



# CASS Family Day Care

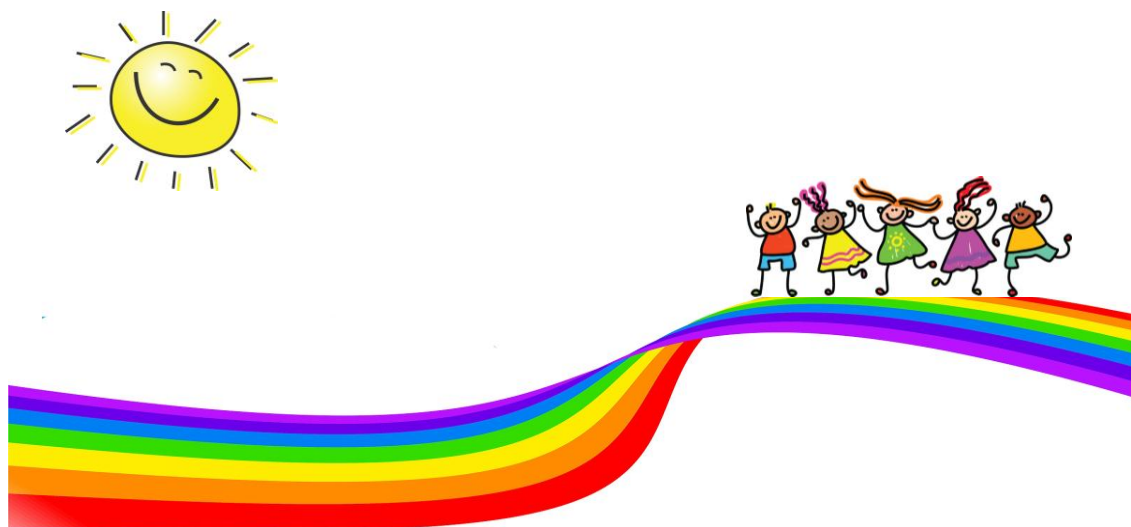
## Parent's Handbook

### Office Hours and Address

Monday to Friday                      8:30am – 5:00pm

Address: 21 Seventh Ave., Campsie NSW 2194

Phone: 9718 3999



CFDC Policies and Procedures:

<https://www.dropbox.com/sh/5nhwb0yfeoswey3/AACcMybPiK2nQ2170EuYAv9xa?dl=0>

Website: [www.cassfamilydaycare.org.au](http://www.cassfamilydaycare.org.au)

Facebook: [www.facebook.com/cass.oz](http://www.facebook.com/cass.oz)

WeChat: CASS\_1981

CASS Family Day Care (CFDC) is managed by CASS. We are licensed to provide services to children 0 – 5 and to provide before and after school care and vacation care services to school aged children 5-12. We provide quality and professional child care services in the homes of registered educators in different suburbs. Our service is an Australian government approved service and parents who are eligible for Child Care Benefit can choose to receive Child Care Benefit as fee reduction.

## Our Vision & Philosophy

### VISION STATEMENT

*CASS recognises the uniqueness of each child and the importance of play in the lives of children. CASS staff, working in partnership with families, are committed to providing quality care within a caring environment that embraces diversity.*

### PHILOSOPHY

The overall aim of CASS child care services is to promote the well-being of children under our care through our risk management efforts and non-discriminating practice in child care programs. We value and believe in a caring and stimulating environment which provides safety and security for children.

Individual children are valued and encouraged to choose activities in which they are interested. Play enables children to learn by 'hands on experiences'. We recognise that play is the means by which young children develop their physical, intellectual and social/emotional skills.

At CASS child care services units we value and believe in fairness, equity and inclusion of all families, children and staff. Our Centres value the importance of relationships to children's health, wellbeing and development.

Individual CASS child care services will seek to carry out the following objectives:

- (a) **Provide** an educational program based on the 'Belonging, Being and Becoming: The Early Years Learning Framework' and/or 'My Time, Our Place – Framework for School Age Care' which are built on children's interests in an inspirational and caring environment.
- (b) **Provide** a meaningful educational program taking into account the different abilities and strengths of the children, with the aim of improving the educational and developmental

outcomes for children.

- (c) **Provide** an education program which acknowledges and includes the diverse experiences, perspectives, expectations, knowledge and skills of all children.
- (d) **Encourage** the participation of children with various needs and additional needs with the aim to provide their potential.
- (e) **Value** individuality and the diverse community we serve.
- (f) **Adopt** inclusive principles and practices, having regards to the children’s abilities, culture, religion and linguistic backgrounds.
- (g) **Respect** differences, value cultural diversity and share traditions with respect and appreciation.
- (h) **Encourage** the participation and contribution of families; and work in partnership to improve educational outcomes of the children.
- (i) **Take** an active role in caring for its environment and contribute to a sustainable future.
- (j) **Commit** to ethical practices and professional teamwork where the staff value and respect the industry expectations and one another.
- (k) **Commit** to ongoing professional development for constant improvement to achieve quality child care and education.
- (l) **Support** the principles of social justice.
- (m) **Commit** to continuous quality improvement.

A copy of **CASS Family Day Care Policies and Procedure Manual** is kept at the CASS Family Day Care Coordination Unit and at each family day care residence as well. Families are welcome to access the manual.

### Staff Members of CASS FDC Coordination Unit

All our FDC Advisors have received training in early childhood development and are experienced in working with children. Families are always welcome to discuss with our Advisors on matters relating to their child's welfare or development. Our team comprises of the following staff members:

Ms. Fanny Wong

Nominated Supervisor/Team Leader

Bachelor of Early Childhood Teaching

Ms. Wei Shi

Educational Leader

Certified Supervisor / FDC Coordinator

Bachelor of Early Childhood Teaching

Ms. Pearl Zang

FDC Coordinator

Diploma of Children's Service

Ms. Lily Leahy

Administration Officer

Cert. in Family Day Care

### **The CFDC Coordination Unit**

- Provides families information about Family Day Care.
- Helps families to choose a suitable educator.
- Provides support to families in matters relating to their child's development.
- Recruits and monitors educators and provides them with training, support and resources.
- Ensures that Regulations and Scheme policies are being complied with and quality practices are delivered to children and families using the service.
- Administers Child Care Benefit (CCB) & Child Care Rebate (CCR).

### **CASS Family Day Care Educators**

FDC Educator must :

- undergo training and receive on-going supervision and in-service training,
- follow the requirements set out in Education and Care Services National Regulations and other related government policies in their provision of child care services,
- have at least Certificate III or be actively working toward an Certificate III level in education and care qualification
- have a First Aid Certificate and approved anaphylaxis management & emergency asthma management training ,
- undertake a Working With Children Check,
- undergo a Home Safety Check,
- have Insurance Cover,
- provide educational activities based on *Belonging, Being, & Becoming* the Early Years Learning Framework for Australia and/or *My Time My Place* Framework for School Age Care in Australia.
- be able to educate and care for up to 7 children at any one time (including educator's own children) with no more than 4 can be preschool age or under.

## **Parent Involvement**

Parent involvement is welcome. Family members are encouraged to work with staff and educators in partnership by contributing ideas and participating in our services unit's operations, planning and programs.

We use a variety of ways to communicate with parents:

- Open Door Policy
- Questionnaire
- Newsletter
- Suggestion Box
- phone
- Email

Parents are welcome to become a member (shareholder) of CASS to help in serving the community.

## **Waiting List/ Priority of Access**

Parents wishing to enroll their child for the service but no vacancies are available, are advised to put their child's name on the waiting List. When a number of parents are applying for a limited number of vacant places, the services unit follows the Australian Government "Priority of Access Guidelines" in order to offer a place to a child from the waiting List. The priority of access Guidelines are:

Priority 1—a child at risk of serious abuse or neglect.

Priority 2—a child of a parent (or both parents if you have a partner) who satisfies the Government's work, training, study test.

Priority 3— any other child.

The services unit may ask a priority 3 child to vacate a place to make room for a child with a higher priority. At least 14 days' notice will be given to a priority 3 child if the need to vacate arises.

## **Child Care Benefit (CCB) & Child Care Rebate (CCR)**

A family subsidy (Child Care Benefit) is available from the Family Assistance Office (FAO). The Family Assistance Office will assess parents' taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance may be claimed at a reduced Service fee or at the end of the financial year. Every family regardless of their income is entitled to this assistance.

The Child Care Rebate covers 50% of out of pocket expenses up to a maximum amount each year. The Child Care Rebate is not income tested. If you are claiming Child Care Benefit you are eligible for the Child Care Rebate if you meet a “work study test”.

### The New Child Care Package

From 1 July 2018, a new streamlined **Child Care Subsidy (CCS)** will roll two payments into one. In April 2018 all families currently in receipt of Child Care Benefit and /or Child Care Rebate for approved care will receive a Centrelink letter about transition to Child Care Subsidy. Families should follow the instructions in their Centrelink letter and go online to complete their Child Care subsidy assessment or claim for Child Care Subsidy as soon as possible.

Centrelink will send families an assessment of their Child Care Subsidy eligibility and entitlement after they complete their Child Care Subsidy assessment or Child Care Subsidy claim online. Child Care Subsidy will be paid directly to provider/s on behalf of these families from 2 July 2018

### Allowable Absences

You can be paid for any absence from approved care your child attends for up to **42 days per child per financial year**. Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences.

Public holidays will be counted as an absence if the child would normally have attended the Service on that week day, and fees have been charged for that day for the child. You can access your child’s absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

### Immunisation

Under the NSW Public Health Act 2010, an approved immunisation form from the Australian Immunisation Register (AIR) must be provided in order to enrol your child as follow:

- An **Immunisation History Statement** showing your child’s immunisations are up to date (including if your child has a medical contraindication or natural immunity to some or all vaccines), or
- An **Immunisation History Form** where an immunisation provider has certified vaccines given by another immunisation provider (i.e. vaccines given overseas) and ‘or organized to commence your child on a catch-up schedule for any overdue vaccines

Other immunisation records, such as the **Interim NSW Vaccination Objection Form, Blue Book, a GP letter or an overseas immunisation record** are **not acceptable**.

### Enrolment Information

There are a few documents we require from you to process your child's application. These are:

1. A birth certificate
2. Proof of address
3. Under the NSW Public Health Act 2010, an approved immunisation form from the Australian Immunisation Register (AIR) must be provided in order to enrol your child as follows:
  - i. An Immunisation history Statement, or
  - ii. An Immunisation History Form

Prior to commencing at our Service, you will be required to complete all enrolment documentation and pay the administration fee.

Please understand that it is essential we have up-to-date information in case of an emergency.

It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

We are also required to have certified copies of any court orders relating to the child.

**Please note:** According to Family Assistance Law , FDC educators and their partners are **not** entitled to child care payments for their own child's session of FDC if, on that same day, the FDC educator provides FDC for an approved FDC service, unless a specified circumstance applies.

### Arrival and Departure Times for Children

- All children must be signed in and out in the attendance sheet by parents or authorised person every day. All absences on the child's attendance record need to be confirmed by signature by

parents or authorized person.

- Parents are to inform your educator when a child has arrived and when he/she is going home by teaching your child to greet and say 'goodbye' to the educator.
- Only the people nominated by parents on the enrolment form have authority to collect children from family day care residences.
- For anyone else to collect a child, parents must notify the educator of the person collecting their child, and these persons will be required to show proof of identity (with photo) before the child is allowed to leave with them.
- Children will not be admitted to the services unit before the contract time.

### Home visit

CASS FDC Advisors will visit the educators regularly to provide support and encouragement and to observe the progress and development of the children in care. Families who wish to discuss the learning and development of their individual child are always welcome to contact the advisor or your educator.

### Educational Programs and Practice

We aim to develop and implement a program based on *Belong, Being & Becoming: the Early Years Learning Framework* for Australia and it is appropriate to the developmental and leisure needs of children. The programs are stimulating and interesting, and it encourages children to play, explore and develop new skills.

A balanced program will be implemented, providing opportunities for children to engage in indoor/outdoor, quiet/active, open/closed ended and small/large group activities. All children are encouraged to engage in all experiences. The programs provide children with opportunities for self-expression and self-direction. The programs also provide opportunities for children to develop friendships, cooperation, leadership and social skills.

We apply the following principles as the starting point for good practice: -

- Promote the importance of play
- Reflect the cultural and language diversity of families and the community
- Promote the respect for self & others
- Acknowledge each child as unique



- Address children’s needs for security and trust, and a positive self concept
- See parents as partners
- Regard staffs and educators as role models

**The program is displayed in your educator’s FDC residence.** The program will be implemented flexibly to meet the needs and interests of the children, also allowing spontaneity and enjoyment in the services unit. Children and families are welcome to be actively involved in the planning, implementation and evaluation of the program.

### Diversity and Inclusion

We respect the diversity among children, families, educators and staff, and we work towards seeing difference as enriching throughout our services unit and the community.

- ❖ Guidelines for the implementation of a cross-cultural and non-discriminatory curriculum
  - Structure the physical environment which reflects diversity
  - Incorporate aspects of a variety of cultures in the program
  - Help children learn respect and care through positive guidance method
  - Promote staff & educators development on multicultural issues
  - Promote acceptance of other languages
- ❖ Guidelines for the implementation of non-sexism program
  - encourage positive attitudes towards gender equity
  - present experiences and resources for the children, which are not based on sex role stereotypes
- ❖ Guidelines for the implementation of Aboriginal awareness and culture perspective
  - incorporate stories, books, crafts, action rhymes and dance and other suitable forms from Aboriginal culture in the program
  - use pictures, displays and other suitable visual means to reflect the Aboriginal nature of Australia
  - gather information about the Aboriginal society from Aboriginal people or organisations which have developed appropriate curricula concerning Aboriginal culture
- ❖ Guidelines for inclusion of children with additional needs
  - consult with the child's family resource persons and professionals to plan and implement an individual program for the child
  - keep written records relating to the child's integration for continual evaluation and development

## **Behaviour Guidance**

We aim to provide an environment where all children feel safe and cared for and one which encourages co-operation and positive interactions between all people. We will take actions to ensure that bullying cannot flourish.

Children are involved and families are consulted in setting rules and limits based on safety, respect for others, order, cleanliness and rules which help to create a caring environment. Children are to be given opportunities that enable them to be responsible for their own behaviour through helping them to develop problem solving skills.

When handling the challenging behaviour of children, our staff and educators will use the positive guidance approach. The educators will help children differentiate between the appropriate and inappropriate behaviours by explaining the rationale for why they should not behave in a particular way and the possible consequences. The staff and educators will encourage positive behaviour by being role models, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements. All staff and educators will refrain from using prohibited practices of teaching that are abusive, unlawful or unethical.

## **Exclusion**

- ❖ When children are feeling unwell, our services unit is not the best place for them. Parents have to arrange emergency care for their sick child(ren).
- ❖ If your child has an infection that could spread to other children, you should tell the educator.
- ❖ In the event of an outbreak of an infectious disease in our services unit, unimmunised children will be excluded for the period recommended by the Department of Health.
- ❖ The services unit strictly abides by the NSW Health guidelines in respect of infectious diseases and exclusions.

## **Medication**

- ❖ The educators will only administer prescribed medications and other medications provided that the Doctor or Pharmacy label is written in English and intact with the name of the child, dosage required and time to be given. Expiry date should be clearly visible and legible.
- ❖ Parents are required to complete the Medication Form.

(No medication will be given without written authorisation from Parent/guardian)

- ❖ Give medication to the educator. **Do not** leave medication in a child's bag.
- ❖ Parents must inform the educator if their child is/will be away (e.g. sick, holiday). Fee is still applicable to sick leave.

### Sun Safety

- ❖ Encourage all children to wear hats and wear sun protection clothing (with a collar, sleeves and long pants) when playing in outside areas.
- ❖ Encourage children to play under shade.
- ❖ Children are asked to bring their sunscreen. If children have not brought their sunscreen, SPF30+ Sunscreen from your educator is accessible to children.

### Child Protection

- ❖ All staff & educators have responsibilities to provide safe environment for children that are free of any type of abuse or harassment including sexual, physical or emotional abuse and neglect.
- ❖ Our services emphasize the prevention of abuse through careful procedures for screening prospective staff and educators, employment of positive discipline policy, reporting suspected child abuse and neglect, and providing ongoing training to educators & staff.
- ❖ Before registration of becoming an approved family day care educator, a person is screened by having the “Working with Children Check” in accordance with the Child Protection (Prohibited Employment) Act 1998, and their references and background are checked. Any person aged 18 years or over who resides at the educator’s family day care residence is requested to have the Working with Children Check to ensure he/she is a fit and proper person to be in the company of children.
- ❖ From time to time, the services unit arrange staff and educators to attend relevant training on child protection.
- ❖ The Nominated Supervisor shall respond immediately and sensitively to any allegations of abuse and address the issue with appropriate responses including rendering immediate action to protect from further abuse and offering legal, medical and/or psychological assistance as appropriate.
- ❖ Staff & educators are made aware that they have a legal obligation to report suspected abuse cases.
- ❖ In case there’s reasonable belief that a child is at **risk of significant harm**, the Child Protection Helpline -**133 627** (for mandatory reporter) or 132 111 (for general public) will be contacted.

## Child Record

- ❖ The services unit needs to collect some personal information of your child in order to meet the requirements of the childcare related Regulation, fulfill the duty of care, and provide culturally, individually and developmentally appropriate experiences for your child.
- ❖ Personal information will not be disclosed, used for other purposes or given to other organisations unless
  - parental consent has been given or
  - the use or disclosure is required or authorised by or under the law / is necessary to protect the health or safety of another individual.
- ❖ The personal information of your child is only accessible on a need-to-know basis by the services unit's staff & educators and management personnel of the Approved Provider, i.e. CASS Ltd.,
- ❖ Child Record is stored within the services unit & your FDC residence and is not accessible to the general public.
- ❖ Parents can request to access and change their child's records. Parents are asked to contact the Nominated Supervisor, office clerks or the child's educator to update or correct their child's records.

## Complaints & Disputes Handling and Resolutions

- ❖ The services unit welcomes genuine complaints as opportunities to meeting the children's needs and to improving the delivery of services to the services users.
- ❖ Parents can raise concerns to the Nominated Supervisor, staff or your educator.
- ❖ Serious complaints shall be dealt with directly by the Nominated Supervisor in consultation with CASS Executive Staff. If a matter still cannot be resolved, the person raising the issues shall fill out a formal complaint form and lodge it to CASS Children's Services Committee.

**A Feedback Channel sheet is displayed at your educator's FDC residence.**

## How to help your child settle

- ❖ Prepare your child for this new experience, e.g. talk about the service, drive or walk past the FDC premises and show them where they will be coming, organize an orientation visits.
- ❖ Increase the time your child spends at the service gradually, try to make their first day short and then increase gradually over the first few weeks.
- ❖ When it comes to the time to say goodbye, do it confidently, quickly and with a calm voice
- ❖ Always say goodbye to you child

- ❖ If your child is upset, reassure your child that everything is alright and you will return later, this can help them to settle
- ❖ Establish a goodbye routine, e.g. giving your child a cuddle or a quick story and handing them to an educator
- ❖ Talk to your child about their day
- ❖ Talk to your educator if you have any questions or concerns

### What to Bring each day

- ❖ A backpack
  - ❖ Clothing : two spare changes of clothes
  - ❖ A hat with broad brim
  - ❖ Clearly labelled bed sheet and blanket in a pillowcase or sleep bag if you child requires a rest / nap
  - ❖ A security item for rest time (if needed)
  - ❖ A water bottle
  - ❖ Food: please provide health snack and lunch (no nuts please)
  - ❖ A minimum of six nappies per day if they are still in nappies
- \*please label everything