



Registered with  Family Day Care PTY LTD  
(Service approval number: SE-40001004)

## Information Booklet For Parents



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

Family Day Care is an approved form of child care that is provided at an educator's home. Family Day Care offers a range of education and care options designed to meet the diverse needs of families. Kidstart Family Day Care educators provide quality education and care within a home environment. Family Day Care offers flexible care with educators available before and after school, overnight, on weekends and on public or school holidays.

## **Educators**

Educators of Kidstart FDC have been carefully chosen to ensure they have the skills, knowledge and motivation to provide a nurturing environment for all children. All registered educators have working with children check clearances, first aid, asthma and anaphylaxis training. Educators are required to have a Certificate 3 in Children's Services or be completing the course. Educators can also have higher qualifications such as Diplomas in Children's Services or a Bachelor of Education degree. All residents over the age of 18 years are also required to have working with children checks.

An educator can have a maximum of 7 children at one time however, only a maximum of 4 children can be under the age of 5. This includes any children of their own who are not being supervised by another adult.

Educators also keep program development plans for each child which are completed daily or weekly.

## **Role of the Scheme**

Kidstart Family Day Care is a Commonwealth Government funded co-ordination unit. The scheme's role is to provide a support service for educators and families. We also arrange child placements and administer child care benefit and child care rebate on behalf of the families. Kidstart FDC conducts monthly visits of each family day care to ensure all laws and regulations are being met to ensure the safety of children.

## **Priority of Access Guidelines**

The Australian Government has Priority Access Guidelines for allocating children into family day cares. They set out the following three levels of priority which child care services must follow when filling vacant spots:

Priority 1: A child at risk of serious abuse or neglect.

Priority 2: A child of a parent who satisfies, or of parents who satisfy, the work/training/study test under section 14 of the "A New Tax System (Family Assistance) Act 1999."

Priority 3: Any other child.

Within the above categories, priority will be given to the following children:

- Children in Aboriginal or Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low income
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

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

- 1) The person who is liable to pay child care fees in respect of the child was notified when the child first occupied the child care place that the service followed this policy, and
- 2) The service gives that person at least 14 days notice of the requirement for the child to leave the child care service. (Ref: Child Care Service Handbook 2012-2013)

### **Collection of children**

If you are going to be late collecting your child, please contact your educator to inform them. Your child can only be released to people who are authorised by you in writing on the child enrolment form. Your child will not be released if there is no authority from you. If the person collecting your child is under the influence of drugs or alcohol, your child will not be released to them.

### **Access to children**

The Education and Care Services National Regulations state that an educator is not legally permitted to allow your child to leave the premises without your permission. Details of any court order, custody and access orders concerning your child are required to be stated on the enrolment form. Relevant documents need to be provided to the Scheme Office and the educator.

### **Incident, Injury, Trauma and Illness**

If your child is seriously ill or has contracted a contagious disease, your child will not be accepted into care. If your child becomes ill whilst in care, you will be contacted immediately. Under these circumstances you will need to obtain a medical certificate stating that your child is permitted to return to care. Your child will not be administered any medication without your permission and each time that medication is administered your child's educator must make a record of the fact on the Medication Record sheet. If your child's temperature reaches 38 degrees you must come collect him/her.

In case of a serious accident involving hospitalisation; parents, the Scheme and the Department of Education and Community will be informed. All accidents, injuries and illnesses will be recorded on an Incident Report form. If you cannot be contacted the educator will take appropriate action (as specified and acknowledged on the enrolment form) and arrange for your child to be taken to the nearest doctor or hospital.

### **Medical Conditions**

If your child has a medical condition, before care can commence a Medical Action Plan must be completed by your Doctor and provided to Kidstart and the educator. If their condition changes then you will be required to provide Kidstart and the educator with an updated plan.

### **Immunisation**

Government subsidies such as Child Care Benefit and Child Care Rebate can only be paid for children who have been immunised or have an approved immunisation exemption. Centrelink will require a copy of your child's immunisation history if their current details are not recorded on the Australian Childhood Immunisation Register. If your child is not immunised and you do not wish to immunise him/her then you will need to see your Doctor to complete the "Immunisation exemption – medical contraindication form (IMMU11)" or the "Immunisation exemption conscientious objection form (IMMU12)" and return it to Centrelink. These forms can be found on the Centrelink website: <http://www.humanservices.gov.au/customer/subjects/immunising-your-children>

You must provide the service with a copy of your child's immunisation records as well as immunisation status reports. If you do not wish to immunise your child then you will need to provide us with an immunisation exemption form completed by your Doctor.

### **Meals**

Some educators may choose to cook meals or offer snacks to the children whereas others may ask the parents to send food with their children. If you are required to provide food for your children please ensure that a sufficient amount of food is included and that it is healthy and nutritious. If additional food is required, the educator is entitled to charge a fee for the cost of the replacement food. If your child has any allergies, special dietary requirements or intolerances, please make your educator aware of them. If an educator is providing food to the children then their fee will be higher.

### **Educator's Illness**

If your educator and/or educator's family members become ill, you will be informed. Kidstart will attempt to arrange alternative care if available.

## **Fees and Government Subsidies**

There is no set fee for family day care as it will vary depending on educator and the service they offer. Parents may be entitled to government help from Centrelink for their child care. This comes in the form of CCB (child care benefit) and CCR (child care rebate). Not all children receive CCB as it is affected by the income of the parents. The maximum amount a child is eligible for in Rebate is \$7,500 per year. An example of how CCB and CCR works can be seen below.

*Eg. A child is attending care from 8am to 5pm (9 hours) at an hourly fee of \$10. This child receives 100% CCB and is entitled to 42.5% CCR.*

Total fee for the day = \$90

CCB/hr = \$4.56

CCB/day = \$41.04

Gap payment = Total fee – CCB = 90 – 41.04 = \$48.96

CCR = 42.5% x \$48.96 = \$20.81

Out of pocket payment = \$28.15

If a family does not receive CCB then they are entitled to 50% CCR. This means the CCR covers half the total fee for the day and the parent must cover the other half.

Another form of government help is JET. Parents may be entitled to this payment if they are undertaking activities such as job search, work, study or training.

To find out what government subsidies you're entitled to, it is best to give Centrelink a call.

## **Operating Hours**

The operating hours vary depending on the educator's preference. Some educators operate only on certain days of the week at fixed hours while others provide flexible 24 hour care 7 days a week. An educator's operating hours will be displayed on a wall in their family day care to ensure you are aware of the hours available to you.

## **Absences from Care**

If your child is booked in for care and they are absent you are still required to pay the fee as they have a position saved for them. If you are eligible for CCB then this will still be paid if your child is absent. Under the Child Care Management System (CCMS) each child is eligible to receive CCB for an initial 42 days of absences, per financial year, which can be used for any

reason and without proof of circumstances (includes public holidays). Once the initial 42 days absence days have been exhausted, additional absences may be claimed in certain circumstances.

### **Excursions**

Your child is allowed to leave the family day care centre with an educator but only if you have signed the “Excursion Form” and the “Excursion Risk Assessment Form”. If these two forms are not completed and signed then your child can not leave the premises.

### **Public Holidays**

If public holiday falls on the day the child is booked, then, the educator is entitled to charge a fee for the day even if the child does not attend.

### **School Holidays**

Educators can choose to open or close during school holidays however, if they are closed they are required to notify the parents at least 4 weeks before. If the service is open, regular fees apply regardless as to whether a child attends or not. If the service is closed, the educator cannot charge a family.

### **Educator Holiday**

Educators must provide written notice to families with a minimum of 4 weeks in advance.

### **Family Holiday**

If you wish to take your child on a holiday then you must provide the educator with 4 weeks notice. If you do not provide them with 4 weeks notice then they are entitled to charge you for the period of absence in order to hold the spot for your child. If sufficient notice is given and the educator can find a short term replacement for your child then they will waive the fee.

### **Time Sheets**

The Department of Employment, Education and Workplace Relations and Family Assistance require accurate time sheets to be completed. It is your responsibility or your representative, to accurately record the daily attendance by recording and initialling the actual arrival and departure times for care each day, and signing the authorised signature section at the end of the fortnight. Signatures are also required for absences. It is an offence under the Crimes Act to supply false and misleading information on Time sheets.

## **Payment Statement**

Parents will be provided with a payment statement at the end of every quarter which will include detailed information on fees and child attendance for the period.

## **Enrolling your child**

The first step is to contact the educator to arrange a time to discuss your child care requirements. This can be done via phone on 0438 247 768, or via email on [info.fdc@sipe.com.au](mailto:info.fdc@sipe.com.au) or visit the educator's website: <http://www.sipe.com.au>.

The next step is to contact Centrelink on 136 150 to activate your Child Care Benefit (CCB) and Child Care Rebate (CCR). They are open Mon-Fri from 8am to 8pm. Contacting Centrelink allows you to find out what subsidies you are entitled to. When contacting Centrelink you must inform them that you wish to activate CCB and CCR for family day care. CCR can be sent in two forms: to the service or to the parent. The preferred method is to get it sent to the service.

## **Attending Multiple Forms of Child Care**

If your child is attending child care at more than one place, you will be required to notify Kidstart.

## **Cancellation of Care**

If you wish to end care with an educator 4 weeks notice must be given. If 4 weeks notice is not given then the educator is entitled to charge you for 2 weeks of care. This 2 weeks payment does not include any Government benefits or subsidies as they cannot be used after the child's last day of care. A "Cease Care" form must be completed and given to the educator.

## **Complaints**

If you feel that the educator is not suitable for you and your child or have any concerns regarding the way your child is being cared for then it is important you contact the co-ordination unit (contact details provided below) as soon as possible. If the situation cannot be resolved, or if either party does not wish to continue with the care arrangement then the co-ordination unit will try their best to find an alternative educator for your child. Our aim is to act in the best interests of the child at all times.



**Contact Details of the Kidstart Team:**

Maha Shamsin .....	0406241586
Faten Trad .....	0405239160
Yesria Zreika .....	0424162137
Aman Shamsin .....	0413879289
Sunny Cheema .....	0412932892
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