

# SCHEME HANDBOOK



METFORD COMMUNITY HALL  
13 INGALL STREET METFORD

PO BOX 412  
EAST MAITLAND NSW 2323

PHONE 4934 5716  
FAX 4933 4545  
E-MAIL [admin@maitlandfdc.com.au](mailto:admin@maitlandfdc.com.au)  
WEB [www.fivestarfdc.com.au](http://www.fivestarfdc.com.au)

LAST UPDATED OCTOBER 2008



# **INDEX**

## **PAGE**

|              |   |
|--------------|---|
| <b>3</b>     | Contact Telephone Numbers and Address   |
| <b>4</b>     | Philosophy and Code of Practice<br>Quality Assurance & Accreditation  |
| <b>5</b>     | How Does Family Day Care Work?<br>Smoke Free Environment<br>The National Privacy Principles and Information Collection  |
| <b>6-7</b>   | Structure of F.D.C. - Parent, Staff, Child Care Worker Involvement  |
| <b>8-9</b>   | Staff Responsibilities & Qualifications Summary   |
| <b>10-12</b> | Roles of Staff and Regulatory Requirements  |
| <b>12-16</b> | Services Provided<br>After Hours Backup (On Call Procedures)<br>Child Care Benefit (CCB)<br>Inclusion Support Subsidy<br>In-service Training<br>Developmental Checklists/ Child Profiles<br>Relief Care<br>Emergency Relief Care by Staff of MFDC<br>Newsletters<br>Brighter Futures Early Intervention Program<br>Support Agencies |
| <b>17</b>    | Insurance Information   |
| <b>17</b>    | Playgroup   |
| <b>17-18</b> | Child Care Worker Recruitment   |
| <b>19</b>    | Placements and Monitoring of Children   |
| <b>19-21</b> | Parent Registration Information<br>Operational & Administration Levies<br>Record of Care Sheets<br>Parent/ Child Care Worker responsibilities   |
| <b>21-22</b> | Procedures to Follow if you have a Problem / Complaint with our Service   |
| <b>22-23</b> | Joint Responsibilities of the Parent & Child Care Worker<br>Scheme/Child Care Worker Agreement  |
| <b>24-27</b> | Additional Information / Procedures<br>The Parent does not arrive to pick up their child<br>Serious Incident / Accident to a child in care<br>Suspected Alcohol or Drug affected Person Collecting a Child<br>Suspected Risk of Harm  |

If Your Child is unwell / Has Been Unwell Overnight  
Child Care Worker Unexpectedly Unavailable during Working  
Day Emergency  
Evacuation Procedures

- 27-28**      Some Important Points to Talk About with the Child Care Worker  
                 Fees  
                 When You Go on Holidays  
                 When a Child Care Worker Takes Holidays / Leave  
                 Agreed Hours of Care  
                 Food  
                 Extra Costs
- 28-29**      When You Receive a Placement With a Child Care Worker
- 29-30**      Points to Clarify With Your Child Care Worker before Starting Care  
                 Hours of Care and Child Care Worker Availability  
                 Your Child's Health and Medication  
                 Your Child's Age  
                 Discipline Guidelines  
                 Your Child's Favourite Activities  
                 Food  
                 Previous Care Experiences and Settling in ideas  
                 Toileting  
                 Your Child's Routine  
                 Emergency Contacts  
                 Court Orders  
                 Procedures for the Arrival and Departure of Children
- 31**            List of Policies and Procedures

***IF YOU REQUIRE SUPPORT INTERPRETING THIS DOCUMENT OR  
WOULD LIKE IT MADE AVAILABLE IN A DIFFERENT LANGUAGE,  
PLEASE CONTACT THE CO-ORDINATION UNIT FOR ASSISTANCE.***

## **HOW TO CONTACT THE CO-ORDINATION UNIT DURING OFFICE HOURS:**



POSTAL ADDRESS: P.O. BOX 412  
EAST MAITLAND NSW 2323

**Located on the Corner of Ingall and Lowe Streets Metford in  
METFORD COMMUNITY HALL.**

OFFICE HOURS: 9.00 AM to 4:30 PM - Monday to Friday

TELEPHONE NUMBERS: 02 4934 5716 **OR** 02 4933 4543

FACSIMILE: 02 49334543 **(not available after hours.)**

PAGER: Pager Service: PH: 1300 555 555

Pager Number: 243942 **(The Paging Service is available  
both out of office hours and to  
contact the co-ordination unit  
during an emergency if both  
phone lines are busy).**

E-MAIL: [admin@maitlandfdc.com.au](mailto:admin@maitlandfdc.com.au)

Department of Community Services Contact Details

PHONE: 02 4939 4800

ADDRESS: 8 Alfred Close,  
GREENHILLS NSW 2323

## **MAITLAND FAMILY DAY CARE SCHEME** **PHILOSOPHY & CODE OF PRACTICE**

As providers of child care MFDC aims to create and promote an awareness of Family Day Care as a valued child care option within our community.

Through our established network of Child Care Workers, Co-ordination Unit, Committee and Parents, we aim to provide a high standard of child care within a home based family environment.

We are aware of the special needs of children and their families and recognise their uniqueness.

All individuals are treated equally irrespective of culture, race, religious, socioeconomic and family background, physical and intellectual differences.

Maitland Family Day Care follows the Australian Early Childhood "Code of Ethics". A copy of the Code is available on request from the co-ordination unit or it may be viewed at your Child Care Workers home.

Each Child Care Worker is provided with a copy of the Code and is encouraged to reflect these practices in the care they provide and in all relationships with other Child Care Workers, staff, parents and committee members.

Staff members and Management Committee members receive the Code and are expected to follow these practices and reflect the values in all their professional dealings involving the provision of Family Day Care to the community.

### **QUALITY ASSURANCE**

The Scheme has successfully completed validation for Quality Assurance.

Family Day Care is part of the "National Childcare Accreditation Council" Quality Assurance Programme (FDCQA). Each FDC scheme applies for Accreditation through the National Childcare Accreditation Council (NCAC).

As participants in Quality Assurance, Maitland Family Day Care aims to provide children in Family Day Care with high quality care that best promotes their learning development & self esteem. FDCQA involves continuous self study and quality improvement plans by all stakeholders to ensure that the needs of all individuals are met.

FDCQA consists of 6 Quality Areas and 30 Principles of Quality Care which are designed to guide the practices of Family Day Care.

The six Quality Areas on which self study and improvement plans are based on are:

- (1) INTERACTIONS
- (2) PHYSICAL ENVIRONMENT
- (3) CHILDREN'S EXPERIENCES, LEARNING & DEVELOPMENT
- (4) HEALTH, HYGIENE, NUTRITION, SAFETY & WELLBEING
- (5) CHILD CARE WORKERS & COORDINATION UNIT STAFF
- (6) MANAGEMENT & ADMINISTRATION

## **HOW DOES FAMILY DAY CARE WORK?**

Family Day Care is quality child care provided in private homes of carefully trained, selected Child Care Workers. Family Day Care is funded through the Department of Employment, Education & Workplace Relations (DEEWR).

Quality Child Care is maintained by frequent home visits by professional staff and additional support services such as information dissemination, Playgroup, Brighter Futures programme, In-Home Care and backup facilities.

The licensee of a family day care children's service must ensure that the number of children for whom a service is provided by any family day care carer of the service (including children related to the carer) does not at any one time exceed 7 children under the age of 12 years, including no more than 5 who do not ordinarily attend school. (taken from Children's Services Regulation 2004 – Part 5 – clause 58)

Hours of care are flexible, for example - full day care including longer hours to suit shift workers, regular part-time care, occasional care, emergency care, before and after school care and holiday care.

## **SMOKE FREE ENVIRONMENT**

Maitland Family Day Care Scheme has a policy of maintaining a smoke free environment. The policy includes all participants in Family Day Care and visitors to the co-ordination unit and Child Care Workers homes.

## **THE NATIONAL PRIVACY PRINCIPALS AND INFORMATION COLLECTION**

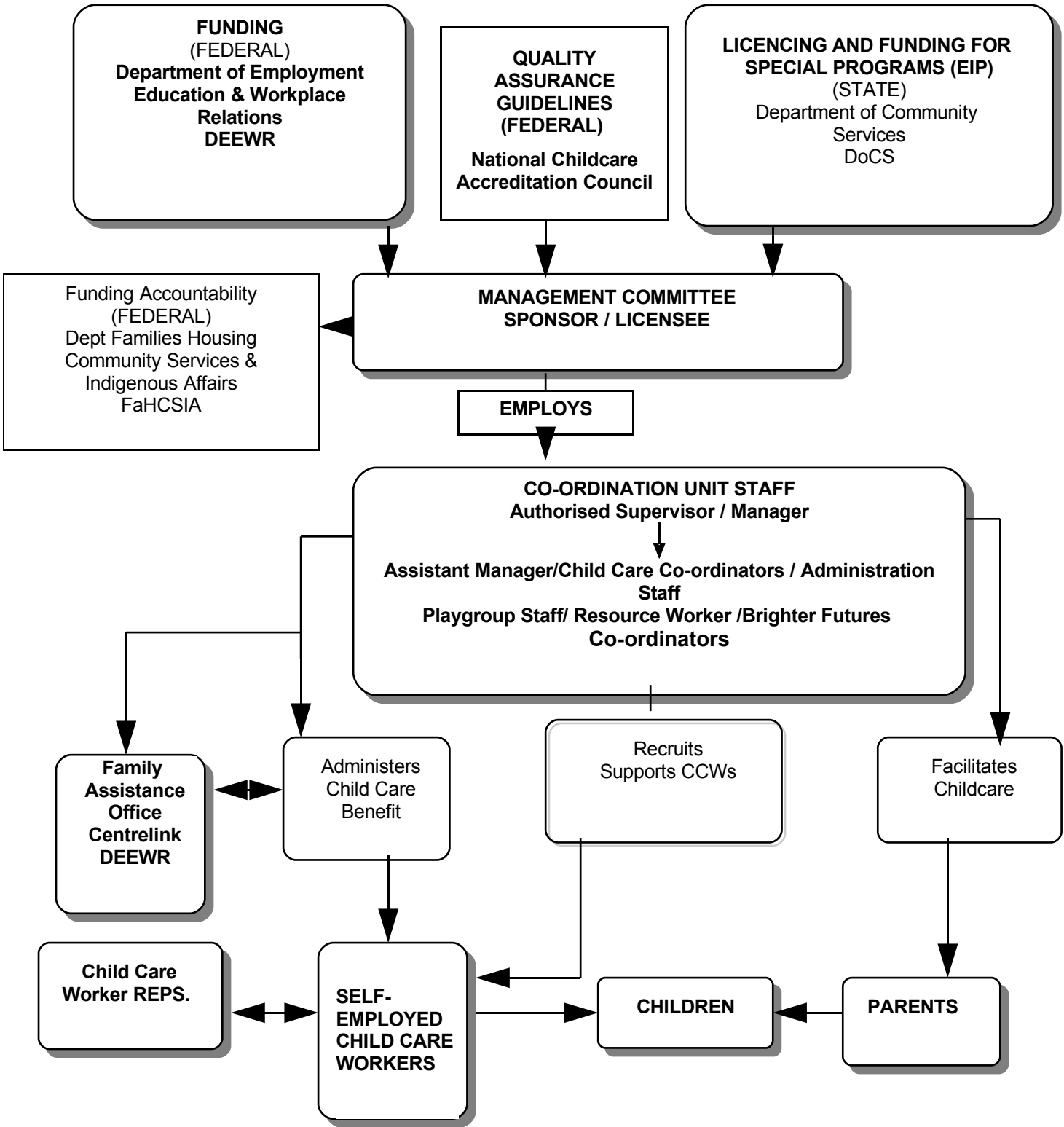
Maitland Family Day Care is bound to comply with the 10 Privacy Principals as set down in the Commonwealth Privacy Act 1988 – Privacy Amendments (Privacy Sector) 2000 and Health Records Act 2001. Information is collected and stored under the following 10 Privacy Principles.

1. Collection (NPP1)
2. Use and Disclosure (NPP2)
3. Data Quality (NPP3)
4. Data Security (NPP4)
5. Openness (NPP5)
6. Access and Correction (NPP6)
7. Identifiers (NPP7)
8. Anonymity (NPP8)
9. Transborder Data Flow (NPP9)
10. Sensitive Information (NPP10)

The primary purpose the Scheme collects information is to enable us to provide children with an individual programme that is educational, stimulating, nurturing and safe. We are also required to collect specific information that relates directly to the operation of the Scheme's Regulatory requirements (Staff, Child Care Workers and Families) and to comply with CCB legislation. Protecting the privacy of all those associated with the Scheme and the need for confidentiality is fundamental in providing the service.

Please see the Scheme's Policy on Privacy and Collection of Information.

# STRUCTURE OF MAITLAND FAMILY DAY CARE



## **DEPARTMENT OF FAMILIES HOUSING COMMUNITY SERVICES & INDIGENOUS AFFAIRS**

Is the Commonwealth Department that monitors the operations of Family Day Care. Each Scheme reports quarterly to FaHSCIA on the usage and operations of the service.

## **DEPARTMENT OF EMPLOYMENT EDUCATION AND WORKPLACE RELATIONS**

Is the Commonwealth Department and funding body that provides Network Support Funds, to the Scheme to contribute towards the financial operation of the Scheme.

DEEWR also provides the Scheme with the funds to pay the Child Care Workers Child Care Benefit on the parent's behalf.

## **THE FAMILY ASSISTANCE OFFICE / CENTRELINK**

Assesses families for their eligibility for Child Care Benefit. The FAO passes families eligibility details on to DEEWR who use it to calculate the amount of Child Care Benefit to pay to the Scheme following the usage details lodged with DEEWR each week. Family Assistance Offices are located at Medicare and Centrelink, Phone: 136150 between 8am and 8pm.

## **THE DEPARTMENT OF COMMUNITY SERVICES**

Is the State Department and licensing body for the Scheme that oversees compliance with State Regulations and licensing procedures. This Department also funds special programs such as the Early Intervention Program.

## **THE MANAGEMENT COMMITTEE / LICENSEE**

Is elected each year at the Scheme's Annual General Meeting. Members of the Committee are elected from financial members of the Scheme's Association. Members can be drawn from Parents using care with the Scheme or interested Community Members. This Management Committee is ultimately responsible for the overall running of the Scheme, including input into policy development, setting Operational Levies, and employing staff. The Committee as a whole is the legal Licensee of the Scheme.

The Committee appoints an Authorised Supervisor/Manager to whom they delegate the responsibility of the day-to-day management of the Scheme. The Committee meets on a monthly basis with the Authorised Supervisor, representatives of the CCWs, staff and any other interested parents to formalise any decisions made regarding the financial and day-to-day activities of the Scheme.

## **CHILD CARE WORKER REPRESENTATIVES ON MANAGEMENT COMMITTEE**

There are four (4) Child Care Worker Representatives on the Management Committee, two (2) of which are voting members.

The Child Care Workers Representatives act in an advisory role to the Management Committee and Staff. They provide information and support to new Child Care Workers on their role and responsibilities and organise outside work activities and social outings for the Child Care Workers.

The Child Care Workers Representatives are elected annually by the Child Care Workers at the Annual General Meeting.

## **PARENT/CHILD CARE WORKER INVOLVEMENT IN THE SCHEME**

Parents and CCWs are encouraged to participate in the scheme by providing feedback on policies being reviewed, attending information workshops and becoming members of the Management Committee or sub committees.

Surveys are distributed to parents on a rotational basis to provide feedback on areas such as: quality of care, parent-staff communication, newsletter articles, workshop ideas and quality assurance.



## **STAFF RESPONSIBILITIES / QUALIFICATIONS**

- 1. Authorised Supervisor / Scheme Manager**  
Patty Sams - Certificate of Children's Services Management (Level 5)  
Child Care Certificate  
Certificate IV in Workplace and Assessor Training  
Certificate IV in Business Frontline Management
  
- 2. New Child Care Worker Training Co-ordinator / In- Home Care Co-ordinator / Assistant Manager**  
Anne Govoronsky - Assoc. Diploma Social Science (Child Care Studies)  
Certificate IV in Workplace and Assessor Training  
Certificate IV in Business Frontline Management
  
- 3. Child Care Co-ordinators**  
Renée Holland - **Training Co-ordinator/ Placements**  
Diploma of Children's Services  
Associate Diploma Child Studies  
  
Jenelle Ycas - **Relief Care Co-ordinator**  
**Brighter Futures Co-ordinator**  
Bach. Teaching Early Childhood  
Certificate in Child Care Studies  
  
Tracey Holz - **Playgroup Co-ordinator / In Home Story & Music Sessions**  
Child Care Certificate

Debbie Bright - **Child Care Co-ordinator  
Resource Worker**  
Certificate III Children's Services

Jane McHugh - **Brighter Futures Co-ordinator  
Policy Sub Committee Convener**  
Dip Children's Services

Maria James - **Casual Child Care Co-ordinator**  
Certificate in Child Care Studies

**5. Administration Co-ordinator / Bookkeeper/ CCB Administration**

Annette Bruckner - Certificate in Business Studies  
MYOB Accounting  
Certificate IV in Business Frontline Management

**6. Administration Support Officer / CCB Administration**

Bobbie Graham - Certificate II in Accounting  
MYOB Accounting

7. Casual staff and Temp staff are employed as the need arises.

Staff updates will be provided in quarterly newsletters.

## **ROLES OF MFDC CO-ORDINATION UNIT STAFF AND REGULATION REQUIREMENTS**

### **AUTHORISED SUPERVISOR / MANAGER**

The Authorised Supervisor/Manager is responsible for general administration, day-to-day management of the Scheme and overall accountability. This includes, ensuring that Staff, CCWs and Management Committee meet all statutory requirements. Other areas of accountability are ensuring all requirements for the administration of Child Care Benefit are met, facilitating staff meetings, ensuring in-service training sessions are held, interviewing and participating in the training of new CCWs, liaising with DoCS and the Management Committee in relation to breaches of the legislation, policies and or procedures by CCWs or Staff and maintaining links with other community agencies.

The Manager meets regularly with representatives from other Family Day Care schemes and relevant government departments. A written report and financial statement are presented to the committee at the monthly meetings. Items such as regulatory changes, home visits, placements of families, OH&S issues and equipment needs are discussed and recommendations are made regarding these issues for the committee's consideration.

The Manager supports the Child Care Co-ordinators, Administration and Resource Staff and is available to discuss problems or concerns with CCWs and parents. The Manager also liaises with the Management Committee on matters concerning the overall management of the Scheme including preparing the Scheme's budget and organising a yearly audit of the Scheme's financial dealings. Monthly & yearly accountability reports are also prepared for various Federal and State Government Departments as required.

### **PLACEMENTS CO-ORDINATOR**

The Placements Co-ordinator is responsible for ensuring that the waiting list is monitored regularly. This procedure is normally carried out on a daily basis where families on the waiting list are matched against vacancies with the Scheme's CCWs.

The needs and care requirements of the families are matched against the availability and suitability of individual CCWs to meet those needs. CCWs are contacted to enquire if they are available to provide the care. The details of the CCWs are given to the parent, once they have met the CCW and decided to go ahead with care, they are issued with the enrolment forms which must be completed and returned to the co-ordination unit before care commences.

The Placements Co-ordinator is also responsible for organising alternate placements for families within the Scheme, where changing care needs are unable to be met by the family's current CCW. There may be times when the Scheme is in a position where it is unable to accept any new families. This situation could occur if there were no vacancies with any of the Scheme's CCWs.

### **TRAINING CO-ORDINATOR**

The Training Co-ordinator is responsible for researching and planning appropriate training for both staff and CCWs. The needs of both groups are surveyed and training is then designed to meet those needs. Training is also organised if changes occur or issues arise which will impact on the operation of the Scheme.

Relevant training sessions are open to parents of the Scheme, CCW family members and other interested parties; details of which are in the Scheme's Newsletter or available from your CCW. This may include sessions on: Dental Care, Nutrition, Speech Therapy, Conflict Resolution, Child Protection, Behaviour Management, etc.

## **CHILD CARE CO-ORDINATORS**

One of the main roles of CCC's is to support CCWs and monitor child placements. They are required to conduct Home Safety and Hygiene checks, and to visit each CCW regularly, seeing and monitoring children in care, (a minimum of once a month). Contact with the CCW is also made on a regular basis, this contact may be by phone, at Playgroup, on a co-ordination unit visit by the CCW, in the home of another CCW, on an outing or during an "in home" music and story telling session.

The CCC'S work together with the CCW to develop a programme for each child in care, to ensure that individual developmental needs are taken into account. They maintain contact with parents and monitor the initial registration and placement of children into care. Developmental records concerning the child are kept and given to the parent for their records.

CCC'S participate in weekly playgroups and regular training sessions for CCWs. Their time is also spent in the co-ordination unit, registering parents, organising initial placements of children and back-up placements when required, handling general enquiries, conducting audits of legislative requirements, maintaining records and organising & conducting training for new CCWs.

## **PLAYGROUP CO-ORDINATOR**

The Playgroup Co-ordinator organises and runs playgroup along with "in home" music and story telling sessions for those CCWs unable to attend playgroup.

Playgroup is held each Thursday and every second Friday morning (during School terms) with a minimal cost per family and per CCWs.

## **RESOURCE WORKER**

Surveys CCWs to establish current resource needs. These kits are purchased and maintained and distributed by the Resource Worker.

The Resource Worker provides one to one training on the use and benefits of the kits when distributing.

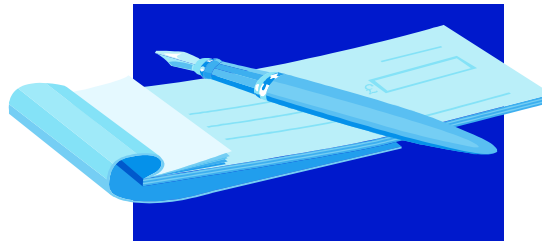
## **BRIGHTER FUTURES CO-ORDINATORS (BFC)**

The Brighter Futures Co-ordinators (BFC) are funded by DoCS through The Benevolent Society to provide support to families with additional needs, who are using care with the Scheme. The BFC assists in training CCWs who are providing care for these families, support the CCW on home visits and liaises with other agencies providing support to these families.

## **ADMINISTRATION SUPPORT OFFICER / BOOKKEEPER / CCB ADMINISTRATOR**

The Administrative Staff are responsible for the following:

- Assisting clients, visitors and members of the public who visit the co-ordination unit.
- Supporting the Manager and other staff with administrative tasks, staffing the co-ordination unit and answering the phones.
- Administering and processing Child Care Benefit.
- Ensuring office equipment and information systems are maintained.
- Ensuring Scheme documents and information kits are updated and sufficient documents are available for distribution.
- Typing Scheme resource documents.
- Ensuring the Scheme's financial records are balanced each month.
- Preparing cheques for payment and paying accounts.
- Answering general enquiries and waiting list enquiries.
- Ensuring the financial records and bookings for Metford Community Hall are kept up to date.



## **SERVICES PROVIDED THROUGH MAITLAND FAMILY DAY CARE**

### **AFTER HOURS BACKUP / ON CALL PAGING SERVICE**

In an emergency or to arrange alternate care if your CCW is unavailable without notice please contact the paging service. The pager may also be used to contact staff in an emergency situation, during office hours if you are unable to get through on the phones.

The Pager Phone Number is **1300 555 555**. Contact this number and ask for Pager Number **243942** a staff member will return your call as soon as possible.

### **CHILD CARE MANAGEMENT SYSTEM (CCMS) & CHILD CARE BENEFIT (CCB)**

CCMS is a national child care system used to record child, enrolment and attendance information. This data is reported to the Department of Education, Employment and Workplace Relations (DEEWR) via the internet to allow calculation and payment of Child Care Benefit (CCB) fee reductions on behalf of children using the service.

Parents/Guardians of children in child care will be able to access an online statement via the 'view child care details' of the online services section of the Centrelink website. This statement includes details of CCB payments and absences. You will need to register with the FAO for access to online services. You can call or register online.

Child Care Benefit is provided to ensure that families, including those on lower incomes can afford child care, at approved child care services. The rate of CCB a family receives

is subject to an income test, which also takes into account the number of dependant children in the family.

The Family Assistance Office is responsible for calculating the entitlement and determining the appropriate rate of CCB to be paid each week.

### **INCLUSION SUPPORT SUBSIDY**

This is a regular payment to the CCW of children with a special need, in recognition of the additional care and attention that such children require. It is also designed to ensure that fees charged to families with children with a special need are not higher than those charged to other families.

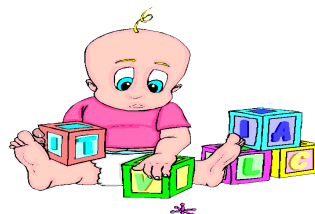
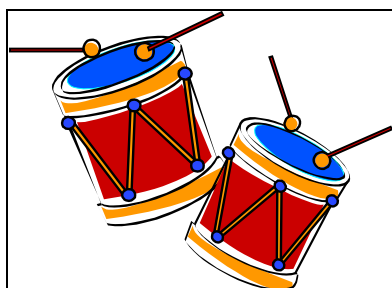
Eligibility guidelines for this subsidy are set by the relevant Government department and strict procedures and regular reviews apply to the funding. To be eligible a child must have a diagnosed and documented disability. **Contact the co-ordination unit if you require further information.**

### **IN-SERVICE TRAINING**

In-service training for CCWs is held on a regular basis. CCWs must attend or complete a minimum number of sessions or modules each year to maintain their registration with the Scheme. Some of the training sessions are open to parents and CCW family members and are advertised in the newsletter.

The details of this training programme are given to the CCWs at the beginning of each year allowing them the opportunity to plan ahead, in regard to which sessions/modules they will attend/complete. New CCWs are advised to attend/complete as many sessions as possible in their first year of registration. Compulsory sessions are held through out the year to ensure CCWs are kept up to date with changing legislative requirements. Other sessions are organised based on the needs of the CCWs using feedback and / or evaluation statements.

This process aims to ensure that participants influence the quality of the training provided.



### **DEVELOPMENTAL RECORDS / CHILD PROFILES ON EACH CHILD IN CARE**

Developmental records concerning each child are kept on a regular basis. The CCC works with the CCW to complete the Developmental Checklists and Child Profiles. A copy of these records are available for parents.

The records are developed with the aim of assisting the CCW in providing an appropriate program for the children in their care and also to identify any special needs the child may have. If any special needs are identified, the parent will be contacted to discuss their child's progress and any intervention, which may be of benefit.

## **RELIEF CARE**

Staff will endeavour to arrange for another CCW to care for children when your regular CCW is unavailable due to illness or leave. This care is subject to the availability of a relief CCW. If no care is available the fee you pay to your CCW is waived.

## **RELIEF CARE PROCEDURE**

Your CCW will give you a **relief care form** to complete when he/ she is going on annual leave. A staff member will contact you with the details of your Relief Child Care Worker subject to availability. You will be contacted to discuss your care needs if a CCW is not available to provide your normal care requirements.

To arrange relief care in an unplanned situation out of office hours, i.e., your CCW is unavailable without notice, please contact the paging service (see details pg 3).

## **EMERGENCY RELIEF CARE BY STAFF OF MFDC**

In emergency circumstances relief care by a staff member, can be organised by CCWs to be held either at the CCW's home or at the Family Day Care co-ordination unit, but only when it is impossible for a CCW to make alternate arrangements with a parent / guardian. The care is provided until the parent is able to collect their child or an alternative arrangement is made, whichever is in the best interest of the child.

**Each situation will be assessed individually and every reasonable attempt will be made to contact the parent / emergency contact, before a child is brought to the co-ordination unit for care. Care is subject to the availability of staff and the best interests of the child will always be the main priority.**

## **SCHEME NEWSLETTER**

Newsletters are printed on a regular basis, usually once a quarter and distributed to families through your CCW. The newsletter contains information about events, Government changes, items of interest, committee meetings and provides resources on child related issues, and new policies or policy changes.



## **CHILD CARE WORKERS NEWSLETTER**

These newsletters are produced on a regular basis and are designed to keep CCWs updated with issues and activities within the Scheme and with regulatory requirements and changes. The newsletter also provides CCWs with the opportunity to share ideas and resources as well as organise special events.

**WEB SITE** [www.fivestarfdc.com.au](http://www.fivestarfdc.com.au)

The website is updated regularly on Scheme activities and events.

## **BRIGHTER FUTURES EARLY INTERVENTION PROGRAM**

Maitland Family Day Care Scheme has a partnership with Department of Community Services (DoCS) and the Benevolent Society (BenSoc) to provide quality childcare for families through the Brighter Futures Program.

Brighter Futures is a program designed to support families who have been referred through DoCS or BenSoc either by self referral or with the support of another agency. The aim of the program is to:

- Promote healthy childhood development;
- Reduce the incidence of families being referred to DoCS for further intervention;
- Promote strong, functional and well supported families.

The program is voluntary and families are free to exit the program at any stage.

By providing quality childcare the program aims to improve social, behavioural, cognitive and language development in children whose families are in need of support.

Maitland Family Day Care has been identified as a quality childcare provider by the lead agencies, with the small Child Care Worker / child ratios offering families a more personalised care for their children.

The benefits of family day care to these families are Child Care Workers, children and families are able to build relationships with each other in an informal and more personal way.

## **SUPPORT AGENCIES**

### **Early Intervention Information and Service Coordination Agency (EIISCA) Kaleidoscope, Hunter Children's Health Network**

Harker Building  
Wallsend Campus  
Longworth Avenue  
Wallsend 2287  
PH: 4924 6180

### **Inclusion Support Agency Hunter KU children's Services**

1/43 Station Street  
Waratah 2298

PH: 4967 2411 or 4967 2400

**Early Links**

19 Galway Bay Drive  
Ashtonfield 2323  
PH: 4934 3773

**Hunter Prelude Early Intervention Centre**

131 Northcote Street  
Kurri Kurri 2327  
PH: 4937 4549

**Special Education Centre,  
Early Childhood Intervention Program**

**University of Newcastle**  
Special Education Centre  
University of Newcastle  
Callaghan 2308  
PH: 4921 6265

**Early Intervention Program & Itinerant Support Teacher  
NSW Department of Education and Training**

Maitland School Education Area  
Disability Programs Consultant  
Level 1  
2 Caroline Place  
Maitland 2320  
PH: 4931 3500

**Behaviour Problems Clinic  
Kaleidoscope, Hunter Children's Health Network**

First Floor, Harker Building  
Longworth Ave  
Wallsend 2287  
PH: 4924 6055

**Child and Family Health Team  
Kaleidoscope, Hunter Children's Health Network**

Harker Building  
Longworth Ave  
Wallsend 2287  
PH: 4924 6400

**Child and Family Health Nursing  
Kaleidoscope, Hunter Children's Health Network**

Harker Building  
Longworth Ave  
Wallsend 2287  
PH: 4924 6300

**Community Health Centres**

|                             |           |
|-----------------------------|-----------|
| Beresfield, Lawson Street   | 4966 1034 |
| East Maitland, Stomach Ave  | 4931 2000 |
| Rutherford Community Centre | 4932 9768 |

## **FAMILY DAY CARE INSURANCE INFORMATION**

CCWs are insured, up to \$10million for public liability.

## **MAITLAND FAMILY DAY CARE PLAYGROUP**

Playgroup is an organised gathering of CCW, children, and staff members, which provides a range of age appropriate activities with a balance of indoor and outdoor activities, which can be freely chosen by the child.

Playgroup is held each Thursday and every second Friday morning during School terms from 10 am to 12 pm. To ensure Occupational Health & Safety requirements are met, the number of children attending each session is limited. CCWs place their name on a roster each term and are allocated specific sessions to attend.

A variety of different opportunities and activities are offered to meet the cultural and developmental needs of children and CCWs. These activities include self-help skills, encouraging imagination through music, dance, & drama, literacy skills, visual and expressive arts, messy and sensory play and social skills. CCWs discuss with staff, the individual interests of the children in care so they can be incorporated into the Playgroup Program. Parent input into the Playgroup Program is encouraged.



## **MAITLAND FAMILY DAY CARE CHILD CARE WORKER RECRUITMENT**

**FOR A CHILD CARE WORKER TO BECOME REGISTERED WITH FDC, THE FOLLOWING MUST OCCUR.**

1. After initial contact an application form is completed, including details of past work experience and related referees.
2. An initial interview and workplace evaluation inspection visit to the home is conducted to ascertain suitability of the CCW and the premises.
3. A first aid course is completed or details of current qualifications are provided.
4. A **Working With Children Check** is carried out on the CCW
5. A 'Prohibited Employment Declaration' is required to be signed (by anyone residing in or visiting the home on a regular basis aged 18 years and over),
6. The CCW signs a Statutory Declaration attesting to his/ her ability to apply for registration under the current Legislation.
7. The CCW obtains a certificate from his/her doctor stating their suitability to provide care.
8. A Training / Registration Fee is paid.
9. A 5 day Induction / Orientation programme is attended which includes training on;

- Regulations and Policies
- Health and Hygiene

- Conflict Resolution
- Communication
- OH&S
- Creative Play
- Responding to and reporting Children at Risk of Harm
- Visit to Playgroup
- Visit to Child Care Worker homes
- Child Development
- Quality Assurance
- Administration Training & Record of Care Sheet Training
- Workbooks are to be completed
- A final interview

10. Public Liability Insurance is paid by the CCW prior to any child starting care.
11. A Scheme Agreement is signed.
12. A Workplace Assessment is completed
13. Referrals of families are made.

In-service training continues throughout the time that a CCW is registered with Maitland Family Day Care in the following ways:

- Weekly visits until initial induction is complete
- A minimum of monthly visits by CCC's (these are unannounced visits)
- Home visits as requested by the Child Care Worker and /or parent and on an as needs basis
- Further training and information sessions offered regularly
- Regular newsletters
- Other resource information distributed periodically
- Programming newsletters
- Annual State Child Care Worker conference organised by the NSWFDC Carer's Association
- Annual Regional Child Care Worker conference

CCWs complete further Training Modules as new Legislation or Regulations are introduced. All CCWs are encouraged to undertake external and formal training. Consideration is made of recognised prior learning and experience.



## **PLACEMENT AND MONITORING OF CHILDREN**

- Parents requiring child care contact the Family Day Care Co-ordination Unit, or referrals are made through another agency or current CCWs. Relevant information regarding the type of care required and their children's details are provided.
- Staff look for suitable CCWs with regard to location and personal qualities to match as closely as possible with the parents' preferences. Consideration is made in regard to individual care needs i.e. developmental, social, cultural & emotional.
- Before a CCW's name is given to parents, the CCW is asked if they are interested in providing care for that family.
- Once potential CCWs are located parents will be supplied with CCW's name & details.
- Once a parent receives a CCW's name, it is up to the parent to contact and visit the CCW. Both CCWs and parents may say 'no' to the placement after an interview.
- Once an agreement is reached and both the CCW and parent are satisfied that this will be a suitable placement the co-ordination unit is notified and the placement can begin. Parents are asked to come into the co-ordination unit to complete relevant registration forms and pay the enrolment fee and an Association Membership fee. You must contact the FAO **BEFORE** registering, as we require both the parent and child customer reference numbers upon registration.
- A CCC visits the children early in the placement and then continues to monitor their care on a regular basis.
- Staff will continue to foster communication between CCWs and parents through Home Visits and follow up phone calls as well as notes to parents. The CCC can offer advice and support to both CCW and parents to ensure that individual needs of both the family and the CCWs are being met.
- Should a problem or difficulty arise, it is essential for the parent and CCW to see if they can find a solution. If this is not possible, it is important that the co-ordination unit be notified as soon as possible as we are more than happy to assist in resolving conflict situations or, if necessary, locating alternative care for the children. Please refer to the Scheme's Complaints Procedures, available from your CCW or the co-ordination unit, see also Transfer of Children in Care Policy.

## **PARENT REGISTRATION INFORMATION**

All parents are required to contact the Family Assistance Office to obtain Customer Reference Numbers for both themselves and the child/ren prior to registration. You are required to fill out enrolment form/parent contract when your child/children are placed with the Scheme. This enrolment form/parent contract is kept on file at the co-ordination unit, and a copy is given to you for your records, and a separate form, the Family Information Sheet (pink form) must be completed and left with the CCW. The parents must inform the CCW and the co-ordination unit of any change in contact telephone numbers or address. Enrolment form/parent contract updates are filled in annually by the parents to maintain accuracy of our records.

## **OPERATIONAL and ADMINISTRATION LEVIES**

Weekly levies are paid by both Parents and CCW's to the Scheme.

These levies assist to cover the shortfall in Network Support Funding and contribute to the administration of each child's place within the Scheme and administration of CCB.

To facilitate the payment of levies, Parents agree to have them deducted from their CCB payment prior to it being forwarded to their CCW.

## **RECORD OF CARE SHEETS (ROCS)**

Triplicate Record of Care Sheets are used by the Scheme to record and monitor care. These documents are also each parent's official receipt for childcare fees. The ROCS are audited regularly both on Home Visits by CCC and during the processing of CCB.

### **THE WHITE (ORIGINAL) COPY**

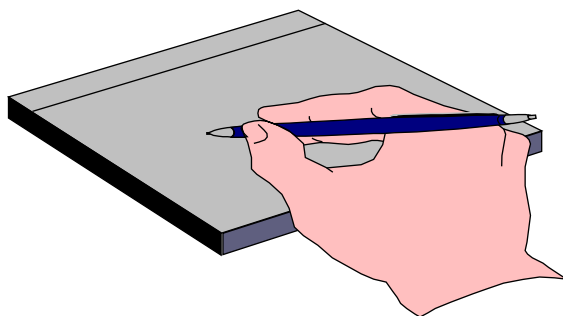
This copy is the **SCHEME COPY** and is sent into the co-ordination unit by each CCW, to enable the staff to process CCB payments for the parent and enter the hours of care into our computer system as per DEEWR auditing requirements.

### **THE PINK COPY**

This is the **PARENT'S COPY**. This is the parents receipt and also the official record of each child's **ALLOWABLE ABSENCES**. The Scheme is legally required to provide parents with a record of their Allowable Absences.

### **THE YELLOW COPY**

This is the **CHILD CARE WORKERS COPY** that should be retained for their business records.



## **PARENT'S / GUARDIAN'S RESPONSIBILITY**

It is a legal requirement that **Record of Care Sheets** must be completed for each child each day, clearly detailing the time they arrived and departed, the type of care provided and any additional expenses for food and/or travel. Each arrival and departure must be signed by the parent / guardian at the time the child arrives and departs. You also need to complete the number of children you are claiming CCB for every week. The bottom of the ROCS must also be signed weekly.

## **CHILD CARE WORKERS RESPONSIBILITY**

It is the responsibility of CCW to ensure ROCS are submitted to the Co-ordination Unit on the relevant day for processing. ROCS must also be signed by parents for absences. If the child is absent for the whole week, only one signature is required **on each day**.

The ROCS must be legible and maintained in a neat and tidy condition. The CCW must ensure that all information recorded on the ROCS is kept confidential and that provision is made for the parent to sign their ROCS in a secure area of the home. Each ROCS must be stored confidentially during the day to ensure that only those people authorised to do so may have access to them.

The CCW must ensure that all Allowable Absences are recorded correctly on the ROCS.

The CCW must ensure that the parent / guardian is charged the correct fee for care and that the financial records on each ROCS is correct. As the ROCS is an official receipt, a copy must be given to the parent /guardian even if CCB covers the whole fee or no CCB is being claimed at the time of care. This becomes the parent's record of how much CCB they have received. Most importantly it is a record of absences.

Record of Care Sheets must be made available to CCC'S for regular checks.

## **PERMISSION FORMS**

Both the parent and Child Care Worker must complete the following forms in the relevant situations:

- Medication forms
- Relief Care forms
- Excursion forms
- Travel To and From School forms

## **PROCEDURE IF YOU HAVE A PROBLEM OR COMPLAINT WITH OUR SERVICE**

- We would like to hear from you if you are happy with any part of the service.
- We also welcome any complaints, issues or suggestions, because it helps us to provide a better service to you and your children.
- We believe that by working together both the consumer and the service can benefit.

## **WHAT SHOULD YOU DO:**

- Follow the Scheme's Complaints Handling Policy as outlined in the Policy Manual. A copy is available by contacting the co-ordination unit or through your CCW.

## **HOW LONG WILL IT TAKE TO GET AN ANSWER:**

1. Immediately, if possible.
2. Final resolution to be achieved within 14 days, where possible.

## **IF YOUR PROBLEM HAS NOT BEEN RESOLVED:**

You may make a complaint to:

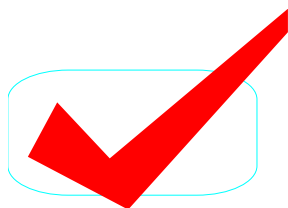
- a. Department of Community Services:  
8 Alfred Close  
GREENHILLS NSW 2323  
Phone: 02 49394800  
Fax: 02 49341085
- b. Community Justice Centre  
Cnr Bolton & Church Streets,  
NEWCASTLE NSW 2300  
Phone: 02 49291211
- c. Department of Employment, Education and Workplace Relations  
PO BOX 408  
HAMILTON NSW 2303  
Phone: 6392 6700  
[www.deewr.gov.au](http://www.deewr.gov.au)
- d. Department of Fair Trading  
Level 2, Harbourpark Centre 11  
251 Wharf Road  
NEWCASTLE NSW 2300  
Phone: 02 49295362
- e. Local Member of Parliament
- f. Your own Legal advice

## **JOINT RESPONSIBILITIES OF THE PARENT & CHILD CARE WORKER**

The CCW is required to have on display and available the following:

1. Maintain a Visitors Book/Sheet
2. An emergency evacuation procedure
3. The daily routine
4. A weekly program
5. Registration Certificate
6. Emergency telephone numbers, eg Poisons Information, Scheme Pager
7. CPR chart

Each Parent must ensure they are familiar with the above requirements.



## **SCHEME / CHILD CARE WORKER AGREEMENT**

Each CCW is required to co-sign an annual agreement with the Scheme on registration and during annual re-registration. The Manager and a Committee Representative also sign this Agreement.

Please ask your CCW to show and discuss this agreement with you. The Management Committee has put in place standards above the minimum requirements of the Regulations to ensure children are placed in a quality environment.

The Agreement states the standards required by Maitland Family Day Care Scheme. A copy is available on request from the co-ordination unit.



**Parents are required to keep both the Child Care Worker and Scheme informed immediately if there are any changes to the following:**

1. Home address & telephone numbers
2. Mobile phone - if applicable
3. Email address – if applicable
4. Work details and contact number
5. Emergency details and contact phone numbers
6. Relevant custody issues
7. The health and medical details of each child
8. Changes to care arrangements
9. Details of authorised persons who may collect their child/ren from care.

The care partnership will continue to be a positive experience if all parties communicate effectively. The parent should feel free to share their ideas on their expectations of care with their CCW and encourage the CCW to share the children's day with them.

## **ADDITIONAL INFORMATION / PROCEDURES**

### **THE PARENT DOES NOT ARRIVE TO PICK UP THEIR CHILD**

- ❑ The CCW will attempt to contact the parent at the available phone numbers, eg. work and home, mobile phone. If this is unsuccessful the CCW will then try the parents emergency phone contact. These attempts at contacting a parent should be done for an appropriate time frame, eg. 20 minutes, before going onto the next step.
- ❑ The CCW contacts the FDC co-ordination unit. If it is after hours contact the paging service on 1300 555 555 and quote pager number 243942. A staff member will discuss the most appropriate action to take.
- ❑ If a parent or authorised person is unable to be contacted within a reasonable period of time, DoCS will be contacted to discuss the care and placement of the child.

### **PROCEDURE TO FOLLOW IF A SERIOUS INCIDENT / ACCIDENT TO A CHILD IN CARE**

If a child in care becomes seriously ill or is involved in a serious accident, the following procedure will be followed:

#### **Responsibilities of the Child Care Worker**

- (1) First aid will be administered
- (2) An ambulance will be called and Medical help sought.
- (3) The parent / guardian will be contacted and informed of the incident and that medical emergency help has been sought.
- (4) If the parent / guardian cannot be contacted, the emergency contact nominated will be contacted.
- (5) The CCW or another responsible adult in the home will contact the FDC co-ordination unit. If after the first attempt at phoning the FDC co-ordination unit the CCW is unsuccessful, the MFDC paging service should be used to contact the office.
- (6) If the incident occurs outside MFDC office hours, the paging service must be contacted.
- (7) If another responsible adult is present, the CCW will go with the sick / injured child if they are taken by ambulance, or otherwise transported to medical aid.
- (8) If the CCW is not at his/her home when the incident occurs, she / he will use their best judgment as how to follow the above procedure as closely as possible, by obtaining help as soon as possible. At all times the CCW will remain mindful of the safety of any other children in care. CCWs will carry a first aid kit and emergency contact numbers with them at all times.
- (9) At all times the best interest of all children in care will be considered.

#### **Responsibilities of the Co-ordination Unit**

- (1) As soon as is practical a staff member will attend the CCW's home to assist and if necessary care for the other children in care.
- (2) As soon as is practical the parents of any other children in care will be contacted and informed that the CCW has become unavailable and that a staff member is caring for the children.

- (3) If the CCW has gone with the injured / sick child, the Procedure for “A Child Care Worker Unexpectedly Unavailable During Working Day”, will be followed.
- (4) As soon as is practical, an incident / accident report will be completed and copies filed in both the CCW and child’s files.
- (5) Copies sent to the parent and the insurance company.
- (6) As soon as is practical the Department of Community Services will be contacted and a report filed with the Children’s Services Advisor.
- (7) As soon as is practical legal advice will be sought to ensure all appropriate action has been taken.
- (8) As soon as is practical following the incident / accident the parent and CCW will be contacted to offer ongoing support.
- (9) At all times the best interest of all children in care will be considered.

### **SUSPECTED ALCOHOL OR DRUG AFFECTED PERSON COLLECTING A CHILD**

In a case where a child is collected by a person who it is suspected is affected by alcohol or drugs (or any other substance), to the point where it is reasonable to believe that a child is in danger if driven / taken by this person, the following procedure applies;

- (1) The CCW can suggest an alternate method of getting home eg. a taxi - if the person refuses, the CCW can tell the person that if they take the child and drive then the CCW must contact the Family Day Care staff who in turn are then obligated to contact the police as the child would be deemed to be at Risk of Harm and Mandatory Reporting requirements must be adhered to.
- (2) By law we cannot refuse the child being taken by the nominated person. It is suggested that all CCWs ensure their safety and that of all others in their home, including children in care. Staff must be notified immediately if this situation occurs.
- (3) Cross reference “The Child Care Worker suspects a child is at risk of harm” next section.

### **THE CHILD CARE WORKER SUSPECTS A CHILD IS AT RISK OF HARM**

**Child Care Workers are classified as Mandatory Reporters. They are required by law to notify the Dept of Community Services if they suspect that a child or young person is at Risk of Harm.**

The following procedures for Mandatory Reporting must be followed:

- (1) The CCW is to complete the checklist provided by DoCS for suspected risk of harm.
- 2 (2) If after completing the list, the CCW feels there are reasonable grounds to suspect the child is at risk of harm, the Dept of Community Services Helpline must be notified. The CCW can do this by either contacting the Helpline directly or through the Co-ordination Unit as per Mandatory Reporting guidelines.
- (3) The CCW will contact the Manager immediately. If the co-ordination unit is unattended contact the On Call Service by using the paging system.

**Phone 1300 555 555 quote number 243942. Leave your number and ask for the staff member to call back urgently.**

- (4) A staff member will visit the child as a matter of urgency and make an assessment, as to the Risk of Harm.
- (5) Further action will be taken by the FDC Manager if deemed necessary, and the Scheme's procedure for reporting Risk of Harm will be followed.

### **IF YOUR CHILD IS UNWELL / HAS BEEN UNWELL OVERNIGHT**

- Please telephone your CCW as early as possible before care is due to begin (this may be the night before).
- Care may be negotiated, depending on the illness, symptoms and the other children in care.
- Under no circumstances must children be left with the CCW before discussing it with him / her. If this happens the parent will be asked to immediately withdraw the child from care until the illness and the extent to which it may impact on the CCW and other children in care, has been assessed.
- Children must be kept away from care if they have anything which is contagious or suspected of being contagious. A doctor's certificate may be required before they can return to care.
- Department of Health Guidelines will apply to any illnesses. **If you are unsure of whether a child must be excluded from care please contact the co-ordination unit or after hours Pager for confirmation.** It is recommended that a child not return to care for at least 24 hours after the cessation of vomiting and / or diarrhoea.

**Please note:** at all times the safety and well-being of the child will be the main consideration.

### **CHILD CARE WORKER UNEXPECTEDLY UNAVAILABLE DURING WORKING DAY**

The staff member taking the call is to pass the information on to the Manager or available CCC'S

- If the CCW, or a member of their household is sick or the CCW for some other reason is unable to care for the children, or if the CCW has already left the home and someone else is caring for the children.
  - (a) A staff member is sent immediately to the CCWs home, (preferably one with whom the children are familiar).
  - (b) All parents are contacted (by a staff member at the co-ordination unit) and informed of the situation. (Emergency contact to be phoned if parents unavailable.)
  - c (c) The parents or emergency contact are asked if they require relief care or if they
  - d can collect their children from care as soon as possible.

## **EMERGENCY EVACUATION PROCEDURES**

### **In The Child Care Workers Home**

Each CCW is required to have an Emergency Evacuation Plan. The following conditions apply:

- The Plan must be displayed in a prominent position in the CCWs home, in the area that has been registered for FDC.
- The CCW must practice the plan on a regular basis (a minimum of 3 monthly) ensuring that all children in care take part in a practice at least every 3 months.
- The practice must be documented in the workplace assessment booklet and checked by a CCC.

### **Playgroup / Co-Ordination Unit**

- Emergency Evacuation Plans must be displayed in the FDC co-ordination unit in prominent positions throughout the building.
- Evacuations must be practiced on a regular basis ensuring staff attend at least one practice every 3 months.
- Practices must be conducted on a Playgroup morning at least once every 3 months or more regularly if a significant number of new children are in attendance.
- These practices must be documented on the relevant Scheme form and filed.

### **LISTED ARE SOME IMPORTANT POINTS TO REMEMBER**

#### **FEES**

Maitland Family Day Care operates under a deregulated fee system and as such CCWs are able to set their own fees and conditions of care. Please discuss individual fees and conditions with your CCW before you commence care. Also discuss when payment is required (e.g. weekly, fortnightly). Please refer to your CCW's contract for further fee information.

#### **WHEN A CHILD HAS HOLIDAYS / LEAVE**

When a child is on holidays from care, notice of holidays must be given to the CCW as per your contract. A holding fee must be paid to the CCW to hold your child/ren's place in the Scheme during your absence.

Please discuss fees for absences with your individual CCW.

#### **WHEN A CHILD CARE WORKER TAKES HOLIDAYS / LEAVE**

CCWs are required to give as much notice as possible to both the staff and parents of any intended leave (or resignation).

Relief Care forms must be completed by the CCW and passed on to the parent to complete and sign their section.

It is the CCWs responsibility to ensure that the parents are informed that relief care is an option available to them. See Relief Care page 14.

Relief care is subject to the availability of a relief CCW and no fees are payable if relief care is not requested or available.

## **AGREED HOURS OF CARE**

It is very important to keep to the agreed hours of care. If you wish to permanently change your booked hours or care arrangements, you must first discuss this with your CCW to ensure he/she is able to meet your changed needs. A Permanent Change of Booking form must be completed and signed, by both Parent and CCW, and submitted to the co-ordination unit.

If you wish to arrive early for care or late to collect your child/ children from care, and you fail to notify your CCW of this change prior to it occurring, you may be charged the Penalty Fee as per your contract.

## **FOOD**

Please provide an appropriate nutritious lunch, morning/afternoon tea. Please ensure you discuss specific dietary requirements / allergies with your CCW.

For after school children please ensure there is adequate food for afternoon snacks.

Arrangements may be made with the CCW to provide meals in some circumstances.

**Please note:** Not all CCWs provide food as part of their service. Please ensure you discuss this with your CCW when you meet with him/her so prior arrangements may be made.

## **EXTRA COSTS**

Ask your CCW each week about extra fees for outings, Playgroup, food, and travel.

**NOTE:** There is a nominal cost for attending Playgroup, this fee covers toys, art & craft, materials and rent, etc.

## **WHEN YOU RECEIVE A PLACEMENT WITH A CHILD CARE WORKER**

1. Please telephone the CCW to arrange a visit at a time suitable to both of you. Please do not just arrive at his/her home and assume the CCW can spend time with you. This is your CCWs workplace and it may be a busy time of day or he/she may have other commitments and may not have the time to spend with you.
2. Please make time to visit the nominated CCW as soon as possible, as there may be other families who will use the place if you choose another CCW. **If you don't contact the nominated Child Care Worker within one week, it will be assumed you no longer require care and the place will be re-allocated.**
3. Take your children along with you when you visit. Make a time for the CCW to meet any other person who may drop off or collect your child from care. If they are unable to come to this meeting organise another time for them to meet the CCW.
4. Talk to the CCW about the type of care you need.
5. Contact the Family Assistance Office as soon as possible after your visit to obtain

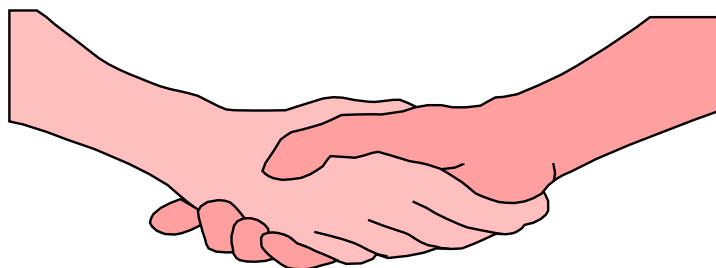
Customer Reference Numbers for both yourself and child/ren. You will need to be assessed for CCB Eligibility.

6. Phone the co-ordination unit as soon as possible after your visit to inform staff of your decision and confirm hours and commencement date.

### **POINTS TO CLARIFY WITH THE CHILD CARE WORKER BEFORE STARTING CARE**

- Ensure all fees and conditions of care are understood and agreed upon.
- Ensure the hours of care needed are clear and that your CCW is available for all your possible hours.
- Discuss your children's health and ensure you discuss any medication which may have to be administered or special needs your child may have. Ensure you discuss any allergies even if your child only had a mild reaction or it was some time ago.
- Confirm the ages of your children with the CCW to ensure they fit into Scheme guidelines eg, one baby under 12 months of age. Children currently using care may have increased days since you were referred to the CCW, particularly if it has been several days since referral.
- Discipline - please remember the CCW is unable to smack your child or isolate him / her from the other children or himself / herself. Please discuss with the CCW any methods you may currently be using and limits you have set for your child, to ensure consistency at home and in care.
- Your child's favourite play activities and toys.
- Foods - likes and dislikes and eating habits.
- Any previous experience your child has had in care. Any settling in ideas you may have that can help both the child and the CCW. Discuss contact you will have with the CCW during the settling in period.
- Toilet training.
- Your child's daily routine and your expectations of how this will be adhered to while your child is in care. The CCW will discuss his/her normal routine with you.
- Contact in an emergency. It is preferable to have an emergency contact who may have to travel a long distance than not to have anyone. In the case where you are unable to provide an emergency contact and you were to be injured or were uncontactable when your child becomes ill, the Dept of Community Services would have to be called. Please ensure you discuss these details with your CCW.
- The details of any Court Orders / Apprehended Violence Orders must be provided to your CCW. The CCW is unable to prevent a natural parent from collecting their child unless there is a Court Order in place. A copy of any relevant Court Orders must be made available to both the CCW and the FDC co-ordination unit. **Please ensure you discuss any details with your CCW and keep him/her informed of any changes which occur.**

- ❑ Parents and CCWs must establish a procedure for the handover of responsibility of children at arrival and departure times. The following must occur:
- (1) Record of Care Sheets (ROCS) must be signed by the parent / authorised person **on arrival and departure each day.**
  - (2) The handover is conducted in a safe and secure manner and immediately after the ROCS has been signed.
  - (3) The person who collects the child must have been authorised by the parent.
  - (4) In the event that an unidentified/unknown person arrives to collect a child, the CCW must phone the parent / guardian to verify identification before the person is permitted to enter the CCWs home.
  - (5) The CCWs must always follow the parent's original instructions if they are unable to obtain verification over the phone. The CCW should continue to attempt to contact the parent for instructions or keep the child until the parent arrives. Refer to page 22 (Parent does not arrive to collect a child).



*Thank you for taking the time to read this handbook. If you have any suggestions or comments to make in regard to this publication, or any Scheme issue, please do not hesitate to contact the co-ordination unit.*

A COPY OF THE SCHEME'S POLICIES AND PROCEDURES ARE AVAILABLE TO VIEW AT YOUR CHILD CARE WORKERS HOME.

IF YOU WOULD LIKE A COPY OF AN INDIVIDUAL POLICY OR PROCEDURE FOR YOUR OWN RECORD, PLEASE CONTACT THE OFFICE AND IT WILL BE POSTED OUT TO YOU.

COMMENTS ON THE ABOVE ARE WELCOME AND INDIVIDUAL POLICIES WILL BE PUBLISHED IN THE SCHEME'S NEWSLETTERS FOR REVIEW. ON A REGULAR BASIS. PLEASE CONTACT THE

## **SCHEME POLICIES**

### **PREFACE TO POLICIES**

#### **Section 1 GRIEVANCE PROCEDURES**

- 1.1 Committee
- 1.2 Parents
- 1.3 Child Care Worker
- 1.4 Staff

#### **Section 2 ACCESS TO THE SCHEME**

- 2.1.1 Child Care Worker
- 2.1.2 Enrolments
- 2.1.3 Authorisation for Collection of Children
- 2.1.4 Late Collection
- 2.1.5 Family Access
- 2.1.6 Visitors
- 2.1.7 Student Placements
- 2.1.8 Volunteers

- 2.2 Equal Opportunity / Inclusion
- 2.3 Children Transferring within the Scheme

#### **Section 3 CONFIDENTIALITY**

- 3.1 Confidentiality

#### **Section 4 STAFF**

- 4.1 Staff Selection
- 4.2 Professional Development

#### **Section 5 OCCUPATIONAL HEALTH & SAFETY**

- 5.1 OH&S
- 5.2 Safety
- 5.3 Supervision
- 5.4 Health
- 5.5 Nutrition
- 5.6 Infectious Diseases Management
- 5.7 Medication Administration
- 5.8 Sleep & Nursery Equipment

#### **Section 6 CHILDREN**

- 6.1 Guiding Children's Behaviour
- 6.2 Children's Program

#### **Section 7 ANIMALS**

- 7.1 Pets / Access to Animals

#### **Section 8 PRIVACY**

- 8.1 Privacy

#### **Section 9 FOOD & FOOD HANDLING**

- 9.1 Safe Food Practices

#### **Section 10 MEDIA**

- 10.1 Media Contact & Promotions

#### **Section 11 RECORDS**

- 11.1 Retention of Records

#### **Section 12 CHILD PROTECTION**

- 12.1 Child Protection/ Children at Risk of Harm

#### **Section 13 CHILD CARE WORKERS SUPPORT**

- 13.1 Staff Home Visiting/ Support/ Contact

#### **Section 14 THE ENVIRONMENT**

- 14.1 Smoke Free Environment

#### **Section 15 TRANSPORTING CHILDREN**

- 15.1 Transport

#### **Section 16 TRANSITION**

- 16.1 Early Intervention Program

### **PROCEDURES TO SUPPLEMENT POLICIES**

- a) Minor incident or accident in care
- b) Parent does not arrive to collect a Child
- c) Serious incident or accident in care
- d) Suspected alcohol or drug affected person collecting a child
- e) Child Care Worker suspects a child is at risk of harm outside the care situation
- f) Administering medication
- g) If your child has been/ is unwell
- h) Child Care Worker unexpectedly unavailable during the working day
- i) Anonymous complaint about a Child Care Worker
- j) If you have a problem or complaint with our service
- k) Excursions
- l) Cash handling procedures
- m) Placement of children
- n) Office / Staff Security procedures/
- o) Student's on placement in the Child Care Workers home
- p) Visitors to the Child Care Workers home
- q) Renovations or extensions to the Child Care Workers home
- r) Record of Care Processing Procedures
- s) Record of Care Audits
- t) Relief Care Procedures
- u) Critical Incident Procedures
- v) Policy Review
- w) Child Protection