



# GOULBURN FAMILY DAY CARE

FAMILY HANDBOOK











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### ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Aboriginal nations of this land; its many Custodians who continue to care for Country, and the way in which Country has cared for her people. We acknowledge the history of this land and the stories of resilience and survival which make up Indigenous Australia. We give thanks for Aboriginal Elders and knowledge keepers of each generation including the many Aboriginal communities which contribute to the life of our region. May we walk gently on this land and commit ourselves to Reconciliation.

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### CHARITABLE STATUS

Anglicare NSW South, NSW West & ACT is a registered charity with the Australian Charities and Not for Profit Commission (ACNC). It is a Public Benevolent Institution and endorsed as a Deductible Gift Recipient.

### LEGAL NAME

Anglicare NSW South, NSW West & ACT  
Street Address: 5/221 London Circuit, Canberra, ACT 2600  
GPO Box 360, Canberra ACT  
ABN: 69 198 255 076

# About Anglicare

## Our Foundation

Over 150 years ago, Anglican parishes began providing care for those in need across rural NSW.

In 1888 Mother Esther, an Anglican religious sister, formed the Community of the Holy Name to help people in Melbourne's slums. From the early 1930s sisters from the Holy Name began running children's homes within the Canberra and Goulburn Diocese.

From the 1970s the focus of the work changed and expanded to include family support, emergency housing and early childhood education and statutory care services.

Today, Anglicare NSW South, NSW West & ACT operates a broad spread of programs across a diverse geographic area. We serve the Dioceses of Riverina, Bathurst and Canberra and Goulburn and our footprint ranges from the south coast to the western plains and the national capital. The people whom we serve, and many of the communities in which they live, are subject to socioeconomic shifts, drought and demographic changes. Across our region are many small rural and regional communities where support services are very limited.

## Our Vision

Called by Jesus' example to respond to human need and social injustice, Anglicare aspires to be widely known for successful strategies to alleviate poverty in our regions, and as a care provider highly trusted by beneficiaries as safe, well-governed and efficient.

## Our Mission

As part of the Mission of the Anglican Church, its parishes and agencies, Anglicare will be an agent of change in our communities by working to alleviate poverty, reducing disadvantage and providing integrated care, especially for vulnerable people.

## Why We Exist

Anglicare exists because we believe that all people, regardless of background, should have the opportunity to lead lives that are safe and fulfilling. We believe that thriving communities are the results of thriving individuals who are supported and empowered to positively engage with and contribute to their community.

## Our Values

Compassion  
Dignity  
Inclusiveness  
Integrity

### Compassion

In the spirit of loving service we offer care and understanding to those in need.

### Integrity

We are committed to personal and corporate honesty, fairness, and transparency.

### Inclusiveness

We serve all people with a spirit of openness because we share a common humanity.

### Dignity

We respect the intrinsic worth of every person and acknowledge their capacity for self determination.



## Cultural Safety & Sanctuary

A commitment to Cultural Safety is embedded in Anglicare's strategic plan and ongoing mission. We aim to ensure that all staff members and clients feel safe and included in our workplaces and services. As well as the continued development of cultural safety policies, our General Manager of Cultural Safety has also developed Cultural Safety training for both staff and clients. Anglicare encourages the active representation of Indigenous staff from Anglicare in "Reconciliation" networks, and the further development of these networks.

Cultural Safety forms part of an overarching organisational commitment to roll out the Sanctuary Model. Sanctuary is an evidence-supported care model that assists people who work in stressful human services and care environments. The model supports staff and clients to provide mindful, safe and therapeutic practice to achieve positive growth and change for people in the Anglicare community. Sanctuary builds on Anglicare's existing values and seeks to establish and enhance an environment for staff and service participants that reflects seven shared commitments: Growth and Change, Open Communication, Democracy, Non-violence, Emotional Intelligence, Social Learning and Social Responsibility.









## Welcome to Goulburn Family Day Care

This booklet will give you some basic information about Anglicare Children's Services and about the things that are important as your child and family become part of the Anglicare community.

Goulburn Family Day Care provides home-based early learning programs through skilled and experienced Educators who are supported by the Coordination Unit team to deliver quality education and care to children and families.

We advocate for the rights of each child to be co-contributors of their learning journey whilst feeling safe, secure and supported.


We connect and demonstrate inclusivity with each educator, child, family and with our local community through respectful and culturally safe relationships.

We provide children with play based learning opportunities in a natural environment which incorporates sustainability and leads to a world of discovery and a love for learning.

Educators and staff embrace the Early Years Learning Framework and implement it in their daily interactions with children.

Goulburn Family Day Care upholds Early Childhood Australia's Code of Ethics.

We hope that this is the start of a long and happy relationship between Anglicare, your child and you.



Family Day Care is an Early Childhood service where children are educated and cared for in small family groups in the homes of registered Educators. These Educators are approved, supervised, supported and encouraged by a team of qualified staff employed by Goulburn Family Day Care, referred to as the Coordination Unit, to help them provide quality early learning at home.

Most families choose Family Day Care because they believe it is the best environment for their young children. They place their children in the Goulburn Family Day Care scheme in the knowledge that our Educators are carefully selected and go through the appropriate checks to ensure they are suitable to educate children. Families also like the assurance that their Educator will be supported and monitored by trained professionals who will visit their children regularly.

Family Day Care allows for flexibility of hours and location, seven days per week for full-time, part-time, casual, and emergency care. Family Day Care caters for children aged 6 weeks to 6 years old as well as older children up to the age of 12 years during before and after school hours in in school holiday periods, in an environment similar to which they are accustomed at home.







# Centre Information

## Opening & Contracted Hours

Each Educator sets their own opening days and hours and may have minimum contracted hours, i.e. 6 hours per day. They will discuss this with you at the interview.

The scheme's core hours are between 8:00am and 6:00pm Monday to Friday. Out-of-core hours are outside the hours of 8:00am and 6:00pm Monday to Friday and any non-regular hours which may be required during core hours, i.e. casual attendance. Weekend hours are 12:00 midnight Friday to 12:00 midnight Sunday.

You are required to complete a placement agreement with your child's Educator for the hours required for early learning– these hours are considered "contracted" hours. You will need to consult with the Educator if you wish to change the contracted days and/or hours of enrolment. To decrease days and/or hours of your enrolment at least 14 days notice is required.

Educators, as well as families of children in Family Day Care, budget both their time and their expected income. It is important to be on time both when leaving and collecting your child from the Educator. However, sometimes delays are unavoidable so if you are going to be late in collecting your child please contact your Educator as a matter of courtesy.

## Policies & Procedures

The Education and Care Services National Regulations require each scheme to develop various policies. Copies of these policies are available to view at the premises of the Educators and at the Goulburn Family Day Care Coordination Unit office.

## Privacy Principles

The Education and Care Services National Regulations require collection of information on an enrolment form. This form is kept confidentially. One copy is kept at the Coordination Unit office and one copy is provided to the Educator you choose to enrol with.

In an emergency this information may also be given to emergency services personnel such as ambulance officers or the police. The Department of Education may also request this information.

## Emergency Procedures

Educators have emergency procedures to follow. Goulburn Family Day Care has developed guidelines on emergency procedures and these are available to view at the Educator's home or the Coordination Unit office.

## Access to Children

The Education and Care Services National Regulations clearly state that your 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 Coordination Unit office and the Educator.

Any natural parent identified on the enrolment form and not subject to any relevant court order may have access to his or her child at any time during the hours that the child is enrolled and receive information about the child on an ongoing basis.

## Feedback & Complaints Management

Anglicare welcomes and encourages your feedback. If you have any concerns, questions or comments, please speak directly with your Educator or the Coordination Unit.

We use this feedback to continually improve our services and inform our programs.

Anglicare is committed to the fair and effective resolution of any complaints you may have. If you have any concerns, please do not hesitate to discuss with the Coordination Unit Director on 4823 4052 or a feedback form is available on our website: <https://www.anglicare.com.au/contact-us/make-a-complaint/>

Please refer to Anglicare's Complaints Management policy. All Anglicare policies are available for families to view at the Coordination Unit centre.

If you have been unable to resolve the issue with the service, or there are circumstances where it is not possible or appropriate for the complaint to be managed at the local level, a complaint may be made to the Early Childhood Education Directorate, NSW Department of Education on 1800 619 113.

## Coordination Unit

**126 Cowper Street, Goulburn NSW 2580**  
**8:30am – 3:30pm Monday to Friday**

**p: 02 4823 4052**

**e: [familydaycare@anglicare.com.au](mailto:familydaycare@anglicare.com.au)**

**w: [www.anglicare.com.au](http://www.anglicare.com.au)**







# Our Team

## Coordination Unit

The major role of the Coordination Unit is to provide a support service to Educators and families. The Coordination Unit arranges the placement of children and administers Child Care Subsidy to the Educators on behalf of the families.

Anglicare Goulburn Family Day Care is approved by the NSW Early Childhood Education and Care Directorate, Department of Education, and operates under the Education and Care Services National Regulations, Education and Care Services, National Law, and National Quality Framework (NQF), and is subject to an assessment and ratings process.

## Staff

Goulburn Family Day Care currently employs three staff at its Coordination Unit office. The Director is responsible for the overall management of the service. The Educational Leader is responsible for the visitation and support of Educators, monitoring of early learning programs and observing the development of children in the service. The Playgroup Leader in consultation with the Educational Leader organise playgroup at the service premises three days per week, as well as resources and equipment for Educators.

## Educators

Family Day Care Educators are early childhood education professionals, registered with an approved Family Day Care scheme. Goulburn Family Day Care Educators are not employed by the scheme, they are self-employed.

Educators support each other in the job by meetings, activities and social events, training, phone contact, joint outings, advice and emergency care. Play sessions, known as playgroup, are an essential part of our Coordination Unit program. They offer broader, educative experiences to the children and team support for the Educators.

Playgroup is available on a weekly basis during school term time and Educators are encouraged to attend. New Educators are referred to experienced Educators to visit and get advice and assistance, or for "mentoring". Potential Educators are interviewed at the Coordination Unit by the Goulburn Family Day Care Director and Assistant Director to assess their suitability. This is followed by referee checks and a safety check of their home.

Educators are required to comply with the national regulations, national law, quality and qualification standards, educational framework and the scheme's Policies and Procedures.





**STRONG RELATIONSHIPS  
BETWEEN EDUCATORS,  
CHILDREN AND FAMILIES  
PROVIDE CHILDREN WITH  
A SECURE BASE FROM  
WHICH THEY CAN THRIVE.**

Family Day Care operates on a maximum of 7 children between birth and 12 years of age with a maximum of 4 children not attending school, including the Educator's own children.

All Educators hold a minimum Certificate III in Children's Services or are enrolled and actively studying towards achieving the Certificate III in Children's Services.

Educators must have the following attributes:

- > Practical early childhood knowledge and experience with children.
- > Communicate well on various levels; be flexible, approachable, warm and caring.
- > Good organisational and record-keeping skills.
- > Be willing to work in partnership with the scheme staff and families.

Educators must also have:

- > a current Working With Children Check, including any other residents aged 18 years or over,
- > a current National Police Clearance,
- > current first-aid, asthma and anaphylaxis management qualifications,
- > public liability and professional indemnity insurance for a minimum of \$10 million,
- > a smoke, drug and alcohol free environment – including visitors,
- > a program for individual children's developmental ages and stages – complete developmental records and daily reflections and observations, and
- > a safe playing area for children.

## **Educator Leave & Alternate Programs**

Educators close their service from time to time due to pre-planned reasons such as holidays or unplanned reasons such as illness. If your child's educator is intending to close for holidays they will notify you in advance. If you need our service during this time you should contact the Coordination Unit for the details of an alternate Educator who could assist you.

If the Educator is sick there may be little notice that they are closing their service. If you need an alternate Educator you can contact the Coordination Unit after 8:30am or if the program is needed earlier, the Educator will contact a staff member on the after hours emergency mobile.

Fees are not charged by an Educator when their service is closed. If your child goes to another Educator, fees are charged at that Educator's rate so please check the fees if you are referred to an alternate Educator.

The Coordination Unit staff will endeavour to find an alternate Educator when it is requested but it cannot be guaranteed in every instance. If you require extra days of attendance at any time and your child's Educator is unable to assist you, please contact the Coordination Unit and we will seek to find you alternate placement.







# The Education & Wellbeing of Your Child



## Family Interview of Educators

Please contact the Educator(s) to arrange a convenient time prior to your visit. It is recommended that you prepare any questions you may want to ask the Educator and set enough time aside for the Educator to get to know you and your child.

There are many things to discuss together such as:

**Your child:** Discuss your child; what he/she enjoys, strengths, interests, comforters and routines.

**Children's experiences:** Talk with the Educator about the program they provide, the environment and experiences your child will participate in. Consider the learning experiences, toys and resources the Educator uses and the spaces used for the program both inside and outside.

**Your expectations:** Discuss with the Educator your goals and expectations for your child in the program. It is essential to let the Educator know what is important to you so you can have input into the educational program provided.

**Food:** Discuss with the Educator your child's likes and dislikes, allergies and requirements. It is also very important to discuss the stage your child is at with feeding. If you are still breastfeeding, discuss this with the Educator and how you hope to do this whilst your child is in Family Day Care.

**Sleeping:** Discuss your child's sleep patterns and look at where your child will sleep. It is important that your child's Educator has details of your child's comforters such as a dummy, blanket or favourite toy.

**Toileting:** Discuss what stage your child has reached with toileting so you and your Educator can work together.

**Guiding Behaviour:** Families have widely different views about guiding behaviour so discuss your attitudes regarding this issue and how your expectations will be met by the Educator.

**Routine:** Talk to the Educator about the daily routine. Some Educators need to incorporate other activities in their routine such as school pickups or playgroup.

**Language:** Language is an important part of our program and children of non-English speaking backgrounds are given support to communicate. It is helpful to Educators if parents can provide a list of words in the child's home language with English translations.

Open communication and sharing of information is integral to ensuring consistency of care, and enables your child to settle easily into the new environment.

## Clothes & Sundry Items

With our changeable weather it will be necessary to provide clothing for both warm and cold days. Each child should be suitably dressed for the day upon arrival.

When your child starts in Family Day Care please discuss the following items which may be required:

- > A complete change of clothing for both hot and cold weather including spare underwear and socks
- > 6 to 8 nappies
- > Extra pants for older children, especially when being toilet trained
- > Toiletry items, e.g. tissues, baby wipes, sunscreen, etc.
- > Raincoat
- > Sun protection needs, e.g. sun hat, sunscreen
- > Bottles, dummies, bibs etc.
- > Comforter, blanket or toy.

## Excursions

Some Educators take children on excursions away from the Family Day Care home. These excursions are a part of the program of experiences these Educators provide for the children.

Prior to any excursion taking place, the Educator will conduct a risk assessment of the excursion venue which includes possible hazards travelling to and from the excursion and also at the venue and how these hazards can be minimised or eliminated. Families can see the risk assessment related to any excursion their child may be involved in. Parent/guardian consent is also required prior to any excursion. If you have any concerns you should discuss these with the Educator or Goulburn Family Day Care Coordination Unit staff.

## Educator Programs

The aim of the Educator programs is to provide daily experiences for children which stimulate learning, increase socialisation, promote physical growth and maintain emotional stability. The method of achieving this aim is different for each Educator. Educators will use a variety of ways of communicating with the families of children in their programs. Please talk to the Educator about their program and make suggestions of experiences, which your child and the other children may enjoy and from which they may benefit.



# THE WORK OF EDUCATION IS DIVIDED BETWEEN THE TEACHER AND THE ENVIRONMENT.

## Support and Monitoring

Once your child commences in the program your main contact will be with your child's Educator. However, Coordination Unit staff will regularly visit the Educator's home to provide support in their work and monitor your child's learning and development.

During these visits observations are made of each child. These observations are recorded in a file kept at the Coordination Unit office. Should you at any time wish to discuss any aspect of your child's learning or development, or view these records please contact the Educational Leader or Director on 4823 4052.

## Children's Activities

Playgroup is held each week at the service premises for Educators and their enrolled children, providing stimulating learning experiences and encouraging social skills in a larger group setting.

Excursions and incursions are organised on a regular basis. These activities include concerts, picnics, special guests, family days and celebrations. All events are advertised via our Educators and our Facebook page. Please feel free to come along and meet other families, the Educators and Coordination Unit staff.





## Food & Meals

It is important to create a positive eating environment where children will enjoy meal times and develop positive and healthy eating habits. Our "Food and Nutrition" policy contains further information.

You are required to supply your own child's food and drinks that are nutritious, adequate in quantity, varied and appropriate to the developmental, cultural and religious needs of your child.

Educators are to ensure that the above are supplied for each child in their program and are to offer them to the child at frequent intervals. If adequate food and drink is not supplied by families, Educators are obliged to provide and charge accordingly.

Cakes etc. may be provided for a special occasion such as a child's birthday, however families should discuss this with the Educator in advance to ensure that allergies and children's health is managed.







# Health & Safety

## Immunisation

The Australian Childhood Immunisation Register (ACIR) is a national register that records vaccinations given to children under seven years old. It also provides immunisation history statements to parents/guardians. Your child's immunisation history on the Immunisation Register is required for proof of immunisation. You are required to provide our service with current immunisation status reports prior to your child commencing with us and also as updates occur.

From January 2018, only children who are fully immunised for their age OR have a medical reason not to be immunised OR are on a catch up schedule can be enrolled in an early childhood program. Children who have not been immunised due to their parent's conscientious objection cannot be enrolled in our program. For more information visit: <http://www.health.nsw.gov.au/immunisation/Pages/default.aspx>

## Child Illness & Infectious Diseases

To reduce the spread of illness and disease, we appreciate you not bringing your child to care when they are sick. While we understand that you have work, study or other family commitments, keeping your child at home can prevent many other children becoming ill.

If your child becomes ill whilst in care, Educators will contact you. In the case of a high temperature (over 38°C) or other illness you will be required to collect your child within an hour or organise someone on your authorisation list. For hygiene reasons temperatures are recorded under the arm.

There are minimum exclusion periods and some children may need to stay home for longer until they are well enough to return to care. Please ask the Coordination Unit for more information about minimum exclusion periods.

**IF YOUR CHILD IS UNWELL,  
HOME IS THE BEST PLACE TO BE**







## Medication

Any medication that you would like the Educator to administer must be prescribed by a medical practitioner and must be in date, in the original container with the pharmacist's dispensing label attached. The label must include the child's name, the dosage and frequency to be given. Parents must complete all details of dosages and times on a Medication Record Form.

Educators will not administer vitamins, or medication that can be given at home. Eg: antibiotics that are to be administered morning and night. Nor will staff administer injections or invasive therapies of any kind. It is required that children on antibiotics medications be excluded for 48 hours in order to reduce the risk of infection to other children and staff. Medication must not be left in your child's bag, but given directly to an educator.

## Accidents

All accidents are recorded on Injury/Incident Forms; these are to be signed by the parent at the end of each day and are recorded in your child's file. You can request a copy of these for your own records if you wish.

Any bites, bumps or injuries to the head of any form are reported to the parent immediately by phone.

## Car Safety

Babies and children of all ages will be restrained with the appropriate car seat, harness or seatbelt at all times while travelling in any vehicle.







# Fees & Charges

## Fees, Charges & Levies

Each Educator sets their own fees, charging practices and conditions in consultation with the Coordination Unit. They will provide you with their fee schedule/ brochure and discuss with you at the interview the cost of the service and frequency of payments required.

An Educator may charge a late pick up/early arrival levy. Families pay standard fees for absences, e.g. sickness or family's leave. Families are not charged fees by an Educator if their service is CLOSED, e.g. Educator's leave, sickness, etc.

Costs are charged for extra services provided by the Educator, e.g. food, travel, and visits to playgroup.

## Public Holidays

Fees are charged for public holidays when your child would normally have been in attendance on that day. If your child attends the service on a public holiday, an additional surcharge may apply. Please discuss this with your Educator.

## Cancellation & Changes

Two weeks' notice is required for any changes to children's bookings; including decreasing your child's days or withdrawing them from care.

## Attendance/Educator Timesheets

To comply with the Department of Education, Family Assistance Office, licensing and insurance requirements, accurate attendance record sheets need to be completed. It is your responsibility or your representative, to accurately record and initial the actual arrival and departure times for each day of your child's attendance, which is authorised by your signature through Harmony Web our electronic attendance platform. Signatures are also required for absences.

## Contact Details

Educators are required to keep accurate records of your child's enrolment with the service at all times. The names of parents/guardians, current addresses, home, work and mobile phone numbers and alternative emergency contact name(s) and number(s) must be provided by you.

Parents/guardians are required to maintain an operable phone during the time that their child is in attendance.





## Child Care Subsidy (CCS)

The Child Care Subsidy is the main way the Government assists families with their early learning fees.

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- » the age of the child (must be 13 or under and not attending secondary school)
- » the child meeting immunisation requirements
- » the individual, or their partner, meets the residency requirements.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program. There are three factors that will determine a family's level of Child Care Subsidy. These are:

- » Combined Family Income
- » Activity Test – the activity level of both parents
- » Service Type – type of child care service

The Child Care Subsidy will be paid directly to providers to be passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount. The New Child Care Package will also provide targeted additional fee assistance for vulnerable families through the Child Care Safety Net.

## Absences from Family Day Care

CCS is paid in certain circumstances when a family is charged for their enrolment when their child does not attend. Under the Child Care Subsidy each child is eligible to receive CCS 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.

## Method of Payment

We work with families to set up fortnightly direct debit payments which take into account their full fee payments for the entire year, including any Child Care Cap. Simply fill out the direct debit form provided to you on enrolment. Remember, if you're entitled to the Child Care Subsidy (CCS), a percentage of your fees will be paid direct to our centre, so you only need to pay the balance each fortnight. If the Child Care Cap applies to your family, we can estimate your payments over the entire year, so you pay the same fortnightly amount all year.

## Financial Support

If you are experiencing financial hardship, please speak with the Coordination Unit. Financial support can be sought in times of hardship in certain circumstances.



Goulburn Family Day Care Coordination Unit	02 4823 4052
Anglicare at Franklin Early Childhood School	02 6142 1117
Anglicare at Southern Cross Early Childhood School	02 6142 0020
Anglicare Calwell Early Childhood Centre	02 6291 4396
Anglicare Googong Early Learning Centre	02 6154 9420
Anglicare Goulburn Early Childhood Centre	02 4823 4052
Anglicare Marulan Preschool	02 4841 1765
Anglicare Orana Preschool	02 4823 4030