



# 2012

## Educator's Handbook

71 Stubbs St  
Kensington Vic 3031  
Phone : 03 9376 1500  
Fax: 03 9376 1400

1<sup>st</sup> Floor 177 Lonsdale St  
Dandenong Vic 3175  
Phone: 03 9793 6686  
Fax: 03 9376 1400  
[federationfdc@hotmail.com](mailto:federationfdc@hotmail.com)

1a/ 72-74 Bathurst Street  
Liverpool NSW 2170  
Phone: (02) 8798 6219  
Fax: (02) 8798 6314  
[federationfdc@gmail.com](mailto:federationfdc@gmail.com)

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

Coordination Unit  
Federation Family Day  
Care

5/28/2012

# *Federation Family Day Care Educators Handbook*

*Your Family Day Care Service*

*ACECQA*

*Coordination Unit Staff*

*Policies and Procedures*

*Qualifying documents*

*Registration and Levy fees*

*Standard and Non-standard Working Hours*

*Communication*

*Timesheets*

*Child Care Management Service (CCMS)*

*Child Enrolments*

*Recommended Fee Schedules*

*Public Liability Insurance*

*Ages of Residents on the FDC premises*

*Educator to Child Ratios*

*Other relevant training and monthly meetings*

*Medical Examination Form*

*Home Safety Check indoor and outdoor*

*Resources for Children*

*Programme Planning EYLF*

*Interaction with Children*

*Medication, Accident and Illness forms*

### *Your Family Day Care Service*

Welcome to Federation Family Day Care! Congratulations on your choice to own your own business. Although you will be registered under Federation FDC as an Educator, your service is your own business. The following information will assist you with what you will need in order for your family day care service to be successful.

### *ACECQA*

In 2012 the Australian Children's Education and Care Quality Authority (ACECQA), has taken over as the governing body for Early Childhood services from the National Childcare Accreditation Council (NCAC).

ACECQA constructed the National Quality Framework (NQF), which includes the National Education and Care Services Act 2010, the Draft of the National Education and Care Services Regulations 2011 and the National Quality Standards (NQS,) which sets the measurement of quality for our family day care and coordination unit services. There are seven (7) Quality Areas in the NQS which must all be covered by our services in order for us to be compliant with Education and Care Services legislation.

### *Coordination Unit Staff*

The Federation FDC Coordination Unit Staff is made up of 3 separate offices, two in Victoria, Kensington and Dandenong and one in NSW, Liverpool. Istanbul Serar is the Approved

Provider/ Director for the Service and her staff consists of a Certified Supervisor who travels frequently between the 3 offices, coordinators (Field Workers), at each office and Office Administrators.

The role of the Coordination Unit is to support and provide information to you to ensure you are providing quality care and service to your families and communities.

If there is an emergency please call the Coordination Unit office nearest to you. Office hours are between 9am and 5pm Monday to Friday. If you have an emergency outside of our office hours please call Istanbul Serar on 0403 664 612 or Repeka Afa on 0406 913 783.

An emergency is when there has been injury, trauma or illness to the children in care, your own children, immediate family member or you and you need assistance from the Coordination Unit staff.

### *Policies and Procedures*

The Policies and Procedures is a book all educators should become familiar with and can find information about how we as a service can work together and maintain a strong support system.

It is the company's guide to working within legal compliances and providing quality education and care.

### Qualifications

Applicants must provide a current Police Check, Employment Working with Children Check, Certificates for First Aid, Anaphylaxis and Asthma as is required according to the Draft for the NECS Regulations 2011. It is important that these certificates remain current when you are working. If your certificates expire we will need to suspend your service temporarily until they have been updated.

Educators and Educator Assistants must be aged 18 years or over.

Please note that First Aid, Anaphylaxis and Asthma are valid for 3 years from the date of issue and CPR and Epi/Ana Pen training only last for 1 year from the date of issue. Ana Pen training can be provided to you from the friendly Coordination Unit Staff free of charge just call to make an appointment.

### Medical Examination Form

A medical examination form must be submitted for all educators before care commences and must be updated annually. This form lets the service and department know that you are physically and mentally able to look after children. Please understand that the health and safety of our children is paramount to us and as professionals it is our duty and responsibility to ensure the educators we recruit to care for our children meet the health requirements.

### Registration and Levy fees

Federation Family Day Care Educators are required to pay an annual registration fee of \$170. This registration will cover administration fees for the year, signs and laminated emergency number card, a copy of Federation Family Day Care Policies and Procedures and your first timesheet book. Payments can be arranged with the Director.

### Standard and Non-standard Working Hours

Standard working hours for all educators is between 7am and 6.30pm, Monday to Friday. Non-standard hours are any hours before 7am and after 6.30pm on Monday to Friday and any hours on Saturday and Sunday. If parents wish to use non-standard hours they will need to provide a letter from their employer or training provider to support the reason for needing care during these hours. Care on the weekend cannot be used for respite care or parents needing to do shopping.

### Communication

It is of utmost importance that Educator's are able to be contacted at all times. This means you must have at least one of the following: Working Mobile Phone, a working home landline or accessible email address. We advise every

educator to create an email address if you don't have one. This enables us to email you updated information, resource ideas or links and payment slips.

During your working hours Educator's must ensure that they are able to be contacted and are able to return missed calls to the office. If for some reason you we are not able to contact you for the whole day and you do not call to inform us of the reason we are not able to contact you your next timesheet will be withheld and you will not be able to claim payment for the days we could not contact you.

### Timesheets

Timesheets are to be filled daily as each child arrives and leaves each day of care. Names, dates and agreement hours may be filled in advance but please **do not** fill in times for drop off or pick up in advance. Please ensure all names of parents and children are correct as incorrect names can delay processing. The name on the enrolment form is the correct name that is enrolled into the Harmony system.

PLEASE DO NOT WAIT AND COMPLETE YOUR WHOLE TIMESHEET AT THE END OF WEEK. This always ends in error which means you will have to redo your timesheet especially when there are Public Holidays or absences during that fortnight. If you are visited by the DEECD your timesheet is the first document they will ask to see. If it is not updated or worse, already filled in ahead of time, you could end up paying a large penalty fee or suspended and investigated.



If you make an error/mistake PLEASE DO NOT USE WHITE OUT or ANY TYPE OF CORRECTION FLUID ON YOUR TIMESHEETS AS THEY WILL NOT BE ACCEPTED BY DEEWR and you will be asked to re-write them.

Please note that absences submitted for children at the start of care and the end of care will not be paid out. In example, Mohamed is due to start care on Monday the 16<sup>th</sup> April but does not attend until Wednesday 18<sup>th</sup> April. The educator cannot claim ABSENCES for Monday 16<sup>th</sup> and Tuesday 17<sup>th</sup> April because the child has not officially started until he attends. It is the same for the end of care where Mohamed is due to cease care on Friday 11<sup>th</sup> May 2012 and does not attend on Thursday 10<sup>th</sup> and Friday 11<sup>th</sup> May, the educator cannot claim payment for those last absences.

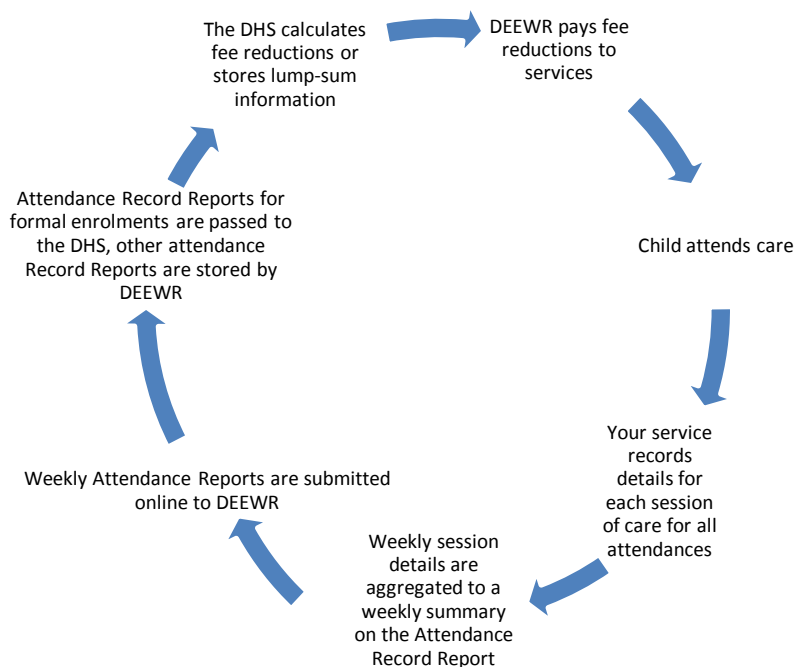
### *Child Care Management Service (CCMS)*

Child Care Management Systems (CCMS) is a government department that processes the Child Care Benefit (CCB). CCB is paid to educators for the care children who are eligible for CCB. Each fortnight the completed timesheets are input into the Harmony system. C The process is **not** as straight forward as submitting timesheets to the Federation FDC office and receiving payment the next day.

Payments are processed and calculated by CCMS then after it has received any relevant information from the Department of Human Services office. The payment information is then passed into Federation FDC Harmony system and the funds

are transferred to the Federation FDC company accounts. Through our harmony system we process any levies or deductions and forward payment to each educator.

***The attendance and payment process for CCB/CCR fee reductions:***



**Child Enrolments**

When bringing in a family to enrol their child it is most important that the enrolment form is filled correctly especially in regards to the Parent and Child's name they have in the Department of Human Services system (formerly

known as Department of Human Services (DHS)), the child and parent's dates of birth, the full Medicare number of the child including the number next to their name on the card and finally the child and parent's Customer Registration Number (CRN). If this information is incomplete or incorrect we will be unable to enrol the child into the Harmony system and be unable to access any CCB payments for them. Please also ask parents to bring in their Assessment Notice of Child Care Benefit (CCB) which provides the correct name of the child and parents, their CRN numbers, their eligible hours and their CCB percentage.

### Recommended Fee Schedules

Federation Family Day Care has provided a recommendation of the fee scale (below), but it is the responsibility of the educator to set the childcare fees.

Once the Educator has set the hourly rate they must ensure that all children in their care are charged the same hourly rate

Child care benefit is paid through the scheme to the educator and does not cover the full fee. Federation Family Day Care does not take any payment from the parents/guardian.

Any amount owing after the CCB has been paid is payable by the parent/guardian directly to the educator. This amount has already been calculated by the DHS when they process the CCB payment. Families not eligible for CCB will be required to fill a Full Fee Paying Customer form. All fees are

to be paid on an agreed basis and according to the Parent Agreement document.

Recommended Fee Schedule:

*Standard working hours	\$5.50
Outside School Hours Care	\$5.50
Weekend care	\$6.50
Non-standard hours	\$6.50
Public Holiday	\$7.50
**Admin Levy	\$0.55 p/hour

\*Please note that standard working hours are between 7am and 6.30pm Monday to Friday. Meal fees only apply if the educator is providing the child's meals for the day and is negotiable between parents/guardians and the educator.

\*\*Admin levy is per hour/per child

Public Liability Insurance

Federation Family Day Care Educators are required by law to hold Public Liability Insurance for \$10,000,000 at all times they are caring and educating children. Public Liability Insurance covers educators for any accidents to themselves or children in care; it also covers fines and penalties incurred from a visit from the department. Educators must not let

their insurance lapse or they will face suspension until it is renewed.

### *Ages of Residents on the FDC premises*

It is a legal requirement that anyone living on the premises where a Family Day Care service is operating, who is 18 years and over must provide a Voluntary Working With Children card before any care can commence. Please prepare ahead of time if you know one or more of your children or residents will be turning 18 years old or care will need to be suspended.

Other information required is the names, ages and dates of birth of any children living at the premises who are 17 years and under.

### *Educator to Child Ratios*

Educators can look after a maximum of **7** children at one time:

- |                  |  |
|------------------|--|
| 4 Preschoolers:  | *1 child under 12 months of age,<br>*1 between 12 and 18 months of age<br>2 up to 4 years of age |
| 3 OSHC children: | 5yrs – 12yrs (before and after school care)  |

Or 7 OHSC children. Please note that any children at the residence who are under 13 years old and not under the supervision of another adult will be counted into the ratio.

These ratios are in accordance with the National Regulations 2011 for Family Day Care services.

\*This may vary in the case of twins. Special permission may be given to Educators in writing from Federation Family Day Care in the case of a family of 8 siblings where the parent does not wish to separate the children.

#### *Other relevant training and monthly meetings*

Educators will have the opportunity to participate in training provided by Federation Family Day Care. We strongly encourage Educators to take advantage of all training provided as they will all be relevant to your work. Training provided by external trainers may require payment which must be met by each participant, other training provided in-service by the Federation Coordination Unit staff will be free and be most relevant to your work and any issues you may be having.

#### *Home Safety Check indoor and outdoor see home safety report checklist*

On your first visit to the office you will be given a Before and After Care Checklist. This list will guide you on the items you

may need to ensure your house is safe for children of all ages.

### Resources for Children

Educators must provide a wide range of age appropriate resources and activities for their children in care. It is recommended that children are **not** watching television or playing computer games for more than a half hour each day. Children should be provided with a balance of indoor and outdoor activities. There should also be opportunities for quiet activities, and suitable table and chairs for homework or other activities.

Basic resources educators should have are:





Age appropriate  
Board games



Flash cards



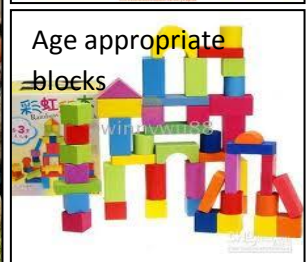
A list of  
songs/poems in  
any language



A ball



Age appropriate  
reading books



Age appropriate  
blocks

Programme Planning EYLE

Programme Planning is a compulsory part of being a Family Day Care Educator. It involves planning and providing stimulating activities and resources for children. The Early Years Learning Framework is the new Early Childhood curriculum for all of Australia. Educators will be provided with a copy of either Belonging, Being and Becoming which focuses on the 0-5 year's age groups or My Time Our Place which focuses on 6-12 years age group for OSHC.

Federation FDC will provide you with an Our Vision For Children's Learning planning template to assist you with your



monthly planning and programming. There is a small fee for the templates which varies on the amount of templates required.

Our helpful and friendly Coordination Unit staff is always on hand to further assist any educators needing more help with programme planning. Coordinators will assess each educator's ability to programme plan and further training will be booked for those needing help until they are able to programme independently. These training sessions booked by your visiting Coordinator are compulsory and must be attended. Please note that failure to attend one or more of these booked training sessions may result in suspension of your service until you fill the programme planning requirements.



### Interaction with Children

Adult – Child interaction is a very important part of children’s education, care and learning. Interaction with children means the language you use with children, your actions with children and how the children respond to your language and actions. Educators will be visited regularly by our Coordination Unit Staff to monitor and support their services during these visits you will be observed on the way that you interact with children.

Please remember that all interaction with children whether it be your own or children in care must be positive. There will be times when children’s behaviour may be very testing but it is your responsibility to manage that behaviour in a positive way. Please keep in mind that “Time Out” is no longer an option to be used with children as it is seen to be a negative response.

If you need more help or suggestions for positive interaction please ask your visiting coordinator or call the Federation FDC office for more advice.

### Medication, Accident and Illness forms

"Regulation QA2 aims to support each child’s health. Educators must make sure that children are adequately supervised at all times, and every measure is taken to minimise the risk of harm and injury.

Educators must observe and respond to signs of illness and injury in children and record and share this information with families (and medical professionals where required). Educators are required by company policy to report any accident, injury or trauma to the Coordination Unit staff.

Educators are encouraged to discuss health and safety issues with children and involve them in developing guidelines to keep the environment safe for all.

Educators must maintain enrolment records containing health information and authorisations for each child. Individual medical management plans must be in place (if applicable – refer the enrolment form).

All medication forms must have written authorisation for the administration of the medication from parents/guardian. Ensure the forms are completely filled as missing information could make it impossible for the educator to give the medication to the child.

Training in regards to medication, incident, illness or injury forms will be given to each educator before they start care and they will be kept up to date on any information or form changes. Educators must ensure that in the case that forms need to be filled, parents/guardians are aware of what has happened and have read and signed the form when the child is picked up that day.