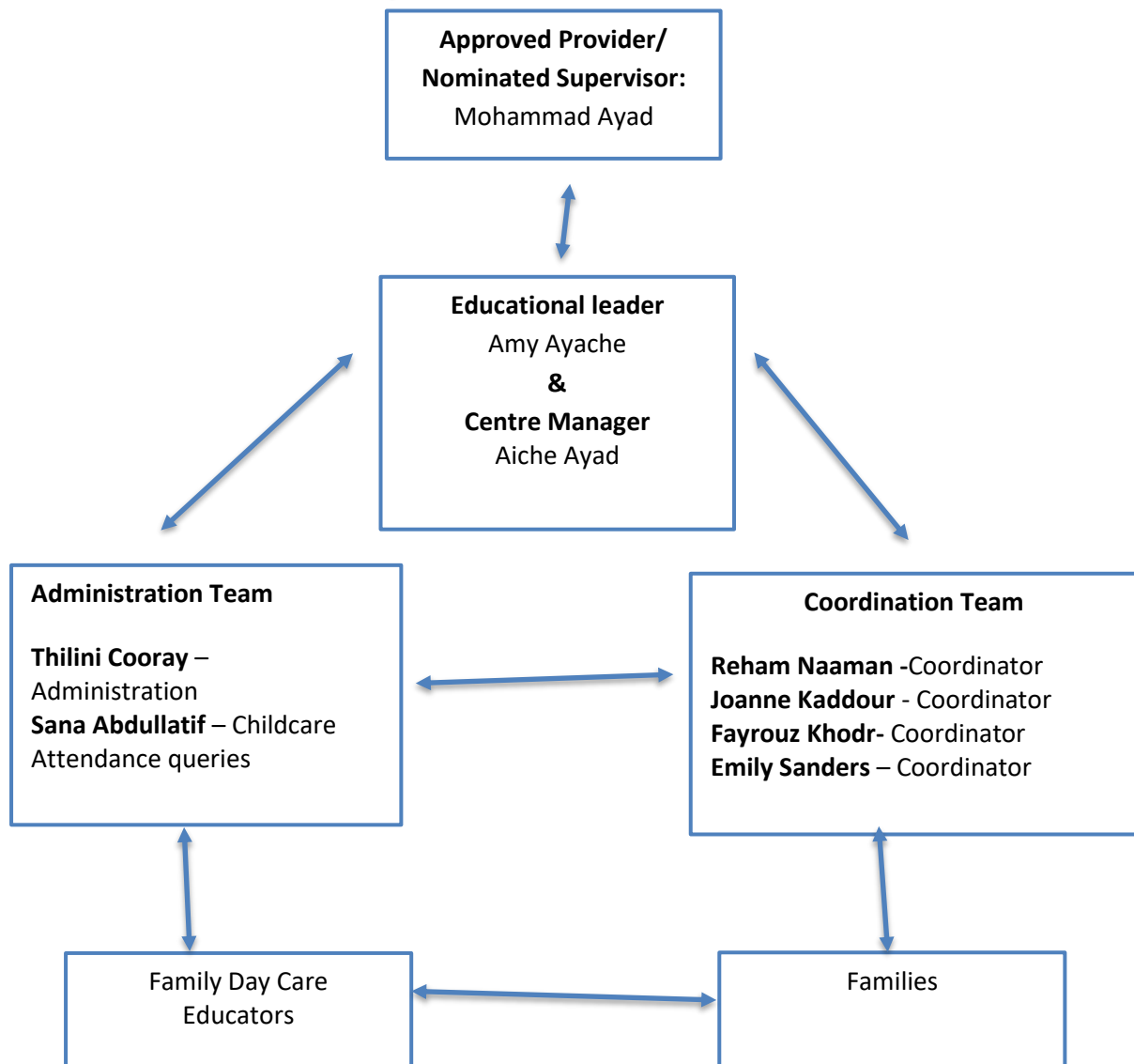
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**Mobile:** 0425 853 732

## Organisational Structure



## **ACKNOWLEDGEMENT OF TRADITIONAL LAND OWNERS.**

Bright Beginnings Family Day Care Centre would like to acknowledge the traditional custodians of this land, the Wurundjeri people. We respect their spiritual relationship with their country and pay our respects to elders past, present and future, for they hold the memories, the traditions, the culture and the hopes of Aboriginal and Torres Strait Islander Australians.

## **Our Statement of Philosophy**

At Bright Beginnings Family Day Care Centre, we are committed to the empowerment of children. We're here to deliver preschools and school aged children with a heavily play based educational program that depicts the NQF and reflects child's unique choices and culture while valuing family and community ties. We recognise that children learn best through play and we'll teach through strategies your child will respond to.

We believe children and young people react and respond better in situations when they form meaningful relationships with those around them. When a child feels secure and has a sense of belonging, they will flourish within environments they are exposed to. We will treat children and young people's opinions as valuable and we will ensure our care environment is always child safe and inclusive. We cater for the emotional, social and physical developmental needs of children, children with additional needs and young people. We accept the rich culture of Aboriginal and Torres Strait Islanders and recognize that they are the traditional owners of the land and this will also be reflected upon within our program planning.

Our Educational program is led by our Educational Leader that is equipped with extensive experience and academics in the child care sector. Our educators are all professionally trained with experience and understanding within the Childcare area.

As the world evolves around us, so will our knowledge and teaching strategies around your children. Our monitored and supported Educators will gain as much information and professional development as needed to assist in equipping children and young people with a strong foundation of life skills and knowledge.

We recognise exchanging information with families is important to the health and wellbeing of children, families and educators. Bright Beginnings Family Day Care Centre will always value family input when decision making and implementing policies and programs. We want all children to receive the right specified care for their continuous developmental needs. We endeavor to work closely with external health services because we believe early intervention will ensure each child receives a holistic approach to fully participate within our program and thrive while they do so. "Before you achieve, you must believe"- Jake Huard. We believe in children's rights as outlined in the UN convention on the Rights of a child and equipping children with lifelong adaptability skills through respect, recognition, praise and encouragement.

We believe all children have greater potential and require direction in a warm and nurturing environment. Our indoor, outdoor and online environments embrace children's holistic nature of exploration in a safe and monitored space. We cater for the whole child and will respect their evolving identities.



## **About Bright Beginnings Family Day Care Centre**

Bright Beginnings Family Day Care Centre operates an approved form of child care that is provided in a family day care educators own home. Family day care educators are early childhood education and care professionals, registered within our scheme. Our Day Care service is responsible for approving, supporting, training and advising its educators. Family day care provides a quality education and care service that is accessible, flexible and affordable. Care for children is available six days per week (Monday through to Saturday), full-time, part-time, casual, before & after school care. Children from 6 weeks to 13- years of age have access to our service.

We aim to provide quality childcare services and education in an enriching and stimulating learning environment that facilitates the physical, intellectual, emotional, social and moral development of a children.

We believe that all children have the right to experience quality child care which is why we offer an affordable approach to early childhood education without compromising on quality educational programme deliverance.

Each child is an individual, with unique abilities and interests.

At our Service, we believe, that each family knows their child best, and child care professionals will work in partnerships with families to ensure the best outcomes for children.

Bright Beginnings Family Day Care operates under the National Quality Framework (NQF) which incorporates the National regulations, Quality and Qualification Standards, educational Frameworks and we undergoes the assessment and ratings process as we are an accredited scheme.

Our trusted Educators comply with the Education and Care Services National Regulations and our service Policies and Practices. Family Day Care operates on a maximum of 7 children under the age of 13 (maximum 4 children preschool age including the educator's own children)

All our educators hold a minimum Certificate III in Children's Services. Day Care is conducted by educators who have successfully completed recruitment/selection procedures and our comprehensive induction and training program.

### **What are the benefits of family day care?**

- The home-based setting provides a familiar, safe and secure learning environment.
- Current research confirms the importance of strong relationships with significant adults to a child's early learning; family day care's small group environment facilitates strong bonds and promotes effective early learning and social development.
- Family day care can offer care during standard hours, evenings, before/after school, during school holidays and in some cases overnight and weekends.
- Family day care can provide education and care for children from babies to school age; offering the possibility for siblings to be cared for together, all in one location.
- Family day care provides experiences which reflect the diversity of your community.

### **How can you benefit from Family Day Care?**

*Children benefit from Family Day Care by:*

- Developing a close relationship with one consistent Educator
- Opportunities to learn through play-based exploration in a small group in a home environment
- Socialising with mixed age groups in a family setting
- Opportunities to be an active participant in making decisions and planning for learning experiences

- Participating in activities provided to suit the child's individual needs - such as singing, storytelling, make believe, play, creative experiences and inquiry based projects
- Providing a connection with their local community by way of outings which may include visits to the library, parks and shops
- Opportunities to engage within a larger group of children through regular, supervised play group sessions and visiting other Educator's environments
- Learning about tolerance and acceptance of families and children with different cultures, lifestyles and needs
- Families working in partnerships with Educators and Coordinators to ensure children's cultural background, interests and strengths are celebrated, shared and enhanced
- Spending their time with a qualified and skilled educator able to scaffold and build onto the child's existing knowledge and skills

*Families benefit from family day care by:*

- To ensure all families and the community are adequately informed about the centre.
- To promote parent involvement in decisions which affect the organisation and management of the centre.
- To create a mutually supportive environment, this supports and strengthens family ties and encourages families to form friendships with each other.
- To encourage parent participation in their child's development

### **Types of care**

In Family Day Care the hours of care are flexible and, in most cases, can be matched to the needs of your family. Types of care provided include:

- Full time care
- Part time care
- Occasional care
- Before and after school care
- Vacation Care
- Weekend care

### **About OUR family day care Educators**

Family Day Care Educators are approved, early childhood education and care professionals who engage in the principles and practices of the Early Years Learning Framework (EYLF), My Time, Our Place (MTOP) and work within the requirements of the National Quality Framework.

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

- Hold a Certificate III level Education and Care qualification or Diploma in Childcare
- Hold a current police check which is to be reviewed regularly
- Meet national standards which include maintaining quality learning programs, safe and hygienic learning environments, record keeping and qualifications.
- Maintain current first aid and CPR certificates and training in the emergency management of asthma and anaphylaxis.
- Maintain a clearance for working with children (current and active WWCC)
- Participate in regular support and monitoring visits conducted by the coordination unit.
- Attend training, meetings and workshops periodically to maintain currency of skills and knowledge.
- Maintain current public liability insurance coverage. Family Day Care Educators are required by law to hold Public Liability Insurance for \$10,000,000 at all times that they are caring and educating children. Public Liability Insurance covers educators for any accidents to themselves or to the children whilst in their care. Educators must not let their insurance lapse or they will face suspension until it is renewed.

## **Educator Requirements**

By providing the best quality care and education an Educator offers an important service to families by ensuring the following:

- Warm and nurturing family environment;
- Building strong relationships with children and communicate with parents regularly to ensure the best possible care for each child;
- Maintain their home, outdoor play space and equipment in a safe, clean and hygienic condition according to regulations and standards;
- Ensure their own family members also help the child to feel comfortable, safe and happy in your family day care home;
- Use a positive approach to behaviour guidance;
- Encourage and stimulate children's learning and development by offering appropriate, safe, interesting activities to the children inside and outside the home;
- Play with, read, listen and talk to the children inside and outside the home;
- Care for children's daily needs such as meals, toileting, rest times, etc. and treating all children with respect;
- Take the children on outings: to the park, to the library, to play sessions, to the art gallery etc.
- Participate in ongoing professional development in order to ensure that every child receives the highest quality care at all times.

## **Child care Subsidy**

Childcare Subsidy (CCS) has replaced Child care benefit and child care rebate since 2/7/2018. The CCS is a child care 'fee reduction' made by the Federal Government to assist families with the cost of child care. Australian residents using child care provided by approved child care services may receive CCS. The amount you receive is capped at 80% and is dependent on your family's income. The new CCS also introduced eligible hours based on your work/study activities.

For your convenience at the end of this document we have attached relevant fact sheets obtained from the Department of Education and Care Website. Below are links which can be used to access further information if you like.

Child Care Package

<https://beta.education.gov.au/child-care-package>

Child Care Subsidy Rates – 1 July 2023

[Child Care Subsidy hourly rate caps from 10 July 2023 - Department of Education, Australian Government](#)

Child Care Subsidy Assessment Test

[https://docs.education.gov.au/system/files/doc/other/child\\_care\\_subsidy\\_assessment\\_tips\\_0.pdf](https://docs.education.gov.au/system/files/doc/other/child_care_subsidy_assessment_tips_0.pdf)

Child Care subsidy Activity Test

<https://www.servicesaustralia.gov.au/how-to-claim-child-care-subsidy?context=41186#dc-53804>

Additional Information about the Childcare Subsidy Activity Test

[Activity level and subsidised care for Child Care Subsidy - Child Care Subsidy - Services Australia](#)

Immunisation

[National Immunisation Program Schedule | Australian Government Department of Health and Aged Care](#)

## **Enrolment at Bright Beginnings Family Day Care Centre**

### **Are you ready to enrol your child at our service?**

The service staff are the initial point of contact for advice and information about the services that we provide. They will work with you to match your child's needs with the best care environment taking into consideration diversity of language, culture and the ability to ensure that there is the right fit between children, educators and their respective families.

Pending availability, you will usually have the opportunity to meet with a number of educators in selecting the service that best meets your needs.

The service may also offer 'relief' care if your usual educator is unwell or plans to take leave.

### **Enrolment Documentation**

Prior to your child attending Bright Beginnings Family Day Care, you will be given a folder with the necessary paperwork required to complete and sign the *Family enrolment form* and *Parent/Guardian Agreement*. These provide vital information about your child so that we can provide the highest quality care for them while attending the service.

The information in the enrolment form is considered to be of high sensitivity thus only BBFDCC staff members (including coordinators) will have access to it in the initial stages. Once your child is enrolled with the educator, it is a regulatory requirement that the educator has a copy of this enrolment form at their homes.

In addition to the completed family enrolment form we require that you provide the office with the following prior to commencement of care;

- Court order (if applicable)
- Medical documentation (if applicable)– diagnosis report &/or other supporting documentation from the doctors/ allied health services to provide us with assistance in forming your child's program to the best of their abilities
- Immunisation record from the Australian immunisation register (green/blue book copies are not accepted) (if applicable)
- A statutory declaration advising that the educator is/is not related to the child (applicable for all families/guardian) (in regards to the new ministers ruling on caring for relatives – see *attached factsheet or speak to the office staff for further clarification*)

***\*please note if any of the above are applicable to your situation then care will not commence for your child until we have all documents on file.***

To ensure all details on the system are correct and to minimise data entry omissions you may wish to provide the office with the following documentations upon enrolment;

- Concession card
- Notice of approved child care subsidy letter from Centrelink
- Birth certificate

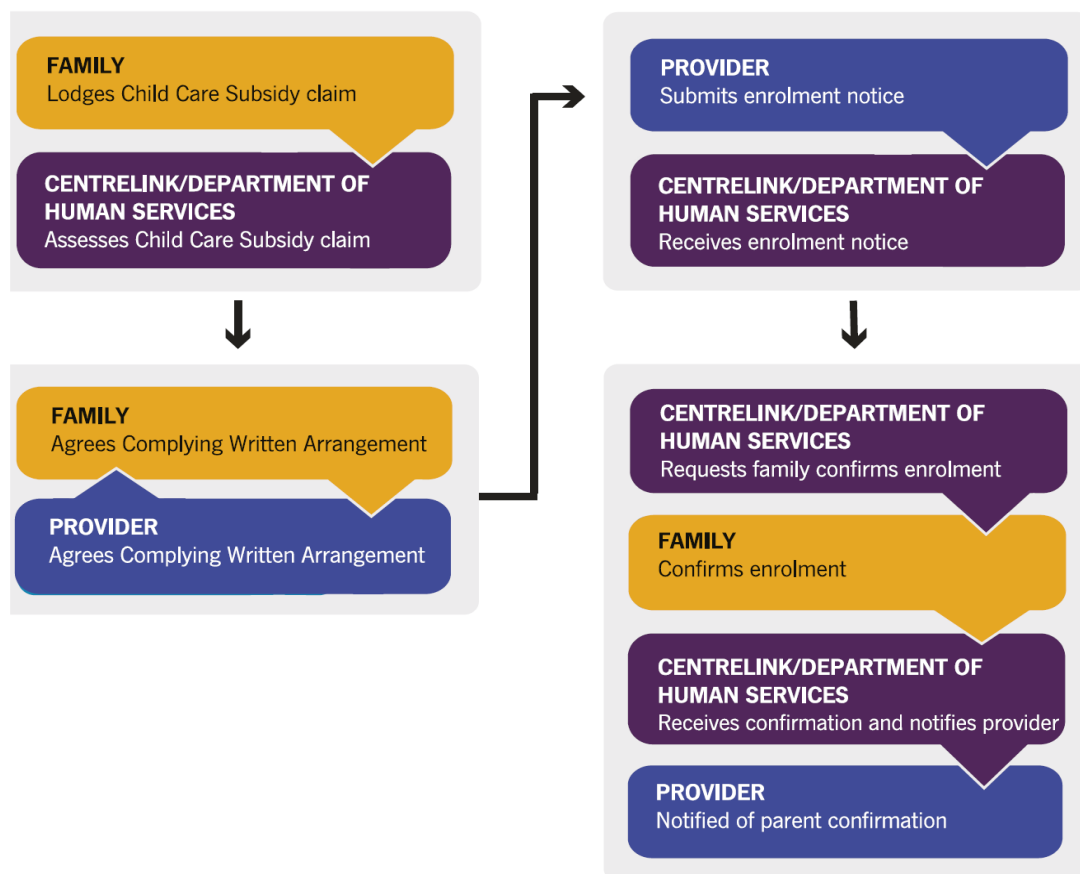
*Has your child used care before?* If yes, then you should already have a copy of your child's Childcare subsidy (entitlement). If you have not used childcare since July 2018 it may be the first time that you will be accessing your childcare entitlements thus it is best to confirm with Department of Human Services exactly how much you are entitled to as there have been numerous changes made to the child care entitlements since July 2018. Do not despair, our staff are ready and willing to assist you further.

If this is the first time you will be using care – speak to the administration staff and we will assist you in completing all relevant documentations to have your family accessed for child care entitlements. ***Please note, this process can take some time and without any child care subsidy reductions to your childcare fees, this could potentially mean you will be expected to pay full fee for any care provided whilst your families entitlements are being accessed.***



## **Enrolment under the family assistance law**

Since 2/7/19 the Enrolment process has changed drastically in comparison to previous years. The parents are now expected to confirm their child's enrolment once they have registered their family with the service. This can be done via the parent's/guardian's myGov account online. The process will be discussed in detail once your enrolment documentation is returned however for your convenience this can be visualized below:



## **Cost of care**

Bright Beginnings Family Day Care Centre set a flat fee for all service types – this means that regardless of whether you are using regular or irregular hours of care, the charge rate per hour will still be the same.

The service's hours are as follows:

- Standard hours are from 7am -5pm
- Non- Standard hours are from 5pm – 8pm.

*\*children cannot be in care before or after these hours (unless an agreement has been made by the educator and the parent – with the consultation of the approved provider and/or nominated supervisor)*

As of July 10<sup>th</sup> 2023, the **hourly rate** has been capped at **\$12.72**

**\*families will be given a minimum of two week notice prior to changes in the cost of care.**

***As a parent you naturally worry about your child/ren and ensuring their safety is met at all times, so how can we service you and ease your mind whilst your children are cared for and nurtured by the very best in the industry! We do this by the following:***

## **1. Home Visits**

Rest assured, your child/ren are in safe hands – Our qualified coordinators conduct home visits to our registered Educators' homes as this is an essential requirement of the service and a legal requirement of FDC services across the nation.

Experienced and knowledgeable FDC coordinators visit your educators' homes to resource and support them in their role as educators. During these visits, they monitor children's developmental progress. Guidance is offered to the educators with planning and developing learning programs for children that are stimulating and age appropriate.

Coordinators also ensure hygiene and safety standards are being met whilst children are in care. All home visits are documented and signed by the Educator and assigned coordinator. As a parent you have access to viewing any relevant documentation pertaining to your child/ren's development upon request.

## **2. Programming**

Bright Beginnings Family Day Care recognises its responsibility to care for children in their foundation years. Our program responds to the individual needs for all children. The program is based off the Early Years Framework & My Time Our Place (MTOP) and the Victorian Early Years Learning and development framework. Curriculum planners are displayed at the FDC residence and a copy of the educational program is available to all parent/families upon request.

It identifies the five Early Years Learning Development Outcomes for all children.

- Children have a strong sense of identity
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

The program is to provide age/stage appropriate planning that considers needs and interests of individuals and groups to ensure a well-balanced program.

- Intra-relations, Virtues, Reflection, Multicultural and Multi-faith, emotional, social.
- Gross Motor Skills development, Fine Motor Skills Development, space.
- A balance of daily activities, indoor and outdoor experiences, creative play and transformation, Natural play.
- Cognitive Development: Thinking and problem solving, Math's and measurement, Sensory, Science
- Language Development
- Language of virtues, Storytelling, Poetry/rhyme. Verbal/non-verbal, Musical/rhythm, Movements
- Online learning opportunities (cyber and online safety being a priority when children are actively using the World Wide Web)

## **3. Portfolios**

Bright Beginnings Family Day Care uses a means to create a documental journey of your child's learning and development experiences.

- All children have an individual portfolio, the child will be involved and consulted in the content of their portfolio.
- Individual portfolio has to be completed on a regular basis
- Program planning has to be completed regularly.
- Families will be encouraged to reflect on their child's portfolio to allow families to actively participate in the child's learning and leave feedback.
- Educator will need to add to each child's portfolio reflecting the child's learning and experiences. This may include:
  - Photos of the children's experiences
  - Art work
  - Scripts of child's conversation with peers
  - Routine and individual profile.

#### 4. Recording 'ACTUAL' Sessions of Care

From 14 January 2019, the Department of Education and Training have requested that services record 'actual' times that the children are in care, thus your child/ren must be signed in/out of care for each and every session.

As a service, we still require you to sign off on the physical timesheet for record keeping purposes.

Upon registering your child/ren in the service, you will receive an automated email from our third-party software – *HarmonyWEB*, a PIN will be issued to your nominated email address. This PIN must be accessed and used within 72 hours otherwise it becomes deactivated. This PIN should be kept in a secured place and not be given to anyone. If you require for anyone else on your family enrolment form to be added onto your file – they too will receive their own PIN. The PIN is considered to be a 'signature' for you to allow you to record your child's actual in/out times, thus misuse of the PIN will hold you accountable in situations where a misconduct has been identified by the service or the Department. Where misconduct action has taken place, the approved director will cease our service to you, effective immediately.

Please note, you will still be charged according to your 'agreed/booked' hours as per the times provided for on your enrolment. *For example; if your agreed/booked hours are from 7am -5pm and your child comes into care at 9.30am and leaves by 3pm, you will still be charged for the 10 hours, as the service charges based on the 'agreed/booked' hours not on the 'actual' hours used.*

#### 5. Receipts

Electronic receipts will be issued to families once fees for their session of care (CCS gap fee) has been direct debited. For your convenience and record keeping, BBFDCC will issue a quarterly statement of entitlement. This statement shows the following on a weekly basis;

- Total care fee
- Subsidy amount subsidised by the Department
- Parent gap fee

Families are responsible for paying CCS Gap fees Electronically (EFT) to BBFDCC through Direct Debit feature located in HarmonyWEB>Parent portal.

Cash payments are no longer accepted as a legal payment option.

#### 6. Absences

- Childcare subsidy (CCS) fee reductions are paid when your child is absent from care for up to *42 days per financial year* for any reason without proof of circumstances (inclusive of public holidays).
- If you are going on a 'planned' holiday (domestically or international &/or by any means of transport) the service must be informed **2 weeks** before you're due to leave. As part of our process, we request a departure and return itinerary (if applicable). Upon your return we also advise that you contact the office to confirm the date your child will return to care, to ensure their enrolment with the service is still active.
- If your child has not attended care for '14 consecutive weeks', your enrolment at the service will automatically cease and a new enrolment will need to be completed, before your child can return into care.

#### 7. Arrival and Departure:

Child/ren **must** be transported to the educator's home by a responsible adult known to the service and educator. It is essential that the parent/guardian and/or other authorised person sign the child in and out with the use of THEIR own PIN. These records are used in case of emergency. Only the authorised person (as indicated on the enrolment form) will be allowed to collect the child/ren from the educator's care. If your child is to be collected by someone

else, the parent should notify the educator/staff immediately either verbally or in writing. An adult (regardless of whether they are or are not listed on the enrolment form) picking up the child requires photo identification.

In some instances, the Educator may pick up/drop off the child from the child's home. This must be agreed upon by the parent and educator as well as ensuring to relay this information to the service staff prior to the child commencing care.

## **8. Excursions**

Excursions can be of a regular/non-regular nature that may take place throughout the year. *Regular outings* are considered to be outings that occur on a daily basis (school pick up/drop off, park, library or shopping centre visits). If your educator is carrying out picking up and dropping off services as part of the care you require the required documentation will need to be completed prior to commencement of care.

If the outing is *non-regular* (school holiday event, e.g. playcentre, zoo trips etc) then a separate authorisation form and risk assessment is to be completed prior to each planned excursion. The educator is required to advise the service in regards to any planned excursions, so that the authorisation form and risk assessments are prepared prior to the excursion date. If you have not signed and dated the authorisation form, your child may be unable to attend the excursion.

As childcare subsidy will only be attracted to a service of care where a genuine liability exists it is not recommended that you volunteer your time to attend the excursion with your child/ren. Prior to going on an excursion with your child/ren you need to speak to the service staff so that we can ensure you have the relevant checks in place (a valid working with children check and police check). Furthermore, if you wish to attend the excursion the session of care will not attract CCS as a genuine liability on the educator does not exist as you are present.

## **9. Privacy & Confidentiality**

Bright Beginnings Family Day Care is committed to protecting families' privacy. We are required by law to protect personal and confidential information such as information relating to the family and the children's health and other personal details. Bright Beginnings Family Day Care Centre complies with all Victorian legislation relating to confidentiality and privacy.

## **10. Cessation of care**

As the process of ceasing your child/ren from the service and the system Bright Beginnings Family Day Care Centre require two week's notice in advance to both the Educator and the service staff. Should you not provide the service with two weeks' notice, this may delay the payment of processing your last session/s of care

## **11. Nutrition**

- Educator will ensure the food and beverages provided are nutritious and adequate in quantity, and take each child's individual dietary requirements, growth and developmental needs and any specific cultural, religious or health requirements.
- Educator will guarantee that the service is allergy free for children with allergy conditions.
- Parents of babies will supply to educator's formula or expressed breast milk with required preparations and storage instructions.
- Children are encouraged to be seated for a meal. Being seated also provides opportunities for social interaction. Small children will not be left alone while eating.
- Plenty of fresh food in the form of fruit and vegetables will be offered.
- Parents will give initial advice to the educator with respect to a child's routine and food requirements and continue to consult and exchange information with the educator as the child grows.
- The service will ensure that the educator and staff are aware of the needs to implement adequate health and hygiene practices and use safe practices for

- handling, preparing and storing food to minimize risk for children.
- The educator will role model healthy eating and activity throughout the day to all children.
- Food is never to be used as a form of punishment either by its provision or denial.

## **12. Hygiene**

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

- Airborne droplets, eg: sneezing
- Faecal/ oral contamination
- Skin contact
- Urine/ blood/ body secretions.

Therefore, educators are required to adhere to recommended health and hygiene practices for example:

- Providing separate eating utensils, hand towels, paper towels, washers and linen for each child.
- Washing of hands after play, before and after eating, toileting, nose wiping or changing nappies.
- Regular washing and disinfecting of toys, equipment and bedding.
- Covering food
- Removal of pet droppings, and pet food/ pet food dishes out of the reach of children.
- Safe disposal of nappies, soiled clothes, food scraps, household rubbish as well as general household cleanliness.
- The wearing of disposable gloves.

## **13. Health, Safety and wellbeing**

A child that becomes ill after arrival will be placed in an isolated area while meeting the needs of the child and comforting them. Parents/guardian will be and will make arrangements for collection of the child as soon as possible. For the protection of all children, your child must be kept at home if he/she has one or more of the following symptoms:

- Persistent diarrhea
- Persistent vomiting
- High fever
- Severe cough
- Yellowish color to skin or eyes
- Skin or eye lesions or severe rashes
- Headache
- Difficulty breathing or wheezing
- Complaints of severe pain
- Head lice
- Pinkeye

All children attending our service should be up-to-date with their Immunisations and copies of these records should be made available to Bright Beginnings family Day Care Centre coordination unit.

Bright Beginnings FDC staff, Management and Educators will operate in a way that ensures the safety, health and wellbeing of children and meet their educational and developmental needs. Children presenting with significant developmental delays will be referred to a specialist.

The [Victorian Aboriginal Legal Service \(VALS\)](#) , Phone 1800 064 865 plays an important role in providing referrals, advice/information, duty work or case work assistance to Aboriginal and Torres Strait Islander peoples in the State of Victoria

Early childhood workers are Mandatory reporters. Duty of care is a legal concept that refers

to a person's responsibility to adequately protect children in care from harm. It applies to all staff members within any early childhood service in Victoria. Failure to report a disclosure of suspected abuse made by a child or young person to the appropriate child protection intake service is a criminal offence.

All staff and Educators are to document a suspicion of harm or abuse. Any child that presents to be in immediate danger will have the protection of the police.

If there are significant concern for the wellbeing of a child, but no belief they are at risk of significant harm, a referral to Child FIRST or The Orange Door will be made.

#### **14. Medication:**

All medication must be given to the educator on arrival and must be in original packaging and label attached listing the child as a prescribed person and the dosage to be given. Parent/guardian must sign the medication form before administration of any medication.

#### **15. Allergies, Asthma, Anaphylaxis and any other Medical Condition**

If a child suffers with any Allergy and or Medical condition, including Asthma, or Anaphylaxis, parents are required to provide FDC with an appropriate written *Plan of Action/Management* from the child's general practitioner or paediatrician prior to any care commencing, failure to provide this upon enrolment will cause a further delay in registering your child with the service.

#### **16. Infectious Diseases**

In the interest of the health and wellbeing of all children at the service, the educator or the service staff may request a medical certificate from your child's doctor if your child has been consecutively absent from care due to a contagious illness before your child can resume care.

Please note for any medical condition that your child possess, we must at ALL times have the most CURRENT documents on file, thus please ensure to provide the service with this information as it becomes available to you. Failure to provide us with the most recent documents (i.e. updated diagnosis report, updated medical plans, updated immunisation schedules) may result in your child/ren not been able to attend care.

#### **17. Evacuation plan**

All Educators are required to have an evacuation plan to be used in the event of any emergency. An emergency evacuation drill is to be practiced regularly (minimum every 3 months). The emergency evacuation plan should be visible at all exit access at the educator's home.

#### **18. Sunscreen**

Bright Beginnings Family Day Care follows the Victorian Sun Smart policy. This ensures that all children are protected from skin damage caused by the harmful rays of the Sun. Sunscreen will be applied to all children before outdoor play. All children will be wearing hats for outdoor play

#### **19. Grievance**

We strongly believe that 99% of misunderstandings can be resolved through discussion and in consultation with your educator or coordinator. Should you feel that the issue has not been resolved to your satisfaction, you may request to speak to the Educational Leader and/or nominated supervisor at the service. If the matter cannot be resolved at this stage, the approved provider will be informed and a formal meeting will be organised between all parties involved. Furthermore, if an agreement could still not be reached then an external mediator will be appointed. The details of the complaint will be discussed openly with the person or persons involved.

## **20. Personal belongings**

All personal items brought into the service must be clearly labeled. This will help prevent the loss of such items. We prefer if children do not bring their own toys to the educator's home if they do, the educator will not be held responsible for them, although every care will be taken. They may also be taken from the child for the duration of the day, as the toy may result in conflict amongst the children.

## **Families Responsibilities**

***In order to ensure a harmonious service for your family and especially for your child/ren whilst they are in the care of our skilled and trusted educators, we require you to take responsibility of the following:***

- Ensuring details are up to date and current at all times.
- Completing the family enrolment form in its entirety attaching relevant documentations applicable to your child/ren.
- Electronically signing the child in/out for each session they are booked into care
- Notifying the educator of your child's absence
- Advise the educator of any non-attendance by 7.00 pm on the day prior to care.
- Reporting illness or allergies your child may have or may have been exposed to
- Completing medical forms when necessary and updating this information with the coordination unit
- Discuss any concern as soon as possible.
- At the end of every fortnight check the hours recorded on the physical timesheet and ONLY sign the declaration after the last session of care for that fortnight once care has taken place. It is in your best interest to ensure that you verify all information on the timesheet.
- Never sign a blank time sheet/attendance sheet – This is ILLEGAL and you will be held accountable for whatever is submitted to the service.
- Ensure nominated bank account has clear funds for effective \*direct debit of CCS gap fees to take place \*dishonour fees apply
- Pay parent gap fee on a fortnightly basis as per the information populated on your Invoice. Please remember that Educators are providing a service to families and require prompt payment. Non-payment of Gap fees within 2 weeks of invoice will result in care being suspended with BBFDCC, until outstanding payments are made in full or until a payment plan has been agreed upon.
- Declined Direct Debit payments will incur a \$22.00 Administration fee issued by BBFDCC. This fee will be charged to the Parent which will be deducted via Red Pay on behalf of BBFDCC.
- Ensure to sign for all absent days and indicate why your child was absent.
- Allow a minimum of one week's notice in advance to the Educator prior to any changes to current hours of care commencing.
- Notify the FDC office if the child/ren using Family Day Care start attending another approved child care service in the same week (if it has not yet been advised on the family enrolment form)
- Notify the service if you or your partner have registered as a Family Day Care Educator elsewhere.
- Advise the FDC office and the educator of changes to address, contact details, emergency contacts, work place/contacts, doctors' details and booked hours by completing a change of detail form which can be obtained from the service.
- Notify the Department of Human Service of changes to any of your personal circumstances which may impact on your child care subsidy fee reduction.

- To keep copies of all Quarterly Usage Statements issued by service
- Attend BBFDCC meetings and be a part of the programming we provide for your child/ren as often as possible
- Have read and understood the parent handbook in its entirety.

Parent/Guardian Name: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

Approved Provider Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_