



Parent handbook

Head Office

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Welcome to Polaris Family Day Care Service.
We hope that we are able to meet your child care 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 and what are the families' rights and responsibilities.
The Coordination Unit staff are available to answer any queries you might have.



NSW FAMILY DAY CARE
ASSOCIATION INC.

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Philosophy of the Service

Polaris Family Day Care Service strives to provide “excellent” home-based education and care environments where children will be assisted to grow and become confident, included and socially competent members of our community.

We believe early childhood education lays a foundation for their future and maximizes their capability. Therefore, at Polaris Family Day Care, professional educators provide quality education program to enhance children’s learning. We promote learning through play and respect children’s interest. Through planning cycle, children receive high quality education and achieve satisfactory outcome.

Polaris Family Day Care respects diversity. To support families with language barrier, we provide families with translation and interpreter service. Our service encourages children to learn both their home language and English.

Families are children’s first and most influential teachers. All families are encouraged to actively collaborate with educators about learning experiences which are meaningful to their children. Our aim is to build genuine partnership with parents, where we value each other’s knowledge, build mutual respect, trust and communicate freely to engage in shared decision making.

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 right 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

Based on our image of children, 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 contribute 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 child care duties.

Confidentiality and Freedom of Information

All information regarding parents/guardians and their children is kept confidential and in accordance to State and Commonwealth privacy legislation, Education and Care Services National Law Act 2010 and Regulation 2011.

Permission is sought prior from the parents/guardians for any information shared regarding the family and child, where necessary. As a government service, Polaris Family Day Care is obligated under the Freedom of Information Act to allow clients access to their personal records, upon request.

Types of Care provided

Family Day Care provides quality child care within a home environment.

Registered educators may be able to provide families with flexible child care 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.

Educators can provide care for a maximum of 4 children under school age or 7 children under the age of 13 years including educator's own children younger than 13 years of age at the residence.

Child placements with educators are organised and supported by the Coordination Unit.

Family Day Care Services Educator to Child Ratio – birth to 13 years	
From 1 Jan 2016	
NSW	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

Priority of Access

The Priority of Access Guidelines must be used by approved services to allocate available child care 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 child care 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 child care 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.

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;

Service Contact Details



Service Details

Service Details

Service Name	Service Approval Number
Polaris Family Day Care	SE-40004135
Approved Provider/ Compliance officer Nominated Supervisor	Provider Approval Number
Sae Ra Kang (Sarah) Telephone: 02 9008 2270 Mobile: 0424 733 123 Email: 8vangmeein@gmail.com	PR-400033855
Physical location of service	Physical location contact details
Suite 2, Unit 5, 8 Avenue of the Americas, Newington NSW 2127	Telephone: 02 9008 2270 Email: info@polarisfamilydaycare.com.au

Service Contact Information

Nominated Supervisor/ Educational Leader	Educational Leader/ Co-ordinator
An Na Ko (Anna) Telephone: 02 9008 2270 Mobile: 0433 437 702 Email: dkssk926@gmail.com	Ji Young Lim (Jeanie) Telephone: 02 9008 2270 Mobile: 0430 883 100 Email: visit718@hotmail.com

Co-ordinator / Administration officer	
Eun Jeong Chung (Adella) Mobile: 0406 663 699 Email: adella.chung20@gmail.com	Ji Young Lim (Jeanie) Mobile: 0430 883 100 Email: visit718@hotmail.com
Jieun Park (Marie) Mobile: 0422 255 499 Email: mariejpe@hanmail.net	Joo Youn Seo (Jamie) Mobile: 0412 921 623 Email: jooy24@gmail.com

Operating hours

	Monday	Tuesday	Wednesday	Thursday	Friday
Opening time	09:00	09:00	09:00	09:00	09:00
Closing time	17:00	17:00	17:00	17:00	17:00

Date Updated Sep 2020

The process parents should take in selecting an educator for their child/ren

Many parents hear of, or find an educator through a promotional flier or are referred to a particular Educator and make a direct request for childcare. Polaris Family Day Care supports parent preferences.

The completion of enrolment paperwork can occur in the office, through face to face communication with the educator in the service.

Every family and child is different, so there are often policies and procedures that need to be discussed and shared to ensure the needs and requirements of each child are met.

- Choosing an educator who the parent feels comfortable with and is suitable for the child.
- Visit the educator with your child before commencement, so that the educator and environment are familiar.
- Need to attend an interview at the Polaris Family Day Care office and would be necessary to bring the child along.
- It is also important at the interview that the parents discuss everything about the child's health, development and arrangements.
- Update of hours need to be completed on the hour confirmation form.
- Treat your educator professionally. If you are going to be late or absent, call and let your educator know.

National Quality Framework

The National Quality Framework aim is to raise quality and drive continuous improvement and consistency in education and care services through the Education and Care Services National Regulation 2011 (under the Education and Care Services National Law Act 2010), the National Quality Standard, the National Quality and Rating Assessment Process, and the Early Years Learning Framework.

The Coordination Unit and educators participate in a Quality Improvement Plan, the process is ongoing, and requires identifying areas of strength, the setting of personal goals for the improvement of each educator's service, and the Service as a whole, and developing a statement of Philosophy for the service. Quality Improvement also provides educators with many opportunities for professional development, training and peer support. Families are encouraged to provide feedback and involvement in the quality improvement process.

The Early Years Learning Framework Belonging, Being and Becoming guides educators to provide young children with opportunities to maximise their potential and develop a foundation for future success in learning. It has a specific emphasis on play based learning and recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. It is based on the vision that "All children have the best start in life to create a better future for themselves and for the nation".

My Time Our Place the framework for school age care guides educators to collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. It identifies school age as a time of choice and collaboration to extend life skills and develop dispositions towards citizenship.

Both frameworks support children's need for Belonging, Being and Becoming and acknowledge the following outcomes.

Children have a strong sense of identity, Children are connected with and contribute to their world, Children have a strong sense of wellbeing, Children are confident and involved learners, and Children are effective communicators.

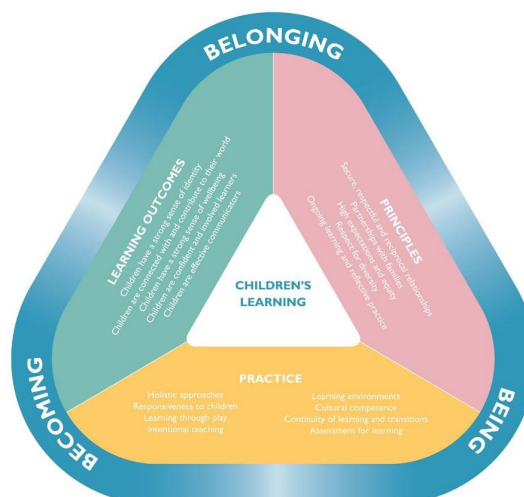
Program Planning EYLF

Program Planning is a compulsory part of being a Family Day Care Educator. It involves planning and providing stimulating activities and resources for children. The Early Years Learning Framework is the new Early Childhood curriculum for all of Australia.

□ Educators will be provided with a copy of either Belonging, Being and Becoming which focuses on the 0-5 year's age groups or My Time Our Place which focuses on 6-12 years age group for OSHC. Children, parents and educators will be encouraged to work together in the development of the program being offered within the Service. A conscience balance between indoor and outdoor experiences will be planned for a program that supports the development of each child's social, physical, emotional, cognitive, language and creative potential will be adopted in the Service. The program will be guided by observations on children that have been reflected on and then followed up as per our programming procedure. Observations and / or jottings will be carried out by Educators on the children, documenting their skills and interests. This information will be used to program suitable activities, which reflect the children's interests in the style of scaffolding to ensure their ideas and concepts are being developed and fully explored. The programs will be displayed within the Service for parents and visitors to view. Completed observations are kept in a confidential file. Through interacting with children during unstructured learning times, Educators are able to discover the child's interests and extend upon these in a relaxed,

spontaneous atmosphere.

Educators will interact with children in a way that encourages and challenges them to extend their thinking & interests. The environment and program will be engaging and supportive of each child's interests and needs.



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

- The 7 Quality Areas are:
 - 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.

Immunisation – Enrolment

In an effort to improve childhood immunisation rates, the NSW Government has amended the Public Health Act 2010. 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 child care (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 child care 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 immunization records must not be accepted by child care centres. The overseas immunization records need to be assessed by an Australian immunization provider who will transfer the information to the Australian Immunization Register (AIR). Parents can then request an AIR Immunization 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-account>

National Immunisation Program Schedule

updated April 2019

AGE	DISEASE	VACCINE
CHILDHOOD VACCINES		
Birth	Hepatitis B	H-B-VAX II OR ENGERIX B
6 weeks	Diphtheria, tetanus, pertussis, <i>Haemophilus influenzae</i> type b, hepatitis B, polio	INFANRIX HEXA
	Pneumococcal	PREVENAR 13
	Rotavirus	ROTARIX
4 months	Diphtheria, tetanus, pertussis, <i>Haemophilus influenzae</i> type b, hepatitis B, polio	INFANRIX HEXA
	Pneumococcal	PREVENAR 13
	Rotavirus	ROTARIX
6 months ¹	Diphtheria, tetanus, pertussis, <i>Haemophilus influenzae</i> type b, hepatitis B, polio	INFANRIX HEXA
12 months	Meningococcal ACWY	NIMENRIX
	Pneumococcal	PREVENAR 13
	Measles, mumps, rubella	MMR II OR PRIORIX
18 months	Diphtheria, tetanus, pertussis	INFANRIX OR TRIPACEL
	Measles, mumps, rubella, varicella	PRIORIX TETRA OR PROQUAD
	<i>Haemophilus influenzae</i> type b	ACT-HIB
4 years ²	Diphtheria, tetanus, pertussis, polio	INFANRIX-IPV OR QUADRACEL
ADOLESCENT VACCINES - SCHOOL VACCINATION PROGRAM		
Year 7	Diphtheria, tetanus, pertussis	BOOSTRIX
	Human papillomavirus (2 doses)	GARDASIL 9
Year 10	Meningococcal ACWY	NIMENRIX
ADULT VACCINES		
Pregnant women	Influenza (Annually-any trimester)	INFLUENZA
	Pertussis (ideally between 20-32 weeks)	BOOSTRIX OR ADACEL
65 years and over	Influenza (Annually)	FLUAD
	Pneumococcal (One dose, unless medical risk conditions exist) ^{3,4}	PNEUMOVAX 23
70 years (Catch-up for 71-79 years until 31 October 2021)	Zoster	ZOSTAVAX
AT RISK GROUPS		
All children 6 months to < 5 years		INFLUENZA
Aboriginal people 6 months and over	Influenza (annual)	INFLUENZA
6 months and over with medical risk conditions ⁴		
Aboriginal people 15-49 years with medical risk factors	Pneumococcal ^{3,4}	PNEUMOVAX 23
Aboriginal people 50 years and over		

¹ At risk children require an additional dose of pneumococcal (Prevenar 13). ² At risk children require an additional dose of pneumococcal (Pneumovax 23). ³ Refer to the current edition of The Australian Immunisation Handbook for timing of doses. ⁴ Refer to the current online edition of The Australian Immunisation Handbook for all medical risk factors and conditions.

Family Day Care Business Model

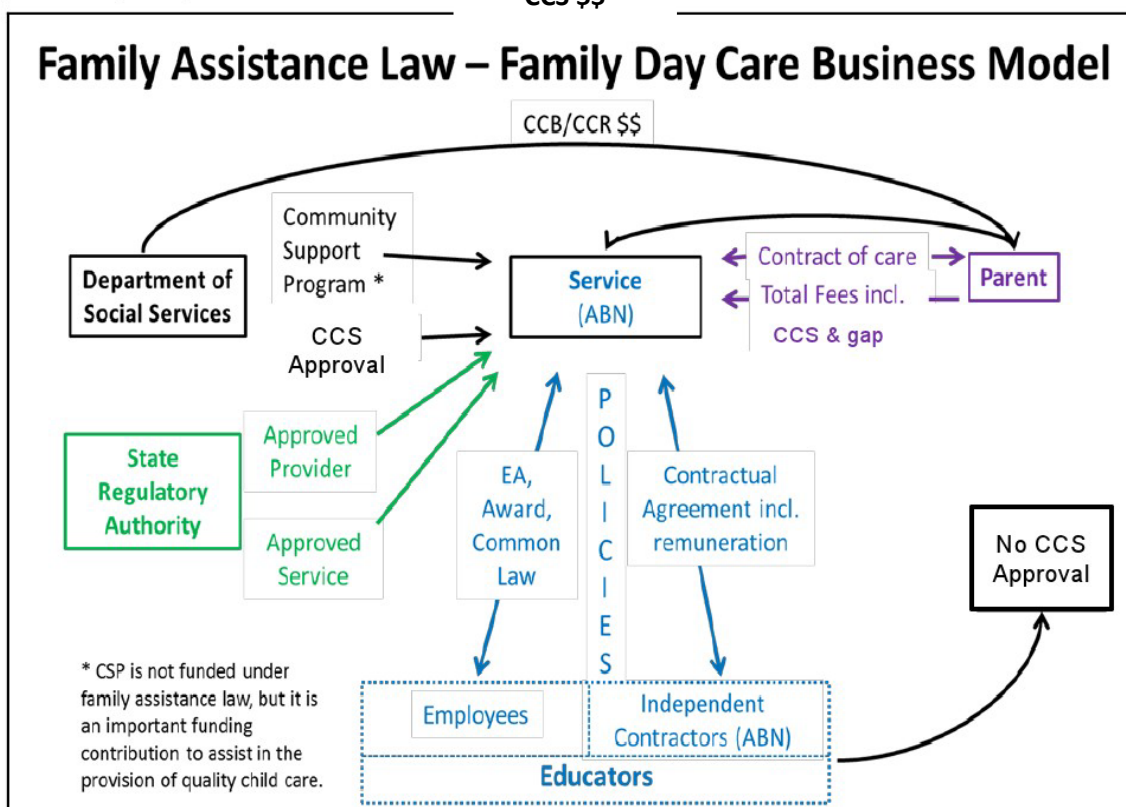


Australian Government
Department of Social Services



Family Day Care Business Model

This fact sheet explains how Family Day Care operates under national law and family assistance law, particularly in regards to Child Care Subs **CCS \$\$**



Forming a Family Day Care service

There are three key groups in the Family Day Care business model.

The first of these groups are the regulators:

- **State and Territory Regulatory Authorities**, the regulators for the Education and Care Services National Law Act (the 'National Law') and
- the **Department of Social Services**, the regulator for the *A New Tax System (Family Assistance) Act 1999* and the *A New Tax System (Family Assistance) (Administration) Act 1999* (the 'Family Assistance Law').

The second group is the **Family Day Care service**, the entity with a unique Australian Business Number (ABN) and approval to administer Child Care Subsidy (CCS), which provides care to eligible families.

The third group is the **Parents** or guardians who pay fees and are eligible to receive CCS.

Fees and Child Care Subsidy

Fees

Child care fees are to be paid at the beginning of each week when care commences and can be paid by Cash or Direct Deposit.

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 contact the Coordination Unit. Your fees incorporate the Administration Levy, which is a payment to the service.

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 Web. Every family member or authorized 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. The time sheets are then submitted to the office for approval before being processed through the child care subsidy system on a fortnightly basis.

Child Care Subsidy (CCS)

To register for Child Care Subsidy, contact your local Family Assistance Office, visit www.humanservices.gov.au or phone 136150.

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 child care service

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://docs.education.gov.au/system/files/doc/other/2._child_care_subsidy_activity_test.pdf

Activity step tests

Step	Hours of activity (per fortnight)	Maximum number of hours of subsidy (per fortnight)
	Less than 8 hours (for a family earning up to \$66,958)	24 hours
1	8 hours to 16 hours	36 hours
2	More than 16 hours to 48 hours	72 hours
3	More than 48 hours	100 hours

Child Care Subsidy Calculator

<https://www.childcaresubsidycalculator.com.au/>

Absences and Child Care Subsidy

Each financial year families receive an entitlement of 42 allowable absences per child from FAO. Please note that if you have a child in both Family Day Care and another service (centre-based care or outside school hours), you will need to monitor absences to ensure that the 42-day limit is not exceeded. Once your limit is exceeded, full fees for absent days are applicable, unless documentation is provided such as a medical certificate.

Further information is available from FAO, phone 136 150 (free call).

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 Service's closing time.**

Receipts

Receipts are issued for all fee payments. The system generated receipt will show the child's name, the period of time for which the receipt is issued, the amount paid, and all other details required by regulations. If an overpayment is made, no change will be given but the excess will be credited to the family's account.

Planned Holidays

Please provide two (2) weeks' notice to your educator and Coordination Unit of your intention to take holidays. A Family Notification of Leave Form is available from the office or your educator.

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.

When Your Child Starts

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.

Parent – Educator Partnership

Open communication and honesty between your educator and yourself 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 with the office staff so we can arrange an interpreter to work with you and the educator. 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.

Attendance Records

Parents/Authorised Person must sign their children in care at the time of arrival and departure each day. Parents/Authorised Person must also ensure they sign attendance records for all full day absences with an explanation.

(i.e. sick, holidays, away, public holiday etc).

Child Care Subsidy will not be paid if attendance records are not signed and full fees will be payable as directed by the Family Assistance Office.

Collecting children

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.

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 two weeks' notice must be given.

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.

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 the 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 work place, home, mobile, telephone numbers, address or emergency contact details.

Terminating Care

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.

Safety Practices and Procedures

The physical environment meets the National Regulatory Standards by the Department of Education in respect of health, safety and hygiene. The educators ensure safety is maintained according to policies and law. Educators perform safety checks inside and outside of the Family Day Care venue regularly every morning as a first task of the job. The educator and children are kept up to date with emergency procedures through training and emergency evacuation fire drills. These are practiced every three month. Procedures are displayed on the walls in the Family Day Care Area.

Home Visits

Once children are placed with an educator, regular announced and 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. Educators are usually visited monthly depending on their length of service.

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.

Incident, Injury, Trauma and Illness

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

Medical Conditions

If your child has been identified as having a medical condition (eg. anaphylaxis or allergenic conditions) before care can commence the following must occur:

Parent/Guardian

- Child Enrolment form must be complete with all the necessary information attached to file in records of service
- Must provide medical management Plan prepare and signed by Child's doctor.
 - A copy must be given to your educator and the Service office before care can recommence.

Service/coordination staff

- Must prepare and provide to educator with medical condition risk minimisation plan based on provided medical management plan

– Make sure Educator have relevant knowledge and follows policies and procedures
If your child’s medical status changes whilst in care requiring a Health Management Plan, you need to provide health management plan with doctor’s signature to service and educator before recommence the care.

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
- stomach ache, 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 staff member 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 staff member checks the medical register and ensures the child has no known medical conditions which could be causing or contributing to these symptoms.
4. The staff member comforts the child and monitors for further symptoms or elevation of present symptoms.
5. The staff member 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 staff 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.

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.

Meals

Generally parents provide all food and drinks for their children. You will need to bring snacks and drinks every day. Drinking water should be available at all times. Children are encouraged to drink water instead of juices. If fruit juice is used, it should be served only once a day. Please remember to pack nutritious meals as good food is vital for children's growth and development and good eating habits are learnt early in life. However parents can negotiate with the educator to provide food at an additional cost.

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

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

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.

Clothes

Please supply such clothing as: hat, shoes and extra clothing for your child to allow for all weather conditions, changes and messy play.

Sleeping

It is important to discuss your child's pre-sleep and sleep routine with the educator to provide continuity between the home and care. If children do not need a day time sleep the care provider may encourage the child to rest quietly on the mattress or cushion until the others are a sleep and may choose to enjoy a quiet play activity for the duration of the rest period.

Positive Guidelines

Children will be guided towards positive and responsible behaviour by the use of a broad, flexible approach according to the individual's child's needs, using techniques that encourage positive behaviour, support autonomy and demonstrate respect. 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.

Sun Protection

Please supply **sunscreen (SPF30+ (or higher))** and a hat for your child. Your educator will apply sunscreen to your child during outdoor play and ensure that they wear the hat you supplied.

***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.

Pets

For safety reasons domestic animals are to be kept separate from Family Day Care children at all times. The children can pat an animal for a short period of time but this must be under direct supervision of the Educator. No animals are to be brought to care with a child.

Communication

Our service is committed to ensuring that families are encouraged to participate in the programs and are engaged in communication with Educators that optimise the opportunity for quality experiences and interactions in line with the Early Years Framework and the National Quality Standard. It's imperative that families and Educators work co-operatively to make the placement a positive experience. One of the most important aspects is open, honest and respectful communication. Parents and Educators are encouraged to make time

to discuss children's developmental stage, needs, interests and care requirements. The sharing of information between the parent and Educator is to be non-judgmental, honest and diplomatic with the privacy of all parties respected. Families are encouraged to participate in the daily program and to provide feedback to the Educator on the activities and share ideas for future programming. To ensure that Educators do not exceed the limit of children in care, and are able to meet commitments to all families, please adhere to your booked hours. Should unforeseen circumstances arise resulting in late collection or drop offs, let your Educator know. Your child may become anxious if you are late.

If concerns arise, deal with them promptly and sensitively. Any concerns should first be discussed with your Educator at a mutually agreed time. Should the concerns be about the children, please ensure that meetings are made when children are not present.

If parents or Educators feel uneasy about raising concerns with each other, it is important to speak to the Polaris Family Day Care Office.

Complaints

If you have any complaints regarding to your child's care please contact the Polaris Family Day Care office. We are willing to hear your concerns and will do our out the best to solve any problem. 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.

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.

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.

Behaviour Policy

Children will be guided towards positive and responsible behaviour by the use of a broad, flexible approach according to the individual's child's needs, using techniques that encourage positive behaviour, support autonomy and demonstrate respect. 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.

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	(02) 9008 2270
Department of Education and Communities - Parramatta		1800 619 113
NSW Ombudsman Office - Child Protection Team		(02) 9286 1000
Family Assistance Office		136 150
NSW Family Day Care Association/ Child services Central		1 800 157 818
My Child		www.mychild.gov.au
Child Care and Family Information Line		1 800 803 820
Department of Education, Employment and Workplace Relations		1 300 653 227