



# Family Enrolment Information

## Scheme Information

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*Thank you for your interest in Nambucca Valley Family Day Care.  
The following information relates to your child's care at Nambucca Valley Family Day Care. Including all information and enrolment forms that you are required to complete prior to your child's commencement of care.*

#### **Our Vision**

Promoting excellence in home based education and child care  
Nambucca Valley Family Day Care believes each child has the right to quality education and care which fulfils their individual needs and promotes positive outcomes for every child every day

Nambucca Valley Family Day Care has provided a trustworthy quality education and care service for over 20 years since 1990. All participants strive for excellence in all aspects of service delivery. The service uses the Early Years Learning Framework principles and Code of Ethics, to guide practice which ensures positive outcomes for children.

This booklet was compiled at Nambucca Valley Family Day Care Coordination Unit on 6 June 2012 and all information is current at this date. We reserve the right to make changes, including change in content, description, terms, etc. at any time without notice.

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# Information about our Service

## **What is Family Day Care?**

FDC is the care of a small group of children, from birth to twelve years, by registered Educators in the Educators own home.

## **The Family Day Care Coordination Unit:**

The FDC Coordination Unit is a contact, backup and supervisory service which provides contact between the Educator and parents of children needing care; a support service in an emergency; and supervision and advice concerning the children and their education in care. The service is managed by the Nambucca Valley Children's Group Incorporated and subject to State Licensing by the Department of Community Services.

## **The Family Day Care Coordination Unit Staff:**

The Nominated Supervisor and Child Care Coordinators are qualified staff members, skilled in the care and education of children, who will visit the Family Day Care Educator homes on a regular basis to give support, demonstrate educational activities and lend toys and equipment.

As required by the Department of Community Services, all Educators and staff are subject to working with children clearance checks through the NSW Commission for Children & Young People.

## **Management Committee**

The Management Committee is a group of volunteer community members who have responsibility for the total management of the service. The obligations of the Management Committee are of a legal, financial, employment and policy nature. The Committee currently consists of eight elected representatives. These representatives are elected at the Annual General Meeting, held each year.

## **Our Educators**

At Nambucca Valley Family Day Care we believe that our Educators' provide high quality care, are happy, fully trained and committed to providing the best education experience for your child with the implementation of the Early Years Learning Framework embedded in their daily programming.

A copy of each Educators philosophy, programming and routines can be sourced from them in your enrolment interview or at any stage whilst your child is in care.

Our Educators engage in continuous professional development through a variety of training courses and workshops.

## **Assistant Educators**

There are Educators registered with Nambucca Valley Family Day Care who have a registered Assistant Educator, who can assist and provide care for those children enrolled with the primary Educator with parent approval. Under the Education and Care Services Regulations 2011; an Assistant Educator can provide education and care to a child, in the absence of the primary family day care educator if the absence is for less than 4 hours, the absence is approved by the Nominated Supervisor and each family in care has given written permission for this to take place.

Your selected Educator will discuss with you the role of their Assistant Educator upon your enrolment interview and explain the process of your approval for them to provide care to your child.

## **Relief Educators**

Nambucca Valley Family Day Care has registered Relief Educators that are available for all Educators to employ to provide care for any child they have in care with the permission of each family.

All relief Educators have the same qualifications as the primary educator and have their own insurance that will be displayed in the Primary Educators' home whilst they are providing care.

Your Educator will discuss this process with you if they intend to employ a relief Educator whilst your child is in care.

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## **Child Care Environment**

All Educators' homes are all risk assessed by the Coordination Unit upon each routine visit and thoroughly assessed in each annual registration renewal audit. Each home must be spacious enough to take additional children and must have a safe environment for the children to play in. The back yard must be fully fenced and should the premises have an in-ground or above-ground pool, that pool area must also be fenced, with a childproof lock on the gate, be council approved and meet with the Australian Safety Standards regulations.

## **Evacuation Policy**

Each Educator home has an evacuation plan and map with evacuation routines, assembly area, all exits and location of fire fighting and first aid equipment marked.

Evacuation drills are practiced quarterly with children in care and are documented.

When enrolling your child with the Educator ensure you are familiar with the emergency procedures.

## **Fees**

NVFD is a deregulated service which means that child care fees and conditions of care will vary from Educator to Educator. You will be provided with a copy of the chosen Educator's fees and conditions. It is then your responsibility to thoroughly read and understand your Educator's fee schedule before signing your parent agreement. Discuss any issues with your Educator.

Payment & Attendance Records are completed by the Educator for an accurate record of the hours of care of each child, and receipts are given to parents when fees are paid. Parents may be eligible for subsidised fees through the Child Care Benefit (CCB) and are encouraged to apply through the Family Assistance Office.

## **Parent / Caregiver Handover Agreement**

A handover agreement is drawn up between the parent/guardian placing the child in care and the Educator, covering the responsibility of each person with respect to care provided and outlining the exact timing of the handover and responsibility of when your care commences and ends and the Educator's care commences and ends.

## **Signing your child in and out of care**

It is a government requirement that children are signed in and out of care each day. On arrival at your Educator's residence and when you collect your child at the end of the day ensure you sign/initial next to your child's name and record the time of your arrival and departure.

Please note we cannot allow any unauthorized person to collect your child. If you do arrange for another person to collect your child that isn't listed on your enrolment form as an authorized person you must notify your Educator prior to collection. If for any reason you are running late, please notify your Educator.

## **What to bring to care**

Each Educator will have different requirements for what is needed for children when they are in care so please discuss this in your enrolment process.

Nambucca Valley Family Day Care advises the following items be included with your children when they are in care; a bag with your child's name clearly labeled, a change of spare clothes and nappies or underwear in case of accidents or messy play, a packed lunchbox with healthy food choices, a large bottle of water.

## **What to wear in care**

We recommend that children dress as simply as possible, in non-restrictive, comfortable and easy to wash clothes. The Educators provide a lot of messy play experiences and while it is encouraged the children wear aprons to protect their clothes, this is not always possible.

If your child is still in nappies, please send enough nappies and wipes for their day in care.

As apart of the service's sun protection policy all Educators must ensure children wear hats that provide adequate protection from the sun at all times during out door play. It is also suggested that you apply sunscreen to your child prior to arriving in care and Educators will reapply throughout the day.

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## **Insurance**

It is necessary for each registered Family Day Care Educator home to be insured against Personal Liability, a copy of these insurance details are available from each Educator.

## **First Aid, Anaphylaxis and Asthma Training**

All Educators must have a current first aid certificate and have undertaken mandatory training in anaphylaxis and asthma as per National Regulations by 31 December 2012.

A copy of these each Educator, Assistant Educator and Relief Educator's qualifications are on display at each Educators home.

## **Child Development Records**

Child development records are maintained by NVFDC as per state regulations.

Each Educator completes child development profiles and daily diaries for each child in care and has them available for family feedback and information in their homes.

## **Privacy**

NVFDC complies with the Commonwealth Privacy Act 1998 – Privacy Amendments (Private Sector) Act 2000 and follows the standards of the National Privacy Principals to regulate the way in which the Scheme manages personal and sensitive information.

On occasions information such as children's personal achievements, child portfolios and photos are displayed within the boundaries of registered Educators and the Scheme's premises.

## **Custody**

In the case of custodial care of AVOs between parents, please be aware that staff cannot refuse parent access to a child, unless the single, separated parent or guardian can show evidence of custody and restricted access. If there is restriction on access to the child, then a copy of the court orders must be kept on file for your child at your selected Educator's residence and the coordination unit.

If at all possible, it would also be good to have a photo of the restricted person who does not have access to allow for ease of identification in the event of an incident.

## **Parental Involvement**

The service and Educators encourage active participation in the child's routine at all times. If you have a particular skills, interest or hobby please let your Educator know. It would be great for you to share your talent or interest with the children. The children always appreciate and enjoy contribution of parents.

## **Excursions**

Some Educators undertake Routine and Non Routine Excursions throughout the year. As there are strict guidelines to follow these excursions are only undertaken with each family written consent after the Nominated Supervisor has approved the excursion and a risk assessment has been conducted.

Your Educator will provide you with details and permission consent forms about any excursions they hold either routinely upon your enrolment and will provide you with information and seek your consent before any one off excursion is undertaken.

## **Immunisation**

On enrolment parents are asked to provide a copy of their child's up-to-date immunization record. This record will be kept with the child's enrolment form.

As your child receives up dated immunizations, please forward a copy to the Service's Coordination unit to keep their records up-to-date.

According to the regulations, in the event that any child enrolled in the service is not fully immunized, then that child will be excluded fro the service at the outbreak of a vaccine-preventable disease and fees will still be payable during this absence.

A copy of the exclusion guidelines is available at each Educator's residence for your information.

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## Medication

From time to time your child may need medication. Whether it is prescribed medication for an illness or on-going for asthma or similar, the following must be followed;

**Prescribed Medication** – must be in the original container with the child's name, medication name, dosage amount and frequency clearly labeled. It should also have the doctor's name and use by date.

**Non-Prescribed Medication** – will not be administered to any child unless the parent has signed the authority for administering paracetamol in an Emergency form in the Enrolment pack or a written letter from a doctor stating the reasons for administration is given to the Educator.

## Management of excessive temperature

From time to time, children will become unwell while in care. In the event of a child suddenly becoming sick and with an excessive temperature (more than 39c), the child's parents will be contacted and asked to come and collect their child as soon as possible. While Educators wait for parents or the emergency contacts to arrive, the following measures will be taken in order to control a child's temperature;

1. Excess clothing will be removed
2. A cool washer will be applied to forehead and back of the neck
3. The child will be kept in a cool environment
4. Administration of panadol if parental consent is given
5. The child will be offered water every 30 minutes

## Sickness and accidents

If your child seems unwell, they should be kept at home. As children tend to play closely to one another, the risk of cross-infection is high and sickness can be spread quickly. Should your child become ill during care, you or your emergency contact will be contacted as soon as possible to come and collect your child.

If a serious accident occurs, which may require hospitalization the Educator will contact you or your emergency contact immediately after obtaining first aid help for your child and contacting the Nominated Supervisor of Nambucca Valley Family Day Care and an Incident Report will be completed, sent to the coordination unit who will then lodge the incident with Community Services.

In the event of a minor incident, the Educator will document the incident and you will be asked to read and sign the Incident form. There will be one copy for you and one that will be sent to the coordination unit. If at any stage after this minor incident you need to seek medical attention for your child as a result of this incident please let your Educator know and they will notify the coordination unit.

Please see the full Serious Accident / Incident Reporting Policy for more information.

## Long Term Illness

In the case where your child has a medical condition that requires long term or symptom driven medication e.g.; Asthma, it is recommended that parent/guardians in consultation with the child's medical practitioner work out a management plan and provide the coordination unit with a copy.

The Management plan should outline;

1. the situation that requires medication
2. the name of the medication to be given and dosage
3. specific instruction for emergency situations
4. The telephone number of the child's medical practitioner and the parent and medical practitioner signature.

## Complaints Procedure

Feedback of any sort can offer us an opportunity to improve on the service that we provide. For this reason parents are encouraged to approach staff directly, at an appropriate time, to provide feedback or alternatively parents can speak to the Nominated Supervisor or place written feedback in the coordination unit mailbox. The service takes complaints seriously and will aim to address your concern as soon as possible. If the complaint is not being addressed to your satisfaction by the service, please indicate your wish to meet with the Committee Management.

## **Nambucca Valley Family Day Care Policies**

The service has a detailed Policy manual that is available at each Educator's residence. They affect the way we operate and how we provide a service that is safe for all the children, staff and families. These policies also help the Educators and staff to meet all the requirements for Education and Services Regulations 2011 and Accreditation.

### **Fees & Other Information (Effective 5 July 2010)**

#### **Child Care Fees and Deregulation**

Educators registered with NVFDC are self employed and the capacity to set their own fees is consistent with the self employed status.

Educators are responsible for making decisions about their own conditions and charging practices and for informing their client families about fees.

Until 2001, the scheme had been required to have its fees approved by the commonwealth government under a funding agreement. The government has now removed the condition for fee approval. In addition the service is required to work under the legislation of the Trade Practices Act which enables self employed individuals to set their own fees. In this environment, it is not appropriate to impose fees on Educators.

#### **Childcare Benefit**

Parents/Carers must apply for Childcare Benefit (CCB) before the time of enrolment with the service. Visit Centrelink or call the Family Assistance Office on 13 61 50 and apply for CCB.

If you have already applied for CCB to ensure that the your child's enrolment records can be matched and verified against the entitlement information held by the FAO, you will need to provide the parent's and the child's Customer Reference Number (CRN) on the enrolment form.

If your child attends another service, you may nominate how many of your CCB eligible hours are claimed at each service.

You are responsible for informing the Family Assistance Officer of a change in your circumstances, whether it is an anticipated change in family income or a change in your eligibility for more hours of care.

#### **General Information**

Childcare rates vary in accordance with individual Educator fee schedules and the families CCB entitlement.

Fees must be paid to Educators, the frequency negotiated between the parent and Educator.

Receipts will be issued for all fees paid.

Hours of care are rounded up to the next hour on a weekly basis and fees calculated accordingly.

Fee estimates may be provided to help calculate CCB entitlements.

Fee estimates are quoted per child per hour. Reductions can occur when 2 or more children are in care.

Individual Educators set their own minimum hours

Fees must be equitable for all families with the same Educator.

#### **Family Service Levy (referred to as administration levy)**

Currently NVFDC charges a levy of \$0.90c per child per hour. This fee does not attract CCB and is built into the hourly fees paid by parents.

The family service levy is an additional charge to families to assist with administrative costs incurred in complying with regulatory standards for the service and where possible is absorbed by the CCB.

#### **Standard Hours**

The Department of Education, Employment and Workplace Relations – CCMS Child Care Service Handbook 2009-2010, p223, states that "Standard hours are 10 hours each weekday within the range 7am to 6.30 pm, chosen by the service as their standard operating hours".

Standard hours for NVFDC are 8.00am to 6.00pm Monday to Friday.

#### **Non Standard Hours**

Non standard hours of care are care hours provided outside standard hours and include early morning care, overnight care, weekend care and casual care.

Weekend care begins midnight Friday and ends midnight Sunday.

The CCMS Child Care Service Handbook 2009-2010 states that CCB is payable for public holidays at the usual rate.

CCB will only be paid for fees charged by a service closed on a public holiday if the service is open on the normal operating days immediately before and immediately after the public holiday and the child would normally have attended the service if on that day if it were not a public holiday, and fees are charged for the day.

If care is not required on a booked day which is a public holiday, standard hour's fee rates apply.

### **Casual Care**

Care availability may be limited.

Pre-booked casual care must be paid in full unless 48 hours notice of any intended cancellation is given.

### **Overnight Care**

Approval from the Coordination Unit is required for Educators to undertake overnight care

Families requiring overnight care need to contact the co-ordination unit to advise the days and hours required.

### **Penalty Fees**

May apply to care provided before booked start time or after booked finish time (if not negotiated between the parent and the Educator.

A charge for the period which exceeds the contracted time. Late (or early) fees (no CCB applicable) will be charged for parents who are late to collect their children from care (or arrive early). If parents find that they are not arriving at their booked time, then perhaps they need to change their booking.

No CCB applicable to penalty fees.

### **Enrolment Fee**

Upon registering your enrolment with Nambucca Valley Family Day Care you will be charged a one-off \$10 enrolment fee per family.

If you enrol more than one child with our service no further registration fee applies. This includes if you were to enrol additional children in a family at a later date.

Children must be registered and enrolled with the scheme before care commences with any Educator.

If child care was used in a one off situation and unlikely to occur again, a fee of \$20 will be charged.

### **School Age Children**

A minimum charge may apply.

Full fee applies for a school age child who is absent from school and attends care (including public holidays which fall in a school week).

Pupil Free days are approved absence days & CCB is payable.

### **Food**

Babies under 1 year - parent provides all food.

Special diets - parent provides all requirements.

Other arrangements to be negotiated between parents and Educators.

### **Travel**

CCB not applicable to travel costs.

Payment of money to Educators contravenes RTA Regulations.

### **Special Arrangements**

Where parents have special request or special arrangements regarding their care requirements, they need to negotiate these directly with the Educator.

### **Leave and Holidays**

Educators will give parents notice of their intention to take holidays. Parents are not liable for fees to the Educator during this period. Parents may be required to give notice to their Educator of their intention to take holidays.



Fees may apply to hold the child's place with the Educator. CCB is payable for 42 days allowable absences each financial year.

### **Non Payment of Fees**

Educators have the right to refuse care if payment is not received in accordance with their Fee Schedule. Where a family ceases care with an Educator and fees remain outstanding, the parents will be unable to access care through another Educator registered with Nambucca Valley Family Day Care, until such outstanding fees are paid.

### **Termination of Care**

Termination means to completely finish childcare for one or all children with a particular Educator.

At least (2) weeks notice is required by the parent if they wish to cease care.

The Educator is also required to give parents (2) weeks notice if they are unable to continue to provide care for the child.

For booked hours the parent is required to give the agreed notice i.e. when care is no longer required, or the parent intends to change Educators.

The Educator has the right to be paid for the agreed notice period at the usual rate for the hours previously booked, whether the parent requires the child to be in care or not.

CCB will not be paid in absences for any days after the child has stopped attending care, so parents will be charged the full rate of care if their child is not in care during the notice period, unless an additional absence reason is provided.

### **Payment & Attendance Records**

It is a condition of approval and continued approval for CCB purposes that our service complies with record keeping obligations under Family Assistance Law.

Our service must ensure that:

- Payment & Attendance Records accurately reflect a child's attendance;
- Allowable and approved absences are clearly identifiable;
- Payment & Attendance Records are verified and signed by a child's parent;
- Families are not asked to sign Payment & Attendance Records for days when a child wouldn't normally have been in care;
- Families are not asked to sign Payment & Attendance Records for days before a child has commenced attending care or after a child has ceased attending care.

As our Payment & Attendance Records form a receipt for CCB purposes there are additional requirements that must be met such as:

- The name of the service;
- Signature of the person issuing the receipt;
- Name of the person to whom the receipt is issued;
- Name of the child covered by the receipt;
- Period to which the fee payment relates;
- Date of issue of the receipt;
- Amount paid.

### **Absences**

Under CCMS, each child receives an initial 42 absences per financial year, which may be used for any reason and without proof of circumstances.

Once the initial 42 days have been used, 'additional absences' may be claimed, with supporting evidence to be held by FDC, in certain circumstances such as:

- An Illness (with a medical certificate)
- An outbreak of infectious disease when a child is not immunised.
- Any other absences due to sickness of the child, a parent or sibling supported by medical certificates.
- A parent being on a rotating shift or RDO
- A temporary closure of a school or pupil free days

- Shared custody arrangements due to a court, consent or parenting order
- Attendance at preschool
- Exceptional circumstances

Where a child has exhausted their initial 42 absence days and further absences do not meet the above criteria, CCB is not paid and full fees will apply.

The current CCMS Child Care Handbook 2009-2010 states that:

Public holidays will be counted as an absence day if:

- The child would normally have attended the service or individual Educator on that day if it were not a public holiday, and
- Fees have been charged in respect of the absent child for the day.  
CCB is payable for Public Holidays at the usual rate.

### **Starting or Ceasing Care**

Allowable absences cannot be used to enable CCB to be paid for fees charged to reserve a place for a child who has not yet commenced care. Allowable absences cannot be claimed once a child has ceased care. If a family has ceased care and no notice has been given, any booked hours cannot be claimed as an allowable absence. Full fees must be paid by the parent.

Note: Failure to meet attendance & record keeping obligations is a criminal offence and may incur a penalty of up to \$6,600 for an individual and up to \$33,000 for a body corporate.

### **Priority of Access Policy**

The current CCMS Child Care Service Handbook 2009-2010 states that:

One of the main reasons the Australian Government funds child care is to meet the child care needs of Australian Families.

However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

The Australian Government has Priority of Access Guidelines for allocating places in these circumstances. These guidelines apply to centre-based long day care (LDC), in home care (IHC), family day care (FDC) and outside school hours care (OSHC) services. They set out the following three levels of priority, which child care services must follow when filling vacant places:

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

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

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in Aboriginal and Torres Strait Islander families;
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents.

There are some circumstances in which a child who is already in a child care service may be required to leave the service.

When a service has no vacant places and is providing child care for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child, but only if:

- The person who is liable to pay child care fees in respect of the child was notified when the child first

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- occupied the child care place that the service followed this policy; and
  - The service gives that person at least 14 days' notice of the requirement for the child to leave the child care service.

### Further Information for Families

Family Assistance Office      Ph: 13 61 50      Web: [www.familyassist.gov.au](http://www.familyassist.gov.au)  
For Child Care Benefit (CCB) and other related inquiries from families

Immunisation Register      Ph: 1800 653 809  
For families to check their children's immunisation records

Australian Taxation Office      Ph: 13 28 61  
Web: [www.ato.gov.au](http://www.ato.gov.au)  
For information about payments of Child Care Tax Rebate

### Coordination Unit Staff

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