



**Family Day Care,  
In Home Care  
And  
Disability Support Services**



**Beaucare Family Day Care is Nationally Rated Exceeding  
the National Quality Standard across all 7 Quality Areas**

# **Parent Handbook**

**1300 416 733**

This is an abridged version of the Parent Handbook. For a full copy, please see your educator or contact the service or the Beaucare website



## Welcome

Welcome to Beaucare Child Care Services:

Beaucare Child Care Services provide child care to meet the needs of families of South East Queensland. We are a community based, not for profit, organisation and have been providing high quality childcare since 1993.

This handbook is an abridged version of our parent handbook which is available on our website.

Should you have any queries please do not hesitate to get in touch!

## Contact Details

The office is located at 44 Tina street Beaudesert

**Phone:** 1300 416 733

**Email:** [fdc@beaucare.org.au](mailto:fdc@beaucare.org.au) **Website:** <http://www.beaucare.org.au/childcare-services/>

Office hours are Monday to Friday 8am-4pm. Coordinators are available during office hours to discuss concerns, or appointments may be made for discussions outside of office hours. If phoning outside office hours, please leave a message and your call will be returned. Alternatively you may contact the after-hours emergency number 0421 311 618.

Manager: Monica Langfeldt—Nominated Supervisor

Coordinators: Carolyn Bruncker, Gail Neumann, Louisa Maloney, and Kat Forse

Approved Provider: Beaucare

Child Care Services Program:

- Family Day Care
- In Home Child Care
- Disability Support

Regulatory Authority (information) Early Childhood Education and Care

Department of Education and Training

PO Box 492

Oxenford Q 4210

Ph: (07) 5656 6688

Email: [southeastregion.ecec@det.qld.gov.au](mailto:southeastregion.ecec@det.qld.gov.au)

## About Family Day Care

Family Day Care is a network of educators registered to provide home based care and learning opportunities in their own homes for children, supported by a central Coordination unit. Family Day Care caters for children from birth upwards. It is a flexible service aiming to provide care according to each family's needs. The service is approved to administer Child Care Subsidies.

Family Day Care is regulated by the Australian Children's Education and Care Quality Authority ([www.acecqa.gov.au](http://www.acecqa.gov.au)) through the Queensland Office for Early Childhood Education and Care Department of Education and Training under the provisions of the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulation 2011. Resource officers may be contacted at:

Postal Address: PO Box 492, Oxenford Qld 4210

Telephone: 07 5656 6688 Office Hours: 8:30am to 4:30pm

Compliance email address: [southeastregion.ecec@det.qld.gov.au](mailto:southeastregion.ecec@det.qld.gov.au)

Beaucare Family Day Care is accredited under National Quality Standards for Early Childhood Education and Care and School Age Care. Copies of the National Quality Standards are available for educators and families at [www.acecqa.gov.au](http://www.acecqa.gov.au)

Policies and relevant information also available on Beaucare Family Day Care website—can also be emailed to families on request.

## About In Home Care

In Home Child Care provides quality care for children in their own homes by approved educators, the care environment is supported and monitored by the Beaucare coordination unit. Educators are able to provide individualised care and maintain children's existing routine. In Home Care is funded by the Commonwealth Department of Education, Employment and Workplace Relations and works within the 2008 Interim Standards, and is specifically for families whose needs **cannot be met by other forms of child care** and who also meet one of the following criteria:

- Parents / guardians who work shifts or non standard hours
- Families who are living in a rural or remote area
- Families who have a child or adult family member with an illness or disability
- Families with three or more children not yet attending school, or
- Families who have children who are multiple birth (of three or more under school age.)





## Philosophy Statement Extract

- We believe all children should feel safe, secure, respected, valued, cared for individually free from bias or discrimination and should have a strong sense of identity.
- We believe all children need a safe and stimulating environment to explore, problem solve, create and construct. Environments are vibrant and flexible spaces that are responsive to the interests and abilities of each child.
- We believe all children should experience play-based learning that is engaging and builds success for life. *"Almost all creativity involves purposeful play"* - Abraham Maslow. *"Children learn as they play. Most importantly, in play children learn how to learn"* - O. Fred Donaldson.
- We recognise that diversity contributes to the richness of our society and provides a valid evidence base about ways of knowing. It allows the ability to understand, communicate with and effectively interact with people across cultures. The diversity in family life means that children experience belonging, being and becoming in many different ways. *"Learning is more than the acquisition of the ability to think; it is the acquisition of many specialized abilities for thinking about a variety of things: - Lev Vysotsky. "The teacher must orient his work not on yesterdays development in the child but on tomorrow's" - Lev Bygotsky. "It will happen but it will take time." - John Bowlby.*
- We believe in all children's capacities to succeed, regardless of diverse circumstances and abilities. Children are confident and involved learners.
- We believe in responding to children's ideas and play forms as an important basis for decision-making in programming, children become effective communicators. *"Curiosity in children ...is but an appetite after knowledge: - John Locke. "The more children know that you value them that you consider them extraordinary people, the more willing they will be to listen to you and afford the same esteem. And the more appropriate your teaching, based on your knowledge of them, the more eager your children will be to learn from you. And the more they learn, the more extraordinary they will become" - M. Scott Peck.*
- We believe that all families in the community have the right to access quality care that is affordable and meets their individual needs. *"The art and craft of early childhood teaching is in making decisions about fun, play and work. And it is this crafting that distinguishes the professional from the babysitter, parent or child minder."* - Susan Grieshaber & Felicity McArdle. We believe in being sensitive to the vulnerabilities of children and families and respond in ways that empower and maintain the dignity of all children and families.
- We respect the views and values of each family, acknowledging the family as the primary care provider and the children's first and most influential educator.
- We believe that promoting awareness of diversity within the community leads to acceptance and respect for others. This includes valuing the continuity and richness of local knowledge shared by community members, including Aboriginal and Torres Strait Islander Elders.
- We believe in working with people, services and agencies within the communities that support children and families.

**For the full Beaucare Family Day Care Philosophy Statement, please contact your  
educator or the service**

## What to Bring Each Day

Each educator's service is different, and your educator will advise you of what you should pack for your child each day. As a guide, you should consider:

- A full set of spare clothes
- A sufficient supply of nappies and a bag or bucket with lid for used cloth nappies
- Sunscreen, sunglasses and a hat that offers adequate coverage from the sun (8-10 cm brim legionnaire's style recommended)
- Adequate supply of nutritious food
- Water bottle
- Special comfort toys if needed
- Suitable footwear
- Bottles of milk/formula if required



Dress your child in appropriate clothing, taking into account the weather and sun safety recommendations. Your child will probably get a bit messy during the day, so avoid wearing 'special' clothing that you don't want them to get dirty.

## Food and Drinks

It is service policy that children are provided with sound nutrition while in care. Parents are requested to supply healthy and nutritious food and drink in sufficient quantity. Foods to avoid for younger children include corn chips, popcorn, whole nuts, hard fruit or uncooked vegetables like carrot. Careful supervision and monitoring of children is needed. Water is the preferred drink for children, and educators will ensure it is available to children at all times.

Suggested lunchbox ideas include:

- Fresh fruit or vegetables
- Healthy snacks (rice cakes, yoghurt, cheese and crackers, boiled egg)
- Main lunch food (sandwich, leftovers)
- Water bottle

**Breast Feeding-** Parent's choice to provide breast milk for their child is supported and encouraged by the service. Breast milk is a bodily fluid and needs to be treated with care. Breast milk should be clearly labeled and supplied in a non-spill airtight container or breast milk bags. It should be carried in a way to prevent spoilage (i.e. in an insulated container with a frozen cooler brick) and must be refrigerated by storing in the coldest part of the fridge and can be kept for three to five days.

Comfortable spaces are provided for mothers who wish to breastfeed their baby at the educator's service or in any Beaucare building.

**Formulas-** Infant formula may be prepared in advance if refrigerated and used within 24 hours.

It is recommended that parents provide extra breast milk/formula for new infants commencing care to ensure there is no shortage throughout the day.



## Enrolment Process & Changes to Personal Information

Beaucare Family Day Care has no enrolment fees, however some educators do require an advance payment to secure a child's place, and this may be held until the child ceases care with the educator. On enrolment with an educator, parents will sign a Booked Hours form and a Parent Care Arrangement form. It is very important that the enrolment process is complete before your child starts care.



On completion of the Hubworks enrolment process, parents are emailed login details enabling them to access and update their personal information. Please store your login information safely to enable you to access your account. Parents are required to update their registration details on Hubworks with any changes to their enrolment information including their address, workplace contact and emergency phone numbers as well as any changes to their child's health or bookings.

## Fees and Absences

Beaucare Family Day Care is responsible for the overall fee setting as outlined by the Department of Education. Beaucare's policy for the setting of hourly rates, late fees, meal and travel fees may vary between educator services based on the service provided by the independent educator agent. Payment of fees is required on a weekly basis and paid directly to the educator. Receipts must be provided by the educator at time of payment.

Receipts are to be issued by the educator for all payments including bonds or advance payments. Beaucare provides a weekly statement to families through Hubworks showing their usage but this will not show actual payments to the educator that have occurred, the only record for this is a receipt from the educator.

Normal fees apply to all absences from care with the exception of times when the educator is not available for care. If absences from care are due to an educator being unavailable, fees do not apply and absences are not recorded. Child Care Subsidy is payable for the first 42 absence days from care across all approved child care services during each financial year. If a child is enrolled on a day that a public holiday falls on, and the educator would otherwise have been available for care, normal fees apply. Public holidays will be counted as an absence day for Child Care-Subsidy if the child would normally have attended the service or individual educator on the day if it were not a public holiday. For transparency of fees, families sign a fee schedule with the educator prior to care starting. Weekly parent statements are sent to families showing hourly fee, levies, subsidies & absences.

## Cancellation of Care

1-2 weeks notice to the other party is required if a parent or educator wishes to terminate the booking based on the Parent Care Arrangement form. Child Care Subsidy can only be claimed if a child attends care for the last day of the period of notice or is absent for an Additional Absence Reason after exceeding the initial 42 allowable absences (see Policy 5.1 Absences from Care). If a child does not attend care during the notice period without any additional absences in place after exceeding the initial 42 allowable absences, the educator is able to charge the family full fees or use the initial bond/advance payment from the family for this period.



## Alternate Care

Educators may take holidays during the year. Parents will receive advance notice of an educator's holiday. Occasionally an educator may be unwell and unable to provide care. It is the responsibility of parents to contact the service if alternate care is required with another educator. While it is not possible to guarantee that alternate care will be available every effort will be made to assist. Fees do not apply when alternate care is not available or is not required.



## Illness

The Service aims to care for the health and well-being of all children in care.

If a child is ill at home and there is a possibility the child may be suffering from an infectious illness, this needs to be clarified and a medical diagnosis provided before the child is admitted into child care. The educator should request a clearance letter where there is any concern that a child may be contagious.

As the needs of all children in care must be considered, children with infectious illnesses must be excluded from care as recommended by the National Health and Medical Research Council of 1992 and detailed in the current edition of "Staying Healthy in Child Care". All educators are supplied with a copy of this publication.

In addition, Service policy requires a child be excluded from care for at least 24 hours after the last episode of vomiting or diarrhoea.

Children presenting with rashes, vomiting, diarrhoea, high temperatures, coughing (coughing that is of concern) will be excluded from care unless cleared by a doctor. A child may have a rash or temperature and appear well but these are signs that the child may have a virus and could have the potential to be contagious, the service will require for the child to be free of the rash or temperature before returning to care. In the event of a high temperature or if a child develops an infectious illness (i.e. vomiting, diarrhoea, rash or concerning cough) the educator will contact the parent to collect the child immediately.

Coughs have the potential to be contagious and can have serious consequences, educators will discuss concerns with the parents and may require clearance letters before children return to ensure the well-being of all children. Children are not to attend care unless they are well enough to be in care. If the educator has observed the child to be unwell parents will be contacted to make arrangement for the child to be collected.

A clearance letter may be requested by the educator or the service if a child has an injury or illness that may pose further risk to themselves or other children, or if the child is observed by the educator to not be well enough to attend care. If the clearance letter does not provide enough information and there is still concern that the child is not well, or it is not safe for the child to return to care, further information will be sought from the doctor with the parent's permission prior to returning to care.

**Action Plan for High Temperature-** A parent may provide written permission on a Health Care Plan for Fevers to administer one dose only of paracetamol for temperatures over 38 degrees that do not respond to the cooling down procedure (Refer to 7.11(b) Action Plan for a child with a High Temperature). Paracetamol cannot be given for any other reason e.g. pain, teething. If a Health Care Plan is in place the parent must supply the paracetamol/ibuprofen in the original bottle with chemist label.



## Immunisation

Medical immunisation is recommended for all children and early childhood educators, but is not a compulsory requirement for participation in care. The service provides care to both immunised and non-immunised children. If a child is not up-to-date with their immunisation, the service can choose to refuse enrolment, cancel enrolment or refuse attendance, or impose a condition on the child's enrolment or attendance. Educators may choose to not accept enrolment of non-immunised children; however this must be a joint decision between the educator and service, and should be based on possible risks and best practice (e.g. pregnant mothers, young babies).

Children who cannot be vaccinated for medical reasons or who are on a recognised vaccination catch-up schedule are considered up-to-date, and this will be the status on their immunisation history statement. The service cannot refuse to let these children attend, based on their immunisation status.

Immunisation requirements apply to all children and young individuals under 20 years of age.

If families claim or intend to claim Child Care Subsidies, the child needs to be up to date with their immunisations when the claim is made. The family will need to provide the child's Medicare number when they claim. The Medicare card number will be used to check if your child meets the immunisation requirements on the Immunisation Register: <https://www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register>

If the child isn't up to date with their immunisations, it will also affect their eligibility for Child Care Subsidies.

Parents are responsible for ensuring the service has up-to-date information regarding their child's immunisation status. This information is initially collected at enrolment, and parents can update this by logging into their enrolment form, or advising the coordination unit.

## Medication

The service requires the written consent of a parent before administering any form of medication to a child.

1. The parent must give the educator a written authority for administration of all medication, specifying the date/s, name of the medication, dosage, and time of administration and time of last dose together with the parent's signature on the service's Medication Authorisation Form. If a child has not had a specific medication before, it is requested that the first dose of the medication be administered prior to a child coming into care.
2. Medication will only be administered if it is in its original container with the dispensing label attached listing the child's name and the dosage to be given and is within its use -by-date. The educator must record on the form the dosage, time and date that the medication is given.
3. Non-prescription medication except for paracetamol/ibuprofen may be administered for the first 24 hours with the completion of a medication form. If the medication is required for longer than 24 hours, a doctor's written instruction is also required. Parents who choose to administer medicines from a herbalist or naturopath are required to obtain a letter from their doctor verifying the medication and dosage if they wish their educator to administer the medication or provide the medication to their child prior to their child attending care and advise the educator.

The parent of child who has asthma is required to provide an Asthma First Aid Action Plan for emergencies. Parents should inform educators of any medication that a child has taken prior to attending care, particularly if the child has not had the medication before, in case there are side effects or a serious reaction.





## Accidents or Injury to Children When In Care

All efforts will be made to reduce the likelihood of accidents or injury to children in care. **In the event of a head injury, serious incident, high temperature or illness the educator will call the parent to request collection of the child and call the service. Parents must make arrangements for immediate collection of the child.** In the event of an emergency an ambulance will be called.

## Emergencies and Evacuations

All families enrolling with Beaucare Family Day Care will be advised through the parent handbook and enrolment process that in an emergency situation they are accepting and agreeing to the following emergency procedures:

- The educator or office will make all attempts to contact parents as soon as possible - parents are responsible to arrange immediate collection of their child as requested by the educator or office
- Emergency aid, medical, hospital and ambulance services will be called as required for any emergency situations
- Emergency contact persons as outlined on enrolment forms will be called to collect your child from care if parents are not contactable.
- Coordinators will be able to care for children in care as needed if there is an emergency situation affecting the educator, or the educator needs assistance.
- Educator assistants are able to care for children as nominated by the educator in an emergency situation without notice to families.
- Crisis care services will be called if children are at risk or have not been collected from care after all efforts have occurred to contact parents and emergency contacts.
- Educators are responsible to stay at their service to care for the other children and therefore unable to travel in an ambulance situation.





## Safe Sleeping

Families enrolling children under the age of 2 years will be sent safe sleeping information from Red Nose. The educator will also gather information about your child's sleep routine and discuss service policies.

### **Resources:**

Red Nose – Safe Sleeping Practices (<https://rednose.com.au/section/safe-sleeping>)

Health Direct – Sudden Infant Death Syndrome (SIDS) (<https://www.healthdirect.gov.au/sudden-infant-death-syndrome-sids>)

KidSafe Australia – Safe Sleeping for Infants (<http://www.kidsafe.com.au/Safe%20Sleeping%202012%20national.pdf>)

Educators are required to follow recommendations by Red Nose with regards to safe sleeping. Discussion is to occur with families at enrolment time to include usual sleep practices at home and to ensure parents are aware of policy requirements. We respect that parents may have different practices at home and that making changes may cause some difficulties in settling a child into care, however the policies are based on meeting safety requirements and will need to be followed by the educator. If educators or families have any concerns they are very welcome to call the office and discuss further.

It is recommended to use the Infant Routine Form with new families to identify any issues prior to the family starting care so that there can be discussion about SIDS requirements. Parents may be able to transition routines prior to the child starting care to assist with settling the child into care e.g. if a child is used to going to sleep with a bottle in their cot, this would not be able to occur in Family Day Care and the parent may be able to make changes to the practice so that it is easier for the child when they start care.

To reduce the risk of SIDS, educators are to follow the outlined recommendations in the brochure "Red Nose Safe Sleeping" for all children under the age of 2 years which states: "Sleep Baby on the Back from Birth, Not on the Tummy or Side".

Babies should be placed on their back with feet at the bottom of the cot when first being settled. Red Nose does not recommend using positional devices such as items that fasten baby in a sleeping position as there are no Australian Standards for these products. Once a baby has been observed to repeatedly roll from back to front and back again on their own, they can be left to find their own preferred sleep or rest position (this is usually around 5 to 6 months of age). Babies aged younger than 5 to 6 months, and who have not been observed to repeatedly roll from back to front and back again on their own, should be re-positioned onto their back when they roll onto their front or side.

**NOTE:** Healthy babies placed to sleep on their back are less likely to choke on vomit than tummy sleeping infants. Actively supervised tummy time is important and encouraged for all babies when they are awake.

If a medical condition exists that prevents a baby from being placed on their back, the alternative practice should be confirmed in writing with the service, by the child's medical practitioner. This must be approved by the office Manager prior to occurring.

Rest times are to be planned for as part of the daily routine, with consideration given to safety, lighting, sound, temperature and ventilation for all children resting. Educators should accommodate individual children's needs, especially infant and toddler routines and the needs of children who do not sleep.

- Children who have suffered a high temperature or head injury should not be going to sleep in care and need to be sent home as they may require medical attention.
- If a child has been unwell in the morning it is better for the child to leave care prior to rest time, small children may not be able to verbalise that they are feeling unwell and temperatures can increase when an infant is sleeping—bringing on risks for febrile convulsions
- Consideration should be given to the temperature of the room/day prior to putting a child to sleep, check clothing for safety and temperature
- Checking with parents in the morning about the child's previous day/night is important to know when they might be tired. Expecting a child to go to sleep at the exact same time each day is not reasonable and can create stress for the child and educator e.g. if the child has slept in until late morning they may not go back to sleep for a morning rest at care.
- Many variances can affect a child's sleep routine; changes in the home, routine, weather, if they are hungry, health changes, noise, level of activity in the environment prior to rest time, during rest time, nappy change requirements/toileting. If a child is not settling well all factors should be considered
- If a child is not settling for a rest time it is reasonable in some situations to contact the parent to discuss if there have been any changes that might be affecting the child.
- There are times that parents ask for children not to rest in care due to sleep issues occurring at night time or the home. It should be explained to the parent that it is a requirement for all children to have a rest time, this might look differently for individual children based on their needs. Children will not be forced to have a sleep but a quiet rest time is a healthy practice for all children. Educators are not expected nor should they try, to keep children awake when they are showing signs of being tired and want to go to sleep.
- The coordination staff are happy to assist educators and families to develop good practice to assist children to have a happy, safe and restful time when they are in care.
- Children who do not sleep and just have a rest time can be given quiet activities to do while other children sleep, this can depend on how the educator plans for this time of day.





## Safety

All educator homes are safety checked prior to starting care. Annual safety checks are conducted by the coordination unit, and educators are required to conduct a daily safety audit prior to commencing care each day (Full safety requirements are available in Policy 7). If you have any concerns regarding safety please speak to your educator or contact the service.

## Child Protection Statement

Beaucare Child Care Services is committed to the safety and wellbeing of all children and young people who use its service. Our child protection policy outlines proactive measures and risk management strategies that endeavour to protect children and young people from harm.

Household members of educators contribute to ensuring that the environment is safe and stimulating for children. Any person over 18 years of age is required to hold a current blue card (Regulation 163/164) while living with or before taking up residency with an educator. All household members are required to ensure that the service policies and procedures are implemented while children are in care (Refer Policy 6.2 Role of Educator's Family Members). Applications for blue cards occur at the age of 17.5 years to be in place when they turn 18. All visitors to the educator's household during Family Day Care hours are required to sign the visitor log book.

Child care workers are mandatory reporters for child protection.

## Smoke Free Environment

From the 1<sup>st</sup> September 2016 smoking has been banned at Early Childhood Education and Care facilities across Queensland. The smoking ban also extends to a 5 metre buffer zone around the land from which the service is provided. The new law applies to ECEC services approved under national and state legislation, including long day care, kindergarten, family day care, outside school-hours care, occasional care and limited-hours care services.

Educators must ensure that children are provided with an environment (i.e. any area that children will access) that is free from the use of tobacco, illicit drugs and alcohol).

## Pets

Pets in many educators' homes are part of family life. Service Policy requires that a separate area is available to house pets for times that they are not able to be fully supervised by educators. Coordinators and educators document appropriate risk management plans for pets. Animals should not be present when children are eating or sleeping, and should be fully monitored in their interactions with children and in children's interactions with them.

## Car Safety

Children must only be transported in correctly installed and fitted child restraint. The correct child restraint must be used for each child according to the standards. The mandatory standard is based on AS/NZS 1754 and applies to all child restraints. Vehicles need to be maintained in a safe and roadworthy condition. Educators are required to obtain a safety certificate annually as well as a certificate for having their child restraints checked annually.

## Delivery and Collection of Children

On arrival each day, educators need to receive the child into care. An adult (over 18 years of age) is required to sign and note the actual time of the child coming into care on the sign in sheet. On collection parents are required to sign and note the actual time of collection. These are requirements of the Child Care legislation and are the responsibilities of parents.

It is the service's policy that only the person nominated on the enrolment registration is authorised to collect children from care. If other arrangements are needed, the service and educator should be notified and Hubworks information updated. Families with custody issues are required to share this information with the service and provide copies of any custody or court orders in place.

Health and wellbeing is paramount so please inform your educator on arrival about anything that may affect your child's time in care e.g. not feeling themselves today, death of a pet, etc.

If your child is transported to school and collected by the educator, your child/ren will need to be listed as an authorized person on the care agreement. Children catching bused from school in the mornings or afternoons need to have a risk assessment completed as part of the enrolment process to ensure consideration of risks and the child's capabilities are appropriate to use bus services. This includes providing the educator with bus number and school details.

## Excursions and Outings

Educators may have routine outings included in their care routine. These may include playgroups, trips to the library or park, or delivering and collecting children from school. Parent's permission is sought for routine outings when enrolling their child in care. If an educator wishes to participate in any non-routine or special outings, parents' written permission needs to be sought and received in advance.

## Child Care Subsidies

Child Care Subsidies cannot be claimed for children 14 years or older or a child who has started secondary school (possibly 12 years).

Exemptions may apply but must be approved by Beaucare Manager prior to care starting to ensure that the exemption criteria is met and evidence is provided.

Families eligible for Special Child Care Benefit (SCCB) or Grandparent Child Care Benefit (GCCB) for Family Day Care must contact the Beaucare office to discuss prior to care starting as there is a capped hourly amount.



## Priority of Access

The Australian Government is committed to ensuring that Australian families are able to access affordable and flexible child care. Sometimes, there may be a waiting list for child care services and to ensure the system is fair, the Government has 'Priority of Access Guidelines'

### Priority of Access Guidelines

The guidelines only apply to approved child care services. They are used when an approved child care service has a waiting list for available places or when a number of parents are applying for a limited number of vacant places.

Every child care service approved under the Family Assistance Law has to abide by the Priority of access guidelines.

### Priorities

- **Priority 1**—a child at risk of serious abuse or neglect
- **Priority 2**—a child of a parent 9 (or both parents if you have a partner) who satisfies the Government's work, training, study test (for the purposes of the Priority of Access Guidelines)
- **Priority 3**—any other child.

Within these main categories priority should also be given to:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$45,114 for 2017-2018, or whose partner is on income support
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- Are notified when your child first entered care that your service follows this policy
- Are given at least 14 days notice of the need for your child to vacate.

### Outside School Hours Care

Outside School Hours Care is primarily for school children. A service may ask a child not yet in school to leave care if a child who is in school applies for a place.

## Eligible Hours

Families need to contact Family Assistance Office (<https://www.humanservices.gov.au/individuals/subjects/payments-families>) to register for child care subsidies. Parent Customer Number (CRN) will be required for enrolment of child. Families exceeding eligible hours will be charged full fees. Full fees apply if enrolment does not formalize—Parent would need to follow up with Family Assistance if there are any issues with child care subsidy.

## Oral Health

Educators are encouraged to promote good dental and oral hygiene awareness in children and assist in reducing the incidence of dental cavities in children. Training Personal hygiene processes are risk managed by the educator.

## Television, Computers and Social Media

It is recommended that educators discuss the proposed use of electronic games, computers, videos and the internet with parents prior to their use. Television/commercial radio should only be used for specific planned activities, and should not be left on as a background activity or for background noise. Educators should actively ensure that children only have access to DVD's, technology, television or books that are age-appropriate and discussed with parents. G-rating is recommended in most cases. It is recommended that children under the age of 2 years do not watch television.

Educators should always make available alternative activities during times when television, computers or video games are in use.

## Anti-Discrimination

The service is committed to the principles of equity and justice for all people (children and adults) and to ensure that all aspects of the service are free from discrimination and harassment. Participants in the service should at all times demonstrate an anti-bias approach by showing respect for all persons regardless of their characteristics. This will assist children -to develop non-discriminatory attitudes and behaviour.





## Code of Conduct (Refer Policy No 4.6)

Participants in the service are required to act in a way that promotes respect and tolerance to others, ensures that children are always cared for in a safe and secure environment and upholds the reputation of Beaucare Child Care Services.

Participants (educators, family members, parents and coordinators) who are engaged in service activities or are seen to be representing the service are required to act in a professional, respectful and appropriate way:

- Participants in the service are required to act in a way that:
- Promotes respect and tolerance toward others
- Ensures that children are always cared for in a safe and secure environment
- Upholds the reputation of Beaucare Child Care Services
- Maintains honesty and integrity in all work practices and communication
- Maintains a professional relationship with clients and service users, at all times working within an ethical framework.
- Commits to providing an environment that encourages feedback and evaluation of practices
- Undertakes an advocacy role for the well-being of children and their families where appropriate
- Offers support and acknowledgement to families through referral or practice.

## Coordinator Role

The Coordination Unit is the point of contact, registration, referral, monitoring and support for parents and educators. The Coordination unit consists of Manager and Coordinators.

A Coordinator's role is to:

- Selection, registration and induction of educators
- Support and resourcing of educators (including training)
- Monitoring quality of care and safety standards through visits to educators
- Requests for care from new families and placement of children. New placements of children are monitored and parent feedback is provided
- Maintaining ongoing contact with families to ensure that their needs continue to be met.
- Reporting to the Manager on issues
- Updating the policy and procedures manual
- Implementing the National Quality Framework and the Early Years Learning Framework to ensure continuing quality improvement
- Perform the role of educator assistant as needed.



## Educator Selection Process

Selection processes are used by the service to assess an applicant's suitability to provide care of a high standard. All educators complete a comprehensive induction process, and all adult members of the educator's household are required to undergo a Working with Children (Blue Card) check. All regular visitors to the Educator's house are also required to obtain a Blue Card. Educators must have completed or be enrolled and working towards achieving a Certificate III in Children's Services, and at all times maintain a current First Aid, CPR, Asthma and Anaphylaxis certificate.

## Participation in Service Management

The Service actively encourages participation in the service by the Coordination Unit staff, educators, parents, representatives of organisations with interests or expertise in child care, community representatives including community leaders and elders, resource officers from the Office for Early Childhood Education and Care and others whose expertise may be helpful in the discussion and development of policies and practices. Participation may be through nominating for positions on the Board or by attendance at Service Professional Discussion Meetings, involvement in community events, sharing knowledge or skills at education service or coordination unit. It may also be through participation in policy development, training or events. Feedback forms available on website, survey monkey is used to seek input throughout the year.

## Service Policies

All Beaucare Family Day Care policies are available to families at the Educator's home, on the Beaucare website or from the Beaucare office. Policy updates are emailed to families for input as they are reviewed.

## Code of Conduct

Participants in the service are required to act in a way that:

- Promotes respect and tolerance toward others
- Ensures that children are always cared for in a safe and secure environment
- Upholds the reputation of Beaucare Child Care Services

Participants (educators, family members, parents and coordinators) who are engaged in service activities or are seen to be representing the service are required to act in a professional, respectful and appropriate way.

## Communication, Feedback and Complaints

Parents and educators are encouraged to contact the service with feedback, suggestions and any issues of concern. Parents, members of the service or the community who have a complaint about any aspect of the service are advised to speak to the person with whom they have the concern, if possible. Complaints may be made to any member of the service. However, it is preferred for complaints to be made to the service Coordinators or the Manager. The after-hours number for urgent communication is 0421 311 618,



Hubworks login is sent to all families that enrol. The service will update families through the Hubworks system. It is important for families to read updates and also view their parent statements through Hubworks.

## Confidentiality

The service complies with the "National Privacy Principles". If parents want to access information about their child, this is available on request. All information is kept confidential.

### Useful Links:

**Beaucare Website:** <http://www.beaucare.org.au/child-care-services.html>

**Centrelink:** <https://www.humanservices.gov.au/individuals/centrelink>

**Family and Child Connect:** <http://familychildconnect.org.au/>

### Family Assistance Office:

<https://www.humanservices.gov.au/individuals/subjects/payments-families>

**Hubworks:** <http://www.hubworks.com.au/>

**ACECQA:** <http://www.acecqua.gov.au/>

The Australian Children's Education and Care Quality Authority (ACECQA) oversees the implementation of the National Quality Framework (NQF) and works with the state and territory regulatory authorities to implement and administer the NQF.

**Family and Child Connect:** <http://familychildconnect.org.au/>

Family and Child Connect can help with a range of family and parenting challenges. A free confidential service to talk about your situation and work out the type of support you might find helpful.

**Libraries:** Local libraries run play sessions and are a great place to find resources and information.

Gold Coast: <https://www.goldcoast.qld.gov.au/library/default.html>

Scenic Rim: <http://www.scenicrim.qld.gov.au/libraries>

**Starting Blocks:** <http://www.startingblocks.gov.au/>

Starting blocks provides parents with information about early childhood education and care. Learn about children's developmental milestones, understand what to expect from an early childhood education and care service and get tips on starting child care, and what can be done at home to encourage your child's learning and development.

**Benevolent Society:** <http://beloved.benevolent.org.au/>

The Benevolent Society hold playgroups and information sessions for families and children.

**Kidsafe Queensland:** <https://www.kidsafeqld.com.au/> - Ph: (07) 3854 1829

**Red Nose:** <https://rednose.com.au/> - Ph: 1300 998 698

**My Child:** <https://www.mychild.gov.au>

## Notes