



## **FAMILY HANDBOOK**



***Welcome to Bayside Family Day Care***

REV. JULY 2009

# TABLE OF CONTENTS

Contact details	3
Philosophy	4
Aims and objectives of the Scheme	5
Role of Coordination Unit	8
Role of the Carer	9
Parent and Children in Family Day care	10
Subsidies for Child care benefit	10
How do I pay my fees	10
Timesheets/Attendance Sheets	10
Booked Hours	11
Parent Administration Levies	11
Delivery and Collection of Children	11
Gates and entrances	11
Transport – Regular outings and excursions	11
Alternative Care	11
Placement Not working	12
What do I do when my needs change	12
How do I obtain access to my child's records	12
Change of information	12
Playgroup	13
Guidelines for administration of medication	14
Injections	15
Health & Hygiene	15
Injury/Illness	15
Clothes	15
Sun	15
Pets	16
Students and volunteers	16
How to lodge a complaint	16
Quality assurance	18
Important policies for families to know	22
Waiting list	22
Child Protection	23
Suspected Child abuse	23
Guiding children's behaviour	25
Sun Safety	27
Nutrition	29
Anti discrimination & equal opportunity	32
How access the policy & procedures manual	33
Privacy agreement	33

**For Suggestions or Feedback, Email Us**

[manager@baysidefamilydaycare.com](mailto:manager@baysidefamilydaycare.com)

## CONTACT DETAILS

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Manly 41179 Queensland AUSTRALIA

**Telephone:** 07 3393-4444 (ANSWERING MACHINE AFTER HOURS)

**Fax:** 07 3396-9890

**Email:** [manager@baysidefamilydaycare.com](mailto:manager@baysidefamilydaycare.com)

**Web:** [www.baysidefamilydaycare.com](http://www.baysidefamilydaycare.com)

**Scheme Hours:** 8.30 am – 4.30 pm Monday – Friday  
Appointments are available outside listed office hours.

**Scheme Staff:**

**Linda Harnett - Manager**  
Master of Arts, Bachelor of Community Welfare  
Diploma of Childcare & Education  
Certificate of Welfare Practices  
Dip. Business | Dip. Business (HR)  
Hrs: Mon to Fri 8.30 am – 4.30 pm  
On-call after hours 0403 265 344

**Jane Younger - Coordinator**  
Qualified Early Childhood Teacher  
Bachelor of Arts-Psychology (with Honours)  
Postgraduate Certificate in Education  
Hrs: Mon/Tues/Thu/Fri 8.30am – 4.30pm

**Adele Moon – Coordinator**  
Bachelor Teaching (Primary)  
Graduate Diploma, Education  
Hrs: Mon – Thursday – 8.30am – 4.30pm

**Samantha Jackson-Van Hummel - Playgroup Co-ordinator**  
Dip. Child Care and Education

**Clare McGaw - Administrative Officer**  
Current – Cert 4 in Business & Administration

**Kate Ford - Redlands Playgroup Co-ordinator**  
Bachelor of Human Services  
Graduate Diploma in Education (Early Years)

**Sponsored by:** **Community Childcare Inc.**  
PO Box 170 Wynnum QLD 4178  
President: **Denise Robinson**, 3396 5506 or 0411 484 732

**Licensed by:** **Department of Communities**  
P.O. 1169, Cleveland, QLD 4163

**Funded by:** **Department of Education, Employment & Workforce Relations**  
GPO Box 9820, Brisbane, QLD 4001  
Phone: (07) 3005 606

# Bayside Family Day Care

## PHILOSOPHY

### Vision

*'Creating a Community of Families'*

### Values

Bayside Family Day Care embraces the Social Justice Principles of Fairness, Equality, Accessibility and Advocacy.

Our Passion is to assist children to grow to be confident and socially competent members of the community who positively embrace the world and engage respectfully with the people in it.

### Mission

As your service our mission is to:

- Promote a sense of community through the connectedness of staff, Carers, families, children, their family day care friends and the broader community.
- Engender trust and confidence in the scheme and carers that is achieved through two-way communication and shared values.
- Provide a warm welcoming family environment where children feel special, are nurtured, comfortable and safe, and are treated as individuals.
- Facilitate children's learning in fun and exciting ways through enriching experiences, creativity, exploration of the physical and natural environments, and social and community interactions.



## ABOUT OUR SERVICE

The Bayside Family Day Care Scheme was established in 1983 to provide quality home-based child care in the following geographical areas:

- Lota, Manly, Manly West
- Gumdale, Ransome, Wakerley
- Belmont, Tingalpa
- Alexandra Hills, Capalaba, Capalaba West
- Sheldon, Mt Cotton
- Birkdale, Thorneside
- Wellington Point, Ormiston
- Cleveland, Thornlands
- Victoria Point, Redland Bay

Please Visit

[www.baysidefamilydaycare.com](http://www.baysidefamilydaycare.com)

for more information about our current service areas.

Be sure to visit [Playgroup](#) and other important pages as well!

Family Day Care is flexible small group care that offers parents and children the benefit of personalised attention in a safe family environment. Carers operate from their own homes and are assessed, registered, trained, and supported by the Bayside Family Day Care Coordination Unit. The Scheme is licensed and regulated by Department of Communities, and funded by the Commonwealth Department of Family and Community Services.

## THE AIMS AND OBJECTIVES OF THE SCHEME

### AIMS:

- \* To provide affordable, safe, high quality home based care with developmental opportunities for young children; and
- \* To provide a service which reflects the multicultural nature of our society, and meets the individual needs of children and their families, including special needs; and
- \* To provide equal access to all families requiring home based child care while observing the priority of access guidelines as required by the Commonwealth Department of Families, Housing, Community Service and Indigenous Affairs (FAHCSIA)

### Priority of Access

The central consideration in the operation of the Scheme is to ensure that parents and children have access to quality child care appropriate to their needs regardless of income, cultural background, disability or geographical location.

**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/study test under section 14 of the family Assistance Act.

**Third Priority:** Any other child.

Within each category the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families;
- Children in families, which include a person with a disability;
- Children in families with a non-English speaking background;
- Children in socially isolated families; and
- Children of single parents.

## **OBJECTIVES:**

- To operate a Family Day Care Scheme which is supportive of both families and Carer who cater for the social, emotional, physical and intellectual developmental needs of young children; and
- To provide a flexible Family Day Care Scheme that can where possible, offer full-time, part-time, shift-work, occasional care, emergency care and before and after school care; and
- To promote understanding, tolerance and mutual respect for all Scheme participants through communication, education and training; and
- To involve users and the local community in the planning, management and integration of the Scheme; and
- To promote co-operation between the Scheme and other community agencies by the creation of useful networks.

## **Management Committee**

The scheme is operated under the authority of Community Childcare Inc; a non-profit Community based Management Committee. This Committee meets at 7.00pm, 4<sup>TH</sup> Wednesday of each month at 40 Bay Terrace, Wynnum 4178 ('Children @ Bay Terrace' Child Care Centre)

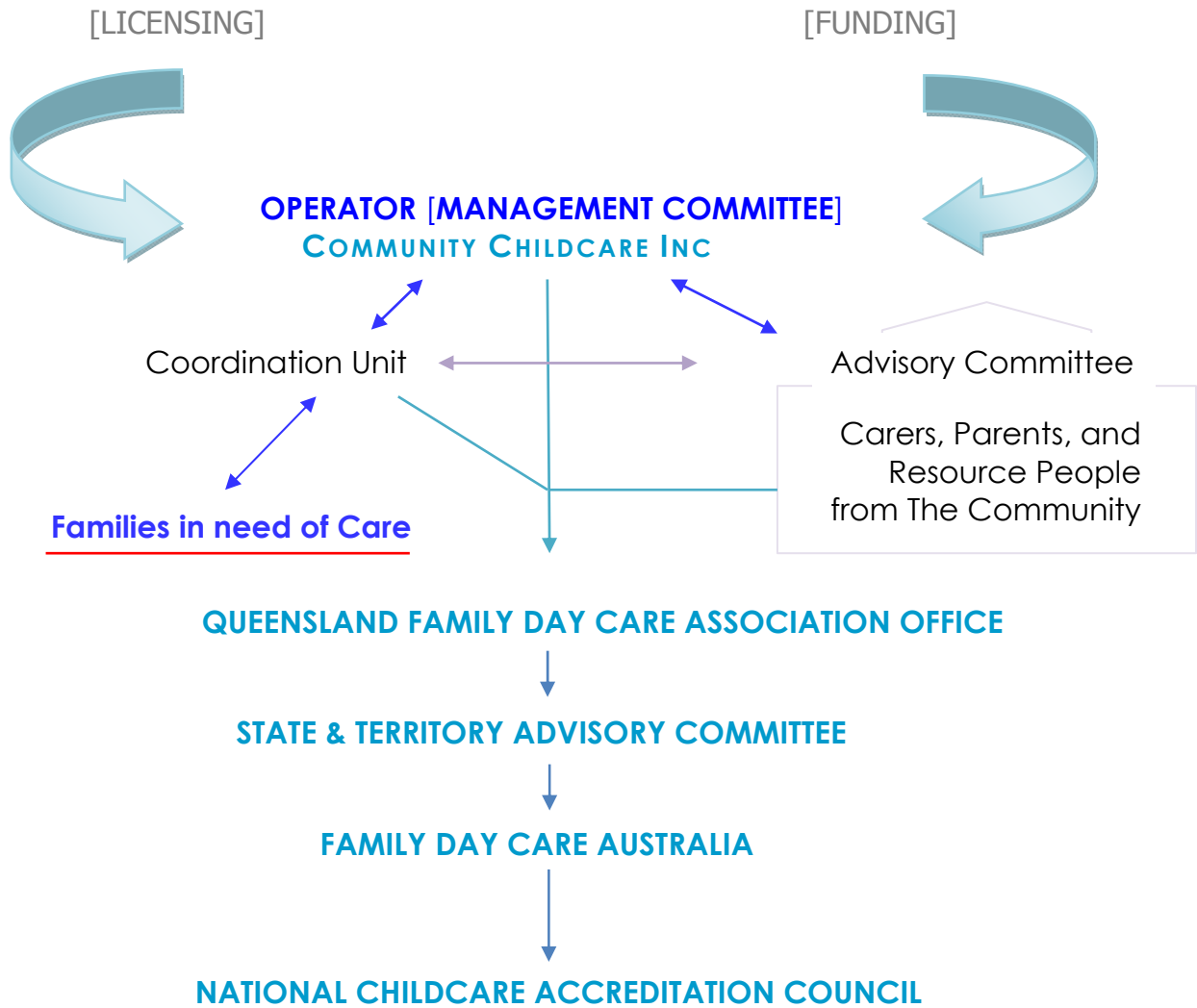
## **Advisory Committee**

An Advisory Committee meets at 7.00pm on the 1<sup>st</sup> Wednesday of each month and reports to the Management Committee. Parents and Carers are encouraged to participate in both levels of Management.

# STRUCTURE OF THE ORGANISATION

Department of Communities

Department of Families,  
Housing, Community  
Services & Indigenous  
Affairs



## **THE ROLE OF THE COORDINATION UNIT**

The Coordination Unit is responsible for the Supervision of the Family Day Care Scheme. Tasks undertaken from the office by the Coordination Unit include:

- Arranging childcare for parents
- Processing Childcare Benefit
- Managing the scheme's operations and finances
- Recruitment of Carers

The majority of the Coordinators' time is spent in fieldwork and includes:

- Training & support for Carers
- Monitoring quality of care through regular visits to Carers
- Liaising & networking with other agencies in the Community
- Marketing Family Day Care as a quality service, one that caters for families from culturally & linguistically diverse backgrounds, and those with special needs

### **SUPPORT TO PARENTS**

The Coordination Unit will provide information, support and referral to parents on a range of matters, including:

- Child development
- Behaviour management
- Health matters
- Liaising between parent and Carer if required
- Arranging alternative care when needed (e.g. Carer on holiday or sick)
- Assistance with fees

### **SUPPORT TO CARERS**

- Guidance, support and on-the-job training through home visits
- Provision of resource materials, educational books, and videos on early child development, health, etc.
- Playgroup, Toy Library, Equipment such as strollers, high chairs, cots, etc.
- Provision of monthly In-service Training by Early Childhood professionals
- Resourcing and supporting Carers who undertake further training through TAFE, and University
- Liaising between parents and Carers where appropriate

## THE ROLE OF THE CARER

Family Day Carers are a skilled group of people with special qualities, who provide high quality care for children in their homes.

They are professional Carers, meeting the high standards expected by the Scheme, the Department of Families, Housing, Community Service & Indigenous Affairs (Funding) the Queensland Department of Communities, and the National Childcare Accreditation Council.

Carers are people who:

- are warm, caring, energetic, flexible, and enjoy working with children; they can communicate easily with children, parents and staff of the Scheme; and they must have a sound knowledge of children's needs and development.

Before being approved by our scheme, Carers must undergo quite strict appraisals. To be registered by Bayside Family Day Care they must have:

- A current first aid certificate and annual CPR (Resuscitation) Certificate
- A Positive Notice Suitability Card (Criminal history check)
- Suitability and safety of the home
- Development of emergency and evacuation procedures
- Medical check-up
- References
- Vehicle Safety Checks
- Public Liability Insurance to \$10 million

Once registered, their Co-coordinator visits the Carer regularly. Telephone contact is also maintained. An important relationship is developed between the Co-ordination Unit, Child Care workers, children and Parents.

### IN SERVICE TRAINING PROGRAM

Throughout the year, Carers and staff plan for, and attend, In-service training which covers a wide variety of subjects. Qualified Early Childhood Educators deliver the training. Parents are welcome to attend. Consult our website for more details and resources:

[http://www.baysidefamilydaycare.com/quality\\_assurance.htm](http://www.baysidefamilydaycare.com/quality_assurance.htm)

## **PARENTS & CHILDREN IN FAMILY DAY CARE**

As the parent or guardian of a child in Family Day Care, you will be entering into a very special partnership, sharing the care and responsibility of your child with someone else: your Carer. It is important that you take time to get to know each other. It is necessary also that you share information on a day-to-day basis about your child. We suggest that you negotiate a time with your Carer when this exchange takes place so that it does not infringe on their responsibilities to children.

We encourage you, as a parent in Family Day Care, to have regular contact with your Co-coordinator and the Co-ordination Unit -- to tell us what is important to you. This contact is necessary to the provision of a high quality service.

Should you have any concerns, please contact your Coordinator to discuss the matter. We encourage you to voice any concern promptly, because this helps to prevent a manageable issue from developing into a major problem.

### **FEES**

#### **SUBSIDIES FOR CHILD CARE BENEFIT**

The Child Care Benefit is available to all eligible families irrespective of income. Your rate of Child Care Benefit depends on your estimate of your family's annual taxable income, which will be checked by Centrelink through the Taxation Office at the end of the financial year. At this time, a reconciliation of your Child Care Benefit will be undertaken. A debt can be incurred should you inadvertently underestimate your gross combined income.

#### **HOW DO I PAY MY FEES?**

Based on the information provided on the Carers timesheet, the Family Day Care office will pay the Child Care Benefit you are entitled to each fortnight to the Carer. You will pay the amount that is left, directly to the Carer. Failure to pay fees regularly on a mutually agreed day may result in cancellation of your child care arrangements. If you experience unexpected financial difficulties, please contact the office as soon as possible as Special Childcare Benefit may be available to help you pay your fees.

### **TIMESHEETS/ATTENDANCE SHEETS**

Parents must sign a daily attendance to indicate their child's hours of attendance. This is to comply with Commonwealth Government financial accountability requirements. If you do not sign the Attendance Sheet, you are not entitled to Child Care Benefit.

## BOOKED HOURS

Parents must adhere to booked hours. Carers arrange their commitments around children's' designated booked hours. Please show sensitivity to the Carer and their families' needs by being on time. Should you need to have a lengthy discussion with your carer, please, make a time mutually agreeable to you both.

## PARENT ADMINISTRATION LEVIES

Parents pay a small fee per hour plus a weekly levy that helps towards the cost of operational activities and resources such as:-

- Educational toys
- Children's Story Books
- Equipment - strollers, cots, capsules, car seats, high chairs etc
- Special events such as the Children's Christmas Party

## DELIVERY AND COLLECTION OF CHILDREN

Upon enrolment, parents must notify the scheme in writing, advising the names of persons authorised to deliver and collect children. The nominated person must deliver/collect the child/ren in person to/from the Carer. Please advise the office of any change regarding these arrangements. As a consideration to your Carer, at all times **be on time** when delivering and collecting your child/ren.

## GATES & ENTRANCES

It is important the Parents remember to close gates and entrance doors when entering and leaving the Carer's premises.

## TRANSPORT – REGULAR OUTINGS AND EXCURSIONS

From time to time, your Carer or Co-ordination Unit may wish to take your child/ren on excursions. These may include visits to the museum, theatre, zoo etc. Your permission will be sought to attend these excursions. You will need to sign a Special Permission Form.

## ALTERNATIVE CARE

If for some reason, your usual Carer is unable to care for your child/ren, e.g. sickness, please contact the Family Day Care office as soon as possible and we will work to arrange alternative care. Priority will be given to placing your child with a Carer they already know.

## PLAYGROUP

If your Carer should be called away in an emergency, the Coordinators will arrange alternative care and you will be informed immediately.

### PLACEMENT NOT WORKING

In the event of your child not settling into care, please contact your Co-coordinator to discuss your placement, so that they may assist you with the settling in process or make alternative arrangements.

### WHAT DO I DO, WHEN MY NEEDS CHANGE?

Should your child care requirements change, and

- Your child needs something different
- You need to increase/decrease hours
- You wish to terminate care, or
- Something else

Please call into our office, or telephone the Coordination Unit at 07 3393 4444. We are happy to discuss your needs.

### HOW DO I OBTAIN ACCESS TO MY CHILD'S RECORDS?

Information kept in children's files is for the purpose of delivering quality outcomes for children, as well as meeting legislative requirements regarding health, access, etc. Families have a right to view or have a copy of information kept about their child. Should you wish to access this information, please contact the Manager to arrange a suitable time.

### CHANGE OF INFORMATION

**It is MOST IMPORTANT that the Carer and Coordination Unit Office have UP TO DATE INFORMATION on hand at all times, contained in the Enrolment Forms.**

Please make sure that the office is notified immediately if there is a change in your contact details, such as workplace, home or mobile telephone numbers, address, or emergency contact details.

Playgroup is an important part of Family Day Care activity and is of benefit both to your child/ren and to the Carer. All Carers are expected to attend if possible. Children enjoy mixing with larger groups and experience activities different to those available on a day-to-day basis in the home.

At the same, time Playgroup gives Carers the opportunity to meet each other and to share experiences and ideas. At least one Coordinator or representative from the Family Day Care office is present at every Playgroup session.

The Playgroup Leader ensures there are exciting and challenging activities introduced weekly. We expose your child to the world through cultural activities, stories and songs in other languages, multicultural cooking and seeing interesting artifacts from other countries.

### **Playgroup Venues: Days | Times | Contact Numbers**

Playgroup is held in two venues; one in Manly West, the other in Redlands. The Manly West Playgroup operates **during school term**, on Mondays and Wednesdays from 8.45-10 am and 10-11.45 am. The Redlands Playgroup also operates during school term on Fridays from 9.00-11.15am, and often provides extra playgroup sessions during school holiday periods.

Consult our website for more details on schedules and activities:

<http://www.baysidefamilydaycare.com/playgroup2009.htm>

<b>Manly West</b>	Wynnum Gospel Hall 161 Preston Road Manly West Phone: 0401 525 773	<b>Redlands</b>	Redlands Community Hall Weinam Street Redlands Phone: 0423 773 612
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### **HOW CAN PARENTS CONTRIBUTE TO PLAYGROUP?**

Parents are encouraged to join in Playgroup activities.

#### **Share your language or culture at Playgroup**

If you know or speak another language we would love you to read a children's story in your language, or sing a song, or do a dance, or show us some interesting artifacts from your country of origin. We value other cultures.

#### **Share your hobby at Playgroup**

Do you play an instrument? Do you have a hobby that you think children would like to see? Please phone us we would love you to share your hobby with the children.

#### **Children's Clothes at Playgroup**

Parents are requested to send children to playgroup in play clothes to prevent staining of good clothes.

#### **Recyclable material for Playgroup**

Any donations of recyclable material for use at playgroup are greatly appreciated. Please phone the Playgroup Coordinator on 3348 7336, Monday to Thursday, between 8am and 12pm.

## **GUIDELINES FOR ADMINISTRATION OF MEDICATION TO CHILDREN IN FAMILY DAY CARE**

The following guidelines are based on the Policies adopted by the Bayside Family Day Care Scheme in consultation with Queensland Health.

### **PRESCRIBED MEDICATION**

- A Carer may give medication provided it is given strictly in accordance with written instructions by the child's doctor and is requested by parents in writing on the form provided by the Carer. The instructions by the doctors need to indicate the patient's name, the specific quantity of medication to be administered at specific times and the duration of treatment.

### **NON PRESCRIBED MEDICATION**

- Non prescribed oral and topical medication (e.g. cough linctuses, paracetamol, skin lotions) may not be given by the Carer to children unless prior written permission is obtained from the child's parent
- In an emergency paracetamol may be administered as per the permission provided in the Parent Agreement Form on Enrolment.

Medication must be handed to the Carer by the parent on arrival. The Carer will ensure that medication is stored in a secure place and that all unused medication is returned to the parent each day.

**MEDICATION WILL ONLY BE ADMINISTERED TO THE CHILD  
WHOSE NAME APPEARS ON THE LABEL.**

**AT NO TIME  
WILL ANY MEDICATIONS PROVIDED FOR ONE CHILD  
BE ADMINISTERED TO ANOTHER.**

## INJECTIONS

Administration of injections will be discussed on an individual basis in consultation with the Co-coordinator, parent and Carer.

## HEALTH AND HYGIENE

Bayside Family Day Care ensures that Carers observe strict health and hygiene practices to minimise health risks.

You are requested to keep your child at home when they are ill to prevent the spread of infection to the other children in care, Carers and their families. This also minimizes the risk of re-infection of your child.

## INJURY/ILLNESS

Bayside Family Day Care ensures that:

1. Where a child attending Family Day Care has an accident or becomes ill while care is being provided all reasonable steps are taken:
  - A. to provide **immediate medical aid** to the child, if necessary, and
  - B. **to notify the child's parent** of the nature of the incident or illness
2. A parent or other responsible person is notified of any medication administered to the child and any other matter concerning the child's health that comes to notice while this child is in care.

## CLOTHES

Please supply a hat, shoes and extra clothing for your child to allow for all weather conditions, changes & messy play. Also, advise your Carer of any culturally specific clothing you wish your child to wear for play or sleep times. Where your child is not yet toilet trained, please inform your Carer of their particular routine and requirements; and supply an adequate number of nappies to ensure your child is comfortable throughout the day.

## SUN

Please supply sunscreen and a hat for your child. Your Carer will apply sunscreen to your child during outdoor play and ensure that they wear the hat you have supplied. Sunscreen will be reapplied throughout the day as required and in accordance with the directions on the sunscreen container. Carers will minimize outdoor activities at peak sun exposure times of the day.

## **PETS**

Pets are in many Carers homes as an integral part of family life. If you have any reservations about pets, please discuss this matter with the Co-ordinator. You will be advised of any pets owned by your Carer prior to commencing care. Further, your Carer will inform you of any new pet they are wishing to add to their family day care home.

## **STUDENTS AND VOLUNTEERS**

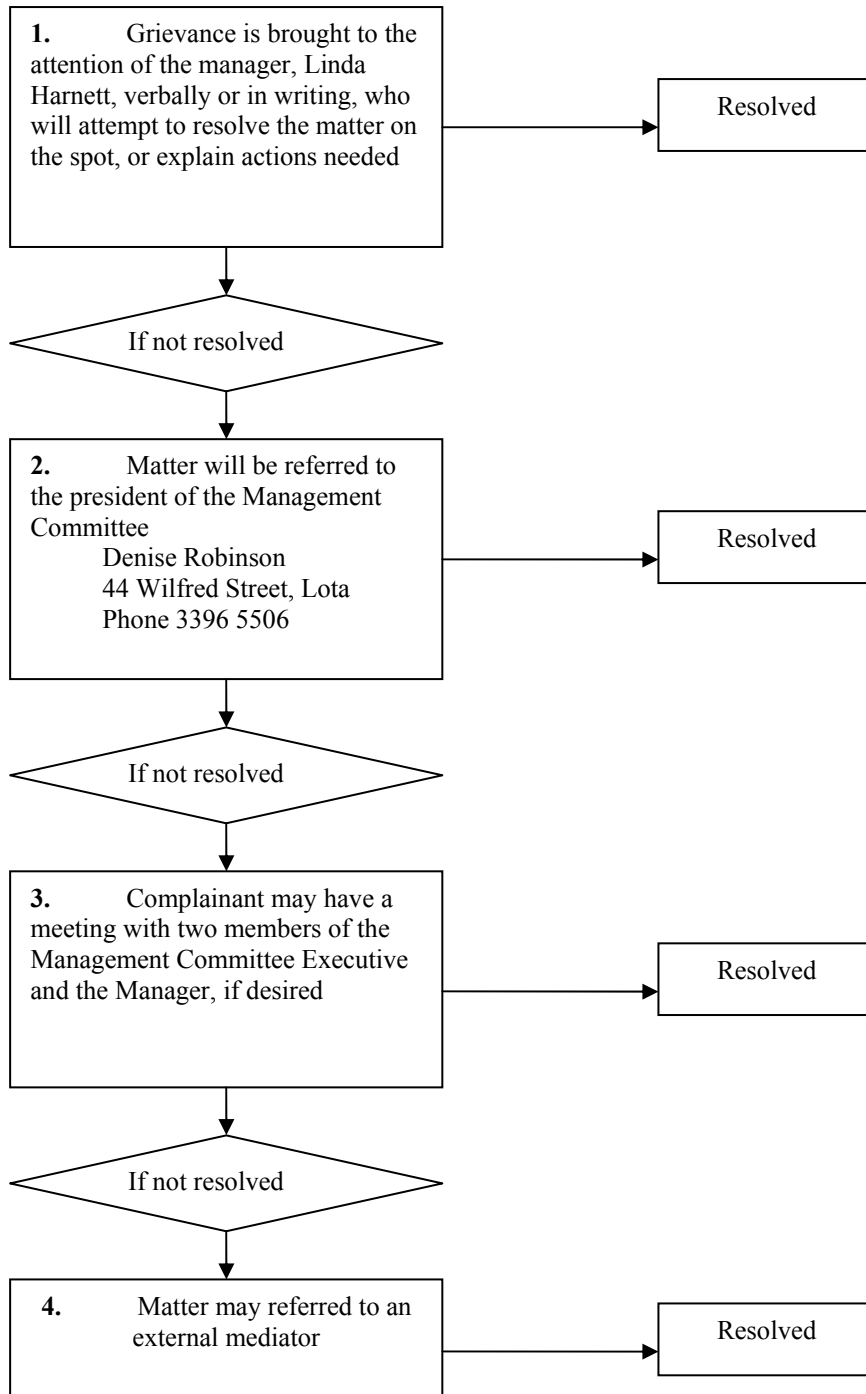
This scheme supports work experience and volunteer programs. Students and volunteers gain valuable experience in all aspects of the Family Day Care environment. At no time are students or volunteers left to assume total responsibility for children.

## **HOW TO LODGE A COMPLAINT**

Most situations can be resolved through discussion with your Carer or Coordinator. Should you feel, however, that your issues have not been resolved to your satisfaction, you may lodge a formal complaint with the service. You may do this in writing or verbally by contacting the Manager, or the President of the service. If the matter cannot be resolved within the organization, the President of the organization will appoint an external mediator. In this situation, the details of the complaint will be discussed openly with the person or persons with whom the complaint is against. Please see at the front of this booklet the contact details of the persons with whom you may lodge the complaint. The following page contains a flow chart outlining the process for making a complaint. This service has a commitment to a fair and open process for managing your concerns.

[Consult the following flow chart of the grievance process]

# Grievance Procedure



## **QUALITY ASSURANCE**

Bayside Family Day Care has a full commitment to improving Quality and has adopted the six Quality Assurance Areas into our Policy and Procedures Manual.

### **QUALITY AREA 1 – INTERACTIONS**

Positive interactions between children, families, carers and coordination unit staff are integral to a successful program and should support the development of trusting relationships, partnerships and teamwork within the scheme and with the wider community.

Partnerships with families are promoted by responsive and supportive carers, coordination unit staff and management and are fundamental to all aspects of the program, from orientation to ongoing information sharing. It is particularly important that children experience interactions that make them feel valued, respected and capable. By modelling courteous, considerate and effective communication, adults support children as they develop their communication and problem solving skills.

Interactions should ensure that all stakeholders in the service feel valued and respected and should take into account the different backgrounds, requirements and communication skills of individuals. Effective communication strategies can be developed through ongoing consultation between all stakeholders and should be reviewed regularly. Interactions that are founded upon respect, empathy, cooperation and professionalism ensure that all communications are successful and positive.

### **QUALITY AREA 2 - PHYSICAL ENVIRONMENT**

Environments that are welcoming, safe, well resourced and aesthetically appealing support children and their families to settle into family day care. Good environments also enhance effective learning settings for children. When planning a physical environment that supports children's play and development, carers and coordination unit staff work together to provide a safe environment which allows all children to explore, experiment and make decisions according to their individual needs and ability levels.

When planning and obtaining resources for the physical environment, carers and coordination unit staff consider factors such as the needs and backgrounds of individual children and their families, the existing family day care home, coordination unit environments and costs.

Carers foster children's learning experiences by using inexpensive resources and aspects of the family day care home in flexible and innovative ways.

Relevant professional development opportunities and opportunities to network with other carers, support carers in developing their skills and strategies for creative planning.

Regular consultation between families, children, carers and coordination unit staff and knowledge of current safety recommendations, support the provision of functional child and family friendly settings.

### **QUALITY AREA 3 – CHILDREN’S EXPERIENCES, LEARNING AND DEVELOPMENT**

Successful learning environments recognize the value of play and positive social interactions in the promotion of children’s learning and development. Children’s learning and development is enhanced through opportunities to make choices and guide their own experiences according to their individual interest, personalities and skills. Children’s learning occurs through planned and spontaneous experiences, during their participation in daily routines and through their experience of positive modeling by adults and peers.

A supportive learning environment is underpinned by behaviour guidance strategies which respect individual children’s needs and abilities, and which foster the development of children’s self-management skills.

A holistic approach to children’s learning and development recognizes the significance of creative and child-initiated play to the growth of children’s self esteem and personal competence.

Carers and coordination unit staff ensure that the balance between planned, spontaneous and routine experiences allows time and opportunity for children to engage in learning through a range of play and other learning experiences.

### **QUALITY AREA 4 - HEALTH, HYGIENE, NUTRITION, SAFETY AND WELLBEING**

Family day care homes constitute a unique child care setting as they have the dual functions of both family home and child care environment. To ensure that children receive quality care, coordination unit staff and carers share a responsibility to keep up to date with current research and recommended practice in relation to child health, hygiene, nutrition, safety and emergency procedures.

It is essential that scheme staff and carers are aware of and meet all State or Territory legal requirements for children’s safety and wellbeing particularly in relation to child protection.

Regardless of their individual skills or backgrounds, all children have the right to experience quality care in an environment which is clean, safe, healthy

and where their wellbeing is a paramount consideration in the program. In exercising their duty of care, carers and coordination unit staff consider the unique aspects of the family day care environment, and the individual needs and cultural backgrounds of children and families. This is of particular importance when planning for children's mealtimes, their sleep or rest requirements, their dressing requirements and their personal hygiene

### **QUALITY ELEMENT 5 – CARERS AND SCHEME STAFF**

Coordination unit staff are responsible for ensuring there are procedures, policies and systems in place to maintain quality in the scheme's activities, programs and organization. Coordination unit staff work with carers, families and other professionals to ensure that the scheme's personnel policies and procedures are effective and meet all relevant legislative requirements, including occupational health and safety regulations. Acknowledging and promoting the value of professional development and effective recruitment practices is fundamental in advocating for the scheme and the professionalism of its staff and carers.

Coordination unit staff, carers and families evaluates the scheme's achievements and identify future areas for improvements from the perspectives of all individuals involved. All stakeholders have regular opportunities to contribute to reviews of the scheme's quality practices and procedures and to collaborate in the development of ongoing improvement plans. Encouraging families, carers and coordination unit staff to work together on continuing improvement strategies supports the development of practical and relevant approaches to all scheme operations.

### **QUALITY ELEMENT 6 – MANAGEMENT AND ADMINISTRATION**

It is the role of scheme management and coordination unit staff to establish effective and ethical management policies and procedures. Scheme policies and procedures must be informed by relevant legislative requirements, current 'best practice' in management and also reflect an awareness of community needs and issues.

Comprehensive written policies and procedures provide clear guidance to coordination unit staff, carers and families in relation to management issues. Involvement of all stakeholders in policy review and development fosters an atmosphere of trust and teamwork and helps ensure that policies and procedures address real needs and are implemented consistently and effectively.

An essential element of quality scheme management is ensure that clear and consistent procedures for the maintenance and confidential management of family, child, carer and staff records are implemented.

Decision making, grievance and complaints handling policies and procedures are transparent and clearly define accountability.

## IMPORTANT POLICIES FOR FAMILIES TO KNOW

### WAITING LIST

#### Policy

The Scheme aims to respond to requests for care in a timely manner and in conjunction the Child Care Services Handbook 2007-2008 with regard to Priority of Access

#### Procedure

When a request for childcare is made by telephone or in person:

- A member of the coordination unit completes "Request for Care" form.

The request is actioned in the following manner:

- Where a request is **immediate**, the applicant is informed that the request has gone onto the Waiting List and should a vacancy emerge, the Coordinator will contact them
- The Administration Officer will advise the Coordination team of the request.

Where a request is **for a future date**

- All "Request for Care" forms are placed in the "Waiting List" folder
- Consideration is given in order of priority of access guidelines
- The Coordinator will assess the request and make a suitable match within the available vacancies - an application does not produce a numerical position on the waiting list within a chronological order
- The applicant will be referred to the most suitable vacancy, taking into consideration the family's requirements and geographical location
- Where an urgent request for care cannot be matched to an available vacancy, the applicant will be referred to another childcare service.

## CHILD PROTECTION

### Policy

This service has a commitment to the physical and emotional safety of children. Carers and staff have a responsibility to promote the safety of children. The service has a responsibility to inform the Department of Families or the police of cases of suspected child abuse.

### Procedure

Where a parent or guardian is not caring adequately for a child and the Carer has concerns about the child's wellbeing the Carer must notify the Coordinator.

Strategies will be developed to support and resource the parent. The parent may be contacted and issues discussed. If parent is contacted, options will be provided to the parent for extra support and resourcing such as extra childcare, counselling, parenting courses, etc.

If the situation does not improve a decision may be taken to discuss the concerns with the parent, or the coordinator may report the situation to the Department of Families.

### Suspected Child Abuse

Where the Carer is concerned for the safety of the child and believes the child has been harmed or is at risk of harm, the Carer must contact the Coordinator immediately. The Coordinator will make a decision with the Carer whether it is appropriate to involve the parent or guardian in the notification of suspected child abuse or neglect.

If it is determined that the parent or guardian should be involved in the notification then the following procedure should be followed:

- ✓ Explain the services policy on child protection
- ✓ Discuss the issue with the parent or guardian to advise that there are concerns regarding the safety and wellbeing of the child
- ✓ Encourage or support the parent or guardian to notify the Department of Families themselves and seek help
- ✓ Where the parent or guardian refuses to notify, the Coordinator is to advise the person the service will make the notification

- ✓ The Carer and Coordinator continues to offer support to the person regardless of the parent's/guardian's decision about the notification

The Carer and Coordinator have the right to confidentially report concerns where it is considered appropriate. If it is determined that it is not appropriate to discuss the notification with the parent or guardian of the child, then the Coordinator will contact the Department of Families or Police directly.

The Coordinator must recognise that Aboriginal and Torres Strait Islander people may have a distrust of authority and fear of the child protection agencies. Where there is a case of suspected child abuse or neglect, the Coordinator should seek the assistance of a specialist child protection professional that works with Aboriginal and Torres Strait Islander families and children

### **Note**

Neglect is failure to provide basic necessities of life such as, love and affection, stimulation, safety, nourishment, adequate clothing, personal hygiene, warmth and medical care. In its extreme form, neglect constitutes abandonment of a child.

### **Support & Debrief**

Carers will be given the opportunity for extra support during and after incidents of reporting of harm of a child to ensure their own well being.

## GUIDING CHILDREN'S BEHAVIOUR

### POLICY

Behaviour management and guidance requires a broad approach which will in the first instance keep children physically and psychologically safe and will gradually guide them to communicate needs verbally, to learn the skills to relate socially with others, to solve their own problems and to ask for help when needed. It requires an approach which sees behaviour as a form of communication linked to the child's cognitive, physical, social and emotional state. It also means that adults create a physical and emotional environment that facilitates personal and social growth.

### PROCEDURE

- Behaviour should be seen as an expression of feelings or an attempt to meet immediate or underlying needs. Carers and/or staff should be aware of what the child is trying to communicate, validate the child's feelings, and deal with the underlying problem as well as guiding the child towards more appropriate ways of communicating needs and of interacting pro-socially with others.
- Adult responses to and strategies for guiding and managing behaviour should take account of the child's whole life situation.
- Behaviour guidance strategies should acknowledge family and cultural attitudes to behaviour within the boundaries of the safety and wellbeing of children, but not be stereotyped, as reactions vary from child to child as well as from culture to culture.
- Adult responses should include consideration of and possible assessment for physiological and psychological conditions that could be affecting behaviour.
- Adults should seek to develop, in a collaborative way, partnerships with parents which support them in feeling confident and open in exploring options for addressing their children's needs at home or in the Care Environment.
- Carers, staff and parents should work together and share information to try to identify stresses that might affect the child's behaviour. Early childhood personnel need to be culturally aware so they understand why some parents might find it difficult to approach them or cooperate.
- At no time should behaviour guidance include any form of isolation, withdrawal of affection and punitive actions which belittle, humiliate or coerce children.
- Behaviour guidance and management strategies should be framed in positive language and enhance the child's self esteem.
- Adults should include strategies for guiding children towards appropriate ways of getting needs met and expressing feelings.

- The adults' focus should be on the behaviour, not the child, and positive behaviours and strengths of the child should be encouraged. Children should believe that acceptance does not depend on behaviour.
- The adults responses to behaviour should be appropriate to the developmental level and emotional and cultural understanding of each individual child.
- In meeting the needs of the individual child, consideration should also be given to the needs of all other children in the group.
- Expectations should be clearly articulated and consistent. These should be oriented towards the respect for and safety of people and property rather than towards authoritarian ends
- Children should be involved in the formulation of group expectations as far as they are able.
- Opportunities for guiding behaviour should be seen as opportunities for new learning.
- Where families are experiencing stress, children's behaviour will reflect such stress and those families will be linked into relevant support networks
- Adults working with children should model the positive behaviour which they desire children to emulate or achieve.
- If a child has problems that have not responded to consistent individual behaviour guidance and management strategies, the Carer should seek additional support and resources. Ongoing concerns about such problems need to be addressed with the child's parents and referral to specialist services should be actively pursued.

Adopted from **AUSTRALIAN EARLY CHILDHOOD 2005**

# SUN SAFETY

## Policy

Carers and Coordinators within Bayside Family Day Care will implement the Sun Safety Policy to protect themselves and the children in care from the harmful rays of the sun.

## Procedure

- Carers will provide shaded areas in their homes, for children to play
- Carers and Coordinators will role model sun safety behaviours
- Children under one year of age will be protected from direct sunlight by the use of shade, stroller bonnets, awnings, etc.
- Outdoor activities, whenever possible, will be planned outside peak UV (in most cases 10 am - 3 pm), especially in the hotter months of the year
- Outdoor activities wherever possible will occur in areas shaded by trees, awnings, building, etc.
- The scheme will provide sun safety information to families enrolling children in care
- Staff and Carers will be sensitive to the religious and cultural differences in relation to the child's clothing and family preferences
- Where appropriate, families will be asked to provide the following items for their children attend care:
  - ⚙ Hat, preferable wide brimmed
  - ⚙ Sunscreen with SPF 15 or higher that offers UVA and UVB protection (which they have already tested on the child's skin for adverse reactions). To be applied each day before the child arrives in care
  - ⚙ Long sleeve shirts and long pants (or at least knee length shorts), made from fabrics that are tightly woven
  - ⚙ Sunglasses are also recommended where appropriate
- Carers will ensure that appropriate clothing and sun protection products as discussed and agreed upon with the family, will use them in a consistent and proper manner
- Carers will make available hats and sunscreen where they have not been supplied
- Hats and sunscreen will be worn during outside activities. Sunscreen will be applied at least 30 minutes before going outside
- Carers will follow the instructions on the sunscreen container for the age of the child.

## NUTRITION

### Policy

A healthy balance of food and drink in sufficient quantity should be provided on a daily basis.

### Procedures:

#### If the Care provider is providing the food:

If the Care Provider is providing the food, care should be taken to avoid allergy-inducing food and drink (in children with known conditions) and consideration given to dietary, cultural and religious preferences.

1. Parents will give initial advice to care Providers with respect to a child's routine and food requirements and continue to consult and exchange information with the Care Provider as the child grows.
2. Some foods, such as whole nuts, are quite inappropriate for small children.
3. Liquids, including milk, water and diluted (50%) fruit juice, should be offered regularly through the day and very frequently during summer.
4. Food should be stored properly and hygienically, with due attention given to foods requiring refrigeration.
5. Plenty of fresh food in the form of fruit and vegetables need to be offered.
6. Children are encouraged to be seated for a meal as movement can cause choking. Being seated also provides opportunities for social interaction, and as children are more likely to chew their food, their food can be digested properly. Small children should not be left alone while eating.
7. Parents of babies will supply, to Care Providers, formula etc with required preparations and storage instructions.
8. Food is never to be used as a form of punishment either by its provision or denial.

### **If the Parents are providing the food:**

Parents also have the option of providing food for their children. The following guidelines are provided.

### **HINTS FOR A PACKED LUNCH A Guide for Parents**

Choosing a variety of foods is always important and even if your child/ren have their favourites it is wise to encourage new and different food experiences. Be sure to pack foods that your child can eat with minimum risk of choking.

Do not forget meal appeal. Food that looks attractive is more likely to be eaten and enjoyed. Choose food that will carry without spoiling. Pack carefully and do not forget to label the lunch box.

### **DRINKS**

Children should be encouraged to drink water when they are thirsty. It is a good idea to supply your child/ren with a milk drink to be served at morning and afternoon teatime. Long life milk drinks are suitable and easy to pack.

At main mealtime, water or diluted juice (50%) is suitable.

**Remember:** juice does not contain calcium and should not replace milk

On those days your child remains at home do not forget the milk!

### **FOODS FOR SPECIAL OCCASIONS**

Food is often eaten to celebrate special occasions. For many, sharing a birthday cake is an important social occasion.

Foods given as treats do not have to be chocolate biscuits and sponge cake. A mango, some strawberries or a slice of fruit loaf could also be served as a treat. Holidays, festivals and religious celebrations of various cultures provide a valuable opportunity to include special occasion foods.

(Hints for Packed Lunches: A Guide for Parents, *Caring for Children: Food Nutrition and Fun Activities*, New South Wales Health, 1993. pp. 21-22.)

Where a child has been provided with insufficient food for his/her needs, the Care Provider is expected to provide the extra food required and charges the parent for the meal, as per the fee schedule.

## ANTI DISCRIMINATION & EQUAL OPPORTUNITY

### Equal Opportunity Employer

Bayside Family Day Care is an equal opportunity employer. All employees are treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain our standards of service.

### Anti-Discrimination

Bayside Family Day Care does not tolerate any form of discrimination. We believe all employees have the right to work in an environment free of discrimination and harassment.

No Management Committee member, staff person, or family member using the service should be discriminated against in any way because of their sex, marital status, parental status, pregnancy, race, age, religion, impairment, political belief or activity, trade union activity, lawful sexual activity or because they associate with someone of a particular race, religion, etc.

### Procedure

This service does not discriminate

- In the selection of Carers
- In the services and support it provides to Carers
- In the access to services it provides to families
- In its service provision to parents using the scheme
- In the treatment of children

Should anyone experience discrimination by any Management Committee member, staff person, Carer or someone in the Care environment, please report the matter as soon as possible.

1. Follow the scheme's Grievance Procedure;
2. You may contact the Manager of the service on 3393 4444; or
3. Make a complaint under the anti-discrimination legislation to the Anti-Discrimination Commission Queensland (3239 3365), or the Human Rights and Equal Opportunity Commission (02 - 9284 9600)

Any person who reports of discrimination or harassment

Will not be victimised in any way

- Will be treated seriously and investigated promptly, confidentially and impartially
- Is not required to make the complaint in writing

Where a Staff person or Carer is found to have discriminated against a Co-worker, family member or child, disciplinary action will be taken.

## **HOW DO PARENTS ACCESS A COPY OF THE POLICY AND PROCEDURE MANUAL?**

A full copy of the Policy and Procedures Manual for Bayside Family Day Care is available from your Carer or from the Coordination Unit Office at any time.

You are welcome to take the copy home and return it at you leisure, or if you would like a copy to keep we will be happy to oblige. We encourage all new parents to take the time to familiarize you with the contents of the Policy Book.

## **PRIVACY AGREEMENT**

Bayside Family Day Care collects, stores and uses personal information for the purposes of administering the scheme.

The information is confidential and will not be disclosed to third parties without your consent, except in specified law enforcement or public health and public safety circumstances. Please ensure your information is kept accurate and up to date.