



Samaritans

Compassion Integrity Justice

SAMARITANS



**FAMILY
INFORMATION
BOOKLET**

SAMARITANS FIVE STAR FAMILY DAY CARE

CESSNOCK
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4 Kearsley St
CESSNOCK NSW 2335
PH: 4990 7402

SINGLETON & DUNGOG
"The Stables"
Cnr Market & Bishopgate St
PO Box 263
SINGLETON NSW 2330
PH: 6572 3810 or 4992 1877

Email: cessnockfdc@samaritans.org.au
fdcsing@samaritans.org.au

Our CCB Reference No: 1-6PX-3105

FAO Contact No: 13 61 50

Office Hours are: 9am to 3pm Monday to Friday



Sponsor &
Licensee:



Samaritans Foundation
02 4960 7100

Licensed By:



NSW Department of Human
Services

Level 2, 55 Clarence Street
Sydney NSW 2000
Locked Bag 3002
Australia Square, NSW 1215
Ph: (02) 9248 0900
Fax: (02) 9248 0999
Email: info@facs.nsw.gov.au

Funded By:



Commonwealth Department of
Education, Employment &
Workplace Relations
GPO Box 9280
SYDNEY NSW 2001

Samaritans Mission Statement

Identity

The Samaritans Foundation was established in 1984 as the social welfare organisation of the Anglican Diocese of Newcastle which covers the Hunter, the Manning and the Central Coast regions of New South Wales. We seek to express God's care for all people, particularly those who are vulnerable and marginalised in our community.

Vision

For communities where there is love, peace, justice, reconciliation and dignity for all people, where there is care for the vulnerable and their environment and where each individual has the opportunity to contribute and participate fully in community life.

Mission

We seek to provide unconditional support to people in their needs and to promote social and economic policies which alleviate human suffering.

Aims

We aim to:

- Provide effective and professional social welfare services within a community development framework, with particular regard to those marginalised through disability, injustice, intolerance and lack of opportunity
- Promote social caring activity in partnership with parishes through volunteer and self-help groups
- Promote with courage the development and implementation of social policy which is consistent with Christian teaching; evaluate and comment on social and economic change openly, positively and with integrity
- Actively pursue opportunities for growth that give expression to the mission of Samaritans.

Core Values

- Compassion
- Integrity
- Justice

Samaritans Five Star Family Day Care is committed to uphold the **United Nations Convention on the Rights of the Child** and the obligation of all those who work with children to protect children from harm, respect their dignity and privacy and safeguard and promote every child's well-being

www.unicef.org

ABOUT YOUR EDUCATOR

All educators registered with our service are experienced in caring for children and are supported by staff with early childhood education and care qualifications. Educators must:

- Spend one-on-one time with you child talking, playing and encouraging learning, utilizing best practice guidelines provided by the Early Years Learning Framework;
- Provide a safe, clean, hygienic and comfortable environment for your child to grow and learn;
- Plan a variety of daily activities that stimulate and encourage your child's learning
- Maintain current first aid qualifications and public liability insurance;
- Have completed training in providing care and child development and child protection and attend regular in-services;
- Regularly assess their home safety, and complete regular risk assessments on their care environment;
- Complete a criminal record check and Working With Children Check for themselves and other adult members of their household to ensure their suitability to work with children;
- Be visited frequently in their home by coordination unit staff who provide support

Please show your educator you value the care they provides to your family by understanding and respecting the policies of our service and by taking time to talk with them about your child's needs. Positive relationships between educators and family are critical in providing quality care and learning to children.

The program of activities offered and your educator's registration certificate are displayed at all times. If you would like to contribute ideas to the program you are welcome to discuss these with your educator or staff.



STAFFING

Staff members hold formal qualifications in early childhood education, childcare and management, and are also experienced in providing formal care. Staff attends to licensing and administration duties, provide play sessions for educators and children, and support educators with advice, resources and practical assistance when needed. Staff monitor each child's progress to make sure individual needs are met. Your child's record of progress can be provided and discussed at any time with the Nominated Supervisor and their educator.

Our staff are:	Nominated Supervisor	Janine Voigt
	Support & Development Officer	Cherie Pauling
	Child Development Officer:	Sandy Hart Melanie Howlett
	CDO/IHC Coordinator	Karen Lewis
	Administrative Staff:	Kylie Ledger Donreve Miles
	Administrative Trainee	Madison Andrews

ACCREDITATION

Samaritans Five Star Family Day Care is a fully accredited child care service.

The National Quality Framework aims to provide children in child care in Australia with quality care that best promoted their learning and development in their vital early years.

There are seven Quality Area in the National Quality Standard which captures aspects critical to the provision of quality early childhood education and care and outside school hours care:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements, including staff-to-child ratios and qualifications
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management



BOOKING CARE

Permanent Care

After enrolment, names of available educators are provided by the Service. **Please make telephone contact with the educators within 24hrs of receiving their names to confirm you are interested in the vacancy. If no contact has been made within 24 hours another family may fill the vacancy.**

As soon as possible arrange to meet the educators on your list and look around the area where care is provided. Ask any questions you have about the type of care provided and talk to the educator about any special requirements or needs. Let the educator know how long you will take to make a decision.

After interviewing all educators please contact the office (to advise us of the educator you have chosen) and also contact your educator (to arrange a first day and time) – be sure to allow enough travel time in your booked hours. On the first day allow time for completing paperwork and settling your child.

REMEMBER:

- **All booked hours of care must be paid for even if you do not use care. Childcare Benefit can only be provided if you have signed your Attendance Record (limits apply for absence from care – see Absences section)**
- **You must provide 2 weeks notice of reduction of hours, holidays or ceasing care**
- **Public holidays falling on booked care days are paid for at the usual rate when care is not used and higher rate when care is used.**

Occasional Care

If you require occasional care and your current educator is not available, please contact the coordination unit as early as possible for alternate care.

REMEMBER:

- **A minimum booking applies each time you book (please see your educator's fee schedule)**
- **All booked/casual care must be paid for unless 24hours notice of cancellation is given**
- **Occasional care provided on Public Holidays is charged at a higher rate.**

Childcare benefit can only be provided when all fees are paid and you have signed your Attendance Record. Educators may be subject to penalties for submission of late Attendance Records, so please ensure you sign each time you attend care and on payment.

BEFORE ANY TYPE OF CARE COMMENCES MAKE SURE YOU HAVE:

- ✓ Lodged your childcare benefit claim form with the Family Assistance Office
- ✓ Provided the service with your child's immunization record, birth certificate & Medicare Number
- ✓ Provided the service with the primary claiming parents Date Of Birth
- ✓ Provided the service with a copy of your Family Assistance Office Customer Reference Number & current CCB notice (if claiming a CCB reduction)
- ✓ Paid your enrolment fee
- ✓ Confirmed your first day and time with your educator and discussed items to be provided

CANCELLING CARE

Terminating Booked Care

You must give your educator two weeks written notice if you want to:

- Reduce your hours of care
- Finish care altogether



If you do not give notice you will be required to pay for two weeks care at your normal fee in lieu of notice. **If you do not use care during this period, or are absent on the last day of care, child care benefit cannot be paid and full fees will be required.**

Notice is deemed to have been given on the day you advise your educator of the change, in writing. **You cannot claim allowable absences or CCB if your child has not started care or has stopped care. You also cannot claim allowable absences or CCB if you have notified your child care service you are taking your child out of care on a set date and then change your mind and remove your child earlier.**

You may continue your enrolment with the service even though you have ceased using care. Your family details will be held for 3 months by DEEWR until it is automatically removed from the system and reenrollment will need to be completed if no care is used within this period. You will need to notify the Service in writing if you wish to terminate your enrolment.

Canceling Occasional Care

You will need to give your educator 24 hours notice of cancellation of occasional care or you will be required to pay for the hours booked in lieu of notice.

Your enrolment will continue with the service (even if you use care only infrequently) if you use care within a 3 month period, until you notify the coordination unit in writing that you wish to terminate your enrolment. If you do not use care within a 3 month period, then DEEWR will cancel your enrolment and you will need to reenroll.

ABSENCES FROM CARE

N.B. ALL BOOKED HOURS OF CARE MUST BE PAID FOR UNLESS YOUR EDUCATOR IS UNAVAILABLE TO PROVIDE CARE.

Payment of Childcare Benefit for absences from care is limited to a total of **42 days per financial year**.

Please be sure to sign your Attendance Record after an absence from care and before going on holidays. Fees for holiday absences are payable to your educator **before** you leave care. **Fees noted for Family and Public Holidays apply to Permanent Booked care only.**

Family Holidays

If you are planning family holidays please give your educator as much notice as possible, at least two weeks. Please note that notice is given by advising your educator in writing. Your child's place will then be held until you return. Fees will apply. You may use care during this time.

Public Holidays

*When care **is not** needed:*

The usual fee is payable for all booked care days falling on public holidays

*When care **is** needed:*

A higher fee is payable – please check your educator's fee schedule for this rate.

Rostered Days Off

All usual fees for care are payable for single absences due to parent's rostered days off. Please ensure a copy of your roster is provided to the coordination unit (if claiming childcare benefit) to protect your 42 days absence entitlements. Rosters need to be provided on company letterhead with contact information of the rostering officer.

Sickness of Parent, Child or Sibling

A doctor's certificate does not need to be provided for absences up to the 42 days provided by the FAO, however any days absent beyond this limit will require a doctor's certificate. All usual fees are payable for absence due to sickness up to 7 consecutive days from when your Educator is notified that your child will be absent (whether these are care days or not).

If Your Educator is Unavailable to Provide Care

No fees are payable when your educator is unavailable due to sickness, holidays or other absences. Please contact the Service as soon as possible if you require alternate care. If alternate care is organized, fees will be charged at the alternate Educator's fee schedule.

Other Absences from Care

Full fees are payable for all other absences from care. In case of family crisis or financial difficulty please contact the authorized supervisor to discuss the matter confidentially.

Absences at Termination of Care

If notice of termination of care is given to an educator and the family does not use care within the two week notice period (as outlined in the Cancellation of Care Section), then the family **is not entitled to any Child Care Benefit reductions** and must pay full fees to the Educator. Any claim for CCB during this care period can be made by retaining receipt of care payment and making a claim directly to the Family Assistance Office.

FEES AND PAYING FOR CARE

Registered educators with Samaritans Five Star Family Day Care set their own fee schedules. You should discuss the fee schedule your selected educator/s use at interview.

- All fees are payable on the first care day each week directly to your educator (including administration levy). Educators may choose to ask for fees in advance.
- All fees are charged on a per child basis per hour basis.
- A minimum booking will apply to Casual/Occasional Care (see your educator's fee schedule), with a minimum 1 hour for Before/After School Care. All booked hours of care must be paid for.
- Alterations to booked hours and the fees payable in this event are outlined in the section **Cancelling Care**.

Please discuss payment arrangements (i.e. cash, EFT or cheque) with your individual educator. Please be aware that payment arrangements made with your usual educator may not apply to relief care. Please check whether these arrangements are acceptable when contacting your relief educator.

CHILDCARE BENEFIT

Applying for Benefit

Childcare Benefit is provided by the Federal Government to help families with the cost of care. An income test is conducted by the Family Assistance Office to assess a family's entitlement. Families should contact the Family Assistance Office on 13 61 50 to discuss their Child Care Benefit entitlements. We cannot deduct any amount of Childcare Benefit unless;

- You have provided our Service with your child and your Customer Reference Number & copy of current CCB notice
- You have provided our service with the primary claiming parent's date of birth and the child's date of birth
- Your enrolment has been successfully formalised with our service through DEEWR
- You have signed your Attendance Record with your Educator
- You have not exceeded your 42 day (per financial year) absence allowance

If you feel your entitlement details are incorrect please contact the Family Assistance Office as we are unable to change your entitlements.



Special Childcare Benefit (SCCB)

Special Childcare Benefit is available to any family undergoing unusual financial difficulty or in the event of family crisis. It is necessary to be eligible for Child Care Benefit to receive Special Childcare Benefit. If you are having difficulty, please contact the Authorised Supervisor to discuss this matter confidentially.

Grandparent Childcare Benefit (GCCB)

If you are a grandparent and a primary carer of a child you may be eligible for GCCB. Contact the Family Assistance Office or Centrelink to find out if you may be eligible for this assistance.

Change of Circumstance

You must notify the Family Assistance Office of any changes to:

- Your income (either a higher or lower amount) by more than 10% or start/cease work or study
- Your living arrangements (e.g. if you enter or leave a marriage or de facto relationship or a child leaves your care)
- Your address or other details change
- The number (and names) of children in your care (e.g. adding a new baby)
- If any of your children start school

The service must use only information supplied by the Family Assistance Office to calculate your fees. If you feel your entitlement details are incorrect we strongly recommend you contact the Family Assistance Office as soon as possible as adjustments will be applied from the date of lodgment of your new information

Childcare Benefit & Immunisation

From 27 April 1998 Childcare Benefit is only payable if your child is appropriately immunized or you have lodged objection forms with the Health Commission/Centrelink. If immunizations fall behind, your CCB may be cancelled. Contact FAO immediately if you receive notice your CCB has been cancelled and you are still in care.

Limits to Payments

- Payment of Childcare Benefits for care can only be calculated for the maximum eligible hours advised to us by the Family Assistance Office
- A maximum of 50 eligible hours per week per child applied for payment of Childcare Benefit for work related purposes across all childcare services used. If more than 50 hours are needed for work (including travel time) purposes you will need to apply for exemption from the Family Assistance Office.
- A limit of 24 hours Child Care Benefit per week per child applies for non-work related care, or for those working less than 15 hours per week.
- If you wish to use more than one childcare service, you will need to nominate how many eligible hours you wish to claim in each service.
- Childcare Benefit is limited to 42 days per financial year for absences from care (except in exempt situations) – please see “**Absences From Care**”.

Your Responsibilities

- Provide immunization information on enrolment
- Provide parent and child DOB & Customer Reference details on enrolment
- Provide a copy of your current CCB notice
- Lodge all forms and supporting documentation with the Family Assistance Office, centrelink/medicare prior to commencing care.
- Advise the Family Assistance Office of any changes in your circumstances
- Pay your part of the fees for care on time and sign Attendance Records daily.
- Complete all forms sent by the Family Assistance Office and return on time to continue your entitlement
- Provide any evidence to protect your 42 day absence entitlement
- Discuss any problems with your entitlement with the Family Assistance Office directly.

CHILD CARE REBATE

If you are entitled to Child Care Rebate, there are a number of options you may choose from to have this entitlement paid to you:

- As a fortnightly fee reduction directly to your service
- As a fortnightly payment to your nominated bank account
- As a quarterly payment to your bank account
- As an annual payment to your bank account

You need to contact Centrelink or Family Assistance Office to discuss whether you are entitled to Child Care Rebate and organize your preferred method of payment.

If you choose to take your rebate as a fee reduction you will need to advise your chosen educator. The rebate figure you are entitled to will appear on the educator's payment advice each fortnight, and this figure will be used to either reimburse you or used to reduce the next fortnight's fees.

MEDICATION, ILLNESS, & INJURY

Medication

Your educator may give medication only when you have signed an Authority for them to do so. Any medication provided must:

- Be in the original container with a pharmacy label attached indicating the child's name and dose (i.e. prescription or 'over the counter' pharmacy medication)
- Have a current 'use by' date and be given only to the child whose name appears on the label
- Be handed directly to your educator – please do not leave in your child's bag

- Administration of paracetamol may only be given by Authority in its original container and labeling, as per doctor's instructions.

Illness

Please do not send your child to care if s/he is ill. Educators are not permitted to care for children who may be contagious or infectious to others. Your child will not be accepted into care if s/he:

- Currently has or has had in the last 12 hours a temperature of 38 degrees Celsius or above
- Has experienced vomiting and/or diarrhea in the last 12 hours
- Has an unusual or unexplained rash
- Has weeping, swollen, irritated or 'crusty' eyes
- Has had a severe accident or lost consciousness in the last 24 hours or is unusually sleepy, lethargic, irritable, heavily congested or wheezy.



Your educator may refuse care in the interests of your child, other children present and their own health.

Should your child show symptoms of illness (as above) whilst in care you will be contacted to collect him/her immediately. If you cannot be contacted the person named by you as emergency contact will be asked to collect your child. Please ensure that your emergency contacts are kept up to date **at all times** and that these persons are available to collect your child and have appropriate transport.

In the case of contagious diseases your educator must refuse care for the period determined by the NSW Department of Health as outlined at the back of the booklet – see “**Exclusion of Infectious Illness**”

The Certified Supervisor may request you provide a medical certificate if uncertain of your child's fitness to attend childcare.

Accidents

Unfortunately, some accidents will occur to children despite our very best efforts to prevent them. If your child is injured your educator will administer first aid and will, at their discretion, seek medical attention from either your doctor, the emergency department of the nearest hospital or call an ambulance.

You will be advised immediately of the accident and the steps your educator has taken. You will then be asked to collect your child.

In the case of minor accidents your educator will keep a record of any accident and will advise you when you collect your child, will ask you to initial the record and give you a copy.



OTHER POLICIES

Access to Care

Federal Government funding requires us to make care available to Children At Risk (families with high need for care who have been referred to us by Community Services, a psychiatrist or other family agency) **AS A FIRST PRIORITY**

Second Priority Work related purposes (including studying for work or actively seeking work)

Third priority Families with a diagnosed disability of either child or parent. Using care for socialization of a child or to allow a parent to attend to other matters (NB Child care benefit for respite care is limited to 24 hours)

A family enrolled under Priority 3 may at times be required to change or suspend their bookings if a family is already enrolled in a higher category needs extra care and no other vacancy is available. This situation is rare and care will be restored as soon as possible.

Confidentiality

Educators and staff must respect your family's privacy at all times. Information about your family's enrolment, care, childcare benefit, your child's progress records or any other information you may provide is kept strictly confidential at all times.

You are asked to respect your educator's privacy by not discussing personal details such as her home, her family, or her earnings with others. You may discuss any concerns, problems or other matters about your child's care with staff at any time.

Child Protection and Keeping Them Safe - Mandatory Reporting

Children and young people have a right to grow up in healthy communities which offer safety from abuse, protection from harm, security of accommodation and stability of care.

All educators and Coordination Unit staff are trained in child protection, and are mandatory reporters under the requirements of the Community Services. Child protection issues are handled as per Samaritans policies and guidelines and treated with strict confidentiality.

Excursions

Some educators regularly arrange excursions for the children as a normal part of their family life. These types of excursions might include visits to the park, to a library to borrow books, to the coordination unit office or play session etc. Your educator will discuss any regular excursions she intends to provide when you book care. If you agree you will be asked to sign a consent form to be used whenever these excursions occur. You will only need to sign this form once for all excursions listed. Your educator will have completed a risk assessment on the outing and would be happy to provide this information.

Occasionally special excursions are planned by the service or by educators to places of special interest to children such as concerts, visits to the fire station etc. You will need to sign a separate consent form for each special excursion. Special excursions arranged by the Service or educators are for educational purposes to complement the child care curriculum; If you do not want your child to attend an you may make other arrangements for the care of your child during the excursion (the coordination unit can assist with alternate care). All excursions

consider the ages and sleep requirements of children, the length of time away from the educator's home, the climate, facilities available and the knowledge gained from attending.

You will always be advised of any other adult attending to assist with supervision and are welcome to attend any excursion with your child and your educator, or to accompany your child on the service excursion if this is not your regular day for care.

Guiding Behaviour

The behavior management techniques utilized in our Family Day Care service help children to develop safe and appropriate ways of interacting with others and with the environment.

Children are kept busy throughout the day and behaviour is guided with lots of attention, praise and encouragement and by setting basic, clear and consistent 'house rules'. As children enjoy the attention of adults and readily follow the example of their peers this is generally all that is needed.

Young children learn by experimentation, testing limits and experiencing consequences of their behavior. Redirection and constructive solutions are techniques that may be used by educators.

If challenging behavior occurs regularly staff will discuss the situation with you and will work with the educator to overcome any difficulties quickly.

Healthy Eating

As a licensed childcare service we encourage children's growth and development in all areas, including the promotion of healthy eating habits.

If you decide to provide meals and snacks for your child whilst in care, then we have provided a page of "**Lunchbox Suggestions**" and "**Preferred Food List**" further into the booklet. This also includes "Foods Not Recommended" because of their high fat and sugar content, and we ask that you do not include these in your child's usual diet.

Provision is made, however, for children to enjoy occasional treats (e.g. birthday parties, special outings etc) and for children to participate in 'special' cooking activities with their educator.

NB If there are any dietary issues your educator needs to be aware of, e.g. food allergies, it is important to contact the certified supervisor so the appropriate forms can be completed and correct first aid information passed onto your educator.



H.I.V Infection

It is in the best interests of both child and educator if parents/guardians advise the certified supervisor if your child has a diagnosed H.I.V. infection. This information will remain strictly confidential. You will be advised immediately of the presence of infectious or other disease which may pose a risk to the health of your child.

A child must not be excluded from care on the grounds of H.I.V. infection, however you should keep any open sore covered and if a wound is oozing copiously your child must be cared for at home. All educators are instructed on and carry infectious control measures in the care environment with all children.

Late Collection

Please make every effort to collect children at or before the booked time. We recognize that emergencies do occasionally occur and ask that you make every effort to contact your Educator if you will be late. Your educator will continue to provide care as long as they are able to do so. If they cannot continue care and/or you are more than 1 hour overdue and cannot be contacted your educator will arrange for the person named as emergency contact to collect your child from care.

If you and your emergency contact person cannot be contacted and your educator is unable to continue care Community Services will be contacted for authority to place your child with another educator. Please make sure your emergency contact details are kept up to date for this reason.

NB Overtime penalty fees will be charged for late collection after the first 10 minutes. Childcare benefit is NOT available for late collection fees.

Play Equipment

Safety in outdoor areas is an important part of preventing accidents. For this reason:

- Mini trampolines and rebounders may be used by children only under adult supervision
- All equipment used for climbing (including equipment in public parks) must be provided with soft fall surfacing meeting Australian Standards and KidSafe recommendations
- Height limits apply to equipment used by children under 4 years and Educators must provide close supervision. Equipment of 1500mm may not be used by any child in care
- All play equipment must be regularly maintained and checked for damage before use.

In addition, Educators must not operate machinery such as irons, sewing machines, vacuum cleaners, lawn mowing equipment, edgers etc during care hours.

Pets

Educators are able to allow children to pat and feed pets for short periods of time **as long as** the parent has given written permission and the educator has full physical control of the animal. This may be incorporated as part of the educator's program of activities. At all other times the pet must be kept in an area separated from the children, including any bedding, feed, and water.

Play Session/Outreach Play Session

Play Session is offered on a fortnightly basis either at the coordination unit office or as an outreach service at educators' homes providing an opportunity for those educators who do not have transport or access to community based play session services. All educators are encouraged to attend play session to extend children's social contacts and to get to know other educators (useful if relief care is needed). Check with your educator which day they attend play session. If your child attends play session you will need to pay the play session fee (per family) and provide the correct clothing (see **Play Session – What to Wear**)

Some educators attend extra play sessions or play sessions provided by other community groups. Please discuss play sessions with your educator.



Sleeping

Educators will provide a quiet area or separate room for children to sleep in, with either a cot or mattress and linen for your child to sleep on. All bedding is changed for each child and washed regularly. If you wish, you may provide your own linen.

Sleeping is not enforced, however a rest or quiet time is encouraged with activities such as listening to music or reading books.

It is recommended you discuss with your educator your child's sleep patterns, and bring with you to care any objects that may assist in settling a child such as a favourite toy, 'blanky' etc.

Smoking

Educators must provide a smoke free environment for your child at all times. You are also asked to respect this when delivering/collecting your child to/from care.

Transporting Children

Educators may transport children in vehicles in emergency situations and for regular outings as discussed with you. Children must at all times be in an approved, properly installed car safety restraint appropriate to the child's age/weight. All such equipment is checked to comply with Australian Standards and installed by an authorized restraint fitter. Evidence of an educator's license, registration and installation of restraints are held by the service.

If you do not wish your child to be transported in vehicles (other than in emergency situations) please discuss this with your educator and authorized supervisor.

Children may only be transported with the educator in attendance.

Water Play & Bathing

Children are permitted to play under a hose or sprinkler in hot weather and to use children's sand buckets, plastic bottles etc for water play purposes.

Children are not permitted to swim or paddle at the educator's home or on any excursion under any circumstances.

Small children may be bathed in certain circumstances when this can be done within sight of the other children in care. An older toddler or child must have privacy and can therefore only be bathed if he/she is the only child in care at the time. Children (including siblings) cannot bathe together for health reasons.

WHAT DOES A FAMILY DAY CARE EDUCATOR PROVIDE?

Family Day Educators provide a quality childcare service in the environment of their own homes. They are self-employed business people supported by the coordination unit to ensure your child is receiving a best-practice service in a family-oriented environment.

Educators are trained by the coordination unit through a variety of workshops and in-service courses, most have a minimum Certificate III in Children's Services with all actively participating in this formal qualification by 2014. They all have first aid qualifications, criminal record checks and Working With Children Checks, and regular training in Child Protection and specific health issues.

In the day-to-day care environment they look to provide a balanced program for your child incorporating all aspects of your child's development, including physical, intellectual and emotional well-being. Using philosophies such as the Early Years Learning Framework and Reggio Emilio they will structure their day to flow with the children, working to each child's strengths and interests and helping to build on those.

This may include incorporating excursions, library visits, play session or other learning opportunities as they arise. We also encourage the involvement of families and other agencies to share their knowledge and skills with our children, educators and staff.

Educators will also work with families and coordination unit staff to identify any areas that may need extra attention, and will incorporate these into their daily programs to ensure your child is reaching their full potential. They will provide feedback about your child's progress in care, and educators and coordination unit staff always welcome families to contact them to discuss any aspect of your child's care or progress.



Family Day Care has been growing in Australia as a quality, recognized childcare provider for many years, valued for its flexibility and nurturing, home-based environment.

COMPLAINTS

Any concern or complaint regarding the care your child has been provided should in the first instance be discussed directly with your educator. If you then feel your concern has not been dealt with to your satisfaction please contact the certified supervisor for assistance on Cessnock 49907402 or Singleton 65723810.

Should your concern or complaint relate to the administration of the service please contact the certified supervisor directly. If you feel your concern has not been dealt with to your satisfaction, please contact the Licensee's representative, the Samaritans Children's Services Area Coordinator on 49607100.

WHEN TO CONTACT THE OFFICE

You should contact the office if:

- Your personal details (or those of your child) change (e.g. name, address, telephone number, doctor's name etc)
- Your emergency contact person's change (you should also give your educator new details)
- Your priority of access circumstances change (you may need to fill in additional forms)
- You would like to discuss your child's development/progress
- Any guardianship orders are made by the court in relation to your child
- If you have any suggestions to make or would like to discuss any matter regarding the service's operation
- You would like to take a role on a committee
- You would like an article or information included in the service's newsletter
- You would like to discuss changing your care situation



**Thank you for choosing
Samaritans Children's Services.
We hope that you and your children have a long and
enjoyable association with Family Day Care**

RECOMMENDED EXCLUSION PERIODS FOR INFECTIOUS DISEASE FOR SCHOOLS, PRESCHOOLS & CHILDCARE CENTRES - NHMRC DECEMBER 2005

CONDITION	EXCLUSION OF CASE	EXCLUSION OF CONTACT
Amoebiasis	Exclude until no loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunised children & less in immunised children	Any child with an immune deficiency or receiving chemo should be excluded for own protection. Otherwise not excluded.
Diarrhoea	Exclude until no loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate provided	Exclude contacts that live in the same house until cleared by medical certificate
German Measles/Rubella	Exclude until fully recovered or for at least four days after onset of rash	Not excluded
Giardiasis	Exclude until no loose bowel motion for 24 hours	Not excluded
Hand, foot & mouth	Exclude until all blisters have dried.	Not excluded
Hib	Exclude until person has received appropriate antibiotic treatment for at least 4 days	Not excluded
Head Lice	Exclusion NOT necessary if effective treatment is commenced prior to the next day of childcare	Not excluded
Hepatitis A	Exclude until medical certificate is received but not before 7 days after onset of jaundice	Not excluded
Herpes Simplex (cold sore)	Exclusion not necessary of person capable of maintaining hygiene practices otherwise exclude until sores are dry. Sores should be covered with a dressing where possible	Not excluded
HIV/AIDS	Exclusion NOT necessary. If person severely immunocompromised, they will be vulnerable to other illnesses	Not excluded
Impetigo (school sores)	Exclude until appropriate antibiotic treatment has commenced. Exposed sores should be covered by a watertight dressing	Not excluded
Influenza	Exclude until well	Not excluded
Measles	Exclude for 4 days after onset of rash	Immunised and immune contacts not excluded. Non-immunised contacts of a case are to be excluded from childcare until 14 days after the first day of appearance of rash in the last case, unless immunised within 72 hours of first contact during the infectious period of the first case. All immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case.
Meningitis (bacterial)	Exclude until well and received appropriate antibiotic treatment	Not excluded
Mumps	Exclude 9 days or until swelling goes down	Not excluded
Ringworm/Tinea	Exclude until day after appropriate antifungal treatment commenced	Not excluded
Rotavirus	Exclude until no loose bowel motion or vomiting for 24hrs	Not excluded
Scabies	Exclude until day after appropriate treatment commenced	Not excluded
Whooping Cough	Exclude until 5 days after starting antibiotic treatment or 21 days after onset of coughing	Contacts that live in same house as the case have received less than three doses of pertussis vaccine are to be excluded from centre until they have had at least 5 days of appropriate antibiotic treatment. If not, exclude for 21 days after last exposure to the case while person was infectious.

PLAY SESSION — WHAT TO WEAR

Children

Play Session is conducted both indoors and outdoors in sunny and shaded areas, so all contingencies need to be covered. Children should wear to Play Session:

- ★ A hat
- ★ A shirt with sleeves that covers at least their shoulders
- ★ Shorts or trousers for running, jumping and climbing. Skirts are fine, but shorts allow a child freedom of movement
- ★ Sandals with straps, joggers or boots
- ★ Sunscreen and insect repellent

Clothing not recommended:

- ✗ Strappy tops, singlets, cutoff shirts
- ✗ Thongs or shoes that don't adequately cover feet
- ✗ Clothing that is too restrictive in movement
- ✗ Clothing that is "good"; remember Play Session is for having fun and sometimes getting messy is part of that. Expect spills, drips and the odd stain and maybe even the occasional tear or rip.
- ✗ Caps that don't cover ears or the back of necks

Educators and Staff

- ★ A full brimmed hat
- ★ A shirt with sleeves that covers at least their shoulders
- ★ Clothing that is loose, comfortable and allows ease of movement, taking into account heat in summer and warmth for winter.
- ★ Clothing that you won't mind having stained or damaged during messy play
- ★ Shoes that enclose the foot, preferably joggers or enclosed sandals
- ★ Sunscreen and insect repellent

Clothing not recommended:

- ✗ Strappy tops, singlets, cutoff shirts
- ✗ Thongs or shoes that don't adequately cover feet
- ✗ Clothing that is too restrictive in movement
- ✗ Clothing that is "good".
- ✗ Caps that don't cover ears or the back of necks



LUNCHBOX SUGGESTIONS



Packed lunchboxes for children 1 to 5 years (including morning and afternoon tea) are recommended to include:

- ✓ 3 child size serves of dairy or high calcium foods (full dairy for under 2's)
- ✓ 1 or 2 good moderate sources of iron
- ✓ 2 child size serves of cereal-based foods
- ✓ 1 child size serve of fruit
- ✓ 2 child size serves of vegetables

DAIRY SUGGESTIONS

- Cheese wedges, sticks, cubes
- Small tubs of yoghurt
- Cottage cheese dip – include vegetable or fruit cut into slices or biscuits for dipping
- Plain milk
- Yoghurt drinks
- Smoothies
- Custard tubs



MEAT SUGGESTIONS

- Lean meat sandwiches, wraps or rolls
- Lasagna
- Mini shepherds pies
- Meat, chicken, fish patties
- Mince jaffles
- Tinned fish – tuna etc
- Chicken tenderloins – marinate or dip in favourite sauce

FRUIT SUGGESTIONS

- Fruit salad
- Frozen wedges – orange, pineapple, mandarin etc in small pieces & frozen
- Fruit slushies – puree fruit in blender and freeze
- Fruit pizza – fruit on lavash bread with cheese melted on top
- Low fat fruit muffins
- Sultanas
- Dried fruit – apricots, apples, pears



VEGETABLE SUGGESTIONS

- Vegetable dip – sliced into lengths and dip into favourite sauce/cheese etc
- Vegetable pizza
- Low fat vegetable muffins
- Vegetable lasagna
- Vegetable quiche
- Steamed vegetable mix or vegetable salad made up of favourites

VEGETARIAN SUGGESTIONS

- Baked beans
- Low fat lentil patties
- Vegetarian lasagna
- Boiled egg
- Salad lavash wrap
- Jaffles – cheese, egg, baked bean etc
- Salad box – fill container with fun mix of bits and pieces, be creative!
- Nuts – **but be careful of choking hazard for young children and avoid peanuts for allergies**



DRINK SUGGESTIONS

WATER WATER WATER!!!

A child really should only be drinking water in care, however 100% dilute juice may be substituted occasionally. Your Educator will provide water throughout the day.

FOOD THAT IS NOT RECOMMENDED

Because they may be high in fat, sugar or damaging to teeth, the following are not recommended for children:

- Chips, twisties, cornchips
- Lollies
- Chocolate, chocolate bars
- Fruit Rollups or fruit straps
- Muesli bars
- Chocolate yoghurt cups or dessert cups
- Sweet biscuits/cakes
- Cordial, fizzy drinks
- Flavoured milks

