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#### **Tropical North**

#### Parent Handbook

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### Provider Approval No: PR-00000526

**Office:**

**Tropical North**

**Jack Street**

**Mossman Showgrounds**

**Mossman, QLD 4873**

**07 4098 1831**

**Office Hours:**

**Monday to Friday 8.30-4**

***Enhance Family Day Care- Endeavour Mentoring Unit and Educators are committed to working as a professional, innovative and collaborative team to provide a unique quality service to children and their families.***

Fifteenth Edition: January 2019

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**COMPLAINTS | GRIEVANCE HANDLING FLOW CHART**

**Person has concern**

* Discuss or resolve the matter with the person responsible or
* Discuss the situation confidentially with Coordinator in relation to

 strategies to assist in dealing with the concern

Where the person lodging the grievance is not happy with the outcome from the Service, contact can be made with the **OECEC**

**Address Grievances with Management Committee**

If the issue is not resolved with a reasonable time or they are not satisfied that the grievance has been managed appropriately, the person lodging the complaint can contact Service Management Committee.

**Grievance not resolved**

**Grievance not resolved**

**Personal Resolution**

You may wish to deal with the grievance or incident personally with or without reporting to anyone

**Concern not resolved**

**Formal Grievance**

Formal investigation refers to the process used to respond to written grievances, whereby an investigation is undertaken to gather information relating to the allegation to inform a recommended resolution

* A formal grievance is written and sent to the Manager
* A written grievance should be marked “Confidential” and forwarded

 as soon as possible after the event

* The Manager will make a decision based on the outcomes of the investigation
* Both parties will be informed of the outcome and the action to be taken

 Should a member of the Service need to be interviewed in relation to

 any grievance, they will be informed of their right to have a support person present.

The Management Committee will consider all information collected

 and the conduct of all parties. A formal letter will be written

informing both of the outcome and actions taken

Service Philosophy

Tropical North Family Day Care provides high quality child care in the comfort of Educators homes.

Children are valued for their individual self as capable, competent learners needing thoughtful, stimulating learning opportunities.

Children have the nurturing and reassurance of a positive relationship with one Educator who knows and cares about them.

Considering and respecting the rights and culture of families, educators and the community we strive to work in partnership.

We support each child in developing a sense of self, love of learning and an understanding of community, giving children a feeling of truly belonging and contributing to their world.

**LINES OF AUTHORITY:**

Australian Children’s Education and Care Quality Authority:

*The above authority administers all child care quality assurance systems in Australia and determines the accreditation status of services. Services must be accredited to be eligible for Community Support funding and Child Care Benefit.*

*ACECQA provide* [*a directory of useful links*](http://www.acecqa.gov.au/links-and-resources/)*, such as* [*MyChild.gov.au*](http://www.mychild.gov.au/pages/home.aspx)*, where you can search for services and view quality rating information*

*ACECQA - visit their web site at* [*www.acecqa.gov.au*](http://www.acecqa.gov.au)

Department of Education (DOE)

*The above Department provides Community Support payments for accredited child care services to ensure that families have access to quality care, appropriate to their needs, regardless of income, cultural background, ability or geographic location. Community Support payments provide financial support directly to service providers to assist them to establish or maintain a Coordination Unit*

*DOE tel: 07 4031 3901*

Office of Early Childhood Education and Care:

*This office is responsible for approving, licensing and regulating early childhood education and care services in Queensland. Assessors from this Dept review service delivery in accordance with quality assurance guidelines to ensure standards are maintained.*

*The OECE&C welcomes all feedback from families on service delivery.*

*OECE&C- tel: 07 4031 3901*

Family Day Care Association of Queensland:

*The Family Day Care Association QLD is the Approved Provider of Tropical North Family Day Care and has overall responsibility for the service.*

*FDCAQ welcomes all feedback from parents on service delivery.*

*FDCAQ- tel: 07 33993737*

*Email:* *Jason.DeBakker@fdcqld.org* *CEO*

Enhance Family Day Care- Tropical North:

*Operates under the sponsorship of Family Day Care Association Queensland. The service extends to all Mossman, Tablelands and all Cairns Region*

*Tropical North staff and Educators welcome all feedback from families on service delivery*

*Tel: 07 4098 1831 Email:* *tropical north@fdcqld.org*

**GOVERNING DOCUMENTS AND LITERATURE**:

***National Law 2017***

***National Regulations 2018***

***National Quality Standards***

***Family Day Care Association QLD Policy Manual.***

***CCMS Child Care Service Handbook 2018***

***(The above documents can be viewed at the office or at your Educators home.)***

**FAMILY DAY CARE AUSTRALIA**

*Family Day Care Australia is Family Day Care’s industry National association. FDCA promotes and advocates for FDC nationally.*

*FDCA – 1800 658 699* [*www.fdca.com.au*](http://www.fdca.com.au)

**ABOUT ENHANCE TROPICAL NORTH FAMILY DAY CARE STAFF**:

NQ Program and Practice Manager:

*The North Queensland Program and Practice Manager is responsible for the day to day operation of the service - ensuring all activity falls within the scope of FDCAQ’s Mission, Vision and values – that of developing staff and Educators and ensuring that children and families receive quality care. The Manager reports directly to the Operations Manager at the FDCAQ office in Brisbane.*

Practice Mentors:

*Practice Mentor responsibilities include recruitment and training of Educators; supporting and assisting families in their search for care; visiting and supporting Educators in their role of caring for children; ensuring home safety standards are maintained, compliance requirements are current and promoting positive partnerships between Educators and families and the service.*

Administrator:

*Administrators are responsible for the maintenance of up to date parent and child records, CCS data entry and front reception duties. They also manage Educator enquiries relating to Child Care Subsidy payments and family enquiries relating to their childcare fees.* ***Parents must direct their Child Care Subsidy enquiries directly to Centrelink.***

**ABOUT EDUCATORS:**

*Educators provide quality care for children in their own homes. Educators are assessed and trained by Practice Mentors to ensure that they are able to meet the standard required by the National Quality Standards before commencement of care. Educator assistants must also be able to meet the required standard.*

*Mandatory requirements for all Educators include:*

*Having a certificate III in Child Services or be studying the qualification*

*A current Positive Notice blue card for child related activities (applicable to all adult occupants in the home and frequent visitors over 18 years)*

*A current Apply First-Aid certificate with associated CPR, Asthma and Anaphylaxis Management Certificates*

*FDC Public Liability Insurance*

*In addition Educators are required to participate in the FDC quality assurance system and in-service training program.*

*An approved Educator must display an Emergency Evacuation plan.*

*An approved Educator must hold a Certificate of Engagement.*

*Educators’ contracts are renewed annually subject to a satisfactory appraisal.*

 **EDUCATOR ASSISTANTS:**

*Educator Assistants are usually other adult occupants in the home eg: a spouse, an adult child, or a relative. An Educator assistant is assessed in the same way as a primary Educator and must comply with the same mandatory requirements. Most Educator assistants are engaged to relieve for short periods of time ie: up to 4 hours on any given day to allow the primary Educator to attend emergency appointments or emergency treatment. Educator Assistants can also stand in place of an educator to transport children between the registered FDC residence and school, another childcare service or the child’s home. The Educator assistant is registered in conjunction with the primary Educator and their name is on the primary Educator’s Certificate of Engagement.*

***Parents must provide written consent for the Educator Assistant to assist the Educator.***

**PLACEMENT OF CHILDREN**:

*As a beneficiary of Community Support Funding the service must adhere to a priority of access. Places must first be given to:-*

1. *A child at risk of serious abuse or neglect.*
2. *A Child of a parent/s who meet the work/training/study test under sections 14 of the Family Assistance Act.*
3. *Any other child*

**CHILD CARE SUBSIDY:**

The Child Care Subsidy is a regular payment that assists most families with the costs of child care. The Child Care Subsidy will be paid directly to providers to be passed on to families as a fee reduction (it will reduce the fees that a family pays a child care provider for the care of their child).

There are three factors that will determine a family's level of Child Care Subsidy (CCS). These are:

 **Family income** - the combined annual income of parents/guardians

 **Activity test** - the workforce participation activity level of the parents/guardians

 **Hourly rate caps** - that apply to the type of child care service.

Please follow the link below to access the Child Care Services Handbook.

<https://docs.education.gov.au/documents/child-care-service-handbook>

 **ABSENCES FROM CARE:**

*Contracted hours of care are payable regardless of whether the child attends the service or not. All Families are given a total of 42 absence days per child per financial year whereby the child may be absent from care and subsidies are paid to the Educator. The 42 day absence limit includes all Public Holidays. After the 42 absence days have been used up the next absence day will not attract any subsidies and full fees will be charged unless appropriate documentation is supplied and or approved circumstances apply.*

**NO JAB NO PAY:**

*CCS payments are conditional on children up to the age of 20 years of age meeting current immunization requirements. Children will no longer be exempt if their parents have registered an objection to vaccination on the basis of personal or philosophical beliefs.* ***A child must be fully immunized, on a catch up schedule or have a valid exemption at the time a parent makes their very first claim for CCS.***

*Children with medical contraindications or natural immunity which are certified in writing by a General Practitioner will still be exempt from the immunization requirements.*

*If a service provider allows it, children can still access childcare and the parents will pay full fees.*

**ATTENDANCE RECORDS:**

*It is a requirement of DOE that accurate attendance records be kept for each child in care. When delivering or collecting your child the actual times of arrival and departure need to be recorded on the attendance record each time. This time may differ to the contracted hours. You will still be charged for the contracted/ booked hours.*

*Educators may only sign attendance records in the absence of a parent, for example when dropping a child off at school or picking one up from school. Parents must still sign their child in and out when they are dropping off or collecting the child. All absences must be signed by the parent.*

**AUTHORISATION FOR COLLECTING CHILDREN:**

***A Signature Authorization Form must be completed with the names, signatures and initials of all persons******(including both parents)*** *who may be involved in the delivery and collection of your child. This form will be retained by the office and a copy given to the Educator.*

**FAMILY/CHILD RECORDS:**

***It is essential that all child and family details are kept up to date at all times.*** *Any changes to your contact numbers, home or email address, emergency contacts etc, must be relayed directly to our office immediately.*

**FEES**

*Fees are independently set which means that rates and charges vary from educator to educator.* ***Remember we are one service with many different fee schedules****. It’s important to confirm fees with the educator whenever you are a using a different Family Day Care facility.*

*Parents must be notified by the Educator in writing at least twenty-eight (28) days prior to any fee increases.*

*Educators are encouraged to take a bond as security against payments falling into arrears over the duration of the placement and provide a receipt to the parent.*

*Payment in arrears by more than 2 weeks will result in immediate suspension of care until the overdue account is settled. In the event of financial hardship parents are encouraged to contact the Mentoring Unit.*

*Standard hours are determined by the service and currently these are set at 8am – 6pm MON – FRI*

*Non-standard hours are after 6.00pm and before 8.00am MON– FRI and are generally charged at a higher hourly rate*

*Weekend care and Public Holiday care (when care is used) are also generally charged at a higher hourly rate.*

*Penalty charges for late pick-up and/or late payment of fees are at the Educator’s discretion and do not attract CCS.*

**SERVICE LEVY:**

*All families must pay the service levy.* ***The levy is currently set at $1.20 per child per hour of care used.*** *Educators calculate and incorporate the levy into the overall cost of childcare each week/fortnight. The levies attract CCS subsidy and the service then deducts the amount from the Child Care Subsidy before it is made payable to the Educator so there is no need for you to do anything. This levy supports the processing of your child’s attendance records and processing of subsidy claims with the Centrelink interface. Our service staff monitor and support care arrangements, assist families to access other referral agencies and provide information and assistance in understanding the payment process.*

**TYPES OF CARE OFFERED**

*Full time/part time: a continuous contract of same days, same hours each week consisting of standard and/or non standard hours*

*Shift work: - (2 parent families - both parents must meet eligibility requirements for rotating shifts and provide written evidence from their employer for this type of care to be approved. Rosters must be supplied a fortnight in advance).*

*A rotating shift does not cover the following scenarios:*

*\* One week on – one week off.*

*\* Working alternating weeks of two days one week, then three days the following week and so on.*

*\* Casual, temporary or part time employment.*

*\* On call types of employment.*

 *Casual or on call: irregular periods of care*

*Overnight and/or 24 hour Care****: is closely monitored and needs the approval of the Mentoring Unit before it can take place.*** *Examples of when 24 hour care may occur include:-*

*Hospitalization of the parent; attending a conference/ training course away from home; family emergency; child at risk*

*Before and After School Care and Vacation Care (2 contracts)*

*Two separate contracts of care are required for school children.*

1. *Term time – a continuous contract of morning and/or afternoon sessions of care*
2. *Vacation Care* ***–*** *a contract for the duration or part thereof of the school holidays. A separate School Holiday Booking Form must be filled out for each school holiday.*

*NB Once the contract has been signed it is binding unless two weeks’ notice can be given.*

***All permanent changes to contracts require 2 weeks’ notice in writing or the agreed notice period by the Educator.***

**EDUCATOR NOT AVAILABLE:**

*When your Educator is not available to care for your child you may either temporarily withdraw your child from the service without penalty or apply for alternate care with another Educator. If you want a temporary relocate please ring the office as soon as possible and a Practice Mentor will try and assist you with this matter.*

***When accepting a relocate it is important that you discuss fees with the relocate Educator as these may differ from those of your regular Educator.***

**CANCELLATION OF CARE:**

*Cancellation of care must be in writing and according to the agreed notice period set down on the Educator’s fee schedule. Failure to comply will result in full fees in lieu of notice.*

***Child Care Subsidy is not payable when fees are charged in lieu of notice. It is only payable while your child attends the service during the notice period, up to and including the last day of care.***

**RELATIONSHIPS IN FAMILY DAY CARE:**

*Leaving your child in care for the first time can be an emotional experience. It will take time for your child to bond with the Educator and for both you and the Educator to build up confidence and trust with one another. Practice Mentors are a support line for both Educators and families so please do not hesitate to contact us should you encounter any settling in difficulties.*

***Keeping your Educator informed of any changes to your own daily routine, drop off and pick up times is vital to forming a positive relationship.*** *In meeting all families needs, Educators must keep to a schedule, for example, they may need to get children to and from school or a play session or a service outing, so please let your Educator know if you are running late or if your child is sick and won’t be attending child care. This courtesy will minimize frustrations resulting from delays and disruptions to the Educator’s program.*

*Similarly, please keep the Mentoring Unit informed of any changes to your contact details, eg change of telephone number or email address and any significant change to your contracted hours, eg extra day/s during the week.* ***This will minimize delays in getting information to you and CCS payments to Educators as Educators cannot be paid for additional days of care without verification from parents****. A quick call/message/email is all that is required.*

**GRIEVANCE PROCEDURE:**

*Every person has the right to a positive and sympathetic response to their concerns.*

*Solutions are sought to resolve all disputes, issues or concerns in a fair, equitable and prompt manner.*

*If you do have a concern speak with your Educator first, if you are unable to find a solution please contact a Practice Mentor who will work with you both to achieve a satisfactory outcome, especially for your child.*

*For more information on Complaints management please refer to the service’s* ***Grievance******and Prompt Resolution of Issues*** *policies. Flow chart second page.*

**SAFETY:**

*Our service promotes safe environments where children can play and explore their world free from harm.*

*You can assist Educators by remembering to:*

1. *Escort your child/ren into the Educators home.*
2. *Close gates and doors behind you.*
3. *Supervise all child/ren accompanying you up until the time you leave the premises.*
4. *Demonstrate respect for the Educator’s house rules*
5. *Apply sun screen to your child before you arrive at care*
6. *Pack extra clothes and a sun hat*

***Endeavour is a sun smart service and all children are required to wear a sleeved shirt and a hat when playing outdoors***

*For more information on sun safety and safety practices in the home please refer to**the service’s* ***Education and Care Environment*** *and* ***Sun Safety*** *policies*

**EXCLUSIONS:**

*Our scheme aims to promote a healthy environment and limit the spread of infection by encouraging the application of universal hygiene procedures and excluding children from care who may be suffering a contagious illness/condition*

***Educators may not accept children into care who show obvious signs of illness or infection.***

 *In the case of a serious illness or hospitalization, a medical certificate may be required to verify recovery and enable the child’s return to care.*

*For more information on exclusions from child care refer to service policies:*

***Children’s General Health and Administration of First Aid; Exclusions for Infectious Diseases.***

**MANAGEMENT OF UNWELL CHILDREN:**

*If a child becomes unwell whilst attending care the parent/guardian will be notified immediately to take the child home. The child will be made comfortable and if necessary separated from the other children until the parent/guardian arrives.*

*Permission is sought from you at time of enrolment for the Educator to administer one dose of Paracetamol.* ***Paracetamol will NOT be given without the parent’s consent.***

**ILLNESS AND INJURY:**

*All Educators are required to keep a fully equipped and updated First Aid Kit at the home and in their car.*

*In the event of a serious illness or injury the Educator will administer First Aid, call an ambulance (if required) and notify the parent and Coordination Unit as soon as possible.*

*For more information on illness and injury refer to service policies:* ***Incident Injury, Trauma and Illness policy and Critical Incident Policy***

**EXCURSIONS/ OUTINGS:**

*Excursions and outings are considered an integral part of the FDC program and provide a broad range of learning experiences for children. Parents written permission must be sought before an excursion can take place and the Mentoring Unit notified. Educators keep a record of all their regular excursions and are required to discuss the purpose and benefits of these excursions with the parents.*

*For more information on Excursions and Outings please refer to the service’s* ***Excursion policy***

**FIRE EVACUATION:**

*Educators are required to clearly display an emergency evacuation procedure at all exits from their premises.*

*Evacuation drills are practiced at least every three months and whenever a new child comes into care.*

*All homes are fitted with smoke detectors, fire blankets and/or fire extinguishers. Educators are required to have these checked regularly to ensure they remain in good working order.*

*For more information on fire safety practices please refer to the service’s* ***Emergency and******Natural Disaster Evacuation*** *policy*

**MEALS, NUTRITION & PHYSICAL ACTIVITY**

*Family Day Care Association Qld. recognizes that a healthy, balanced diet is crucial to the growth and development of children’s minds and bodies and that food and drinks provided/offered to the children are consistent with Dietary Guidelines for Children and Adolescents in Australia. The Educator will support children’s health by providing/offering and encouraging nutritious food choices.* ***It is important to advise the Educator if a child has any food allergies or food intolerance.*** *The Educator will observe the parental wishes with regards to breast/bottle feeding and culturally appropriate choices of food. Educators will encourage and promote daily physical activity maintaining a balance between active and inactive play, whilst managing the use of television and computer screen time.*

*For more information on Meals and Nutrition please refer to the Service’s* ***Children’s Health and Safety, NUTRITION AND PHYSICAL ACTIVITY policy.***

**MEDICATION**

*All prescription medicines to be administered to children by Educators must be:*

1. *Prescribed by a doctor*
2. *Clearly labeled with the child’s name and required dosage:*
3. *Within the expiry date – ie: not expired*

*Over the counter medicine that has been authorized by the parent/guardian must be:*

1. *A recommended product for a child*
2. *Within the expiry date ie not expired*

*In all instances of administering medication the parent and Educator must complete and sign the service Medication Form for the child.*

*Medications must be handed to the Educator immediately upon arrival at the home and stored out of reach of children.*

*For more information refer to the service’s* ***Administering Medication*** *policy*

**SWIMMING**

*Enhance-Tropical North Family Day Care allows swimming activities as part of the Educator’s program. All swimming activities (if undertaken) must comply with child care regulations governing adult/child ratios and any additional conditions imposed by the service.* ***Furthermore written consent from the parent must first be obtained before the swimming activity can take place****.*

*For more information on management of swimming activities please refer to the Child Care Regulation 2003 and the service’s* ***Pool and Water Safety*** *policy*

**PETS AND ANIMALS:**

*Many Family Day Care homes have pets. Educators are required to inform families of all animals kept on the premises and how they are managed. The pets are required to be separated from the children’s play areas unless involved in a specific activity under the direct supervision of the Educator.*

*For more information please refer to the service’s* ***Animal and Pets*** *policy*

**CONFIDENTIALITY:**

*Records are securely maintained by the service for each individual family and properly disposed of (shredded) after the mandatory retention period.*

*Written information concerning the child or the child’s family, and the Educator or the Educator’s family is kept separately. This information can be accessed only by the Parent or Educator to whom the records relate.*

*All information about families and children in care is treated as confidential.*

*For more information on confidentiality in Family Day Care please refer to the service’s* ***Managing******Records*** *policy.*

**STUDENTS AND VOLUNTEERS:**

*Students and volunteers may participate in our scheme. At no time are students or volunteers allowed to supervise the children in the absence of the regular Educator.*

*For more information please refer to the service’s* ***Students and Volunteers*** *policy.*

**HELPFUL PHONE NUMBERS:**

Emergency 000

Poisons Information Centre (24/7) 131126

Family Day Care Australia 1800 658 699

Family Day Care Association of QLD 33993737

Australian Children’s Education & Care Quality Authority 1300 422 327

Office of Early Childhood Education & Care 137468

<https://www.oneplace.org.au/> web link to community directory of services

Dept Transport (Child Restraints) 132380

Centrelink (Hot line) 136150

Child Care information service 1800 670 305

Early Years Information Service 47278370

Child Support Agency (general inquiries) 131272

Child, Youth and Family Health Services 44339000

Queensland Family and Child Commission 07 39006000

Department of Child Safety 47 997900

(After hours) 1800 177 135

Infant Management and Parenting skills (IMPS) 44339000

Lifeline NQ 131114

Parent line (Counseling Call line) 1300 301 300

QLD Education 137468

Interpreting Services 131450

CEASING CARE FORM

|  |  |
| --- | --- |
| **Child 1 Name** |  |
| **Child 2 Name** |  |
| **Parent’s Name** |  |
| **Notice Given to Cease Care Date** |  */ /*  |
| **Ceasing Care Date** |  */ / (Actual last day in care)* |
| **Ceasing Care Days** |  |
| **Educators Name** |  |
| **Coordinator /****Admin Name** |  | **Date** |  **/ /** |

|  |
| --- |
| **Admin Use Only** |
| **In Care Last Day** |  Yes □ No □ *(See child’s last timesheet for this info)* |
| **All Fees Paid To Date** |  Yes □ No □  |
| **Bond To be Refunded** |  Yes □ No □ If so, how much? $  |
| **Bond to be Refunded to Who?** | Educator □ Parent □ |
| **All details of Ceased Care for Child Processed** | Harmony □ File Archived in Harmony □Bond sent to recipient along with covering letter □Child’s Hard copy File archived □ |
| **Comments** |  |
| **Admin Signature** |  | **Date**  |  **/ /** |
| **Parent Signature** |  | **Date**  |  **/ /** |
| **Educator Signature**  |  | **Date**  |  **/ /** |