



Armidale Family Day Care



Coordination Unit Hours:

Monday to Thursday 8:30am – 4:30pm

Office Address:

Ground Floor, 95 Faulkner Street, Armidale NSW 2350

Postal Address:

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Telephone: 02 6772 5300

Email: admin@afdc.org.au

Website: www.armidaleanddistrictfamilydaycare.com

What is Armidale Family Day Care

Armidale Family Day Care is the only not for profit service located in Armidale and environs. Armidale Family Day Care offers a unique form of childcare in which trained, qualified Educators provide home based, high quality education and care in the Educators' home learning environments.

Our Coordination team approve, support, train and advise educators, who provide quality education and care services that are accessible, flexible and affordable. Care available seven days a week for full-time, part-time, casual, emergency, before & after school and vacation care, subject to Educator vacancies. Children from 6 weeks to 13 years of age can access the service.

Local Educators provide consistent, personalised care for local families; as a family you will be able to build a positive working relationship with your Educator. All this makes for a nurturing, fun and educational experience for your child.

Mission Statement

Armidale and District Family Day Care acknowledges the Principles and Practice of Early Years Learning Framework. Our Service seeks to build a sense of community between Educators, Families, Staff and Management with a shared vision of high quality services and positive outcome for children in care.

Philosophy

We acknowledge the traditional custodians of this land

Our service seeks to build a sense of community between all partners with a shared vision of high quality services and positive outcomes for children in care. Armidale & District Family Day Care acknowledges the principles and practices of the Early Years Learning Framework.

We are committed to:

- Respecting children's rights as developing, yet capable, individuals.
- Providing children with security, consistency and learning through nurturing relationships.
- Working in partnership with families, educators, staff and management, encouraging their input and respecting their influence and diversity.
- Supporting educators in their professional role to maintain high expectations for children's learning.
- Reflecting on current practice and accessing relevant, high quality, professional development to ensure best practice.
- Upholding the National Regulations and Law, the National Quality Standards and ECA's Code of Ethics.
- Advocating on behalf of all children and promoting Family Day Care as a high quality Early Childhood Education and Care option.

We share the values of:

- Providing children with a strong sense of belonging and identity within their community.
- Acknowledging the central role of play in learning and the importance and influence of play environments.
- Recognising the learning potential in the natural environment and the need for sustainability.
- Maintaining open and respectful communication with all children, families, staff, management and the wider community.
- Promoting inclusive practices and ethical decision making.
- Maintaining current knowledge of issues within the Early Childhood Education and Care community.

Service Aims

Armidale and District Family Day Care (AFDC) aims to:

- Facilitate the provision of high quality, flexible, affordable childcare to families.
- Recruit, train and support educators who will provide an environment which supports the individual child's abilities, cultural heritage, home language, religious beliefs and family lifestyles.
- Encourage participation in positive, developmentally appropriate experiences.



- Provide support, advice and understanding of families.
- Provide opportunities for sharing resources and information, including play sessions.

Management Structure

Armidale & District Family Day Care Ltd. is a not for profit, community-based corporation, managed by a voluntary Board of Directors. It is responsible for the operation of the service; that is:

- Signing funding agreements with the Australian Government,
- Being the licensee & employing managers to operate the service according to Australian Government legislations,
- Providing premises for the Coordination Unit, and
- Providing overall guidance through policy development.

If you would like to find out more about participating in the management of AFDC, please contact the Coordination Unit.

Our Early Childhood Educators

AFDC's Educators are self-employed people who are selected for their personal qualities and their interest in providing a healthy, safe and stimulating environment for children. All AFDC Educators have:

- A Certificate III or Diploma in Children's Services;
- Current First Aid, Asthma and Anaphylaxis qualifications,
- Working With Children Checks for both themselves and adult household members;
- National Criminal Record Checks;
- A minimum of \$10 million dollars Public Liability Insurance, and
- A commitment to upholding the National Quality Standards and working within the National Regulations and Law and the National Quality Framework as well as our service policies and procedures.

Fee and Subsidy Information

Armidale Family Day Care sets the range of fees for our service. Child Care Subsidy is provided by the Australian Government to assist with the cost of care. Fees currently range from \$8.60 per hour to \$13.60 per booked hours of care.

AFDC's fees are deregulated and Educators, as self-employed people, are able to determine their own fees for service and conditions, in accordance with AFDC's Fee Setting Policy.

Educators Fee Schedules may include individual hourly rates for:

- Core Hours of Care (8 am – 6 pm);
- Out of Core Hours (6 pm – 8 am);
- Before and After School and Vacation Care;
- Weekend and Public Holiday Care;
- Casual Care; and
- Penalties for the late collection of children.



Educators may request a **Surety Fee** of one or two week's full weekly fee prior to the commencement of care, which will be returned upon the cessation of care.

Educators provide families with a copy of their fee schedule at the time of interview.

Enrolment Procedures:

When you wish to enrol their child with Armidale Family Day Care our Coordination Unit team will assist you with the online enrolment process. A link to online enrolment is available at:

<https://portal11.harmonykids.com.au/OnlineEnrolments/Register?id=74ba13ed-80d4-4792-8d0f-462a9f21b32a>

Conditions of Care with Armidale Family Day Care

Hours of care:

You should negotiate the booked hours of care with your chosen Educator prior to the commencement of care; normal fees for booked hours of care are payable regardless of whether they are used or not. Should you wish to change your care hours, you should negotiate these changes with your Educator, providing two weeks written notice.

Arrivals and Departures from Care:

As a parent, you must be aware that, when on the Educators premises, your children are your responsibility prior to being signed into care and after being signed out of care.

Access to and Collection of Children:

Your educator will only allow access to, and release children into the care of, an authorised emergency contact who has been nominated by your family. The nominated person must be prepared to have proof of identity available for your Educator to sight.

Completion of Attendance Records:

Completion of Attendance Records, either electronically or manually, is a legally binding requirement under Family Assistance Law. If your family is enrolled with an Educator who uses Electronic Attendance Records, you will be provided with PIN numbers to sign attendance records and timesheets.

Parenting and Consent Orders:

If a Parenting and/or Consent order is in place in relation to your child/ren it can only be acted upon where a copy has been provided to the Coordination Unit; we will in turn provide a copy of the Order/s to your Educator for their records.

Medical Management:

If your child has a health care need, allergy or relevant medical condition such as asthma, diabetes or the risk of anaphylaxis, you must provide AFDC with a Medical Management Plan, prepared by a medical practitioner, detailing treatment, medication and strategies to minimise risks whilst your child is in care prior to the care commencing.

Late Collection of Children:

If your child does not arrive within 15 minutes of their booked arrival time, your Educator may go about their daily routine. Your family must contact your Educator if you are unable to deliver your child into care or to collect them on time.

AFDC Educators levy penalties on late collection of children; these fees do not attract Child Care Subsidy.

Payment of Fees

Your weekly fee is payable to your Educator on the first care day of each week, or by prior arrangement. Payment of all fees is mandatory. Failure to pay fees within fourteen days will result in the cancellation of care, followed by legal action for the recoveries of all outstanding debts, the costs of which will be added to the principle amount owing.

Parent Statement of Entitlement

Your families will be provided with fortnightly Statement of Entitlement to Child Care Subsidy through our *Harmony* software package.

Absences from Care

Normal fees are payable for all absences from booked care. Calculated fees are payable for absences from casual care where less than 24 hours' notice has been given.

Each child is eligible for Child Care Subsidy for 42 absences per year, across all approved services that they may be using. These absences can be taken for any reason and do not require supporting documentation. Public Holidays are classified as Absence days.

Child Care Subsidy cannot be claimed for absences which occur on a child's first booked day of care nor for an absence from which a child does not return.

Public Holidays:

Normal fees are payable for absences due to gazetted National, State and local Public Holidays if the child would normally have attended care on the day were it not to have been a Public Holiday. If care is required on a gazetted Public Holiday, the individual Educator's *Public Holiday* hourly fee will be payable.



Closure of an Educator's Service:

If your Educator chooses to close their service, they must provide your family with two weeks' written notice. Your family will not pay fees to your Educator when the Educator's service is closed.

Should your Educator become unwell or have a family emergency, they will provide families with as much notice as possible and will notify AFDC's 24 hour emergency contact. We will endeavour to provide your family with alternative care whenever possible.

Child Care Subsidy

Child Care Subsidy is a means tested payment that assists most families with the costs of child care. Child Care Subsidy is paid directly to AFDC on behalf of families and we channel the Child Care Subsidy on to Educators as a fee reduction, which reduces the fees that a family pays to the Educator for the care of their child. Three main factors determine a family's level of Child Care Subsidy. These are:

- Family income — the combined adjusted taxable income of parents/guardians
- Activity test — the participation activity level of the parents/guardians.
- Hourly rate caps — that apply to the type of childcare service and age of the child

Further information on accessing Child Care Subsidy is available on Services Australia's website:

<https://www.servicesaustralia.gov.au/centrelink-online-account-help-update-your-activity-test-for-child-care-subsidy>

Immunisation

Upon enrolment, you must provide an Australian Immunisation Register (AIR) History Statement (that shows a child is up to date or can't be immunised for medical reasons) OR an AIR Immunisation History Form (that shows a child is on a recognised catch-up schedule), when enrolling a child in childcare.

You can request a copy of your child's AIR Immunisation History Statement at any time by:

- using your Medicare online account through myGov <https://my.gov.au/>
- using the Medicare Express Plus App:
www.humanservices.gov.au/individuals/subjects/express-plus-mobile-apps
- calling the AIR General Enquiries Line on 1800 653 809 Further information is available from NSW Health; www.health.nsw.gov.au/immunisation.

Child Protection:

Our Coordination Unit team and Educators hold current Mandatory Child Protection training and awareness; we are mandatory reporters with an obligation to ensure the safety, welfare and well-being of children in care.

Complaints & Grievances

In order to foster positive relations between families, Educators & the community, we have formal arrangements for handling complaints and ensuring they are dealt with fairly and promptly.

1. If you have a complaint or a concern, you should generally discuss it in the first instance with your Educator;
2. If the matter is not resolved at this level, you should bring the matter to the attention of our Nominated Supervisor or Business Manager, and
3. Should these steps be unsuccessful, or inappropriate, the matter should be raised with AFDC's Board of Directors.

Neither Directors nor the Coordination Unit Staff are able to make decisions which override pre-existing legislation.

Families may obtain a copy of AFDC's Complaints Handling Policy from the Coordination Unit or from our website.

Confidentiality & Privacy

We aim to protect the privacy and confidentiality of all individuals by ensuring that all records and information about children, families, Educators, staff and management are securely stored and are only accessed by, or disclosed to, those individuals who need the information to fulfil their responsibilities at the service, or in line with pre-existing legislation.

The service's Confidentiality and Privacy policies are available from our website, at Educator's homes and upon request from the Coordination Unit.

Children's Illnesses and Injuries

Sick children must be excluded from childcare. If your child is ill or has contracted a contagious disease, they will not be accepted into care. If your child becomes ill whilst in care, your Educator will contact you immediately .

If your child is suffering from infectious disease, they must be excluded from care for the periods prescribed by the NSW Department of Health. Refer:
<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/childhood.aspx>

You may be requested to obtain a medical certificate stating that your child is permitted to return to care.

Your Educator is not permitted to administer any medication to your child without your written permission, which must be provided for every occasion for which medication is required.

In case of an incident or injury to your child, your Educator will make every effort to contact you and/or your authorised emergency contact immediately and will seek the support of our Coordination Unit team.



In the case of a serious incident or injury, your Educator will seek urgent medical attention prior to contacting your family and our Coordination Unit team. Medical costs incurred in such an instance are the responsibility of the child's family.

Your educator will complete an Incident, Injury, Trauma and Illness record form on the occasion of any incident. You will be asked to sign this form, copies of which will be provided to our Coordination Unit team.

All accidents, injuries and incidents that require medical attention must be reported to the NSW Early Childhood Education Directorate.

Nutrition

We encourage all families to provide children with food and drinks that are nutritious, adequate in quantity, varied and able to be offered at frequent intervals, appropriate to the needs of the individual child.

Drinking water will be available to children at all times and Educators will encourage children to drink water.

Programming:

Your Educator will plan and programme activities and learning opportunities for your children. Their programmes will be based on the interests of the individual child, the group of children and the Educator's daily evaluations and reflections.

We encourage you to contribute to the programming by providing your Educator with information about your child's interests.

Service Policies and Procedures:

Our service policies and procedures are based upon the requirements of the National Regulations and Law, the National Quality Standards, Early Years Learning Framework and My Time, Our Place and are all accessible on our website.

We will provide you with a copy of our *Medical Conditions Policy* upon enrolment. Your adherence to this policy is important to protect the health of both Educators and children.

Armidale & District Family Day Care was established in 1983 and is the only locally operated, community-based service in Armidale.

Thank you for considering us as your preferred childcare service.