



# FAMILY HANDBOOK

Quality Area 6: Collaborative Partnership with Families

**Welcome** | Our Family Handbook provides important information you need to know to ensure the best possible start to quality education and care at Polaris FDC

We strongly recommend you read the provided information.

We hope that we are able to meet your childcare requirements and that your association with our service will be a long and happy one.

This information booklet aims to provide families with a guide to understanding our Family Day Care Service, how the service operates as well as the families' rights and responsibilities.

The Coordination Unit staff are available to answer any queries you might have.

*We have an open-door policy and you and your family are welcome to visit at any time.*

## Head Office

Suite 2, Unit 5, 8 Avenue of the Americas, Newington NSW 2127

Phone: (02) 9008 2270

Email: [info@polarisfamilydaycare.com.au](mailto:info@polarisfamilydaycare.com.au)

Website: [www.polarisfamilydaycare.com.au](http://www.polarisfamilydaycare.com.au)



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## POLARIS FDC Information

**Polaris FDC** is a home based education and care service for children aged **birth to 13 years**. We are based Newington. Family Day Care educators are early childhood education and care professionals registered with our service. Educators provide high quality education and care in their secure and safe home environment for up to seven children [maximum of four (4) children preschool age and under.

Family Day Care Services Educator to Child Ratio – birth to 13 years	
From 1 Jan 2016	
<b>NSW</b>	<b>1:7 with no more than four children Preschool age or under, including educator’s own children younger than 13 years of age at the residence</b>

Registered educators may be able to provide families with flexible childcare arrangements, including:

- Full time Care
- Part time Care
- Casual Care, On Call Care
- Before and After School Care
- School Holiday Care

Educators undergo a recruitment process and are selected and registered with Polaris Family Day Care.

**Polaris FDC** is responsible for approving, supporting, advising and training our educators.

Our coordination unit conducts regular home visits and closely monitor and observes the educational program, resources and home environment.

**Polaris FDC** provides flexible childcare to suit the needs of all families. Education and care may be provided for full-time or part-time care, weekend and overnight care, casual, vacation care and emergency respite care. Our coordination unit arranges childcare placement with our educators and administers Child Care Subsidy (CCS) for families.

## Service Philosophy

Polaris FDC holds the belief that childhood is a special and precious stage of life. With the aim of securing a happy and healthy future for children, we are dedicated to offering a learning environment through dynamic and creative play experiences.

Our educational approach revolves around planning children's learning based on their interests, needs and ability, guided by the National Quality Standards, the Early Years Learning Framework, and the School Aged Care Learning Framework - My Time, Our Place. This approach promotes holistic development, encompassing physical health and well-being, social skills, emotional skills, language, cognitive development, and exploration of various domains, awakening their potential.

We emphasise partnerships that enrich children's sense of belonging and highly value family involvement and cultural diversity. By encouraging children to respect each other's diversity, equity, and inclusion, we strive to enhance their understanding of different viewpoints from diverse experiences and cultures.

Through collaboration with our staff, educators, families, the local community, and related support services, we provide a nurturing environment that supports children's learning while maintaining the principles of confidentiality and privacy.

Our practical approach to family day care is geared towards continuous improvement, as educators actively engage with children's interests, needs, and capabilities. We are also committed to the ongoing development and mentoring of our educators, ensuring excellence in care and education for all children.

## What the Coordination Unit provides

The Coordination Unit consists of a Nominated Supervisor/Coordinator, Compliance Officer and Administration Officer.

Staff from the Coordination Unit:

- Information for families regarding CCS.
- Visit educators' homes regularly to support and assist educators in providing experiences and child friendly routines for children;
- Monitor the development of each child, through observations and working closely with educators and families;
- Provide information on children's progress, through home visit reports, notes, phone calls and meetings;
- Assist educators by providing them with training and risk assessment tools to monitor safety within the home and on outings;
- Provide training for educators, staff and families, including sessions on mandatory regulatory requirements e.g. Regulations, child protection and work health and safety, child development, activity ideas, music and behavior guidance;
- Provide professional resources;

# Principal Office



## Service Details

### INFORMATION ABOUT OUR SERVICE

<b>PROVIDER NAME</b>	Sae Ra Kang		
<b>SERVICE NAME</b>	Polaris Family Day Care		
<b>PROVIDER APPROVAL NUMBER</b>	PR-400033855	<b>SERVICE APPROVAL NUMBER</b>	SE-40004135

<b>CONDITIONS ON THE PROVIDER APPROVAL</b>	None
<b>CONDITIONS ON THE SERVICE APPROVAL</b>	
<ul style="list-style-type: none"> <li>• The approved provider must comply with the conditions of Section 51 of the Children (Education and Care Services) National Law, and the requirements of the Education and Care Services National Regulations.</li> <li>• The approved provider must ensure that no more than 60 family day care educators are employed or engaged by the service during the first twelve months after the service commences operating. An application to amend or remove this condition will not be considered until the service has been operating continuously for at least one year and can demonstrate compliance with the National Law and Regulations during that time.</li> <li>• The approved provider must employ at least 1 full time family day care co-ordinator for every 15 family day care educators providing education and care for children.</li> </ul>	

HOURS OF OPERATION				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00

<b>NOMINATED SUPERVISOR / EDUCATIONAL LEADER</b>	<b>CO-ORDINATOR / ADMINISTRATOR</b>
An Na Ko	Jieun Park , Joo Youn Seo, Ji Hyun Bae

Our service will have a Responsible Person placed in day-to-day charge and on premises at all times.

CURRENT NATIONAL QUALITY STANDARD RATING		FEEDBACK, COMPLAINT HANDLING COMMENTS	
QA 1: Educational Program & Practice	Working Towards	NAME	Sae Ra Kang
QA 2: Children's Health & Safety	Working Towards	POSITION	Provider
QA 3: Physical Environment	Working Towards	PHONE NUMBER	02) 9008 2270 / 0424 733 123
QA 4: Staffing Arrangements	Meeting	EMAIL	info@polarisfamilydaycare.com.au
QA 5: Relationships with Children	Meeting	ADDRESS	Suite 2, Unit 5, 8 Avenue of the Americas, Newington NSW 2127
QA 6: Collaborative Partnership with Families	Meeting	<b>CONTACT DETAILS OF REGULATORY AUTHORITY</b>	
QA 7: Governance and Leadership	Meeting	NAME	Department of Education's Early Childhood Education Directorate
<b>OVERALL RATING</b>	Working Towards NQS	PHONE NUMBER	1800 619 113
		EMAIL	eccd@det.nsw.edu.au

Date Updated Apr 2023

## Priority of Access

The Priority of Access Guidelines must be used by approved services to allocate available childcare places where there are more families requiring care than places available.

When filling vacant places, a service must fill them according to the following priorities:

The categories for priority for childcare are:

- **First priority** - a child at risk of serious abuse or neglect;
- **Second priority** - a child of a single parent who satisfies, or of parent/s who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999;
- **Third priority** - any other child

Within these main categories priority should also be given to the following children:

- 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, or who or whose partner are on income support;
- children in families from a non-English speaking background;
- children in socially isolated families; and
- children of single parents.

Requiring a child to vacate a place

Under the Priority of Access Guidelines a child care service may require a Priority 3 child only to vacate a place to make room for a higher priority child.

The service can only do so if:

- the person liable for the payment of the childcare fees was notified when the child first entered care that the service followed this policy, and
- the service gives the person at least 14 days' notice of the requirement for the child to vacate the place.

# Our Commitment to Child Safety

**Polaris FDC** is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by our educators and educator assistants. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our educators carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law and child protection training.

We ensure our educators are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working With Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management.

We request that you contact our Approved Provider/Coordinator if you have any concerns.  
(02)9008 2270 / info@polarisfamilydaycare.com.au

# Code of Conduct



The Code of Conduct establishes the standards for all staff and educators at our Family Day Care Service. Our educators are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia’s Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.



## Our educators

Our Family Day Care Service engages high-quality professional educators who are committed to and passionate about early childhood education and care. Our educators promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

Educators create an environment within their home that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families. All environments are smoke/drug and alcohol-free including residents and visitors. A monthly inspection is conducted of each educator's residence to ensure they meet or exceed the specific legislative requirements.

All educators maintain current Public Liability insurance.

Educators engaged by our Service **hold or are actively working towards at least an approved Certificate III level education and care qualification.**

Educators continually evaluate how the curriculum meets the educational needs of children and reflect on ways to improve children's learning and development. Educators are supported by our highly qualified coordination team and our educational leader guides our educators in providing quality, research based educational programs. Our Family Day Care Service encourages and supports educators to attend professional training and development to further their knowledge and skills.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All educators and educator assistants have valid Working with Children Checks and have current Approved First Aid, Emergency Asthma and Anaphylaxis qualifications. Any resident in the Family Day Care educator's residence over 18 years also has a valid Working with Children Check.

## Aims of the Service

Our aim is to ensure the guiding principles of the National Quality Framework inform the delivery of our early childhood education curriculum. These principles include:

- The rights of the child is paramount
- Children are successful, competent and capable learners
- Equity, inclusion and diversity are clearly visible in all aspects of service delivery
- Valuing Australia's Aboriginal and Torres Strait Islanders cultures
- The role of the parents and families is respected and supported
- High expectations for children, educators and service providers

We believe that the family day care's learning environment should:

- Honour the histories, cultures, languages, traditions, lifestyle choices of family
- Support the development of self-esteem, independence, empowerment and collaboration

- Embrace the different theories about early childhood education to draw upon a range of perspectives including developmental theories, socio-cultural theories, and post structural theories which challenge traditional ways of which children learn
- Value the importance of play-based learning and places great emphasis on the learning that takes place during play. Allow children to make their own choices based on individual interests, needs, ages, strengths and energy levels.
- Take an active role in caring for its environment and contributing to a sustainable future
- Be safe in all aspects relating to the welfare of children physically, socially and emotionally

Our educators are a testament to a strong support network, but also to their personal interests in assisting children and families with childcare duties.

## National Quality Framework

**Polaris FDC** complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the *Early Years Learning Framework* (EYLF) and *My Time, Our Place Framework for School Aged Care in Australia* (MTOF). We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our Family Day Care Service identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement. Additional information about the NQF can be found at [ACECQA/NQF/about](https://www.acecqa.gov.au/nqf/about)

## Regulatory Authority

Our Family Day Care Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW.

To contact our Regulatory Authority, please refer to the contact details below:

Early Childhood Education Directorate  
NSW Department of Education phone: 1800 619 113  
Locked Bag 5107 PARRAMATTA NSW 2124  
[www.education.nsw.gov.au/](http://www.education.nsw.gov.au/) email: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

## Educational Program

Our educators are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Educators provide an intentional, play-based pedagogy that is designed to be stimulating, challenging and inclusive. Our educational leader works with educators to ensure each child's knowledge, ideas, culture, abilities and interests are incorporated and extended upon.

We value children and family input into the program and encourage family involvement in order to gather a comprehensive and holistic view of the child.

Children are encouraged to be responsible for their own learning through choices in experiences, interests and routine. We know that children learn effectively through play and our educators are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If an educator has any areas of concern about your child's development, he/she will inform you and share their observations and advise of follow up assistance e.g. speech therapy. We understand this may be a sensitive topic and it is always your decision to follow up intervention. Our educators are willing to discuss any aspect of learning and development with parents and support discussions with allied health professionals.

## Early Years Learning Framework (EYLF) My Time, Our Place (MTOPI)

The Early Years Learning Framework (EYLF) was developed to ensure all children in early childhood education and care settings across Australia, experience quality teaching and learning through play-based, holistic learning. The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning.

My Time, Our Place (MTOPI) extends upon the outcomes, principles and practices of the EYLF and assists educators to continue to enrich school aged children's wellbeing and development through play and leisure.

Fundamental to both the EYLF and MTOPI is a view of children's lives as characterised by *belonging, being and becoming*.

From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

### BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

### BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

## BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

## National Quality Standards

Polaris Family Day Care Service is committed to the continuous improvement processes embedded in the Australian National Quality Framework.

The Australian Children's Education and Care Authority (ACECQA) guides the implementation of the National Quality Framework while in Victoria, the Department of Education & Training (DET) administers that National Quality Framework and oversees compliance matters.

The NQF consists of 7 Quality Areas, 18 Standards and 58 Elements which inform all the guidelines and practices in the Service 19

- QA1 Educational Program and Practice
- QA2 Children's health and Safety
- QA3 Physical Environment
- QA4 Staffing Arrangements
- QA5 Relationships with Children
- QA6 Collaborative Partnerships with families and communities
- QA7 Governance and Leadership

### Quality Improvement plan

Our Service Educators, admin staff and NQS consultants work to improve their practices and services by benchmarking against the National Quality Standards. Each year parents, children and educators are surveyed for their ideas and opinions on the service policies and practices and any complaints or suggestions for improvements are acted on.





## Goals for your child

*We discovered that education is not something which the teacher does, but that it is a natural process which develops spontaneously in the human being.*

*Maria Montessori*

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning. Children's early learning influences their life chances.

Wellbeing and a strong sense of connection, optimism, resilience and engagement enable children to develop a growth mindset, and a positive attitude to learning. (Early Years Learning Framework p.9).

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the outcomes in the *Early Years Learning Framework* and the *My Time Our Place Framework*. These include:

- mutual respect and empathy
- concern and responsibility for self and others
- a sense of self worth
- social awareness
- importance of sustainability
- self-discipline and self-regulation
- habits of initiative and persistence
- creative intelligence and imagination
- self-confidence as an independent learner
- a love of learning.

We strongly encourage communication between families and their Family Day Care educator to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families, children's first, and most influential educators.

## Documentation of Learning/ Portfolios

Educators observe children and facilitate their learning to provide each child with a personal, confidential digital/hard copy portfolio by documenting their learning throughout the year.

We use a variety of documentation to demonstrate learning which may include:

- your child's profile
- goals from families and educators
- observations- learning stories, captioned photos
- objectives for further development
- work samples- drawings, photos, recorded video
- checklists and transition statements.



The individual child's portfolio is maintained and used as a direct tool for evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not be used as a means of comparison between peers or stereotypes. The portfolio will be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.

## Communication

Educators work in partnership with you and your family. We support and encourage communication with your child's educator about your child's unique needs and their general enjoyment of their day. Everybody has a preferred time and method of communication so please talk to your child's educator about your preferred method.

Polaris FDC has many types of communication used to communicate with families, including:

- software app /platform / Newsletters / Phone calls
- Emails / letters / Face to face
- Formal meetings

## Enrolment Information

Prior to your child commencing care, you'll be required to complete an online enrolment form, provide relevant documentation. <https://portal.harmonykids.au/OnlineEnrolments/Register?id=3f48c7d8-a1ec-409e-a3c3-49006888288c>

All educators registered with Polaris Family Day Care, are required under the law to maintain health and safety standards, provide play based, developmentally appropriate programs for children, maintain professional certifications, keep accurate records of attendances and protect shared information in relation to personally identifying families.

At all times the service welcomes feedback that contributes to improving our processes and better meeting the needs of families.

## Parent – Office Partnership

Parents usually want lots of feedback about what happens in the day. The service consultants frequently visit educators, leave visit cards with timesheets and may contact parents in regards to these visits. Throughout the length of the placement, the service also seeks feedback at any time regarding parent satisfaction with the placement and ideas for improving policies, procedures and outcomes for children and families.

The coordination Unit will also discuss the procedure if your educator is unable to care for your child on a particular day due to illness or approved leave. This may include alternative care with another educator in the local area. Families are encouraged to meet with other educators to prepare for this circumstance in advance.

## Parent – Educator Partnership

Open communication and honesty between your educator and you will ensure that your child will receive care most suited to their individual needs. Our experience has indicated that occasionally miscommunications occur; these have usually arisen from expectations that have not been clearly stated, or tensions that have not been discussed.

Good communication is fundamental to a placement working well for your child, yourself and the educator. Take the time to exchange information at the beginning and end of each day and, if difficulties arise, make a special time to talk about them when children are not present or ask office staff to speak with educators on your behalf. If language is an issue, please discuss it with the office staff so we can arrange an interpreter to work with you and the educator.

## Diagnosed disability

If your child has a diagnosed disability, please speak to our coordination unit prior to enrolment. We aim to provide the best possible environment for your child to fully participate in quality education and care in a supportive and inclusive environment.

We encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning. Our Service may be able to apply for additional support through the Inclusion Support Program (ISP) to assist your child's access.

## Enrolment Form

If you require assistance completing the enrolment form, please contact our staff for assistance.

We will require the following documentation:

- a copy of your child's birth certificate or identity documents
- your child's Medicare number (if available)
- certified copies of any court order, parenting orders or parenting plans

- an immunisation history statement from the Australian Immunisation Register

This must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

## Family law and access

**Polaris FDC** will uphold any responsibilities or obligations in relation to Family Law and access. We will only allow children to leave the service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

## Authorised Nominees

You will be requested to provide information about two authorised nominees on your child's enrolment form. You must fill out the name/phone number/address. **(reg.161)**

These are persons that you provide permission to:

- collect your child from the service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the coordination unit of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

## Authorisations

The enrolment form will include additional authorisations for our service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sun cream, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency. (Ventolin or Epi-pen). Permission for the educator to administer paracetamol in an emergency and permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.



## Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through social media and/or to promote our Family Day Care Service to the community through marketing and promotional materials. Photographs and video may also be used as part of our observation and programming process.

## Regular Outings/Playgroups/Excursions

Family Day Care educators provide regular outings, transportation and excursions for children in their care. These opportunities are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them. For any transport, regular outing or excursion in our community, educators will complete a comprehensive risk assessment to minimise any identified risks. All risk assessments must be approved by the principal office/nominated supervisor and are available to view at any time.

The educator will provide families with information about regular outings upon enrolment. These may include visits to the local library, park or playgroup and visits with other Family Day Care educators. Written authorisation for regular outings and regular transportation must be provided by parent/s or an authorised nominee each year. Authorisation for regular transportation will be gained once every 12 months or whenever any of the circumstances of the transport may change.

Please see our *Safe Transportation Policy* for further information.

Excursions may occur throughout the year and a risk assessment is conducted for each unique situation. Written authorisation for each child to participate on an excursion is required. Educators ensure adequate supervision is provided at all times.

Educator's vehicles are fitted with appropriate child restraints and have safety checks conducted each year.

## Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan and ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at our Service. In consultation with our coordination unit and your child's educator, you will be asked to develop a Risk Minimisation Plan and Communication Plan. Any prescribed medication that your child may require must be provided each day.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/Action Plan every 12-18 months or whenever a change in their medication or treatment occurs.

(Australasian Society of Clinical Immunology and Allergy) (ASCIA).

## Immunisation

The Public Health Act 2010 requires all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age. The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible. We ask that families immediately inform our Service if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families and educators. We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our Service.

The Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2013 will come into force from 1 January 2014 which means that early childhood education and care services cannot enrol a child unless the

parent/guardian has provided **documentation** that shows the child:

- is fully immunised for their age ([AIR Immunization History Statement](#)) which shows that the child is up to date with their scheduled vaccinations or
- has a medical reason not to be vaccinated ([AIR Immunisation Medical Exemption Form](#)) which has been certified by a GP., or
- is on a recognised catch-up schedule ([AIR Immunisation History Form](#))

The NSW Parliament passed a Bill to amend the Public Health Act 2010 to strengthen vaccination enrolment requirements in childcare (also known as early childhood education and care). From **1 January 2018**:

- children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in child care
- it is an offence (with a penalty of 50 penalty units) for a principal to fail to comply with the childcare vaccination enrolment requirements
- it is an offence (with a penalty of 50 penalty units) for a person to forge or falsify a vaccination certificate.

No other form of documentation is acceptable (i.e. the Interim Vaccination Objection Form or Blue Book).

**What if a child was vaccinated overseas?** Overseas immunisation records must not be accepted by childcare centres. The overseas immunisation records need to be assessed by an Australian immunization provider who will transfer the information to the Australian Immunisation Register (AIR). Parents can then request an AIR Immunisation History Statement.

### Medicare online account help - Get an Immunisation history statement

<https://www.humanservices.gov.au/individuals/online-help/medicare/getting-your-immunisation-history-statement-using-your-medicare-online-acc>

## Immunisation Schedule

## Immunisation Statement

### NSW Immunisation Schedule Updated June 2023



Childhood vaccines			
Age	Disease	Vaccine	Information
Birth	Hepatitis B	H-B-VAX II OR ENGERIX B (IM)	Within 7 days of birth (ideally within 24 hours)
6 weeks	Diphtheria, tetanus, pertussis, hepatitis B, polio, Haemophilus influenzae type b	INFANRIX HEXA (IM) OR VAXELIS (IM)	Rotarix: Dose 1 limited to 6-14 weeks of age Bexsero: Prophylactic paracetamol recommended.
	Pneumococcal	PREVENAR 13 (IM)	
	Rotavirus	ROTARIX (Oral)	
	Meningococcal B (Aboriginal* children only)	BEXSERO (IM)	
4 months	Diphtheria, tetanus, pertussis, hepatitis B, polio, Haemophilus influenzae type b	INFANRIX HEXA (IM) OR VAXELIS (IM)	Rotarix: Dose 2 limited to 10-24 weeks Bexsero: Prophylactic paracetamol recommended.
	Pneumococcal	PREVENAR 13 (IM)	
	Rotavirus	ROTARIX (Oral)	
	Meningococcal B (Aboriginal* children only)	BEXSERO (IM)	
6 months	Diphtheria, tetanus, pertussis, hepatitis B, polio, Haemophilus influenzae type b	INFANRIX HEXA (IM) OR VAXELIS (IM)	Children ≥6 months with at risk conditions for IPD <sup>†</sup> are recommended to receive an additional dose of Prevenar 13 - see AIH <sup>‡</sup> Aboriginal* children ≥6 months with certain at risk conditions may require an additional dose of Bexsero - (see AIH <sup>‡</sup> )
	Pneumococcal	PREVENAR 13 (IM)	
	Rotavirus	ROTARIX (Oral)	
	Meningococcal B (Aboriginal* children only)	BEXSERO (IM)	
12 months	Meningococcal ACWY	NIMENRIX (IM)	Bexsero: Prophylactic paracetamol recommended.
	Pneumococcal	PREVENAR 13 (IM)	
	Measles, mumps, rubella	MMR II OR PRIORIX (IM or SC)	
	Meningococcal B (Aboriginal* children only)	BEXSERO (IM)	
18 months	Diphtheria, tetanus, pertussis	INFANRIX OR TRIPACEL (IM)	Bexsero: Prophylactic paracetamol recommended.
	Measles, mumps, rubella, varicella	PRIORIX TETRA OR PROQUAD (IM or SC)	
	Haemophilus influenzae type b	ACT-HIB (IM or SC)	
4 years	Diphtheria, tetanus, pertussis, polio	INFANRIX-IPV OR QUADRACEL (IM)	Children with at risk conditions for IPD <sup>†</sup> are recommended to receive an additional dose of Pneumovax 23 - (see AIH <sup>‡</sup> )

*\*Annual influenza vaccination is recommended*

At risk groups, adolescents and adults			
Age/group	Disease	Vaccine	Information
All people with asplenia, hyposplenia, complement deficiency and treatment with eculizumab	Meningococcal ACWY	NIMENRIX (IM)	See AIH <sup>‡</sup> for required doses and timing Additional groups are recommended to receive these vaccines but these are not funded
	Meningococcal B	BEXSERO (IM)	
>5 years with asplenia or hyposplenia	Haemophilus influenzae type b	ACT-HIB (IM or SC)	If incompletely vaccinated or not vaccinated in childhood
Year 7	Diphtheria, tetanus, pertussis	BOOSTRIX OR ADACEL (IM)	
	Human papillomavirus	GARDASIL 9 (IM)	
Year 10	Meningococcal ACWY	NIMENRIX (IM)	
Pregnant	Influenza	INFLUENZA	Influenza: Any trimester Pertussis: each pregnancy between 20-32 weeks
	Pertussis	BOOSTRIX OR ADACEL (IM)	
Aboriginal* people ≥50 years	Pneumococcal	PREVENAR 13 (IM) then PNEUMOVAX 23 (IM)	Prevenar 13: ≥50 years Pneumovax 23: 2-12 months later Pneumovax 23: at least 5 years later
70 years	Pneumococcal	PREVENAR 13 (IM)	Pneumococcal funded for people ≥70 years
	Zoster	ZOSTAVAX (SC)	Zoster: Catch up available for 71-79 year olds until 31/10/2023
People with at risk conditions for IPD <sup>†</sup>	See the online AIH <sup>‡</sup> for conditions recommended to receive Prevenar 13 and Pneumovax 23		

Influenza		
Age/at risk condition	Recommendation	Information
*All children 6 months-5 years	ANNUAL INFLUENZA VACCINATION	Discuss influenza vaccination with other present family members. For vaccine brands and eligibility see: <a href="http://www.health.nsw.gov.au/immunisation/Pages/flu.aspx">www.health.nsw.gov.au/immunisation/Pages/flu.aspx</a>
Aboriginal* people ≥ 6 months	VACCINATION	
People with at risk conditions ≥6 months		
≥65 years		
Pregnant women		

† The term Aboriginal is inclusive of Aboriginal and Torres Strait Islander people. ‡ IPD: Invasive pneumococcal disease. \*AIH: Online Australian Immunisation Handbook. July 2023 © NSW Health. ISBN (97814916) 230202.



Australian Government  
Services Australia



### Immunisation history statement

As at: 18 August 2021  
 For: [Redacted]  
 Date of birth: [Redacted]  
 Individual Healthcare Identifier (IHI): [Redacted]  
 NIP immunisation status: up to date

Date given	Immunisation	Brand name given
26 Nov 2008	Diphtheria Tetanus Pertussis Hib Hepatitis B Poliomyelitis	Infanrix Hexa
	Pneumococcal	Prevenar 7
	Rotavirus	Rotarix
06 Mar 2009	Diphtheria Tetanus Pertussis Hib Hepatitis B Poliomyelitis	Infanrix Hexa
	Pneumococcal	Prevenar 7
	Rotavirus	Rotarix
11 May 2009	Diphtheria Tetanus Pertussis Hib Hepatitis B Poliomyelitis	Infanrix Hexa
	Pneumococcal	Prevenar 7
02 Oct 2009	Hib	Hiberix
	Meningococcal C	NeisVac-C
09 Jul 2010	Measles Mumps Rubella	Priorix
	Varicella	Varilrix
19 Oct 2012	Diphtheria Tetanus Pertussis Poliomyelitis	Infanrix IPV
	Measles Mumps Rubella	Priorix
07 Apr 2020	Influenza	FluQuadri
22 Mar 2021	Human Papillomavirus	Gardasil 9

Next NIP immunisation/s due	Date due
Human Papillomavirus	22 Sep 2021

Notice/s

## Contracted Hours

You are required to complete a contract with your child's educator for the hours required for care. You will need to consult with the educator if you need to change the days and or hours of care. To re-negotiate a contract at least one week notice must be given.

## Changes in Contracted Hours

Any changes in hours or days are not transferable to another day, e.g. if your contracted days are Monday and Tuesday and the Monday falls on a public holiday you cannot 'swap' this day for a Wednesday. If you wish to use care for an extra day you will be subsequently charged an additional fee. Any changes in contracted hours must be negotiated with your educator, and the office must also be notified.

## Change of Information

It is most important that the educator and coordination unit staff have up to date information on hand at all times. Please make sure that the office is notified immediately if there is change in your contact details such as workplace, home, mobile, telephone numbers, address or emergency contact details.

## Fees, Child Care Subsidy and attendance

### Fees

You will be provided with a fee schedule for each session of care for individual educators. Fees may vary due to educator qualifications, location, hours of care and the age of the child. Some educators provide food, nappies and transport and these will be added to the hourly fees. Late fees will be detailed on the fee schedule. As educators operate as self-employed small business owners, they set their own fees, days of operation and minimum hours for provision of education and care.

In accordance with Family Assistance Law, educators cannot charge for, or record a session of care where provision of care is not available. Educators are not able to charge a different rate for the same type of care provision. Therefore, if your child's educator is unable to provide care due to illness or leave, they are unable to charge for that particular session of care.

Fees are calculated on booked hours (each educator has a minimum of hours to be booked). If you wish to make any changes to your child's booked hours, please ensure you discuss this with your educator and then fill out the changes to contact booked hours.

Normal fees apply to Public Holidays, sick days, family holidays and any other absence. Fees are not charged for days when the Service is closed outside of Public Holidays. Child Care Subsidy is paid for a child's absences up to 42 days per child each financial year.

The Service does not exchange days of care and does not arrange make up days.

Each time your child goes into care at the Educators you must sign them in and out using Harmony software. Every family member or authorised person who drops off or picks up your child needs to be issued an individual PIN to sign your child in or out. Please contact the office to be issued a PIN. Your sign in and out times, extra days, absent days and weekly fee amount will be shown on the time sheet and you need to use your PIN to approve the time sheet each week.

### Timesheet

Each week the educator will send you a timesheet via email before your weekly debit. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the educator or Coordinator as soon as possible.

Families are provided with access to Harmony software to access account information. Each family will be provided with individual pin number. Families are reminded not to share pin number. Families will be provided with a statement and invoice on a fortnightly basis. Families are encouraged to check timesheets and invoices for any changes to CCS entitlements.

## Payment of Fees

- Fees are charged for each session of care and gap fees will vary dependant on individual family eligibility for Child Care Subsidy (CCS).
- To receive CCS payments, the service is responsible for creating a CWA with the parent or individual responsible for the fees.
- Families are required to pay the difference – the Gap Fee - between the fee charged and the CCS amount.
- Families are provided a fortnightly invoice, reflecting payments charged, CCS payment applied and Gap fee invoiced for payment. A dated receipt is provided for each payment via email.
- Families will be issued with a Statement on a fortnightly basis in accordance with fee payment and Regulatory requirements.
- The Statement will include details of the sessions of care provided and the amount of fee reduction through CCS entitlements.
- The Statement is generated using Harmony Software which meets all requirements as per Family Assistance Law legislations.
- Fees are to be paid fortnightly through a direct debit system.
- Fees and charges associated with direct debit system are outlined upon enrolment. A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.
- Fees are payable for every session that a child is enrolled. This includes public holidays, sick days, and family holidays but excludes periods when the Service is closed. If a session of care falls on a public holiday, families are required to pay normal fees.
- Fees are charged for full booking sessions only (regardless of the actual attendance hours any day).
- If you are experiencing financial hardship, please speak to our administration office. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.
- Early/Late Fee : This is a fee charged to you, if you drop off earlier or pick up later than your contracted hours. Child Care Subsidy does not apply to early/late fees. **A late fee of \$10 per 20minute** per child will be charged for any child collected later than the booked hours.

## Payment methods

Parents/guardians are required to complete a Direct Debit form upon enrolment.

Fees will be deducted **fortnightly**. Fees must be paid via Electronic Funds Transfer (EFT) (effective 02 July 2023). **Additional charges will apply for any failed transactions as a result of insufficient funds.**

Direct Debit Fee Type	Credit Card/Debit Card	Bank Account
Transaction Fee	\$0.70	\$0.70
Surcharge	1.9%	N/A
Dishonour Fee	\$8.00	\$8.00

The Polaris FDC will issue receipts for all fees paid directly.

## Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of childcare aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy.

### Level of Child Care Subsidy

Three things will determine a family's level of Child Care Subsidy:

1. Family income – combined family income
2. Activity test – activity level of the parent undertaking the least activity
3. Service type – type of childcare service

Families who wish to receive Child Care Subsidy as reduced fees must apply through the myGov website.

This includes completing the Child Care Subsidy activity test.

### Activity test

- Amount of work, training, study, volunteering or other recognised activity
- Paid and unpaid leave (e.g. parental leave)
- Casual/irregular hours of paid work – can estimate over a three-month period
- Families can update details in myGov <https://www.servicesaustralia.gov.au/centrelink-online-account-help-update-your-activity-test-for-child-care-subsidy>

Child Care Subsidy cannot be paid until all steps are completed.

Child Care Subsidy is paid directly to our Family Day Care Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by the Family Day Care educator and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

### Child Care Subsidy Calculator

<https://www.startingblocks.gov.au/child-care-subsidy-calculator>

## Complying Written Agreement (CWA)- Confirm enrolment

A Complying Written Agreement (CWA) is an agreement between Polaris FDC and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

If a family disagrees with the details of the enrolment, they will notify the service via their Centrelink online account to correct any errors or resolve matters. CCS payments will not be processed until the matter is resolved and the enrolment is confirmed.

## Attendance- arrival and departure

Each day, you must sign your child in upon arrival and sign out upon departure and note the date and times. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at the residence or venue.

Our educators have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, an authority to collect form must be provided in writing to the educator. Photo identification may be requested of the adult collecting your child from care to confirm their identity.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations (including exceptions due to Covid-19 in 2022), please speak with your educator or the coordination unit for further information.

## Absences

Families must still pay the 'gap' fee to the Service if their child is unable to attend.

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for **up to 42 days** per child per financial year. Full fees are payable for absences after the 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to your educator or the coordination unit about additional absences.

You can access your child's absence record on your online statement by selecting '[View Child Care Details and Payments](#)' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

Public holidays will be counted as an absence if your child would normally have attended on that weekday, and fees have been charged for that day for your child. **If your child has not attended care for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.**

In a period of local emergency, such as bushfire or pandemic, or a Service is directed to shut down on public health advice, families may be provided with additional absence days as per Family Assistance Law legislation.

## Educator Holidays

Four (4) weeks' notice will be given to you prior to the educator taking holidays. No fees are payable during educator holidays. Alternate care can be arranged (where possible) for your child during educator holidays; the alternate educator may have a different fee to your normal fees. This is also the case when your educator is sick.

## Educator Illness

It is the educator's responsibility to inform the parents/guardians if they are unable to work due to illness. Parents/guardians requiring alternate care are asked to contact the Coordination Unit as soon as possible. In the event of the educator falling ill overnight, the educator will inform all the families, any parents/guardians who then require alternate care will be contacted by the Family Day Care Coordinator. The coordinator is available to educator for emergencies outside of office hours.

## Relief Educator

A primary educator may, under certain conditions, use a relief educator to provide short term or block relief care for Family Day Care children in the absence of the primary educator in his / her home. Written parental permission is to be obtained from you (on the Parent/Educator Agreement form) prior to your child being placed in the care of a relief educator. Relief educators must be introduced to the parents of children to be cared for, at the first opportunity. No fee is payable if you elect not to leave your child with the relief educator. You are not obliged to accept relief care arrangements. You may choose to find alternate care with another family day educator or to make private arrangements, in which case they are not liable to pay Family Day Care fees.

## Termination of enrolment

If termination from Polaris FDC is required without notification, families may lose their Child Care Subsidy, resulting in the payment of full fees.

CCS will not be paid for sessions if the child has not physically started care.

Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.

**PLEASE NOTE:** A new Child Care Subsidy (CCS) eligibility rule commenced 11 July 2022.

From 11 July 2022, the Department of Education (DoE) have implemented the following: "a child who hasn't used care at least once in the 26 weeks after enrolment will no longer be eligible for CCS".



Families will need to submit a new CCS claim if the child re-commences care after 26 weeks and sign a new Complying Written Agreement (CWA).

The 26-week rule may affect a family's entitlement to the higher CCS for 2nd or more children. If a standard rate child's CCS eligibility ends, Services Australia will reassess all other children in the family to determine:

- the new standard rate child / new subsidy rates.

If families have questions, please direct them to [Services Australia](#).

Written notice of leaving Family Day Care must be given **two (2) calendar weeks** in advance to the educator and Coordination Unit, or two (2) weeks fees will be payable in care of notice. A Termination of Care Form is available from the office or your educator. Otherwise, **you will be required to pay a full fee**. Care cannot finish on an allowable absence. Each child must attend care on their last care day to be eligible for CCS.

## Service Policies and Procedures

You will find a copy of our policies and procedures in family day care. We expect our educators and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

We are constantly reviewing our policies and procedures and ask for family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to continually improve and may lead us to change our policies and procedures.

## The first day/week

The first day is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and all our Family Day Care educators are experienced assisting you and your child through this transition period. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from the educator for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. Your educator understands this and will be able to reassure and support you through phone calls during the day if required, photos and open communication.

## Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This will gain trust from the child, not only in you but in the educator, who is reassuring your child about their day and when you will return. Rest assured, we'll contact you if your child becomes distressed.

## What you need to bring

### BACKPACK

For independence, we work towards all children being able to recognise and open their own bag. You can help by allowing them to be involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

### SPARE CLOTHING

Every now and then, accidents occur, and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes every day which can stay in your child's bag...just in case!

### DRINK BOTTLE

A labelled drink bottle is required every day for water. Children are able to refill their drink bottle, when necessary, throughout the day. We always provide water and cups, but a drink bottle is a great start to school readiness.

### SUN HAT

A protective sun hat (either broad brimmed or legionnaire hat) must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions.

### MORNING TEA AND LUNCH

Generally, educators provide all food and drinks for children. However, the parents can provide morning tea and lunch. It may be different for each family day care, so please discuss with your child's educator.

**There is no peanut butter or peanut products served or allowed!**

(Due to a large number of children having allergies or anaphylaxis)

## Breastfeeding

Mothers who are breastfeeding are welcome to attend their Family Day Care service during the day to feed their infant. Educators will provide a private, clean, and quiet area for mothers to breastfeed their infant or express breastmilk. Please discuss suitable times with your child's educator.

Families that are breastfeeding should speak to the educator and/or coordinator to be aware of our policies on storing and serving breast milk. Families that are formula feeding should also consult the educator to be aware on how the formula is to be prepared and stored. Regular communication is encouraged to ensure your infant's needs are met as they grow.

Please refer to our *Breastfeeding Policy*.

## Clothing

It is helpful to your child if they are dressed in non- restrictive, serviceable, and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop, and jump as well as being easy for the child to take off and put on by themselves. Joggers and sandals are appropriate shoes to wear.

Thongs, slippers, and gumboots are not suitable, and we prefer that these are NOT worn. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts, and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

## Nappies

It is the parent's responsibility to provide nappies, wipes and creams for their child's daily needs. If your child is using cloth nappies, they will be placed in a secure plastic bag to be sent home. It is not the care provider's responsibility to wash the nappies.

When your child is ready for toilet training discuss with your educator. Parents must ensure to bring extra clothes for your child/ren and need to be dressed in clothes that are easily managed for toileting.

## Toys

Educators have an abundance of developmentally appropriate toys and equipment available, and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

## Positive Behaviour Guidance

We encourage children to engage in cooperative and pro-social behaviour. Educators give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self as detailed in our *Positive Behaviour Guidance Policy*. This approach acknowledges behaviour as a form of communication which is linked to the child's stage of development and family background. In no way will physical, verbal or emotional punishment that humiliates, frightens or threatens children be tolerated. If you require further information on this policy, please ask your child's educator and refer to our Policy manual.

## Wellbeing

Wellbeing is more than just feeling happy, it is about our overall health- physical, social, emotional and mental. We provide opportunities for your child to develop a strong sense of wellbeing through dance, movement, yoga, mindfulness, music and relaxation.



## Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- develop strong bones and muscles
- improve strength and balance
- develop Flexibility and coordination
- develop Fundamental Movement Skills
- develop spatial awareness
- develop mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development



## Rest and Sleep



Rest and sleep routines vary according to individual needs. Please discuss your child's rest or sleep needs with your child's educator.

Your child's educator will provide beds for children to rest or sleep safely and the aim is to make rest time a relaxed, pleasant time for all children.

Your child may wish to bring a security item to have at rest time.

Information about the times your child rested or slept will be provided each day. Quiet activities, such as puzzles and books are available for those children who do not sleep.

## Sustainability

In order to empower sustainability, our Family Day Care educators emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. Children are engaged in discussions about sustainable practice and encouraged to participate in a recycling program and reduce energy and water use. We aim to provide children with the skills and knowledge required to become environmentally responsible. Ask your child's educator about sustainable practices at their residence.



## Birthdays

It is very exciting for a child to be having a birthday. If a cake is required for a child's birthday it is recommended that cupcakes/donuts be provided as this reduces the major allergy risks associated with most other cakes. Families are required discuss cake options with their child's educator prior to the celebration as we monitor food and treats to ensure the safety of all children and educators.



## Sun Safety

Educators work in compliance with the *National SunSmart Early Childhood Program* to ensure children's health and safety is maintained at all times.

We use a combination of sun protection measures whenever the UV Index Levels reach 3 and above. We monitor the UV index levels daily and schedule outdoor activities when levels are safe. The outdoor environment provides shade for play experiences, and we conduct regular risk assessments to ensure the play space and equipment is safe for children.

Children and educators must wear hats and appropriate clothing, including footwear when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30 or higher broad-spectrum water resistant), which is reapplied according to the manufacturer's recommendations.



### \*SunSmart hats include:

- Broad-brimmed hats with a brim size of at least 6cm (adults 7.5cm).
- Bucket hats with a deep crown and brim size of at least 5cm (adults 6cm).
- Legionnaire style hats.
- Baseball caps or visors do not provide enough sun protection and therefore are not recommended

### \*SunSmart clothing includes wearing:

- Loose fitting shirts and dresses with sleeves and collars or covered neckline
- Longer style skirts, shorts and trousers.
- Midriff, crop or singlet tops do not provide enough sun protection and therefore are not recommended.

## Child Protection Policy

Providers will endeavour to protect Family Day Care children from all forms of abuse and/or neglect. In the event that evidence or suspicion exists of physical, sexual, emotional or psychological abuse and/or neglect of Family Day Care child/ren, action is to be taken to address such alleged abuse or neglect immediately. Educator will keep a record and it is an offence not to report any suspicion of child abuse and/or neglect. Polaris Family Day Care can best support families, children and carers if it is known that there are concerns regarding a child's health or safety.

## Parent Participation and Feedback

We have an Open-Door Policy and actively seek and encourage families to be involved in our Family Day Care Service. This can range from evaluating and adding input to your child's program and observations, volunteering and sharing skills and experiences that the children and the program will benefit from and providing feedback.

If, for any reason you question or do not understand any aspect of our Service or your child's experience at Polaris FDC we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time.

All complaints are treated seriously and will be investigated as soon as possible. All complaints will be recorded and in some cases, it may require suspension of care depending on the situation.

### Special events

Our coordinator and educators organise special events throughout the year. We will communicate these to families in a timely manner. Parents are encouraged to provide input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

### Community Information

Educators have a community notice board to display relevant programs, menus, notices, updates and reminders for children and families in their residences. Please ensure you check this on a regular basis.

Our coordination unit can also provide information for families about a range of topics including early intervention, supported playgroups, Child Care Subsidy, Aboriginal Child and Family centres, health clinics and immunisation requirements.

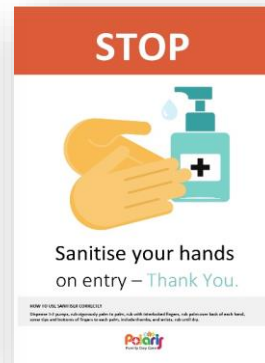


## Health and Hygiene

We ensure all educators implement effective and systematic risk management systems to identify any possible risk of hazards to our learning environments and practices.

All educators diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our Family Day Care residences wash their hands or use the alcohol-based hand sanitiser upon arrival.

Educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects to reduce the spread of infection.



## When should I not send my child to the Service?

Please monitor your child’s health and do not bring your child to care if they are suffering from any illness or infectious disease.

To minimise the spread of infections and diseases and maintain a healthy environment for children and educators we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for families to view.

If your child becomes ill whilst at care, your child’s educator will contact you or an authorised nominee to collect your child. If your child is unable to be collected, the educator will contact the child’s emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma, and Illness Record* completed by the educator which includes information about your child’s illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record.

Your child should not attend if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.



## Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform your child's educator if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Recommended exclusion periods- Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services.

CONDITION	EXCLUSION
Hand, foot and mouth disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness
Herpes- Cold sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible
Influenzas and flu-like illnesses	Exclude until well
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)
Pertussis (Whooping Cough)	Exclude the child for 5 days after starting antibiotic treatment
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash
Salmonella	Exclude until diarrhoea ceases
Streptococcal Infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received
Worms (intestinal)	Exclude if diarrhoea present

*If your child is unimmunised according to our records, then they will be excluded until the threat has passed and upon advice of the Public Health Unit*

## Medication

If your child requires medication, you must complete an *Medication permission form* to give your consent for the educator to administer prescribed medication to your child. Medication must be given directly to the educator for appropriate safe storage.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service always has adequate supplies of the required medication.

Our service does not accept self-administering medication by a child as supervision of educator is always required.

## Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. All Family Day Care educators and educator assistants hold current First Aid, emergency asthma, anaphylaxis management and CPR qualifications.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. The educator will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the educator will contact an ambulance immediately. The educator will attempt to contact a parent or guardian or an authorised nominee to advise of the situation. Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

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 a Medication Record.

In case of a serious accident involving hospitalisation; parents, the Service and the Department of Education and Community will be informed. All accidents / injuries / illnesses will be recorded on an Incident, Injury, Trauma and Illness record form. If you cannot be contacted the educator will take appropriate action and arrange for your child to be taken to the nearest doctor or hospital.

## Illness and Infectious diseases

Children who arrive at the service from school /parents or who develop symptoms of an infectious illness or condition (including head lice), while at the service, are removed from contact with other children as soon

as the symptoms are detected, and the parent contacted for immediate collection. The child will be monitored by educators. Any child with symptoms when being signed in by parents will not be accepted until all symptoms have abated or until a written clearance from a doctor is sighted.

Such symptoms may include the following:

- – elevated temperature, flushed coloring, unusual pallor
- – colored nasal discharge or repeated, severe coughing
- – stomachache, vomiting or diarrhea
- – red or discharging eyes or ears
- – undiagnosed skin rashes, sores or swellings
- – unusual activity levels, irritability, restlessness or fussy listless behavior

## Procedure for caring for a child with an illness

The service takes the following steps when caring for a child who becomes ill whilst attending the service:

1. The educator makes note of the symptoms and complaints of the child.
2. The child is directed to a quiet area of the room to rest and given water to drink.
3. The educator checks the medical register and ensures the child has no known medical conditions which could be causing or contributing to these symptoms.
4. The educator comforts the child and monitors for further symptoms or elevation of present symptoms.
5. The educator brings the situation to the attention of the Coordinator/Director.
6. The child is monitored, and parent contacted if the symptoms in the infectious diseases section above occur, or if the child's symptoms appear to be worsening.

If the educator notice symptoms of an infectious condition, the child is isolated from other children but in the care of an educator and the parent/carer is contacted to immediately collect the child.

## Safety in our Service

### Emergency and evacuation procedures

Educators conduct risk assessments regularly and develop emergency management plans for a range of possible hazards for each individual residence. Throughout the year educators follow policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills **every three months**.

Educators are trained to use fire extinguishers located in their residence. An emergency evacuation plan and lock down procedure is displayed at every exit locations are clearly indicated.

## Emergency Contact Details

Emergencies can occur and your child may need you please advise the Coordination Unit and your care immediately of any changes to your address, work or home telephone numbers and if change in the emergency contact person. We must always be able to contact you. If you leave your mobile number as your main point of contact please make sure that the phone is switched on and check for messages during the day. The Coordination Unit will send an update form each year to confirm that your details on record are correct.

## Drop off and pick-up time

Children will be released only to the parents/guardian. If another person is to collect your child that person must be identified on the enrolment form as an authorised person to collect your child. If you need to make an alternative arrangement for another person to collect your child, you must advise the educator.

We ask that parents be extremely mindful of danger when arriving and departing from our Family Day Care residences.

- Please always hold your child's hand in the carpark area or near the road
- Be alert of reversing drivers as it is very difficult to see small children
- Use the kerbside, rear passenger door when getting your child into and out of their restraint
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas that are for adults.

## Smoking, Drugs and Alcohol

In the family day care home, smoking is not permitted in the presence of children or when food is being prepared. This means educator; all family members or visitors should not smoke in view of children. All cigarettes, alcohol and other substances must be stored out of sight and not reach of children.

## Workplace Health and Safety

Our educators are committed in providing an environment that is safe and healthy for every child, volunteer, family and visitor. Every reasonable effort has been made to minimise the risk of serious injury and we request all persons visiting adhere to our policies regarding Workplace Health and Safety. **Each morning, the educator will conduct daily safety checks of their indoor and outdoor environment** to identify any potential risk or hazard to children. Any risk or hazard will be rectified before children are permitted to use the area or piece of equipment. All residences are audited regularly by our coordination unit to ensure children's health and safety remains paramount.

## Pets

For safety reasons domestic animals are to be kept separate from Family Day Care children at all times. No animals are to be brought to care with a child.

## Home Visits

Monthly unannounced home visits are made by the service consultants in order to monitor the safety of the environment, childcare programs being provided and also to provide support for the educator.

Your child's care may also be observed during service activities such as playgroup and other outings.

Educators participate in an annual audit and residence registration. This is an opportunity for the educator, staff to reflect on what is working well, and what needs some attention and could be addressed in the Quality Improvement Plan.

## Privacy and Confidentiality

Polaris FDC is committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you and share this with our educators as required. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law.

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure we act in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

We are required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy*.

## A Final Word

We realise that you are entrusting us with someone who is very precious to you. We are sure that your family's experience with Polaris educators will be a happy and rewarding one. We are honored and proud that you have given us this responsibility and we will provide your child with a safe, quality care and educational environment.

All the Educators and other Professionals at Polaris Family Day Care Service are eager to get to know you and your child better and look forward to seeing them grow over the years. Educators and staff adhere to the Early Childhood Australia's Code of Ethics and the UN Convention on the Rights of the Child which helps clarify and define the values that are important to your family.

Please remember if you have any questions or concerns, no matter how big or small, please do not hesitate to come and talk to us.

## Contacts

Polaris Family Day Care      [info@polarisfamilydaycare.com.au](mailto:info@polarisfamilydaycare.com.au)      (02) 9008 2270  
Department of Education      1800 619 113  
Child Protection Helpline on      132 111 (TTY 1800 212 936)  
NSW Family Day Care Association      02 9779 9999  
Find child care      <https://www.startingblocks.gov.au/>

