



# Parent Information



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## Welcome

Right Choice Family Day Care acknowledges the Traditional Owners of lands and waters throughout Australia and pay respect to Elders both past and present. We recognize the importance of continued connection to culture, country and community to the health and social and emotional wellbeing of Aboriginal and Torres Strait Islander children.

We at Right Choice Family Day Care welcome you and your children to our service. This handbook provides you with an overview of how family day care works, what we provide and important information you need to know to ensure that you and your child benefit the most from this service. We truly believe each family is an extension of our own, therefore, we will do our very best to meet your child's needs and those of your own.



## Our service philosophy

**Right Choice Family Day Care** aims to deliver the highest quality of care for children and their families. We understand early childhood care plays a significant role in the development and learning of children, therefore, we endeavour to provide a 'homely', safe and nurturing environment for care to take place in.

Our scheme continuously strives for excellence in the care of each and every child, whilst addressing the needs of each unique child. It is important that each child is given the time and space to learn and discover the world around them. Children in our care will be given every opportunity to discover, learn and grow. Their interest and abilities will form the basis of their daily activities, thus their thinking and exploration further supported.

Right Choice Family Day Care encourages the support and growth of new educators. We will provide initial setup assistance and ongoing training and development. At our service we maintain an 'open door' policy, educators and families are welcome to contact us. We will ensure to provide a safe and stimulating environment for children, families and educators.

We are committed to embed child safety in our organisations in everyday thinking and practice. Our service has zero tolerance for child abuse. We are also committed to promote greater understanding of Aboriginal and Torres Strait Islander ways of knowing and being. We respect and embrace all children, families, educators and staff from different religious and culturally diverse backgrounds

## What is CCS?

Child Care Subsidy (CCS) is a payment from the Australian Government that helps you with the cost of child care. CCS can only be applied as a reduction to your child care fees.

The CCS is activity level and income tested and is usually paid directly to the child care service to reduce the fees that eligible families pay.

### **To be eligible for CCS you (the parent or guardian) must meet these requirements:**

- you have a child in your care who meets the immunisation requirements (or have an exemption)
- your child attends CCS approved or registered care
- you have the liability to pay for the cost of your child care.
- ensure your child is immunised, on an immunisation catch up schedule, or is exempt from the immunisation requirements, and
- meet the residence requirements
- your child is 13 or under
- your child is 14 to 18 years with a disability

For more information:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/who-can-get-it>

**Note:** Under the *No Jab No Pay* legislation, from 1 January 2016, in order to be eligible for Child Care Benefit for approved and registered care, parents must ensure their children meet the immunisation requirements which now apply for all children up to the age of 19. A child must be fully immunised, or on a catch-up schedule or have a valid exemption in order to receive these payments.

Conscientious objection is no longer an exemption category, however it is important to note that children with a recognised medical exemption (verified by a General Practitioner) such as medical contraindication, natural immunity or participation in a recognised vaccine study will continue to be exempt from the requirements.

Visit: <http://www.mychild.gov.au/> for more information.

## Types of Care provided

We offer a range of care within our service. Please note some types of care require additional evidence and are to be approved by the Director. For example, parents requiring weekend, evening or overnight care, need to provide sound reason and evidence of need to the service, to be able to access that type of care.

- Full time Care
- Part time Care
- Casual Care
- Evening Care
- Overnight Care
- Weekend Care
- 24 hours Care
- Emergency Care
- Before and After School Care
- School Holiday Care

Note: Some care types are subject to availability. Please enquire with our office for more information.

### **Enrolling a new child & Orientation**

Enrolling your child in a new service can be nerve wracking for parents. We understand this so we have systems in place to ensure a smooth and efficient enrolment and orientation for your child. We will take the following steps to begin the process of enrolment:

- Coordination unit will meet with the family and discuss any matters that are of a sensitive nature, such as discussing a child's medical needs, court orders, parenting plans or parenting orders. This discussion will take place in private. We request that parents begin to fill out enrolment forms at that time, and discuss their child with us so we can accommodate their needs in the service from the first day they start with us.
- Should a child use English as a second language, or speak another language at home, we request that families provide us with some key words in the languages the child speaks so that educators can learn the words.
- Should there be no current vacancies ask the family to keep their details on the waiting list for when a place becomes available in the future.
- Facilitate placements within the service by matching care requirements, such as age, number of children, hours of care, starting date and location with educator vacancies.
- Contact the educator and confirm vacancy

- Contact family with educators' details and ask them to make contact at a time suitable to them.

If both parties are happy, a date(s) will be made to conduct orientation for the child. Orientation sessions will aid a successful transition for the child and assist him/her in settling in to their new environment with their new educator. The number of orientation sessions will depend on the family and the child.

Families also need to contact the Family Assistance Office to have their eligibility for Child Care Subsidy assessed.

Before the child begins their first day with us, the service must have all required documentation for the child. The child will not be accepted into the service without this being completed.

Furthermore, our service will try and accommodate families so that children from the same family can attend our service with the same educator.

### **Priority of Access Guidelines**

Children who are enrolled at the service or whose families are seeking a place at the service will be given Priority of Access in accordance with the guidelines that have been established by the Department of Education.

Below are the Priority of Access levels which the centre must follow when filling vacancies.

- **First Priority:** a child at risk of serious abuse or neglect
- **Second Priority:** a child of a single parent who satisfies, or of parents 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 as stated on the Centrelink website or who or whose partner are on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

A childcare service may require a Priority 3 child to vacate a place to make room for a child with a higher priority.

They can only do so if you:

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

### Commencing care

Communication between you and your educator is one of the most important aspects of successful care. Our service encourages and values input from parents. As your child develops and their needs change, it is most important to regularly discuss these changes.

Talk to your child's educator about the toys and activities your child enjoys. Ask about the toys and activities they provide, as well as where the children play and sleep. Building an open, respectful relationship and maintaining clear communication between parents and educators is important for the child's well-being and development.

### No Jab No Play

From January 1, 2016, the new legislation known as **No Jab No Play** has come into effect. Children enrolling in early childhood education and care are now required to be up to date with their immunisations or have an approved exemption. As per the new law, children with overseas immunisation records will not be accepted. Any overseas record must be assessed by a GP and immunisation needs addressed.

Parent must provide an *ACIR Immunisation History Statement* or Immunisation Certificate to be enrolled in the service. Parents can access this statement by contacting Medicare or logging on to the Medicare website/phone app.

For more information on **No Jab No Play** go to:

<https://www.betterhealth.vic.gov.au/campaigns/no-jab-no-play>

## **Fee and statements**

We always make it a priority to be open with our charges, fees are discussed at the beginning of the enrolment process. Fees must be paid via direct debit through hubhello iPay as per statement, parent will receive after the submission of attendance/ time sheet of the child.

Child Care Subsidy (CCS) is available to eligible families who are Australian Residents. Our fees are set between \$11-\$17 per hour before the subsidy is applied. You may contact the office for more information regarding costs and fee associated with care.

Child Care Subsidy can only be received as a reduction to your child care fees.

A statement with a breakdown of subsidy paid on your behalf by the government as well as associated levies will be provided to family every fortnight and upon request.

Should there be a change to our fees, 4 weeks' notice in writing will be given to families.

## **Complying Written Arrangement**

The agreement through which families can receive Child Care Subsidy is called a Complying Written Arrangement (CWA). A Complying Written Arrangement is an agreement to provide care in return for fees.

Complying Written Arrangement must include the following information:

- the names and contact details of the provider and the individual(s)
- the date the arrangement starts
- the name and date of birth of the child (or children)

- if care will be provided on a routine basis and if so,
- details about the days on which sessions of care will usually occur
- the usual start and end times for these sessions of care
- whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time. Additional information can be included to support the individual's understanding of their payment obligations

The initial CWA signed up enrolment will be included in the child enrolment form. Changes to care requirements such as change in booked hours, days or change in fees will require a new CWA to be signed by the family each time there is a significant change. Your educator or coordination staff can provide a new CWA document when needed.

It is worth noting, there are other types of arrangement individuals can enter into with the service.

These are:

- Complying Written Arrangement (CWA)
- Relevant Arrangement (RA)
- Additional Child Care Subsidy (child wellbeing)
- provider eligible arrangement with an organisation (third party)

Our service can provide advice on the what type of arrangement to enter into depending on your circumstances.

### **Payment of fees and provision of a statement of fees charged by the service**

Right Choice Family Day Care acknowledges approved educators operate in a self-employed contractual arrangement with our service and refer families to our fee schedule before enrolment. Approved educators set their days of operation and minimum hours for provision of education and care under.

Our FDC Service aims to ensure families understand the fee schedules and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately and our approved educators adhere to their responsibilities as '*fit and proper persons*' under Family Assistance Law. Our FDC Service and educators ensure the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

iPay via HubHello will be used to charge families their contribution through a direct debit system. Educators are still required to charge the same fee to all their registered families. Our service fees are set as a min-max range with a set admin levy.

### Setting fees

Fees are set in consultation with educator and depending on their qualifications, location, resources/environment offered and experience. Fees will fit in with the service set fee schedule.

If a session of care falls on a public holiday where a child is already booked on that day, families will be charged gap fee as usual, as CCS will be paid for sessions that fall on public holidays.

Casual days may be offered subject to availability.

### Payment of fees

- Families are required to pay fees using the iPay direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account. This can be done via the HubHello parent portal.
- Fees and charges associated with iPay are outlined upon enrolment
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families will be issued with a Statement of Entitlement on a fortnightly basis in accordance with the fee payment and Regulatory requirements
- The Statement of Entitlement will include details of the sessions of care provided and the resulting fee reduction amounts
- The Statement of Entitlement is generated using our HubHello Software which meets all requirements as per Family Assistance Law legislation

Direct debit of gap fees will occur after a fortnight has been completed and processed by the service. Once family statements and invoices have been sent out, direct debit will occur at the end of the week. Families are reminded to ensure adequate funds are available in their bank so as to avoid any unnecessary fees due to reprocessing. A charge of .75c will be charged to families using a bank account, per transaction. Families should refer to iPays fee schedule for a full list of associated fees.

### **Absences from FDC Service**

- Families are requested to contact the FDC Service/ FDC educator if their child is unable to attend a particular session
- Families must still pay the 'gap' fee to the Service if their child is unable to attend.
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year.
- Allowable absences can be taken for any reason, including public holidays and when children are sick.
- In order to minimise debt risk to families, a child's absences from care should be within a 4 week period where a fee will be charged. If a child is planning to be away from care for more than 4 weeks, families are encouraged to end the enrolment.
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Records and evidence will be kept by the service for each additional absence, where required
- Families can view their absence count through their Centrelink online account via [myGov](#) or via their hubHello portal.
- In a period of local emergency, such as bushfire or pandemic, and our service is temporarily shut down on public health advice, families *may* be provided with additional absence days as per Family Assistance Law legislation.
- 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 the educator is unable to provide care due to illness or leave, they are unable to charge for that particular session of care.

## Overdue fees

Families will need to discuss any hardship or difficulty they may face with paying their fees, should fees become overdue and no resolution is found, steps may be taken to collect fees via a debt collection agency as a last resort. If a family has not paid their fees for no legitimate reason or has not provided an appropriate method (bank account or credit card) of payment, access to care may be restricted or refused if non-payment of fee passes 4 weeks overdue.

## Statement of accounts

Families will be provided with a statement of their account (both a statement and invoice for the previous fortnight) on a fortnightly basis. This statement will show the amount of CCS paid on their behalf, the service hourly levy and other relevant information. The invoice will show each session of care as well as the gap fee (out of pocket cost) that would be charged to the family for the completed fortnight.

## Parent/Guardian responsibilities

A successful family day care service requires a joint effort from Parents, Educators and Service. As educators and service have clear responsibilities placed on them by the department, there are equally important requirements of families.

Some of these are:

- Read and understand service policies
- Maintain a direct relationship with the service
- Notify the your educator and the service if your child will be attending kinder (and provide a kinder time table)
- Notify your educator and the service (in writing) if your child will be away from care for an extended period.
- Let your educator and the service know of changes to your booking hours/contracted days via direct email to the service or using the change of contract form.
- Keep children's immunisation up to date

- Notify the service (in writing) if your child will be travelling overseas and/or interstate and provide evidence of travel (e.g. Airline itinerary), before the intended travel date.
- Keep in mind your booking hours when collecting your child, if you are running late, let your educator know. It is up to the individual educator to charge a 'late pick up' fee.
- Ensure you 'Sign in' and 'Sign out' at pick up and drop off every day. Do not sign at the end of the day or any other time. This is a serious compliance issue for educators and the service!
- Be aware it is your responsibility and part of your agreement with the educator and service to pay your fees by direct debit within the agreed timeframe.
- Provide feedback to your educator about your child's development, interests and progress. Feel free to write a note or complete the parent input box on your educator's monthly plan. Your educator will appreciate this and assist him/her to develop a program catered to your child.
- Where possible, let your educator know in advance if your child will not be attending, this allows the educator to take on another child for that session or plan differently for the other children in care.
- Be involved in the service, have a look at the educators plan for the month, make suggestions and give feedback.
- If your child is ill, they should not attend the FDC service as the child will be able to better recover at home and the chance illness/infection spreading to other children and educator is reduced.

We appreciate your support and trust you can contribute to the service by following the points above. Always, feel free to contact us directly should you have any concerns or comments.

### **Termination of care**

Should you wish to end your child's place at the service or should management make the decision to terminate your child's place, 2 weeks written notice is required from the ending/terminating party. If this does not occur, 2 weeks fees will be billed to you.

## **Monitoring educators**

Right Choice Family Day Care will monitor, support and supervise family day care educators and educator assistants in complying with the National Law, National Regulations, National Standards and service policies.

All educators working for this service will be monitored on a regular basis, primarily by coordinators. A home safety check/visit will be conducted regularly to help ensure the safety and wellbeing of children in care.

## **Water safety**

All swimming pools at the family day care educator's residence must comply with the Australian Standards and State regulations for pool fencing and gates. Also, remove any items or objects that could be used to climb into the fenced area of a pool, trough, or water storage unit e.g. chairs, bins, bikes, any overhanging trees. Children will be closely supervised during water play or water based activities, whether it is taking place inside or outside. Water play buckets/containers will be emptied immediately after use.

## **Nutrition, Food and Beverage**

Our service has a responsibility to aid children attending the service to develop good food habits and attitudes. By working with families and all educators, we will also positively influence each child's health and good nutrition at home. We believe healthy food habits acquired at a young age will be beneficial in helping the child make good food choices later in life.

### ***Minimising risk***

- The family day care educator will maintain health and hygiene practices.
- Safe eating practices will be implemented to minimise risk of choking e.g. babies will be nursed when feeding from bottles until they are comfortable holding their own bottles.

### ***In relation to the provision of food and beverages***



- Children have access to, and are encourage to access, safe drinking water at all times.
- Children are offered foods and beverages throughout the day that are appropriate to their nutritional and specific dietary requirements based on written advice from families that is typically set-out in a child's Enrolment Form. We will choose foods based on the individual needs of children whether they are based on likes, dislikes, growth and developmental needs, cultural, religious or health requirements. You will need to update this information regularly or as necessary.
- Children who do not eat during routine meal times or children who are hungry will be provided with foods at periods other than meal times or snack times.
- Food is consistent with the service's menu that is based on the Australian Government's (where applicable) -  
<https://www.health.gov.au/resources/collections/get-up-grow-resource-collection>
- Families will be encouraged to provide food using these guidelines above.
- Provide food that is hygienic
- Families may be provided with daily information about their child's food and beverage intake and related experiences.
- Educators will have a weekly menu and you're welcome to make suggestion regarding this menu any time (This applies to educators who provide food as part of their service).
- Babies will be fed individually by educators.
- Age and developmentally appropriately utensils and furniture will be provided for each child.

## **Sun protection**

Family day care educators will consider the availability of shade when planning and implementing outdoor activities and excursions.

Infants less than 12 months of age should remain in dense shade and not be exposed to direct sunlight. Educators will model sun safe practices and request permission from the parent/s/family to apply sunscreen. Permission can be given verbally. Children are encouraged to bring their own hats to care. If your child is without a hat, a spare would be offered.

## Nappy changing and toilet training

Right Choice FDC acknowledges that nappy changing and toilet training routines are valuable opportunities to promote children's learning, meet individual needs and to develop strong relationships with children. Having their needs met in a caring and responsive way build's children's sense of trust and security.

Educators will ensure the nappy changing area is hygienic, to reduce the spread of germs and infectious disease. Educators must aim to make the nappy change experience a relaxed, happy and social routine that provides an opportunity for educators and children to further develop trusting and positive relationships. Nappies are to be provided by the parents. Should the educator provide nappies, an associated fee may apply.

## First aid

All our family day care educators possess a current:

- approved first aid qualification.
- anaphylaxis management training.
- emergency asthma management training.
- CPR training

They also maintain a list of emergency services, a list of the child's current emergency contact numbers and keep these in an accessible position at all times.

**Note: We ask you to inform our service should there be any change to your contact details and the contact details of your nominated emergency contacts.**

**You can do this via phone 0402 290 008/0433 833 177 or email**

**[rightchoicefdc@outlook.com](mailto:rightchoicefdc@outlook.com)**

## Bushfire risk

Victoria has a number of bush fire prone areas and it is important to be aware of relevant emergency procedures. As required by the conditions set out on our service approval, we will identify any family day care residence or venue in a bush fire or grass fire prone area or , and ensure the educator is aware of what action to take in the event of an emergency and declared code red day.

Educators living in a risk zone are encouraged to complete a **bushfire survival plan**, a written and well-practiced plan will help you remember what needs to be done during a crisis.

## Monitoring bushfire risk

The coordination staff will assess the location of each educators residence and determine whether the residence or venue is located in a high risk of bushfire or grass fire area. Staff will use the Land Vic database to generate a property report that will contain the relevant information required. Additionally, as part of a home safety check, the outer surrounding of a residence will be evaluated for risk of grass fire. Any family day care residence or venue situated in a bush fire zone or grass fire area, **must not provide care to children on a declared code red day, also known as 'Catastrophic' rating.**

Fire danger ratings are forecast over a four-day period. The coordination unit will monitor fire danger ratings continuously via VicEmergency app, social media outlets (CFA face book page or twitter) or via the CFA website <http://www.cfa.vic.gov.au/warnings-restrictions/total-fire-bans-and-ratings/> and inform parents and educators via phone of service closure.

Educators who reside in a bush fire prone or grass fire area will be added to our Bushfire register. Educators are required to install the VicEmergency app on their phone and set their watch zone to 20km radius from their residence. Any notification from the VicEmergency app must be checked promptly.

We encourage all other educators and families to also monitor the fire danger ratings for their district by downloading the VicEmergency app. **Children are not to attend family day care on CODE RED (Catastrophic rating) days.**

For more information on your district see: <http://www.cfa.vic.gov.au/warnings-restrictions/find-your-fire-district/>

## Sleep and Rest

At Right Choice FDC we believe effective rest and sleep strategies are important factors in ensuring a child feels secure and safe in a child care environment and sleep, rest and relaxation are central to a young child's wellbeing.

Children can vary considerably in their needs for sleep and rest. Educators are required to take reasonable steps to ensure their needs for sleep and relaxation are met.

Educators should always provide ample sleep and rest opportunities for all children in accordance with their varying needs.

There are no definitive settling practices for resting children. However when considering settling procedures for resting children, it is important for educator to:

- meet the individual needs of children;
- maintain health and safety practices;
- minimise any distress or discomfort;
- acknowledge children's emotions, feelings and fears;

### **Safe resting practices for babies and toddlers**

The following points are important to remember:

- Babies will be placed on their back to rest.
- If a medical condition exists that prevents a child from being placed on their back, the alternative resting practice must be directed in writing by the child's medical practitioner.
- If older babies turn over during their sleep, allow them to find their own sleeping position, but always lay them on their back when first placing them to rest.
- At no time will a baby's face be covered with bed linen.
- To prevent a baby from wriggling down under bed linen, they will be placed with their feet closest to the bottom end of the cot.
- Quilts and duvets will not be used as bed linen. Pillows, soft toys, lamb's wool and cot bumpers are not recommended.
- Light bedding is the preferred option, which must be tucked in to prevent the baby from pulling bed linen over their head.
- Sleeping bags with a fitted neck and arm holes are an alternative option to bed linen and encourage a baby to rest on their back. Sleeping bags should not have a hood.
- Quiet experiences may be offered to those toddlers who do not fall asleep.

### **Safe resting practices for preschool children**

- Preschool children will be placed on their back to rest. If they turn over during their sleep, allow them to find their own sleeping position but always ask them to lay on their back when first placing them to rest.
- At no time will a preschooler's face be covered with bed linen when they are sleeping.
- Light bedding is the preferred option.
- Quiet experiences may be offered to preschoolers who do not fall asleep.

## Safe resting practices for school age children

- If a school age child requests a rest then there is a designated area for the child to be inactive and calm, away from the main group of children.
- The designated rest area may be a cushion, mat or seat in a quiet section of the care environment.
- Quiet, solitary play experiences are available for those school age children who request the need for a rest or time away from their peers.
- Safe resting practices are relevant to school age children because, if they are resting or sleeping they should be monitored at regular intervals and a school aged child's face should be uncovered when they are sleeping.
- Light bedding is the preferred option.

## Safe resting practices for a child who is unwell

Children who are unwell will be given the highest supervision priority and monitored constantly especially if the child has a high temperature vomited or received minor trauma to their head. For example, a baby who is crawling topples over and bumps their head or a ten year old who receives a blow to the head while playing sport.

## Supervision of resting children

- All children who are resting will be supervised by family day care educator regularly.
- Students or volunteers will not be left unsupervised when settling children for a rest.
- All children who have fallen asleep in the care will be monitored regularly with specific attention to breathing patterns.
- Educator will physically present in the room or should always be within close proximity as to be able to hear and / or see if the child awakens.
- The Educator will regularly check the rest environment for children aged from 0-5 years every 10-15 minutes

## Consideration of cots and mattresses

Educators should ensure the following:

- All cots meet Australian Standards for Cots and be labelled AS/NZS 2172:2010 or AS/NZS 2195:2010.

- Cot mattresses should be in good condition, clean, firm, flat and must fit the cot base with no more than a 25mm gap between the mattress and the sides of the cot.
- Cots must be situated away from windows where there are blinds and/or curtain cords.
- Each child has their own bed linen. Children's bed linen will be washed at the end of care during the week or at the end of week, whichever comes first.
- Cots and mattresses protective covers are cleaned with soap and water when they are visibly soiled and as per cleaning routine.
- Precautions must be taken that reduce the risk of SIDS (Sudden Infant Death Syndrome).
- Bassinets are not permitted on premises, and must not be used .

Staff and family day care educators can refer to the Australian Competition and Consumer Commission (ACCC) resource find out more: keeping baby safe – a guide to infant and nursery products, ACCC for product safety information, and a short ACCC video-clip regarding cot safety keeping baby safe – cot safety.

### **Sleep wear and environment**

Educator will ensure to maintain the room temperature, airflow and lighting during rest periods. Educator can use music or language as per child's need to assist child to rest in a calm and relaxing environment.

Family day care educator monitor the temperature of the rest environment and address children's clothing needs accordingly.

Children resting in jumpers with hoods and cords are at higher risk of choking and should not be encouraged to wear these garments when resting.

Sleepwear should take into consideration the:

- child's age;
- safe resting practices established by the service;
- temperature of the rest environment;
- bed linen used for resting; and
- Child's individual needs.

### **Request to vary sleep practices**

Coordinators and educators must ensure families are informed that the Right Choice Family Day Care service's approach cannot deviate from current recommended safe sleeping practices due to the higher risk of SIDS associated with different practices.

In circumstances where a family request a sleep practices that varies from the recommended practices due to medically indicated reasons. A health care plan authorised by a medical practitioner that clearly outlines the safest sleep practices to be implemented for the child is required. In all other situations where a parent requests a practice that differs from this procedure, staff and family day care educators are to discuss safe sleeping practices with the family and the requirement to comply with this procedure, acknowledging the family's values, beliefs and concerns (including the challenges associated with introducing a new sleep routine). In circumstances where it is considered that a family may not understand the risks associated with sleeping environments, educators should discuss referring the family to other services for further advice and support to provide a safe sleep environment.

**Note :** Prams and strollers are not to be used for children to sleep or rest in.

Coordination staff and educators should assess whether older babies or toddlers have the ability to climb over the sides of a cot as this presents a safety risk.

### Safe sleeping resources

Family day care coordinators must ensure family day care educators are aware to obtain information about recommended safe sleeping practices from:

- [www.rednose.com.au](http://www.rednose.com.au) for downloadable brochures (in a range of languages) and smart phone applications, sign up for regular newsletters covering safe sleeping and child safety education and Australian and Consumer Commission (ACCC) updates
- Kid safe Victoria phone 03 9036 2036 noting the safe sleeping posters and fact sheets for Aboriginal families

[www.kidsafevic.com.au](http://www.kidsafevic.com.au)

## Delivery and collection of children

The following procedure must be adhered to at all times to ensure the safety of the children.

### ***Arrival***

- All children must be signed **IN** by their parent or responsible adult as nominated in their enrolment forms. This also assists educators in the event of evacuation of the service. **This is the parent/caregivers responsibility.**
- To ensure each child is cared for at all times, an educator will greet and receive the child at all times.

### ***Departure***

- Children may only be collected by a parent or authorised nominee
- No child will be released into the care of any individuals not known to educators. If educators do not know the individual by appearance, the individual must be able to produce some form of photo identification to prove that they are an authorised nominee as listed on the child's enrolment forms.
- Parents must give prior notice where the individual collecting the child is someone other than those mentioned on the enrolment form, e.g. in an emergency situation. The individual nominated by the parent must be able to produce some form of identification.
- Children are not to be released into the care of individuals not authorised to collect the child, e.g. court orders concerning custody and access.
- Parents must give prior notice of any variation in the individuals picking up the child. If notice is not given, and educators cannot contact the parent, the child must not be released into the care of that individual.
- If the individual collecting the child appears to be intoxicated, or under the influence of drugs, and educators feel that the individual is unfit to take responsibility for the child, the educators are to bring the matter to the individual's attention before releasing the child into their care. Wherever possible, such discussion is to take place without the child being present. Educators are to suggest that they contact another parent or Authorised Nominee from the enrolment form, inform them of the situation and request



they collect the child as soon as possible. If the individual refuses to allow the child to be collected by another Authorised Nominee, educators are to inform the police of the circumstances, the individual's name and vehicle registration number.

- All children must be signed **OUT** by a parent or authorised nominee.
- Children may leave the premises if the parent or authorised nominee has provided written authorisation for the child to do so.
- Children may leave the premises in the event of an emergency, including medical emergencies.

Individuals visiting our service must also sign in when they arrive at the service, and sign out when they leave. Details of absences during the day will also be recorded.

Please note to due to Covid-19 restrictions there may be some changes that affect the usual pick up and drop off routines for children. Refer to our Covid Safe plan for further details.

### **Statement of commitment to child safety**

“The Victorian Government is committed to the safety and wellbeing of all children and young people. As part of the Victorian Government’s commitment to implementing the recommendations of the Betrayal of Trust report, which found that more must be done to prevent and respond to child abuse in our community, there is a new regulatory landscape surrounding child safety, underpinned by new Child Safe Standards.

The Child Safe Standards are compulsory minimum standards for all Victorian early childhood services and schools, to ensure they are well prepared to protect children from abuse and neglect.” Source:

<http://www.education.vic.gov.au/about/programs/health/protect/Pages/default.aspx>

**The following statement affirms our services commitment to child safety by clearly stating Right Choice Family Day Care:**

- will ensure the rights of each child is protected
- educators will adequately supervise all children under their care and ensure they are safe at all times

- educators will be aware of any safety issues or potential hazards and will work to minimise the risk to children and themselves
- has zero tolerance for child abuse. We will not expose any child under our care to situations where a child may be abused or neglected.
- educators actively work to listen to and empower children
- has systems to protect children from abuse (eg. regular visits while children are in care, speaking with families, keeping educators informed of the legal obligations and providing child protection training)
- will take all allegations and concerns very seriously and responds to them consistently in line with our policies
- is committed to promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

## Medications

Medications will not be given unless it has been prescribed for your child. All medication must be in the original container and should state on the label, the date of prescription, child's name, dosage and times to be administered and expiry. If an over the counter medication is prescribed, it does not require a label with the child's details, provided the medication matches the listed medication on a relevant Health Action Plan. Medication provided by the parent MUST match the medication listed on the Action Plan.

If your child develops a fever while in care, the educator will attempt to reduce the child's temperature in the first instant by non-medication method e.g., removing clothes, cool cloth on forehead and will call you to collect your child. Educator will closely observe the child in the meantime.

A Medication Record form must be completed by both the parent and educator if medication is to be given to the child whilst in care. All relevant sections of the form must be completed. The educator will provide this form.

If your child is unwell, please do not bring them in to care. It is best for sick children to recover at home, this will also assist us in controlling the spread of common illness to other children in care.

## **Excursions**

The service acknowledges the value of relevant excursions in allowing children to gain a greater insight of the society in which they live, and learn from these experiences. Our service will actively seek to minimise any risks associated with excursions, and respond promptly and appropriately to any emergency whilst on an excursion.

An excursion risk assessment will be completed by the educator before an excursion will take place. Families are welcome and encouraged to view the completed risk assessment, which is available at the educators residence. Once the risk assessment is complete an authorisation for either a routine or non-routine excursion will need to be reviewed and signed by either parent, before the excursion can take place.

A non-routine excursion will require an authorisation to be signed each time the excursion is to take place. Routine excursions require an authority to be signed by families once every 12 months.

## **Providing a child safe environment**

Right Choice Family Day Care recognises the importance of providing a safe environment for all children at our service. All children have the right to experience quality education and care in an environment that safeguards and promotes their health and safety.

Our educators will ensure:

- children are adequately supervised at all times
- room and play areas are organised to minimise risk to children
- to monitor and minimise hazards and safety risks in the environment
- every reasonable precaution is taken to protect children being educated and cared for from harm and from any hazard likely to cause injury

## Key risks to children

Some key risks to children in organisational settings are outlined below:

### Risks to children

#### Unintentional/accidental harm

- Poor physical environment leading to injury
- Poor supervision
- High-risk activity
- Lack of risk mitigation strategies in place

#### Physical abuse

- Physical punishment
- Pushing, shoving
- Punching, slapping, biting, kicking

#### Psychological abuse

- Bullying
- Threatening language
- Shaming
- Intentional ignoring and isolating (either face-to-face, online or via other technology)

#### Cultural abuse

- Lack of cultural respect
- Racial or cultural vilification or discrimination
- Lack of support to enable a child to be aware of and express their cultural identity

#### Neglect

- Lack of supervision
- Not providing adequate nourishment
- Not providing adequate clothing or shelter
- Not meeting the specific physical or cognitive needs of children

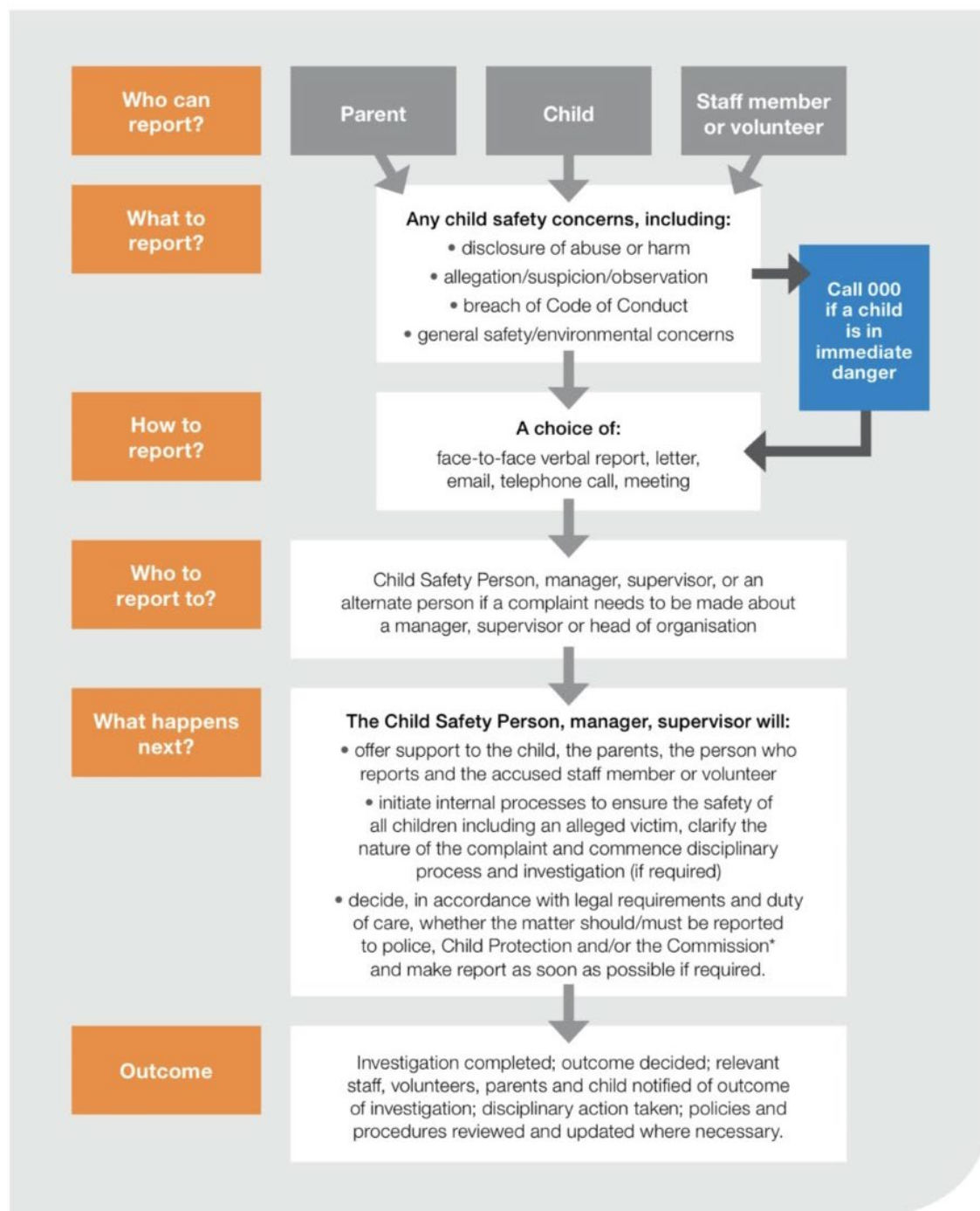
#### Sexual abuse

- Sexual abuse, assault and exploitation
- Grooming
- Inappropriate touching
- Inappropriate conversations of a sexual nature (either face-to-face, online or via other technology)
- Crossing professional boundaries

Adapted from the NSW Office of the Children's Guardian, [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)

## Child safety reporting process

This chart outlines the process for reports to be made by parents, children, staff members and volunteers alike.



\* Applies only to organisations covered by the Reportable Conduct Scheme. Refer to the Commission's website for details.

## Interactions with children

Right Choice Family Day Care recognises that respect for children is the basis upon which all interactions with children will occur and is also the foundation upon which

all policies and procedures are developed. Children will be treated by educators and staff at all times as unique and valued individuals and with respect and dignity.

Learning opportunities shall be based on each child's abilities and interests and be provided for in a safe and friendly environment. This service also recognises that respect for children also extends to respecting their family and their cultural background and will ensure that all families and their preferences in relation to care, are treated respectfully and equitably.

### **Relationships in groups**

In order to encourage respectful and positive relationships between children and their peers and educators our service will adhere to the following practices:

- Our service will encourage children to participate in enjoyable interactions with their peers, respond positively to ideas, negotiate roles and relationships, contribute to shared play, and develop friendships.
- Our educators and their families will model strategies for children to initiate interactions and participate in group play and social activities and assist them when they have trouble understanding or communicating with each other.
- Our service will ensure that the children have many opportunities to learn about their responsibilities to other, connectedness and interdependence as learners, and the value of collaboration and teamwork.
- Our educators will promote a sense of community in the service.
- Our educators will support and promote children's interpersonal relationships and support the inclusion of children from diverse backgrounds and capabilities in group play, projects and experiences.
- Our educators will learn about children's shared interests and will use this information to plan further experiences that provide collaborative learning opportunities.
- Our service will ensure that the program and routines of the service will include regular opportunities for children to engage in social play and group experiences.
- The educator's own children will be treated fairly and consistently.

## Inclusion Support Program

The ISP will assist early childhood and childcare services to include children with additional needs by providing tailored inclusion advice and support from contracted inclusion specialists, as well as funding to support more challenging inclusion barriers.

ISP consists of three key elements:

- **Inclusion Agencies**

Each state and territory has an Inclusion Agency (IA) contracted to assist eligible services to build their capacity and capability to provide and embed inclusive practice in their delivery of early learning programmes.

- **Inclusion Development Fund**

The Inclusion Development Fund (IDF) and Specialist Equipment Library provide extra support to eligible services to address a barrier to inclusion that cannot be addressed by the support of an inclusion agency.

- **The Inclusion Development Fund Manager**

Assess the applications and ensure eligible services have equal access to the fund.

## Inclusion Agency for Victoria

Community Child Care

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

[via@cccinc.org.au](mailto:via@cccinc.org.au)

1800 177 017

Other links:

**KU Children's Services** - [www.ku.com.au](http://www.ku.com.au)

**IDFM** - <http://www.idfm.org.au/home>

**Include Me:** <http://bigfatmile.com.au/include-me/>

## Other Support and Resources

There are many other support agencies available to families. The type of support agency you choose to work with will depend on you or your child's needs. This is only a sample of resources available.

Australian Childhood Foundation

<http://www.childhood.org.au/>

Barnardos

<http://www.barnardos.org.au/>

Better Health Channel

<https://www.betterhealth.vic.gov.au/>

SIDS and Kids

<http://www.sidsandkids.org/>

Pregnancy, Birth and Baby

<http://www.pregnancybirthbaby.org.au>

MensLine Australia

<http://www.mensline.org.au/>

Allergy and Anaphylaxis Australia

<http://www.allergyfacts.org.au/>

Immunise Program

<https://www.health.gov.au/health-topics/immunisation>

Australian Indigenous HealthInfoNet

<http://www.healthinfonet.ecu.edu.au/>

Australian Government Department of Social Services – Disability and Carers

<https://www.dss.gov.au/disability-and-carers>

Family & Relationship Services Australia

<http://www.frsa.org.au/>

Child Abuse Prevention Service

<https://www.capsau.org/>

Mental Health

[www.beyondblue.org.au](http://www.beyondblue.org.au)

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For a more detailed list of support services visit:

[http://raisingchildren.net.au/services\\_support/services\\_support.html](http://raisingchildren.net.au/services_support/services_support.html)

## Dealing with medical conditions

Parents of children being enrolled are required to provide the family day care educator with a medical management plan if their child has a known medical condition, allergy or other health care need.

1. Parents must provide a *Medical Management Plan* for a child who is at risk of Anaphylaxis or has a specific health need.
2. The family day care educator must follow a child's *Medical Management Plan* which may include plans for *asthma, anaphylaxis and diabetes*.
3. The family day care educator will inform the nominated supervisor, staff members, family day care assistants and volunteers of the requirements within the *Medical Management Plan*.
4. If applicable; a notice should be displayed advising that an enrolled child has been diagnosed as at risk of anaphylaxis.
5. The family day care service will support the self-administration of medication for children over pre-school age with parental authorisation. An *Authorisation for Self Administration of Medication form* must be completed.
6. An *Authorisation of Medication Record* must be completed by the parent prior to any medication being administered.
7. Prescribed medication can only be given if it's in its original container, bearing the original label with the name of the child, the dosage to be given and is within the expiry and use by date.
8. All non-prescribed medication (as an example: Paracetamol, nappy cream) must be in the original container with the original label, have clear dosage instructions and not expired.
9. In an emergency situation verbal authorisation can be given by a parent or person listed on the enrolment form.
10. Medication can be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency. Emergency services will be contacted immediately. The parent of the child and the coordination unit must be notified as soon as practicable.

11. Any medication administered must be recorded by the family day care educator or family day care assistant on the *Authorisation of Medication Record* and signed by the parent.
12. The family day care educator must make available a copy of the family day care service's *Medical Conditions* policy to the parent if requested.
13. The *Incident, Injury, Trauma and Illness* form must be kept by the family day care educator until the child is 25 years of age. If the family day care educator leaves the family day care service or ceases to operate, the records must be sent to the family day care service upon ceasing operations.

### **Awareness of risk and Medical Conditions Risk Minimisation Plan**

Educators must at all times be aware of the needs and safety of each child in their care. The service will take steps via education and regular communication with its educators to keep focus on this important matter.

When a child is enrolled at the service, information on any existing medical conditions, allergies will be required and should be provided by parents via the enrolment form. Then using a child's *Medical Management Plan*, the service will develop a *Medical Conditions Risk Minimisation Plan* in consultation with a child's parents. The *Medical Conditions Risk Minimisation Plan* must ensure that any risks are addressed and minimised.

#### **Furthermore:**

- Any information relating to the above medical conditions will be shared with relevant educators, volunteers and the family day care coordinator at the service. Educators will be briefed by the family day care coordinator on the specific health needs of each child.
- Information relating to a child's medical conditions, including the child's *Medical Management Plan*, *Medical Conditions Risk Minimisation Plan*, and the location of the child's medication will be shared with all educators and volunteers and displayed prominently in the educator's residence, to ensure all practices and procedures are followed
- All educators and volunteers at the service must follow a child's *Medical Management Plan* in the event of an incident related to a child's specific medical conditions requirements.

- Any allergens that may be present at the service will be communicated to parents and addressed through the *Medical Conditions Risk Minimisation Plan*.

Anaphylaxis is a severe allergic reaction to a substance. While prior exposure to allergens is needed for the development of true anaphylaxis, severe allergic reactions can occur when no documented history exists. ***Anaphylaxis can be life threatening and this condition is to be taken seriously.***

Anaphylaxis can be caused by insect bites such as bees or wasps but is usually caused by a food allergy. Foods most commonly associated with anaphylaxis include peanuts, seafood, nuts and in children eggs and cow's milk.

Other common groups of substances which can trigger allergic reaction or anaphylaxis in susceptible children include:

- All types of animals, insects, spiders and reptiles.
- All drugs and medications, especially antibiotics and vaccines.
- Many homeopathic, naturopathic and vitamin preparations.
- Many species of plants, especially those with thorns and stings.
- Latex and rubber products.
- Band-Aids, Elastoplast and products containing rubber based adhesives.

Educators should be on the lookout for symptoms as they need to act rapidly if they do occur. Educators should immediately call 000 if symptoms arise. If you know an educator or child is prone to anaphylaxis reactions, and they carry an EpiPen® it should be injected and CPR should be initiated should the educator or child stop breathing.

However, steps should be taken to prevent anaphylaxis occurring as outlined below:

Upon enrolment, seek medical information from parents about any known allergies.

Ask parents for supporting documentation as well as a *Medical Management Plan*.

This *Medical Management Plan* should include a photo of the child, what triggers the allergy, first aid needed and contact details of the doctor who has signed the plan.

This should be kept on the child's enrolment file and also be displayed in the service, in an area where an educator can easily access near a telephone. A copy should

also be kept where the child's medication is stored. If the child is taken on an excursion, a copy of the management plan should be taken on the excursion. Should a child be known to have allergies requiring medication if a reaction occurs, the parents will be asked to provide the medication. Furthermore, should the child's treatment change, families are asked to provide the service with a new *Medical Management Plan* from their child's medical practitioner. Documentation will then be updated at the service. Medical management plan will be reviewed with parents annually.

To further ensure children with medical conditions and severe allergies are protected, parents will be asked not to send food with their children that contain high allergenic elements even if their child does not have an allergy. Educators are asked to follow the in relation to the safe handling, preparation, consumption and service of food by following the Nutrition, Food and Beverage policy.

Where possible, ensure all children with food allergies only eat food and snacks that have been prepared for them at home. These food and snack items will need to be clearly labelled with the date and name of the child it is intended for.

### **Identifying children with medical conditions**

Any information relating to medical conditions will be shared with relevant educators, volunteers and the family day care coordinator at the service. Educators will be briefed by the family day care coordinator on the specific health needs of each child.

Information relating to a child's medical conditions, including the child's *Medical Management Plan*, *Medical Conditions Risk Minimisation Plan*, and the location of the child's medication will be shared with all educators and volunteers and displayed prominently in the educator's residence, to ensure all practices and procedures are followed.

### **Key points are:**

- All educators and volunteers at the service must follow a child's Medical Management Plan in the event of an incident related to a child's specific medical conditions requirements.

- All educators and volunteers at the service must be able to identify a child with medical conditions easily.
- All educators and volunteers at the service must be able to locate a child's medication easily
- Educators will bear in mind a child's allergies when planning any food related activities or when preparing meals.

### Attending the service without medication

Educators need to ensure that **no child who has been prescribed an adrenaline auto-injection device is permitted to attend the service** or its programs **without** the device.

The educator will ensure that the auto-injection device kit is stored in a location that is easily accessible to adults (not locked away); inaccessible to children; and away from direct sources of heat.

Similarly, children who require medication for asthma or allergy also must only attend the service if the medication (and spacer with mask, if applicable) has been provided to the educator in advance or on the first day of care. For safety reasons, educators are not permitted to provide care to any child with a medical condition, who's medication has not been provided to the service.

Providing medication that will be kept at the educator residence is the responsibility of the parent. Medication cannot be taken home at the end of each day, but can be returned if the child's enrolment ceases.

### Communication plan

The service will inform and reminds its educators of our *Dealing with Medical Conditions* policy on a regular basis, as well as, each time a child with a medical condition joins the service and is assigned to a specific educator. As with the policy, the *Medical Management Plan* and *Medical Conditions Risk Minimisation Plan* will also be provided to the educator caring for a child who requires these.

Our service requires parent to have an ongoing and open approach to communicating any changes to the *Medical Management Plan* and *Medical Conditions Risk Minimisation Plan*, this will ensure that all relevant parties are

updated on the child's treatment, along with any regulatory changes that may change the service's practices in regards to anaphylaxis.

## **Complaints**

If you have any complaints regarding to your child's care please contact the Right Choice FDC office. We are willing to hear your concerns and will do our very best to solve any issues.

All complaints or comments are treated seriously and will be investigated. You can forward your complaints to:

### **Nominated Supervisor**

Right Choice FDC

411/101 Overton Rd, Williams Landing, VIC, 3027

0402 290 008 or 0433 833 177

[rightchoicefdc@outlook.com](mailto:rightchoicefdc@outlook.com)

Information provided in this booklet is a short guide on the broader service policies. Information in this booklet is subject to change periodically, please contact the principal office should you require clarification or up to date information.