

Wingecarribee Children's Services

Family Handbook

**Coordination Unit
Office Location:
East Bowral
Community Centre**

**71 Boardman Rd,
BOWRAL 2576**

**Office Hours Phone:
02 4861 2866**

**Office Hours:
Monday to Friday:
9.00am—3.00pm**



SECTION TWO: PARENT RESPONSIBILITIES

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IMPORTANT INFORMATION AND CONTACTS

All enquiries should be directed to the Coordination Unit Staff or Service Supervisor at the Children's Services Coordination Unit.

Coordination Unit Address: 71 Boardman Rd, BOWRAL NSW 2576 Office Hours: 9.00am – 3.00pm (generally) Phone: (02) 48 612866 Email: familydaycare@wsc.nsw.gov.au OR WOOSH@wsc.nsw.gov.au Website: www.wsc.nsw.gov.au	Postal Address: PO Box 141 MOSS VALE NSW 2577 Wingecarribee Out Of School Hours Premises: <u>Mittagong Public School Hall</u> Before & After School Care and Vacation Care Entrance: Bessemer St, Mittagong NSW 2575 Contact Number: 0408 492 361 (please leave a message on our answering system if you are calling before 2pm daily).
Licensed by: NSW Government – Early Education education.nsw.gov.au/early-childhood-education Contact: 1800 619 113 Email: ececd@det.nsw.edu.au Licensed under: <i>Children (Education and Care Services National Law Application) Bill 2010 & the Education and Care Services National Regulations 2011</i> Approved Provider: Wingecarribee Shire Council – PR-00005023 Wingecarribee Family Day Care Service Approval Number: SE-00009574 Wingecarribee Out of School Hours Approval Number: SE-00013460	
Important Numbers	
<ul style="list-style-type: none">• Department of Human Services (Family Assistance Office—FAO) – 136 150• ACECQA (Australian Children's Education and Care Quality Authority) – 1300 422 327• Family Day Care Australia – 1800 658 699• NSW Family Day Care – (02) 9779 9999	

Version Created	Changes	Version Created	Changes	Version Created	Changes
Version 1 – August 2014		Version 8 – July 2018	Child Care Subsidy and fee changes		
Version 2 – June 2015	Updated info on staffing and fees	Version 9 – June 2019	Financial year updates Staff updates		
Version 3 – May 2016	Update on fees, Sun Safety Information	Version 10 June 2020	Financial year updates		
Version 4 – June 2016	Include BSC	Version 11 Sept 2020	Updated hyper links and fee information. Branding changes		
Version 5 – August 2017	Updated info on fees and staffing	Version 12 March 2021	Update links to website and photos		
Version 6 – October 2017	Update staffing and internet links	Version 13 May 2021	Update 2021/2022 Fees and Charges + new personnel information		
Version 7 – March 2018	Update procedure link + Vac Care fee info	Version 14 May 22	Update 2022/2022 Fees and charges plus staff changes		

SECTION TWO: PARENT RESPONSIBILITIES

GENERAL INFORMATION

WELCOME

A warm welcome to you and your family from all the Staff and Educators at Wingecarribee Shire Council's Children's Services. We are proud of our long history of providing quality care and education to children in the Wingecarribee Shire.

In the spirit of reconciliation, our Service and Educators acknowledge the traditional custodians of country throughout Australia and their connections to land, sea and community.

We acknowledge and pay our respects to the Gundungurra and Tharawal (Dharawal) people as the traditional Custodians of this land and pay our respects to the Elders past, present and emerging.

May we teach and encourage our children to walk gently on these ancient lands through the environments and programs we provide. From the ground where we dig, plant, run and explore to the sky we breathe and watch our feathered friends.

We acknowledge that this land Always Was, and Always Will be the land of the traditional custodians.

The purpose of this Handbook is to provide you with information on the various services that we provide and important information that you need to know to ensure you and your child get the most from the service.

We invite you to be an integral part of our Service and look forward to a rewarding relationship during your time with us.

The information provided in this booklet is supplementary to:

- Service Policy and Procedures & Policies and Procedures of Wingecarribee Shire Council
- *Children (Education and Care Services National Law Application) Act 2010* & Associated Regulations
- Australian Government Child Care Services Handbook & Associated Legislation
- Any State or Federal Act or Associated Legislation

CHILDREN'S SERVICES PHILOSOPHY

Wingecarribee Children's Services strives to provide education and care that values and recognises the uniqueness of all involved; children, parents, educators, staff and the community.

We believe it takes a community to raise a child and the shared vision to provide an environment which is rich with opportunities for children to grow and develop to their individual potential.

Wingecarribee Children's Services is committed to Council's 2031 plan for "A healthy and productive community, learning and living in harmony, proud of our heritage and nurturing our environment" *Wingecarribee 2031 Our Future Our Choice*.

The principles of Respect, Value, Engagement and Quality form the foundation of our Services and underpin our practices. For more detail on each of the 4 Principles please visit the full version of our Philosophy at: www.wsc.nsw.gov.au/community/childrens-services



SECTION TWO: PARENT RESPONSIBILITIES

STAFFING & ORGANISATION STRUCTURE



Persons with Management & Control of an Education and Care Service

Danielle Lidgard – Group Manager Corporate and Community
—Wingecarribee Shire Council



Coordinator of Children's Services

Nominated Supervisor of Family Day Care
Wingecarribee Out of School Hours
Melissa Lefterys (Tues – Fri)



Administration Support

Family Day Care & Wingecarribee Out of School Hours
Jodi Hidasi (Mon, Wed & Thur)

FAMILY DAY CARE



Educator Support Officer

Educational Leader
Family Day Care
Sharon Dengate (Mon – Thur)



**Independent Self-Employed
Family Day Care Educators**

Casual WOOSH Assistant Pool

Additional Staffing
During School
Holiday and Relief
Periods:
Melissa Arki
Penny Colman
Gail Cayzer
Helen Small
Jacinta McAndrew
Benjamin Higson
Sienna Knowles
Rose Orman
Jo Perricelli
Teresa Zaman

WINGECARRIBEE OUT OF SCHOOL HOURS



WOOSH Supervisor

Nominated Supervisor & Educational
Leader
Out of School Hours
Murray Tooth (Mon – Fri)



Out of School Hours Assistants

Jackie Losurdo (Monday to Friday)
Vacant (Mon, Tues, Wed, Thur, Fri)

All Staff, Educators and persons responsible for the control and management of Wingecarribee Shire Council's Children's Services have been subject to a Working With Children Check.

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SERVICES PROVIDED

What is Family Day Care?

A Family Day Care Service is a network of experienced and registered Educators who provide care for other people's children in their own homes. Educators are carefully selected and supervised and operate under the *Education and Care Services National Regulations*.

Wingecarribee Family Day Care was established in 1985. We are a community based, not for profit organisation. Wingecarribee Shire Council holds the licence as the Approved Provider and employs relevant coordination unit personnel to oversee the operation of the service and comply with the relevant legislation under the **National Quality Framework**.

Self Employed Independent Educators are selected and trained to work as agents under Council's licence, providing high-quality home-based care from their residences. Children aged between the age of 6 weeks and 12 years are nurtured in a small group setting and are encouraged to further develop their skills and knowledge through the Educator's individualised programming in accordance with curriculum, *Early Learning Years Framework (EYLF)*.

Educators and Coordination Units are assessed and rated against the National Quality Standard to ensure quality and continuous improvement.

What is Out Of School Hours Care (OOSH)?

Wingecarribee Out of School Hours Services (WOOSH) was established in 1994 and is managed and staffed by Wingecarribee Shire Council, as the Service's Approved Provider.

The service is based in the School Hall at Mittagong Public School. Children from any primary school in the area are eligible to attend the service. The service operates independently, but with the cooperation of the Principal of Mittagong Public School and the school community.

All Out Of School Hours Services in Australia must meet the provisions of the **National Quality Framework**, including relevant legislation, the National Quality Standards and the curriculum framework *My Time, Our Place (MTOP)*.



Wingecarribee OOSH includes: Before & After School Care and Vacation Care.

Before School Care currently caters for up to 45 children per day/session on each school morning from 6.30am – 8.30am

After School Care can cater for up to 45 children per day/session on each school afternoon from 3pm – 6pm. Numbers are dependent on staff availability.

Wingecarribee Vacation Care currently caters for up to 45 children per day (maximum number depending on factors such as excursion days). The hours of operation are 8 am – 6 pm.

The service generally operates during most NSW public school holidays, with the exception of a staff leave period from the end of Term 4 until approximately the first week in January. No service is provided on designated public holidays or Pupil Free Days.

SECTION TWO: PARENT RESPONSIBILITIES

What does the Coordination Unit do?

The Coordination Unit is staffed by professionals in the child care industry. Details concerning the qualifications and experience of the coordination unit are available at the service office. All coordination unit staff are committed to the ideals of the National Quality Framework, including the Law/Regulations, Standards and curriculum frameworks.

The role of the Coordination Unit Staff:

Family Day Care and Outside School Hours Care:

- Ensure Regulatory Requirements are met by the service.
- Facilitate the placement of children in care.
- Adhere to Commonwealth Government operational requirements, including accountability for the Child Care Subsidy (CCS).
- Provide and facilitate training, professional development and resourcing for educators and staff, where applicable.
- Provide information to families, educators and staff via: newsletters, email, council website and other communication.
- Discuss and consult with families on their child or matters relating to childcare, as required.
- Provide mandatory information to the Government on children's attendance in care.
- Develop policy and procedures to promote high quality care.
- Provide administrative support.



Family Day Care Specific:

- Recruit, train, monitor and support home-based educators to provide high quality care.
- Visit educators' homes regularly to support and guide the educators in areas such as programming, routines and transitions.
- Support the FDC educators in monitoring the development of each child in their care and maintaining appropriate written records.
- Monitor workplace safety requirements in the educators' homes and provide educators with the tools to support the management and where possible the elimination of risks in their homes.
- Provide playsession opportunities for those educators who have the means to travel and participate in playsessions. These sessions provide a range of developmentally appropriate activities for children as well as offering the opportunity for children to engage in a larger group environment and for Educators to network.
- Facilitate the payment of Child Care Subsidy to educators on behalf of their families.
- Assist educators in the administration of Harmony software.

SECTION TWO: PARENT RESPONSIBILITIES

PROGRAMMING - All Service Types

Under the Children (Education and Care Services National Law Application) Act 2010 & Associated Regulations all education and care services are required to deliver an educational program to children attending care.

“A supportive active learning environment encourages children’s engagement in learning...Active involvement in learning builds children’s understandings of concepts and creative thinking and inquiry processes that are necessary for lifelong learning” – Belonging, Being and Framework for Australia p 33.



“Play and leisure activities in school age care settings (that are based on the approved learning framework) provide children with confidence to take responsibility for their own learning, personal regulation and contribution to the social environment...Children engage when they are motivated and can participate in purposeful activities” – My Time Our Place, Framework for School Age Care in Australia p33.

Our Services’ programs are;

- based on the approved learning frameworks: either the Early Years Learning Framework or My Time, Our Place School Aged Framework;
- delivered in a manner that accords with the approved learning framework;
- based on the developmental needs, interests, abilities and experiences of each child; and
- designed to take into account the individual differences of each child.

The Education and Care Services National Law and Regulations require that the education program contributes to the following outcomes for children:

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

The “Educational Program and Practice” procedure can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>

SECTION TWO: PARENT RESPONSIBILITIES

PRIORITY OF ACCESS

Wingecarribee Children's Services prioritises care for children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

This reflects the Australian Government's intention to help families who are most in need, and support the safety and wellbeing of children at risk.



CHILD CARE SUBSIDY (CCS) & CHILD CARE SUBSIDY SYSTEM (CCSS)

Child Care Subsidy (CCS) is the main method the Government assists families with their child care fees., and is targeted to provide greater assistance to low and middle income families. To be considered for eligibility for Child Care Subsidy it is the expectation that all families make a co-contribution to the cost of child care and have met with immunisation requirements.

The Department of Human Service outlines eligibility basics for CCS as:

- Care for a child 13 or younger and not attending secondary school, unless an exemption applies
- Use an approved child care service
- Is responsible for paying the child care fees
- Meet residency and immunisation requirements

There are three things which determine a family's level of child care subsidy:

1. Combine family income – a family's annual adjusted taxable income will determine the percentage of subsidy they are eligible for.
2. Activity level of parents – the number of subsidised care families can access, will be determined by an activity test. The higher level of activity, the more hours of subsidised care families can access, up to a maximum of 100 hours per fortnight.
3. Type of child care service – it will be calculated using various hourly rates depending on the Service type. E.g.: Family Day Care, Outside School Care, Centre Based Care.

SECTION TWO: PARENT RESPONSIBILITIES



Families are responsible transitioning or providing information and details for eligibility using their centrelink online account through the myGov website.

Families enrolling in a Wingecarribee Children's Services program will complete a **"Complying Written Arrangement"** (CWA) with the Service. A CWA is an agreement between a child care provider and an individual, to provide child care in return for fees) and includes required information under the family assistance law for subsidised care

Families who are eligible for CCS are required to pay the "gap" payment to the service in line with the relevant Service Fee Procedure to ensure ongoing care for their child.

Absences: Registered Children are entitled to 42 absence days in each financial year, inclusive of all approved service types the child may attend. CCS is paid for these days provided that the child would normally have

attended on that day, and fees have been

charged. Additional absences can be claimed when the first 42 days have been used, however supporting documentation is required for approval of these additional days

A **"Statement of Entitlement"** will be issued by the Service to each family each fortnight. It will include details about the Service, sessions of care provided, actual attendance and fees.

Child Care Safety Net – Included in the Child Care Safety Net is an additional Child Care Subsidy. It will, in most cases, cover all of a child's fees. It is designed to support:

- Families who require practical help to support their children's safety and wellbeing
- Grandparents who are primary carers
- Families experiencing temporary financial hardship
- Families transitioning from income support to work

For more information please visit:

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

SECTION TWO: PARENT RESPONSIBILITIES

CONFIDENTIALITY & FREEDOM OF INFORMATION

Wingecarribee Children's Services collect, store and use personal information for the purposes of administering the Service. Personal Information is stored securely, in line with all regulatory requirements.

In order to provide the highest standard of service, our Services are required to collect personal information about children and families before and during the course of a child's enrolment at the service. We are committed to privacy and our obligations under the *Privacy and Personal Information Protection Act 1998* and the *Government Information (Public Access) Act 2009*.

Information provided by families is kept confidential and only made available to intended recipients (inclusive of Educator and Children's Services Staff) or in accordance with Council's obligations under the *Government Information (Public Access) Act 2009*. Families are able to access information upon request, including:

- Personal Information which has been provided by the family
- The content and operation of the Educational program as it relates to your child
- Information about your child's participation in the program
- A copy of assessments or evaluations in relation to your child.

Our Privacy Statement is outlined on our enrolment form. It outlines the responsibilities of the Council and families in relation to the collection of and access to personal and private information.

The Service is bound by Council's "Privacy Management Plan" and "Agency Information Guide". These documents incorporate relevant provisions of the *Government Information (Public Access) Act 2009* and *Privacy and Personal Information Protection Act 1998*, as well as associated regulations and guidelines. Where appropriate and/or necessary the Service will seek advice from other Council staff on these policies and procedures prior to releasing information.

Our Service "Confidentiality & Management of Records" procedure can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>



SECTION TWO: PARENT RESPONSIBILITIES

GRIEVANCE AND COMPLAINT PROCEDURES

The Service has clear procedures for the handling of grievances and complaints that recognises the right of any party to a positive and sympathetic response to their concerns and meets Council and statutory requirements.

The Service encourages persons with a grievance/complaint in the first instance to initially discuss the matter with the other person concerned. If the complaint is unresolved or where the complaint relates to a breach in the National Regulations or affects the health, safety or wellbeing of a child, the complaint should be received by the Nominated Supervisor or delegate at the Coordination Unit.

All complaints and grievances are handled with strictest confidentiality.

Our Service "Grievance, Complaints and Feedback" procedure can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>



CHILD PROTECTION

All staff and Family Day Care Educators working with Wingecarribee Shire Council's Children's Services are mandated reporters and are obliged to notify through the Child Protection Helpline if they suspect or have any concerns that a child may be at risk of "significant harm". Any concern will be treated in strict confidence and all procedures, with respect to reporting, will be followed.

Ongoing training and/or assessment is provided to all staff and educators to ensure they have a clear understanding of the appropriate child protection strategies and practices, including documentation and reporting.

All staff working directly with children, Family Day Care Educators and Adult Household Members residing in the home where Family Day Care is conducted must have a successful Working with Children Check Clearance and National Criminal History Check prior to educating and caring for children as a part of our service.

Any child protection allegation against a Staff member, Family Day Care Educator or an adult household member residing in the home where Family Day Care is conducted must be reported according to legislation.

Our Service "Child Protection" procedure can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>

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PARENT RESPONSIBILITIES

Parents/Guardians are vital members of a team providing care for their child. Please be aware of your responsibilities in ensuring your child is happy and safe in care and that the service you expect is provided effectively. Educators/staff are always available to answer any questions you may have about your responsibilities.

ATTENDANCE

Parents are required by law to **sign a record of their child's attendance** in care, which includes time entering and leaving care. Our Services require an electronic pin signature. Absences from care must also be recorded and signed by the parent/ guardian as soon as possible. Please make yourself familiar with the Government's limits on days absent from care for the purposes of Child Care Subsidy.

Parents/guardians should **contact the Educator/Staff** as soon as possible on the day of care **if their child is not attending care** due to illness or last minute circumstances. A message can be left on the Service mobile for Out of School Hours Care at any time.

Parents/guardians need to adhere to the hours of care that have been booked, ensuring that **children are collected promptly at "pick up" times**. Educators and staff have other commitments outside their working hours and the Out of School Care Service is unable to supervise children outside operating hours. Please ensure that Educators/staff are advised of any delay in arrival either at the beginning or end of care. This is for your child's benefit as well as for the information of the Educator/staff.

Please note that **only authorised nominees** who have been notified to the Service (details of persons made in writing as authorised by a parent/guardian) **may pick up a child from care**. Children will not be released from care to persons not in this category, based on a phone call, for example.

Our Service "Arrival and Departure" procedure can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>

READINESS FOR CARE

Parents must ensure that they **supply all necessary requirements** their child may need for each care day. This may include items such as food, sun hat, sun screen, nappies, change of clothing, appropriate footwear.

Advise the Educator/staff of any matter which will assist in the care of their child not only on initial enrolment but during the course of care. This includes illnesses, allergies, medical conditions and associated management plans, habits and routines and/or changes in family circumstances.

Children who are unwell must not be brought to care, as per the Service Procedures and NSW Health Guidelines. If your child becomes unwell during the day it is your responsibility to collect your child as soon as possible or make arrangements for an approved contact/release person to do so.

Our Service "Illness Infectious Disease, Immunisation and Exclusion" and "Health Hygiene & Infection Control" Procedure can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>

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MEDICAL CONDITIONS

Parents/ guardians are responsible for **providing and authorising (in writing) any medication necessary to be administered** whilst their child is in care, in accordance with Service procedures

Parents are required to provide a **Medical Management Plan** to the Service, signed by a Registered Medical Practitioner, prior to care commencing, if their child has a medical condition that may impact on them whilst in care. This includes, but is not limited to, anaphylaxis, asthma, allergies or diabetes. The Plan must outline appropriate use of medication or auto-injection devices (such as EpiPen) where applicable.

A **Risk Minimisation and Communication Plan** must also be developed in consultation with the Educator, Coordination Unit Staff and parent/guardian, prior to care commencing.

Our Service "Medical Conditions" procedure can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>

SUN SAFETY

Wingecarribee Children's Services has a Sun Safe procedure that states:

Educators and staff must take into consideration the daily weather patterns and variables when implementing the following practices

- *From October to March sun protection is required at all times. Between 11am and 3pm outdoor activities should be minimised. Minimising outdoor activities includes reducing both the number of times (frequency) and the length of time (duration) children are outside.*
- *From April to September (excluding June, July) outdoor activities can take place at any time. However from 10am - 2pm sun protection is required.*
- *In June and July sun protection is not required. Beanies and warm hats can be worn instead of sun safe hats. Extra care is needed for children who have very fair skin. (During the month of August, given the geographical area of the Southern Highlands, the UV rating will be checked daily by the Coordination Unit or Educators and where there is a rating above 3 sun protection will be required.)*

Note: Educators/Staff may choose to use the Daily UV alert indicator from the Bureau of meteorology (<http://www.bom.gov.au/uv/>) or the Sun Smart App to determine the best form of sun protection on any given day.

Parents/guardians should **ensure that their child brings a sun safe hat** that protects the face and ears each care day. Baseball caps and visors are not recommended.

Parents/guardians are also encouraged to **apply sunscreen to their child prior to care**, particularly in summer months. Educators/staff will reapply sunscreen to your child as appropriate throughout the care period.

Children in care should **wear sun safe clothing in summer** that covers as much skin as possible.

Our Service "Sun Safety" procedure can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>

ISSUES CONCERNING YOUR CHILD

Any information or issue regarding your child's care can be **referred to your Educator/staff member in the first instance**. Your Educator/staff member may also communicate with you about your child at pick up/drop off times, as appropriate. Please note that in some situations it may be necessary to make an alternative time to speak with staff if they are engaged in supervising and caring for other children.

SECTION TWO: PARENT RESPONSIBILITIES

PAYMENT

Parents/ guardians are **required to make timely payments in accordance with the relevant “Fee Procedure” for the child care services** they have booked. Failure to make timely payments may result in termination of care. If there are difficulties in making care payments families should discuss this with their Educator/Coordination Unit staff.

If you wish to **receive the Child Care Subsidy** to subsidise your care payments it is your responsibility to contact Department of Human Services (Australian Government) to apply and claim for these subsidies and provide all necessary information to Children’s Services to enable payment to be claimed.

ADMINISTRATION

Parents/guardians are asked to **notify of changes to contact details** for themselves and/or authorised nominees in writing (email is accepted) to Children’s Services as soon as possible.

Please **provide your child’s “AIR Immunisation Statement” as evidence of updates to immunisation details** as they occur. It is a Government requirement that Children’s Services maintain accurate records of immunisation.

Parents/ guardians may be asked to complete additional forms post enrolment, to meet legislative or procedural requirements. Please **return required forms within the time frames** outlined by the Educator or Service.

Notify the Service when other children in the family are using or ceasing to use another approved child care service.



SPECIFIC INFORMATION

FAMILY DAY CARE

Selection of Educators

Family Day Care Educators are people who have had experience raising their own children and/or who have worked and/or studied in child care related fields. All educators must have or be actively working toward a minimum of a Certificate III in Children's Services. Many of our educators already have this or a higher qualification.

Successful registration is based on:

- Written support of partner and partner interview.
- Successful "Working With Children Check" and "National Criminal" clearance of the prospective educator and any other adult household member residing in the premises and/or any other relevant criminal history check as deemed appropriate by the Nominated Supervisor or Approved Provider.
- Positive and satisfactory referee checks of both the prospective educator and other adult household members.
- Demonstration and documentation supporting the applicant as a "fit and proper person" to be working with children.
- The premises meeting the assessment, safety and compliance standards as per relevant regulations and service policy and procedures. This is based on the service "Home Safety and Compliance Risk Assessment Document".
- Relevant training requirements and qualifications attained.
- Satisfactory completion of educator training provided by the Service, including:
 - National Quality Agenda
 - Legal Responsibilities
 - Effective Communication and Relationships
 - Administration
 - Business Practices
 - Inclusive Practices
 - Child Protection (with other adult household members and prospective educators)
 - Work, Health and Safety
 - Health and Hygiene
 - Children's Play and Learning
 - Children's Development and Behaviour
- Statement from the prospective educator's Medical Practitioner confirming that the prospective educator is "physically and emotionally able to care for young children".
- Landlord approval for family day care to operate from their premises (if applicable).
- Current and ongoing Public Liability, Fire Equipment and Regulatory Standards are met.
- Emergency Evacuation Plans are developed.
- Restraint compliance (if applicable).
- Visits to at least two existing and registered educators with Wingecarribee Family Day Care.
- Adequate, sufficient developmentally appropriate equipment to meet the individual interests and requirements of the age groups that the prospective educator will be caring for.

SECTION THREE: SPECIFIC SERVICE INFORMATION

Role of the Educator

Family Day Educators provide and maintain quality childcare in a safe, healthy, nurturing home environment. They:

- Nurture each child in a positive, responsive manner, promoting positive self-esteem.
- Program to meet the individual needs of the children in their care, by implementing the recognised curriculum framework.
- Provide parents with ongoing information about their child's daily activities and progress in care.
- Fulfil the administrative and business requirements of a self-employed business operator.
- Participate in professional development and training.

To do this they adhere to;

- the Education and Care Law and Regulations;
- the National Standards;
- Work, Health and Safety Legislation;
- the Educator Agreement with Council; and
- Service policy and procedures.

A day in a family day care home

Each educator is unique, and the routine of their day varies, depending on the age and number of children they are caring for that day.

All educators are expected to provide a range of experiences during the child's time in care which caters to the child's emotional, social, physical and cognitive growth.

Experiences include art and craft, outdoor play, dramatic play, listening to music and stories. The emphasis in family day care is on providing these experiences in a small family group with a consistent, caring adult.

Some educators may take children outside the home for planned excursions, such as to family day care play sessions, the library or special activities. Careful planning and written parent/guardian authorisation is required for any excursions outside the family day care registered premise. Educators will discuss their practices, in relation to excursions, at the time of your interview.

Fees and Charges

Educators charge a fee within a fee range schedule set by Wingecarribee Shire Council. This fee may vary between educators. The educator provides you with a fee schedule specific to their family day care service.

All fees are payable as per the Service Fee Procedure.

Fees are determined based on the Complying Written Agreement (CWA) between the family day care service and the parent/guardian.

Family day care fees are payable to your educator as the agent of Wingecarribee Shire Council. The fee payable to the educator is inclusive of service parent administration fee which assists in financing the operation and services of the Coordination Unit.

Upon enrolment, **educators may charge a security deposit equivalent to two full weeks' full fee** for booked days, which is refundable on leaving care, less any outstanding fees.

Please note Council reserves the right to terminate care where fees fall into arrears or the conditions of the CWA or enrolment agreements by the parent/guardian are not met.

SECTION THREE: SPECIFIC SERVICE INFORMATION

Fees are payable for all absences on the day a child is booked into care, including but not necessarily limited to family holidays and sick days.

Fees are payable for public holidays where the public holiday falls on a child's booked day. These are counted as absences.

Fees for holiday periods should be paid in advance and attendance records signed for the necessary period with an absence recorded.

Child Care Subsidy (CCS) is not payable before a child has physically attended care or after a child has physically ceased care at the FDC Service. In these instances, the FDC Service will charge the parents/guardian the full fee applicable.

Parents/guardians are required to approve all absences on the electronic attendance record, including on a public holiday.

All fees are inclusive of a family administrative levy which supports the operation of the Coordination Unit.

Educators will provide at least four weeks' notice of any fee increase.

Where an educator cannot provide care or the FDC Service is closed over the Christmas Shutdown period, NO fees are payable to the FDC Service or the Educator.

2022/2023 Scheduled Family Day Care Fees and Charges – Effective 4 July 2022		
Child Care Per Hour (under 2 & over 2)	Minimum rate – determined by Educator	Maximum Rate \$17.00 per hour
Casual Child Care Per Hour	Minimum rate – determined by Educator	Maximum Rate \$17.50 per hour
Weekend Child Care Per Child Per Hour	Minimum rate – determined by Educator	Maximum Rate \$23.00 per hour
Public Holidays Care Per Hour	Minimum rate – determined by Educator	Maximum Rate \$23.00 per hour
Overtime Rate – Per child per 15 minutes, or part there of (No CCS Applicable)	\$17.00 per 15 minutes or part there of	
Ancillary Trip (No CCB Applicable) To be paid to the Service where a child is required to be taken to or picked up from an activity, that the Educator does not normally attend. Eg school, ballet		Maximum rate \$7.80 per trip
Food Per Child Per meal (where provided) (No CCB Applicable)		Maximum Breakfast - \$8.00 Maximum Lunch - \$9.00 Maximum Dinner - \$13.00
User (Parent/Guardian) Administration Levy – CCB Per user child – per hour that service is provided. Also to apply for absences and held positions.		\$1.70 per booked hour per child (rounded to the hour)
Educator Administration Levy (per hour per child) Levy paid each working week towards Educator Support		\$1.05 cents per booked hour per child (rounded to the hour)
Enrolment Fee – ** per child upon enrolment & thereafter upon re-enrolment at the beginning of each calendar year		\$37.00 per child (see note **)
New Educator Fees and Charges	Training Fee	\$250
	Refundable Bond (refer to Educator Recruitment Procedure)	\$100
	New Educator Registration Fee	\$200

SECTION THREE: SPECIFIC SERVICE INFORMATION



Hours of operation

Each educator has their own minimum hour requirements and hours of operation.

A new Complying Written Agreement (CWA) must be entered into when the parent/guardian is increasing or decreasing their days of child care with the Educator on a permanent basis.

Holidays for children in care must be advised in writing at least 1 week in advance.

Termination of care or termination of permanent days by the **parent/guardian** must be made to the “Wingecarribee Family Day Care Service” in writing no less than two weeks (14 days) prior to taking effect, unless another arrangement is made by mutual agreement.

Two (2) weeks written notice of intention to terminate permanent days of care or terminate care will be provided by the **Educator or FDC Service** where possible. However, it is recognised that circumstances can sometimes mean this may not be feasible. At times, by mutual agreement, care may be terminated immediately and no fee will apply.

Casual days are only available on days where vacancies exist. Casual bookings for enrolled children can be made with the educator.

Enrolment and Re- Enrolment Fee

A non-refundable family Enrolment Fee is required for each child upon initial enrolment with Wingecarribee Children’s Service and thereafter upon re-enrolment at the beginning of each calendar year. It covers the costs associated with enrolment administration.

Our “Family Day Care Fee Procedure” can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>

OUT OF SCHOOL HOURS CARE:

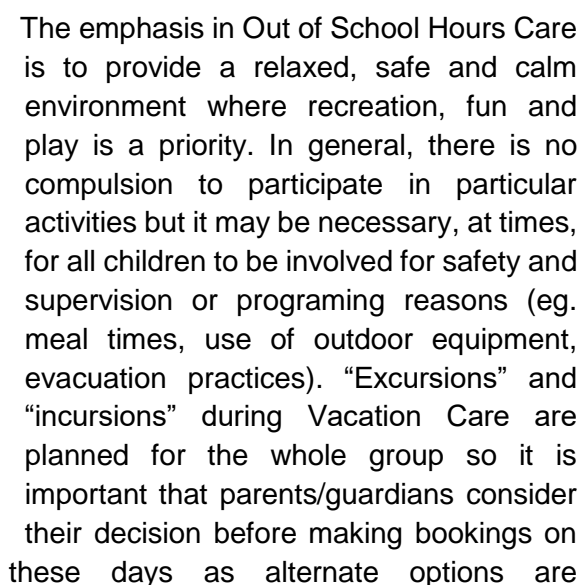
The Service operates on a ratio of 1 Adult to every 15 children, as a minimum. This is in accordance with the Education and Care National Regulations. Generally there will be a minimum of 3 staff rostered during the core busy hours in the After School Care program. (Note: Before School Care is sometimes staffed with only 1 staff member where child numbers drop below 15).

During excursions, staff to child ratios are generally increased, based on considerations including transport, venue, needs of the children in care and other factors which may be identified in the excursion risk assessment.

- Recognised First Aid Qualifications
- Recognised Emergency Asthma Qualifications
- Recognised Anaphylaxis Qualifications
- Qualifications in Identifying and Responding to Young Persons and Children at Risk of Harm

Our staff have experience working with children. Many staff have teaching qualifications or qualifications specifically related to Out of School Hours Care and Child Care.

The Program



The Service practices emergency drills in both Before/After School Care and Vacation Care. The Assembly Point is located at the large basketball court, the same as that used by Mittagong Public School. The evacuation procedure is displayed at the Service. Parents/guardians arriving at the Service during an emergency drill will be directed, by a sign on the gate, to report to the assembly point. **Do not make your way to the hall.**

SECTION THREE: SPECIFIC SERVICE INFORMATION

After School Care/Before School Care

Children are encouraged to provide input into the After School Care Program which is based on the learning framework “My Time Our Place”. This includes choices regarding afternoon tea, craft and sporting activities.

Before School Care		After School Care Daily Routine	
Time	Activity	Time	Activity
6.30am	Service Opens	2.55-3.00pm	Children meet at Big Tree/Children -Roll Ca
6.30 - 8.15am	Breakfast provided by Service, depending upon arrival time of children & their desire to eat. Drinking water available at all times for children. Children assist with set up and clean up following breakfast	3.10pm	Story/ Quiet Game
		Approx. 3.30pm	Afternoon Tea – Provided by the Service. Drinking water is available at all times for children. Children assist with set up and clean up following afternoon tea
6.30 – 8.30 am	Activities are greatly influenced by self – selection, playing freely within the context of the environment, encouraging engagement. Activities could include: ❖ iPad ❖ Sporting activities ❖ Cooking ❖ Self – directed activities ❖ Homework opportunities ❖ Board games/puzzles/card games	Approx. 3.45pm	Discussion related to the day's activities. Brief sessions on social/health issues.
		Approx. 4.00pm	Activities are greatly influenced by self-selection, playing freely within the context of the environment, encouraging engagement but could include: ❖ Art/Craft activities ❖ Music/iPad ❖ Planned games ❖ Sporting activities ❖ Cooking
8.15am	Pack away	5.00pm	Outdoors closes. Indoor Activities
8.30am	Service Closes.	6.00pm	Service Closes

Vacation Care

The program is planned and made available to families before the holiday period commences to facilitate bookings. The program is a mix of activities based around the “My Time Our Place Framework” which includes activities such as; craft, cooking, games, outdoor play, movies, self help and life skill based activities. In addition, the Service incorporates activities facilitated by external providers (eg. a show or sporting coach) and excursions.

Vacation Care Routine	
Time	Activity
8.00am	Service Opens – Self directed activities available all day could include: ❖ Dress ups/dramatic play ❖ Building and construction ❖ Board games ❖ Art, craft and drawing activities ❖ Cooking ❖ Book corner
9.00am	Programmed activities commence
10:30am	Roll Call and Morning Tea
11.00am	Activities continue
12.30pm	Roll Call and Lunch
1.00pm	Quiet period. Staff changeover – Afternoon programmed activities commence
3.30pm	Afternoon Tea
5.00pm	Program starts to wind down
5.30pm	Resources packed away
6.00pm	Service Closes

SECTION THREE: SPECIFIC SERVICE INFORMATION

Food and Drink at Vacation Care

Parents are requested to provide sufficient nutritious food for their child's day at Vacation Care. Drinking water is always available however children are encouraged to bring their own water bottle.

It is requested that food containing nuts are excluded from your child's lunch boxes as the Service does have children in care who are severely allergic. This includes: raw nuts, peanut butter and Nutella.

Parents/guardians are to take particular note of food requirements when the service goes on an excursion. It may be necessary to provide a bottle of drinking water on these occasions.

Please do not provide food for your child that requires heating or cooking. This poses several issues with regards to health and safety.

Please do not send lollies or large bags of chips. These are inappropriate foods for children in care and do not provide the sustenance and nutritional requirements they need for a very active and busy day in care. These items will be held in the staff area and returned to the parent at collection time.

Our "Healthy Eating and Food Handling Procedure" can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>

Clothing at Vacation Care

Please send your child in clothing which is appropriate for the weather and the activity planned.

Please ensure all clothing is labelled.

It is recommended that you pack:

- Spare clothing (the service has a limited supply of sizes and styles).
- A labelled raincoat.
- A sun safe hat

Crocs, thongs and sandals are not appropriate footwear for Vacation Care. Children should come to Vacation Care wearing footwear suitable for a busy, physical and energetic day in care. If this becomes an issue with your child, please put in sneakers and socks in their bag and then they can change as required.

Toys and Equipment from home at Vacation Care



Our service discourages children from bringing toys and equipment from home. Under no circumstances should mobile telephones, I Pods, I Pads or other electronic devices be brought from home. Staff cannot ensure the safety of these devices.

Inexpensive toys from home are brought to care with the understanding that the Service and Staff take no responsibility for their care. If these toys cause a disturbance during the day they will be removed from the child until the child is collected by their parent.

SECTION THREE: SPECIFIC SERVICE INFORMATION

Fees and Charges for Out of School Hours Care

Service	2022/23 Fee Effective as of 4 July 2022	CCS applied where applicable
Vacation Care	\$69.00 per day	<input checked="" type="checkbox"/>
Vacation Care Excursions	Excursion costs are added to the daily vacation fee on the applicable day and are determined according to the cost of the excursion.	<input checked="" type="checkbox"/>
Vacation Care Cancellation Fee For less than one week's notice prior to the beginning of each Vacation Care period	\$18.00 per day	<input checked="" type="checkbox"/>
After School Care	Permanent Booking \$34.00 per day Casual Booking \$39.00 per day	<input checked="" type="checkbox"/>
Before School Care	Permanent Booking \$24.00 per day Casual Booking \$27.00 per day	<input checked="" type="checkbox"/>
After School Care/ Before School Care Bond	Equivalent to two weeks full fee per child in accordance with the placement agreement. Reimbursed at the conclusion of care minus any outstanding fees	
After School Care/ Vacation Care Late Pick up Fee	\$17.00 per child per 15mins or part thereof	<input checked="" type="checkbox"/>
ASC Absentee Fee Charged where no notification is provided for an absent child on the day of care.	\$14.00	<input checked="" type="checkbox"/>
Enrolment/Re-enrolment Fee	\$37 per child upon enrolment and thereafter upon re-enrolment for each year	<input checked="" type="checkbox"/>

Payment Methods

The Service does not accept cash payments. All payments are to be made by direct deposit.

Direct Debit Details		
Bank: National Australia	BSB: 082 723	Account Number: 509793007
Please ensure you reference your Direct Debit Correctly with WOOSH and your child's surname to ensure it is placed against the correct Wingecarribee Shire Council ledger Number.		

Fee information for Out of School Hours Care

Fees are determined based on the most current "CWA" or placement contract.

Fees are payable for all absences on the day a child is booked into care, including absences due to illness or holidays.

Child Care Subsidy (CCS) is not payable before a child has physically attended care or after a child has physically ceased care at the Service. In these instances, the Service will charge the parents/guardian the full fee applicable.

Parents/guardians are required to electronically approve all absences on the attendance record.

SECTION THREE: SPECIFIC SERVICE INFORMATION

Debt Recovery Out of School Hours Care

Wingecarribee Shire Council reserves the right to take action to recover debts owing to Council's Children's Services. This can include the engagement of debt collectors to recover the monies owed. All costs associated with any debt recovery will be passed on to the family who is in arrears.

Families who are experiencing difficulty in paying their accounts are encouraged to contact the Coordinator of Children's Services to discuss a mutually agreeable payment plan.

Before/After School School Care Bond

Upon being offered a place and having signed a 'CWA' with the After School/Before School Care Service, the parent/guardian is required to pay the equivalent of two (2) weeks full fee for their booked days, as a security bond.

The bond secures a child's placement at the service and is refundable at the termination of the child's time in care, provided that one week (7 days) notice is given in writing. The bond can be used to cover and/or settle any final account in any of the Out of School Hours programs.

The Children's Services Coordinator at her discretion may;

- Waive the bond,
- Reduce the bond,
- Develop a payment plan for the bond, where they believe the bond may create hardship or an unreasonable barrier to a family enrolling in the service.

Before/After School Care Bookings and Cancellations

At least one week (**7 days**) written notice is to be given to the Supervisor or Administration Officer for any changes to the days of care or cancellation of care. Families are required to pay fees to cover this period. A new CWA is to be completed if care is continuing.

Casual days are only available on days where vacancies exist. Casual bookings must be made through the Coordination Unit or Service Supervisor.

Fees are not payable for Public Holidays or Pupil Free for Mittagong Public School or St Michael's Primary School.

A fee may be charged at the Service's discretion to a parent/guardian who fails to contact the Service to report an absence.

A late fee may be applied at the Service's discretion, where a child is collected outside of the Service's operating hours.

Vacation Care Bookings and Cancellations

The dates for each Vacation Care will be advertised on the Council Web page, approximately one month before the end of each school term.

Current and active families of the Before/After School Care and Vacation Care Service will be advised of upcoming Vacation Care Services via email prior to Vacation Care Bookings opening. Where resourcing permits the upcoming program will be attached.

All administrative paperwork must be met prior to Vacation Care commencing. Children with incomplete paperwork will not be accepted at Vacation Care.

All enrolments are completed online.

Any changes to bookings must be made in writing or by email.

SECTION THREE: SPECIFIC SERVICE INFORMATION

Cancellations or changes to Vacation Care bookings **less than a week before the relevant vacation care period commences** will be charged a cancellation fee. Once vacation care commences all cancellations/non-attendance will be considered an absence and charged accordingly.

Payment of fees

Fees will be charged in arrears. The Service will invoice families for the “gap” payment at the end of each week of care, once the attendance data has been submitted and the fee subsidy calculations have been applied.

Invoices must be paid by families as per the date due on the invoice. Fees must be no more than 1 week in arrears at any time. Failure to meet this condition will void the CWA with the Service.



Where invoices are not paid in accordance with Service procedure parents/guardians will be notified that the child cannot return until such time as the fees are paid and a payment arrangement is agreed upon with the Children's Services Coordinator. Re entrance to the Service will then be dependent on availability of a position.

Subsidies will only be applied once they have been approved through the Child Care Subsidy System (CCS). Full fees will be charged until the subsidy has been approved and is activated on our system. It is the

parent/guardian's responsibility to organise and liaise with the Department of Human Services in relation to the Child Care Subsidy.

Receipts will be issued upon payment to the Service.

A “Statement of Entitlement” will be issued fortnightly

Additional Information Vacation Care

Families can request a fee estimate and make payment prior to vacation care. This will be provided within our capacity.

The Service reserves the right to request prepayment from families in the following circumstances:

- New families where we don't have an established record of payment history.
- Families with a negative or bad payment history with the Service.

In these instances, bookings are not confirmed until prepayment has been made.

A Statement of Account will be issued to each family within seven (7) days of the conclusion of a vacation care period.

Future Vacation Care Bookings will not be taken until both Vacation Care and where applicable Before/After School Care Fees are settled in full.

Our “Out of School Hour Fee Procedure” can be read at:

<https://www.wsc.nsw.gov.au/Services/Childrens-Services#section-8>