



Warringah Council 
FAMILY DAY CARE



Working as a Family Day Care Educator



Contents

Warringah Family Day Care Philosophy	2
Overview of Family Day Care	3
What Does it Mean to Work as a Family Day Care Educator?	3
Educators Expectations – Code of Conduct	4
Licensing and Regulations	4
Protection of Children and Young People	5
National Quality Framework for Education and Care	6
The Role Of The Coordination Unit	7
Roles and Responsibilities of Positions within the FDC Team	8
Placement of Children	9
Child Numbers	9
Hours of Care	10
Safety in the Home	10
Fire Equipment	10
Senior First Aid Certificate	11
Asthma and Anaphylaxis Training	11
Childcare Restraint Checks	11
Public Liability Insurance	11
Taxation	12
Privacy Act	12
Occupational Health and Safety Legislation	12
Starting Up – Income and Expenses	13
Toys and Equipment Required	13
Training	14
Qualifications Required	15
Grievances and Complaints	15
Payments	16
Assistance with Fees	16
Parent Levy	16
Educators Family and other Household Members	16
• Safety of Children	17
• Supervision of Children	18
• Healthy Premises	18
• Provisions and Experiences for Children	18
• Time	18
• Clients in the Home	18
• Relationships	19
• Protective Behaviours	19
• Confidentiality	19
• Occupational Health and Safety	19
• Visitors in the Home	19
• Driving Children	20
• Support from the Coordination Unit	20
Steps to Becoming an Educator	20
Other Support to Educators	21



Warringah Family Day Care Philosophy

At Warringah Family Day Care we;

Acknowledge that we are here today on the land of the Guringai people. The Guringai are the traditional owners of this land and are part of the oldest surviving continuous culture in the world. We pay our respects to the spirits of the Guringai people.

Cherish the relationships children have with their family. We see the family as the most important connection a child has and support them in their individual desires for their child's care and learning. We encourage and invite all families to become involved in their child's program on a regular basis.

Understand that every child is unique, as is their family and therefore will have different requirements, which we aim to cater for in order for the child to grow, learn and develop into competent and individual beings.

Treasure the relationships children have with their Educators and acknowledge the significance and trust required by all parties involved. Value the unique care opportunities that Family Day Care provides to the community.

Value the importance and relevance of 'play' in a child's life and acknowledge that play enables children to enjoy, participate, learn, practice, experiment and become proficient members of the community.

Allow children the freedom to create their own marks, empower their ability to make decisions, promote confidence in their own abilities, encourage a healthy self esteem and support them to develop at their own pace.

Embrace the cultural diversity of the community we live in, where values, rights and differing perspectives are respected and understanding and empathy are encouraged. We acknowledge that cultural diversity relates to gender, ethnicity, lifestyle, customs, beliefs, backgrounds and experiences.


Believe in the Early Years Learning Framework and uphold the ideologies of Belonging, Being and Becoming as a way to create holistic approaches towards every child in care. We value the knowledge imparted in this document and use it to shape both our practice across the service and planning with each child with the five learning outcomes in mind

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

Appreciate the precious moments that occur each day and use these times to understand the children on a deeper level. We appreciate that it is these 'moments' that shape our program and offer the children and families a meaningful avenue for care and learning.

Consider the inclusion of community members to enrich the lives of young children, to allow them to experience new and meaningful interactions and broaden their understanding of a variety of people.

Acknowledge our responsibility to educate young children about the importance of the natural world and show them how to tread lightly in order to sustain natural resources, use products wisely and understand the impact we have on the world we live in.



Respect the environment by being environmentally aware and following through with a commitment to going green within our scheme. From the smallest changes to ongoing projects we aim to make a difference wherever we can, from the Coordination Unit through to the Educator's homes.

Recognise the role that Family Day Care plays in our community and the need to offer families quality care for their children. To ensure that we are meeting all needs, Families, Educator's and the Coordination Unit are involved in developing policies, goals and decisions relating to Family Day Care.

Abide by the regulations and standards that are in place in order to provide, maintain and embrace a service that places an importance on safety, wellbeing and positive relationships.

Overview of Family Day Care

Warringah Family Day Care has been providing early childhood education and care to families since 1976. Childcare is provided in small groups within a safe, stimulating and secure home-based setting. While our core business is to provide care for children from 0 to 6 years, a number of our Educators also provide care for school age children through before and after school care and during the holidays.

Educators are not employed by the Warringah Family Day Care Service but are self-employed. The Service itself is licensed by the NSW Early Childhood Education and Care Directorate Department of Education and Communities and each Educator is approved by and registered with the Service.

Warringah Family Day Care Educators are resourced, supported and monitored by our professionally qualified Coordination Unit Team. Our focus is to work in collaborative partnerships with Educators and families to ensure that all children within our service have opportunities to learn and grow.

What does it mean to work as a Family Day Care Educator?

- ✓ You are a childcare professional running your own small childcare business from your home
- ✓ You are able to choose your own working hours, and deal directly with your client families
- ✓ You develop your own educational program in line with the Early Years Learning Framework in order to meet the needs, interests and abilities of the children in your care

Running a business from home will impact on your home life in many ways, and sometimes it can be difficult to separate your business and family life. However, the independence and advantages of working from home, the inclusion of your own children in the program and the rewards of close supportive relationships make Family Day Care a particularly attractive career choice.

As a Family Day Care Educator you do not work in isolation, but are part of a strong network of Educators. The Coordination Unit offers advice, support and assistance on a regular basis. Many opportunities are provided to interact with other Educators and children and to access training and resources.





Educators Expectations – Code of Conduct

Complying with all legal requirements, including:

- ✓ Education and Care Services National Law Act 2010
- ✓ Education and Care Services National Regulations 2011
- ✓ National Quality Standards
- ✓ Learning Frameworks (Belonging Being and Becoming -Early Years Learning Framework and if relevant My Time Our Place, Framework for School Aged Care)
- ✓ Children (Care & Protection) Act 1998
- ✓ National Quality Framework
- ✓ The Services funding agreement with the Federal Government
- ✓ The Service agreement, policies and guidelines
- ✓ NSW Food ACT 2003; Food Standards Code (FSANZ); Food Regulation 2010

Ensuring the safety, health and wellbeing of all children in care by

- ✓ Having a genuine desire to work and interact positively with young children
- ✓ Maintaining practices that ensure the safety, health and education of every child in care and which place the child's needs first
- ✓ Providing for the educational and developmental outcomes for all children
- ✓ Supporting continuous for the provision of quality education and care
- ✓ Being committed to working in a collaborative partnership with families to support their child's development
- ✓ Being respectful of individual family values and child rearing practices.

Participating as a effective member of our Service by:

- ✓ Working co-operatively with Service staff to ensure the best outcomes for all children and their families
- ✓ Actively participating in Service development and review
- ✓ Keeping up-to-date with the Service practices
- ✓ Actively participating in Service activities as appropriate
- ✓ Meeting all administrative requirements of the position


Conducting their businesses as professional childcare services by:

- ✓ Acting in an ethical and professional manner at all times
- ✓ Attending training and being committed to ongoing professional growth and development
- ✓ Ensuring ongoing consultation with families in relation to their children

Licensing and Regulations

Warringah Family Day Care is licensed by **NSW Early Childhood Education and Care Directorate Department of Education and Communities**.

The Australian Children's Education and Care Quality Authority (ACECQA) is an independent statutory authority, who provide national leadership in promoting quality and continuous improvement in early childhood education and care and school age



care in Australia. Their role is to monitor and promote the consistent application of the Education and Care Services National Law Act 2010 across all states and territories. They are also responsible for overseeing the application of the National Quality Standards across the country and ensure that services are meeting the requirements.

The National Quality Framework is underpinned by a National law and National Regulation and also sets out National Quality Standard for early childhood education and care and outside school hours care providers in Australia. The National Law and National Regulation sets out minimum standards under which all child care providers must operate. Policies and guidelines have been developed to guide Educators in understanding their responsibilities under the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011 and to ensure compliance. You are able to access our Service Policies via our website warringah.nsw.gov.au/services/FamilyDayCareHandbookPolicies.aspx

You will receive training prior to commencing your Family Day Care Business to ensure that you understand your obligations in regard to the Regulations and Service Policies and Procedures. A hard copy will also be made available to you to retain at your home both for your ongoing information and for the information of families using your care.

Protection of Children and Young People

One of the most important concerns of any community is the health, safety and wellbeing of its children and young people. Whilst parents and Educators are responsible for the safety and welfare of children in their care, protecting children and young people from abuse and neglect is the responsibility of the whole community.

Educators and staff are mandatory reporters, and as such if they have reasonable grounds to suspect a child or young person is at risk of significant harm and have current concerns about the safety, welfare or wellbeing of the child or young person they must make a report to the Child Protection Helpline.

Reporting your concerns about a child or young person's safety or wellbeing is an important step in preventing or stopping the abuse and protecting children from further harm. It also gives Community Services the chance to help families in situations where a child or young person may be at risk. Coordination Unit Staff along with the Child Protection Helpline are here to support you if you have concerns about a child in your care.

All prospective Family Day Care educators must undergo a Working with Children Check. Prohibited persons under the Commission for Children and Young People Act 1998 are not eligible for appointment to this position. The Working with Children Check also applies to people over 18 years of age living in the home of family day care educator and volunteers.

There are three types of "relevant records" considered in the Working with Children Check:

1. relevant criminal records
2. relevant apprehended violence orders (AVOs)
3. relevant employment proceedings

For more information about Child Protection and Working with Children Checks view the Commission for Children and Young People website www.kids.nsw.gov.au





Working with Children Check consent forms for prospective educators and household members are available by following the link: check.kids.nsw.gov.au

National Quality Framework for Education and Care

In December 2009, all Australian Governments agreed to a new National Quality Framework for Early Childhood Education and Care. This means that all Australian children, regardless of their location, will get the best possible start in life through high quality early childhood education and care and school age care services.

The Framework supports providers to improve their services in the areas that impact on a child's development and empower families to make informed choices about which service is best for their child.

The National Quality Framework includes:

- a national legislative framework that consists of the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011
- a National Quality Standard
- an assessment and rating system
- a Regulatory Authority in each State and Territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard.
- the Australian Children's Education and Care Quality Authority (ACECQA).


From 1 January 2012 all education and care services covered by the National Quality Framework will be assessed against the National Quality Standard which is divided into seven quality areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

The National Quality Standard replaces the previous Quality Improvement and Accreditation System and aims to promote:

- the safety, health and wellbeing of children
- a focus on achieving outcomes for children through high quality educational programs
- parents' understanding of what distinguishes a quality service

The Service and our Educators participate in developing Quality Improvement Plans, a system of continuous improvement. The process is ongoing, and requires the setting of personal goals for the improvement of each Educators service, and the service as a whole. You will be given guidance and assistance in this process.



Continuous improvement is exciting, stimulating and challenging, with benefits to the children and their families, while providing us as childcare professionals with many opportunities for professional development, training and peer support.

As part of the National Quality Framework a national quality assessment and rating system will see services assessed and rated against each of the seven quality areas of the National Quality Standard, as well as given an overall rating. This will drive continual quality improvement at services and the rating will provide families with better information for making choices about their children's education and care.

For more information on the National Quality Framework visit www.deewr.gov.au/EARLYCHILDHOOD/POLICY_AGENDA/Pages/home.aspx

The Role of the Coordination unit

We are here to help you deliver the best service you can to families.

Many families choose Family Day Care because they believe it is the best environment for their small children. Parents place their children with Family Day Care in the knowledge that Educators are carefully selected, and go through checks to ensure they are proper people to care for children. Parents also like the assurance that their Educator will be monitored and their children visited by trained professionals. The structure of Family Day Care provides parents with the assurances they need that they have made the right choice.

The staff are best able to ensure quality care of the children by supporting and assisting Educators in their work. Some of the ways we do this are by providing:

- assistance to meet regulatory requirements – health and safety checks, training, information and resources, policies and guidelines
- assistance with the continuous improvement process through the National Quality Standards
- assistance with administration – standardised forms, contracts, Childcare Benefit, enrolment of children and interviewing of families, record keeping
- assistance with running of a business – advice and information, standardised conditions such as contractual arrangements, recommended fees, payment statements
- assistance in placement of children
- alternate care arranged during carer holidays and other service closures
- assistance with conflict resolution and mediation of disputes
- networking with Educators and other childcare professionals
- training
- children's play sessions and other special activities
- professional support and advice on all childcare related matters
- personal and telephone support
- assistance in emergencies
- equipment for the first 12 months of operation
- toy lending library and access to resources
- access to Childcare Benefit and Childcare Rebate for eligible families
- access to Inclusion and Professional Support Program
- membership to FDC Australia
- membership to NSW FDC Association



Roles and Responsibilities of Positions within the FDC Team

Manager – Nominated Supervisor

Manage and develops all aspects of the service and staff in accordance with required Warringah Council and Service Policies and Procedures.

Child Development Officer (CDO) Coordinators

CDO Coordinators monitor and support children in care to ensure continuity and provision of a high quality service. In addition they monitor, support and resource the Educators so that they can provide a healthy, safe and developmentally appropriate care environment for children in accordance with the Education and Care Services National Law Act 2010, Education and Care Education and Care Services National Regulations and Service Policies and Procedures.

Play Leader / Resource Coordinator

The Play Leaders/Resource Coordinators role is to resource and promote the development of Educators' knowledge and skills in relation to child development and programming opportunities. This is achieved by organising and implementing fortnightly play sessions and occasional outings and activities. Play sessions and other activities are planned in consultation with Educators and other team members in order to maximise children's developmental opportunities.

The Coordination Unit staff are best able to ensure quality care of the children by supporting and assisting Educators in their work. Some of the ways we do this are by providing:

- assistance to meet regulatory requirements – health and safety checks, training, information and resources, policies and guidelines
- assistance with the quality assurance process of continuous improvement
- assistance with administration – standardised forms, contracts, Child Care Benefit, enrolment of children and interviewing of families, record keeping
- assistance with running of a business – advice and information, standardised conditions such as contractual arrangements, recommended fees, payment statements
- placement of children
- alternate care arrangements during Educator holidays and other service closures
- assistance with conflict resolution and mediation of disputes
- networking with Educators and other childcare professionals
- training
- children's play sessions and activities
- professional advice on all childcare related matters
- personal and telephone support
- assistance in emergencies
- equipment for the first 12 months of operation





- Toy Lending Library and access to resources

Additional Needs Support Worker Coordinator

The Additional Needs Support Worker Coordinator provides support to Educators, Child Development Officers (CDO), children and families by facilitating the integration of children with additional needs, monitoring development, liaising with families and other support workers/professionals attached to the child. The Additional Needs Support Worker also supports and resources Educators and CDOs by working with children identified once in care

Administration

The Administration team provides efficient and effective administrative support of the Family Day Care Scheme by coordinating administration and accounting functions, submitting claims for government subsidies and other relevant claims, providing timely and accurate information to internal and external users and other bodies, providing training to new Educators in regard to their administrative obligations and maintaining the computer software

Placement of Children

Families must initially register their children with Warringah Council. Once their request for care is 'matched' to a vacancy the Coordination Unit is notified, and the carer is consulted about the suitability of the placement.

The family are interviewed and enrolled with the Scheme at the Coordination Unit. The family then contacts you to arrange an interview with you at your home. Both parties then decide if they will proceed with the care.

Sometimes families need care immediately, and care proceeds promptly. However, it is not uncommon for there to be a 'gap' between when a child cancels, and when a new child starts in care.

Child Numbers

Restrictions apply to the number of children (includes your own children) to be cared for at any one time:

- no more than **7** children under the age of 13 years,
- no more than **5** of whom have not started school (+2 school age children)
- no more than **2** of whom are under 18 months of age (scheme policy)

Please note **as of January 2014** the following restrictions will apply to the number of children (includes own children) to be cared for at any one time

- no more than **7** children under the age of 13 years,
- no more than **4** of whom have not started school (+ 3 school aged children) and (National Regulation)
- no more than **2** of whom are under 18 months of age (scheme policy)

You are not required to take the maximum number of children, but choose if and when to accept a new child into care. Many Educators start out with one or two children, and build their numbers up as they develop skill and confidence.



Hours of Care

While Educators are able to choose the days they work there is an expectation that they will work a minimum of 8 hours per day at and at least 2 days per week. We also accept applications from those willing to work out-of-hours and on weekends. This ensures the provision of flexible services to clients with both standard and non-standard working arrangements. We are keen to receive all applications from those wishing to register as Educators.

Safety in the Home

All homes are required to meet ongoing rigorous health and safety standards in order to comply with both services polices and regulations. The health and safety standards educators' premises must meet include

- all hazardous substances being inaccessible to children at all times (chemicals, poisons, medicines etc securing in locked cupboards)
- all hazardous items inaccessible to children (garden tools, knives, crockery, glasses, exercise equipment, animal faeces, broken toys etc)
- all glass accessible to the children to a height of .75 cm must be safety glass, laminated or be barricaded to prevent children striking or falling against the glass
- fully enclosed yard with secure gates and non-scalable fencing
- pool fenced to current Australian Standards
- all toys and equipment must meet relevant safety standards and appropriate for the age of the youngest childcare
- maintaining a clean and hygienic environment
- hot water inaccessible to children
- all power outlets must be safe and measures must be made to restrict access to children

Other relevant standards to your home will be discussed at the time of the home inspection, including fire equipment and a first aid kit. Educators must also have a current accredited senior first aid certificate.

Fire Equipment

Educators are required to have a fire extinguisher and an installed fire blanket which are tested every 6 months in accordance with Australian Standard entitled AS 1851—2005, *Maintenance of fire protection systems and equipment*, and kept in proper working condition. In addition smoke detector(s) installed must be installed and batteries are replaced quarterly.

Fire equipment can be purchased, tagged and tested at:

Flamestop Aust

1/70 Gibbes Street
Chatswood 2067
Tel: 9932 2000

Bettafire

Unit 15, 9 Dympa St
Cromer 2099
Tel: 9939 7807



Senior First Aid Certificate

All Educators must ensure that they maintain a current senior first aid certificate. The following providers or any other registered training organisation offering Workcover accredited first aid training are suitable.

St Johns Ambulance

1300 360 455
stjohn.org.au

Red Cross

1300 367 428
redcross.org.au

Medilife

1300 130 385
medilife.com.au

Surf Life Saving

1300 766 257
surflifesaving.com.au

Vital First

1800 084 825
vitalfirstaid.com.au
mwcc.edu.au

Manly-Warringah

Community College
9970 1000

Asthma and Anaphylaxis Training

All Educators must ensure that they have undertaken current emergency asthma and anaphylaxis management training approved by the National Authority.

Motor Vehicle – Childcare Restraint Checks

Childcare restraints installed in all cars must be checked annually by a registered RTA fitter.

McDougall Motor

9949 6553

Silverthorne

9971 8138

Little's Child Restraints

1300 728 363

Public Liability Insurance

Public Liability insurance is a mandatory requirement for all Educators. Public Liability insurance protects educators in the event they are held liable for third party property damage, injury to children in care or injury to any member of the general public that arises from the provision of the Family Day Care. Without Public Liability cover you could be personally liable for damages and/or compensation in the event of an injury to a child. Public Liability indemnifies you for such claims subject of course to the policy terms and conditions. A number of organisations including Family Day Care Australia and Family Day Care NSW offer comprehensive public liability insurance, which covers you at all times you are working as an Educator and at any location.

Educators are also advised to request an addition to their existing household policy, using words to the effect that "childcare on a commercial basis is carried out on these premises". This will ensure that the insurers do not renege on a claim due to your Family Day Care business.

Family Day Care Australia also has a household policy available which ensures full coverage. Family Day Care Australia can also assist with providing extra coverage for rented premises if requested by a landlord.

For more information go to familydaycare.com.au/index.php/main/Public%20Liability#M72

The Coordination Unit can provide you with additional information regarding insurance.





Taxation

As Educators are self-employed you will be responsible for lodging a tax return for every year you operate (or part there of), even if you have no income tax liability. You are responsible for maintaining your own records of income and expenditure for taxation purposes and for paying tax to the taxation office.

Is the ABN compulsory?

Applying for an ABN is not compulsory. All businesses with a GST turnover of \$75,000 or more must register for GST and will need an ABN to do this. Organisations with a lower annual turnover may choose to register.

If you are not required to register for GST, you can still apply for an ABN

To find out more follow link:

ato.gov.au/businesses/content.aspx?doc=/content/33384.htm

Privacy Act

Protection of privacy and the need for confidentiality is fundamental in providing a high quality childcare service. All records are kept secure and inaccessible to unauthorised persons.

Certain information is required to be collected in accordance with the regulatory framework of operating a children's service. Warringah Family Day Care follows the standards of the National Privacy Principles to regulate the way in which our service manages personal and sensitive information.

Disclosure of personal information will only be for the purpose for which it was collected. This is with limited exceptions, and can only be used for a secondary purpose when it relates specifically to the primary purpose of the collection of the information

We will obtain your permission before disclosing any personal and sensitive information not required to be disclosed by legislation.

You have the right to access personal information collected about you or your service and may view your records at any time or make a written request for copies.

All reasonable precautions are taken to ensure personal information collected is accurate, complete and up to date. Please ensure you keep us informed of any changes to information supplied.

Workplace Health and Safety Legislation

Workplace Health and Safety (WHS) describes the rules and regulations to keep workers, visitors and workplaces safe from injury, death and disease.

The Educator's home is also the workplace, and it is the Educator's responsibility to ensure the premises are a safe place to work in, and safe to client family members and other visitors, including Coordination Unit Staff.

The Educator is responsible for ensuring that she looks after her own wellbeing – to take a break when needed, or close the service when ill. OH&S requirements cover appropriate manual handling, hazard identification and control, immunisation and infection control.

Understanding that OH&S covers any aspect of caring which may prove prejudicial to the health and safety of the Educator and those associated with the service. OH&S includes, but is not limited to, the following:



- back care and lifting
- manual handling (incl. toxic and hazardous substances, driving etc)
- stress management
- sun protection
- Educators' immunisation and infectious disease issues
- latex allergy
- health, stress management, immunisation and infectious disease issues for pregnant Educators

Workcover administers the NSW OH&S Act 2000 and the OH&S Regulation 2001.

Starting up – Income and Expenses

Yes, there are costs involved in starting up a business. Yes, it does take time to build up the number of client families you have and the income from the business. And yes, there is competition for families from other services and from other Educators within Family Day Care. However, childcare is in strong demand, and the success of your business is assured if you are confidently able to meet the needs of families for childcare.


It is difficult to give set up costs, as some premises may need more adaptation than others to meet safety requirements. However, the following expenditures need to be taken into account:

- Public Liability Insurance (required)
- fire safety equipment (required) – extinguisher (The Powder Fire Extinguisher ABE), fire blanket, alarm
- first aid kit (required)
- senior first aid training (required)
- glass protection for non-safety glass – physical barriers, film or replacement in care areas
- safety aids – locks and safety catches, power outlet plugs, barricades
- fencing to standard
- safety switching on power circuits and certification from an electrician
- pool fence compliance certificate
- toys and play equipment
- equipment such as cots, stroller, car seats (provided by scheme for first 12 months)

You should also take into account that whilst you build up your business your income may not be high. It is not advisable that you accept full numbers of children immediately, but rather that you build up the number of children over time. Staggering the intake gives you and your family a chance to adapt to the different demands of the job.

Toys and Equipment Required

It is the Educator's responsibility to ensure the provision of all equipment necessary for the carrying on of their service. Adequate provision of toys and other play equipment is necessary for the development and wellbeing of children. A good variety of toys and activities also helps your day run smoothly as the children are kept busy and interested. Parents, too, can see you are providing a professional service by providing a range of interesting and developmentally appropriate activities and experiences for their child.



Toys and equipment should be appropriate to the age and development of the children using the item and suitable for inclusion in the care area. Educators are required to undertake regular maintenance checks, repairing or removing broken or damaged toys and equipment.

Basic Equipment List: All Educators should have the following toys and play equipment in their service:

Art Supplies

Drawing / painting equipment – crayons, pencils, paint and paintbrushes, paper

Active Play Equipment

Bikes – (4), ride ons, push toys e.g. wagons

Balls – (3) large size

Manipulative and Building Equipment

Blocks – duplo, wooden (at least one large box full)

Puzzles – at least 5 or 6 in varying degrees of difficulty (make sure puzzles are complete)

Play dough and play dough equipment

Water play (water trough and cups, funnels, jugs)

Dramatic Play Equipment

Dolls – at least three (in good repair with cloths)

Home corner equipment – beds with blankets, stroller, kitchen

Cars, trucks – at least 5 or 6 in a variety of sizes (not match-box size these are too small)

Dress ups – hats, bags, shoes, scarves

Tea sets – complete sets

Pots, pans, wooden spoons

Furniture

Table and chairs – child size

Literacy and Mathematical Toys

Books – age appropriate, undamaged, appropriate images eg flap books, cloth books, board books, picture books (not Golden Books)

Shape sorts, stacking cups, matching games

Musical Equipment

Musical instruments e.g. drum, shakers, bells, tapping sticks


CD's Tapes Musical Videos e.g. *Wiggles*, *Playschool*

Infants Toys

Baby toys – sound toys, rattles, mirrors, manipulative toys must be clean and in good repair (variety of texture e.g. hard, soft, bumpy)

Training

It is recognised that one of the most effective ways of ensuring the establishment and maintenance of high quality programs for young children and their families is to provide ongoing opportunities for personal and professional development for all personnel involved in the early childhood field. As such, it is part of the coordination unit's role to support Educators with professional advice, assistance and training related to all aspects of their roles and responsibilities. The coordination unit will provide a range of training opportunities such as in-house workshops and speakers, regional and state training and conferences. We also provide information about training opportunities offered within



the local area and region. It is an expectation that all Educators attend a minimum of three training events every year, this may include compulsory training provided by the coordination unit.

An Orientation Program is available to assist you in preparing for your new position as a Family Day Care Educator and equip you with basic skills.

Topics covered include:

- working within the legal and regulatory framework
- settling children and families into care
- providing care and supporting the development of children
- health, nutrition, hygiene and safety
- child protection
- the role of the Coordination Unit
- marketing and customers service
- interactions, communication and dealing with conflict
- Occupational Health and Safety



Qualifications Required

Educators are required to have or be willing to gain at least Certificate III in Children's Services. This can be done part-time or externally and Coordination Unit staff will support educators in their learning.

Grievances and Complaints

We welcome feedback and believe that all customers including family members, Educators, coordination unit staff and other members of the community are entitled to express feedback both positive and negative, and to have any dissatisfaction with our service examined and resolved in a confidential, fair, effective and timely manner.

We recognise that children's wellbeing, protection and learning is a shared responsibility and expect that customers will provide feedback if they have concerns in any of these areas. We believe that external feedback is an effective tool in continually improving the service we offer to the community and that providing an accessible framework ensures a consistent and professional approach

If you are unable to deal with a problem personally, the coordination unit will assist you to confidentially and sensitively resolve the matter. Our Complaints Management Policy is in the Policy Manual, or you can obtain a copy by phoning the Coordination Unit.

Complaints External to the Scheme

If you ever need to make a complaint about an issue that is external to our scheme the following numbers may be of assistance to you

Warringah Council Internal Ombudsman

The Office of the Internal Ombudsman provides a complaints management service to the community. Any person can make a complaint to this Office about misconduct or maladministration by Council or Council officers.

For further information contact the Office of the Internal Ombudsman on 9942 2105 or send an email to: internalombudsman@warringah.nsw.gov.au



NSW Ombudsmen

The NSW Ombudsman has the power to investigate conduct that is:

- illegal
- unreasonable
- unjust or oppressive
- improperly discriminatory
- based on improper or irrelevant grounds
- based on a mistake of law or fact
- otherwise wrong

If you feel that you have experienced or observed an agency doing something like this, you can complain to the NSW Ombudsman who handles complaints that fall within the following areas:

- public sector agencies
- local government
- the police
- community services
- workplace child protection
- correctional centres
- freedom of information
- protected disclosures.

General Inquiries: 02 9286 1000 ombo.nsw.gov.au



Payments

The cost of Family Day Care payable by parents to Educators is not regulated. Educators set their own fees and conditions. Educators are paid directly by parents, in accordance with an agreement they sign prior to commencing care.

Assistance with fees

Parents can receive assistance with the cost of care through the Childcare Benefit (CCB) and the Childcare Rebate (CCR). In order for families to be able to claim these they must first test eligibility with the Family Assistance Office.


Families receiving CCB can choose to receive this as either a lump sum payment at the end of the financial year, or as a weekly reduced fee. When receiving CCB / CCR as a reduced fee the parent would pay the reduced fee to the Educator and the scheme would forward the CCB and CCR portion of the fee directly to the Educator.

Parent Levy

A levy is charged to parents to assist with the operation of the Coordination Unit. The levy is included in the total cost of care charged by the Educator. This is then deducted from CCB and CCR payments made to the Educator.

Information for the Educators family and other household members

“Although the Educator is the main contributor to the child’s experiences, the child’s relationship with the Educators family plays an important role.



“Practice in Family Day Care homes is inevitably influenced by the Educator’s personal life, family life and the lives of individual family members, in ways that are not true of any other home-based workers. In other words, doing Family Day Care is about sharing your life with children and their families; your work isn’t something separate from your life.”

**Stonehouse, A, 2004, “FDC Dimensions – excellence in many ways”
National FDC Council**

The use of your family home as a workplace will impact on each household member, both positively and negatively and sometimes in unexpected ways. The Educator will juggle the requirements and demands of the work and her family commitments on a daily basis. Sometimes it will be hard to separate work from family life and commitments. The support of the Educators family members in meeting with requirements of the position is important and contributes to the positive development of the service.

We hope that you will see positive benefits for your family in sharing your home and family life with others through operating a Family Day Care service. Of course, there are financial benefits in running a viable and valued service and also through running a business from your home. The Educators family and the children in particular, may also find that Family Day Care relationships enrich your lives for many years to come. There is great satisfaction and appreciation to be gained from working with children and their families.

Family members may not fully appreciate how they may be personally affected by the requirements of the Family Day Care Educators work. The following information sets out some important requirements for family members to think about:

Safety of Children


Educators have a legal and ethical responsibility to behave in a reasonable and careful manner to keep children safe. Educators cannot always prevent accidents from occurring. However they should work in ways to minimise the potential for harm.

The Educator has a Duty of Care to protect the children and to ensure that a safe, caring and nurturing environment is provided for the children. There are two ways an Educator ensures the wellbeing of children in her care:

Safe environments: Physical provisions for the safety and wellbeing of the children are important. Minimum standards for safety are set out in the Education and Care Education and Care Services National Regulations, and Educators are legally bound to adhere to the Regulation. More than this, it can be very challenging caring for up to 5 pre-school aged children and a safe environment allows the Educator to carry out her work confidently without unnecessary worry. Provisions for safety may include safety barriers, childproof locks, areas kept out of bounds by closing doors, and items placed out of reach. The front door and yard gates are also to be kept secured. Please help the Educator to keep the premises safe by ensuring all provisions for safety are maintained.

Safe practices: The Educator will use their best endeavours to carry out safe work practices and procedures. Many of these are set out in the Policy Manual. One of these is the Daily Home Safety Check. Because the Educator’s workplace is also the family home, many things need to be checked on a daily basis. For example, razors in the bathroom; coins, buttons, paperclips emptied onto bedside tables; cosmetics and perfume; medicines left on the bench; tools and chemicals left lying around etc.

As a household member, we ask you to be careful with anything that may prove hazardous to the children in care. You can be the extra set of eyes, which ensures the children’s safety.



From time to time the Educator may need additional assistance in maintaining the premises themselves to the required standard and we thank you for the assistance you provide to her.

Supervision of Children

Under the Regulation, the Educator has sole responsibility for care of the children. As a family member, your assistance is welcome, but you cannot accept responsibility for any child in care. Partners or other household members who would like to be more involved with the children may apply to be “Relief Educators”, which carries the same requirements as for a Educator with the scheme.

Healthy Premises

The Educator has a responsibility to maintain healthy premises. Sometimes this will have a direct implication for other household members.

Smoking: The Educator must maintain smoke-free premises at all times the service is open. This means that there must be no smoking, or evidence of smoking, on the premises. Ashtrays will need to be cleaned prior to care commencement each day. Lighters, matches and cigarettes must be stored out of reach. Homes will need to be ventilated to reduce the smell of smoke.

Drugs and alcohol: Educators are to maintain a drug and alcohol free environment at all times the service is open.

Weapons: There should be no weapons stored on the premises.

Provisions and Experiences for Children

Family Day Care is not babysitting, but long-term childcare. This means that the Educator has responsibility to ensure a stimulating learning environment for the children, one in which they will develop appropriately. Each day she will need to make provisions for the children’s development by providing toys, activities and other valuable experiences. We hope you will not mind sharing your home with the children’s toys, equipment and work-in-progress.

The Educator also needs to plan and prepare experiences for children in advance, and will be spending her day interacting with the children. This may seem like “just playing”, but it is the serious work of childhood, and vital to healthy development.

Time

Do we ever have enough? We find our Educator are remarkably well-organised and time efficient people. But they have to be! Caring for children is a full-time occupation. There is no time during the day to do anything more than care for the children – play with them, look after their personal needs, clear away after them, prepare their food, talk and interact with them in ways that make them feel special. Please understand that the Educator has a full-time job during the day. The Educator needs the family to be realistic about what other household chores and commitments are achievable.

Clients in the Home

The families using the Educator’s service are her customers. Some of them will be very easy to get along with and some of them may be more challenging. Parents on the one hand see you as a family just like theirs, and your home as a home just like theirs. Many families are respectful of the fact that the workplace is also your home, but sometimes it can be difficult to draw boundaries.

It will be easier if you can agree about what the boundaries are before care commences and by reviewing boundaries regularly. If the family are agreed upon the boundaries, it



will be easier for the Educator to insist on the boundaries being maintained. For instance, if you would like to have your home all to yourself by a certain time, the Educator will be able to insist upon timely pickups. She does not have the discretion to extend the time.

If your family is having difficulties establishing boundaries, the coordination unit may be able to further assist.

Relationships

The relationship between the children themselves and between the Educator and children are real strengths of Family Day Care. Your own children may form very strong friendships with some of the children in care. Some of the families may also become close to your own family as trust develops.

The client family's loyalties should first and foremost be with their child. Sometimes they will not want to raise matters of concern for fear of upsetting the Educator and affecting their relationship. This is not an appropriate way to feel.

It is important that all members of the family respect that the care arrangement is not a friendship but a professional arrangement. Families should feel free to raise any concerns and have them dealt with professionally. In turn, families also need to appreciate that the Educator is a childcare professional, focused on the best outcomes for the child, and not have unrealistic expectations of the Educator.

Protective Behaviours

Family Day Care Educators have sole responsibility for the care of the children. We have all heard of child protection allegations levelled at child Educators from time to time. This need not concern you, providing you are open and transparent about the service provided.

Don't forget that Family Day Care is the choice of many families for their children. They want the normal family experiences you have to offer. By practicing in protective ways, the family's trust will develop and you need not fear false allegations.

Confidentiality

You will often find that families become very close to you and share much of their lives. Please respect that this information is confidential. All children's records are also confidential.

Workplace Health and Safety

As the home is also a workplace, it is the Educator's responsibility to ensure the premises are a safe place to work in and safe for client family members and other visitors, including staff.

The Educator is also responsible for ensuring that she looks after her own health and wellbeing. Sometimes she may need encouragement to take a break when she needs one, or to inconvenience families when she is ill by closing the service. You can be a positive support here by encouraging her to look after herself.

Visitors to the Home

As the premises are "registered" premises, covered under the scheme Licence, all visitors to the home during operating hours must sign in the Visitors' Register. This ensures that parents are aware of all persons with whom their children come into contact.

The Educator must ensure that she is not supervising any more than the allowable number of children under the Regulation. Children under 13 years of age must be accompanied by a supervising adult if the Educator would otherwise exceed the allowable number of children on the premises.





Driving Children

Do you usually do the driving? The Educator is the person authorised to drive children on excursions and outings. If you intend to drive children, you need to ensure that your car is equipped to meet the current child restraint regulations and you will need the permission of their parents to transport the children. You will also need to provide the coordination unit with a copy of your driver's licence. We think it's great if you help with excursions, just bear in mind that many parents have anxieties about their children travelling in cars. When the Educator takes her responsibilities seriously, and consults with parents, they feel more confident that the excursion will be managed safely.

Support from the Coordination Unit

As a family member, you are more than welcome to talk to any of our staff if you have any concerns. The coordination unit's role is to support the care being provided. Staff members will visit with the carer on a regular basis, so please make them welcome. Please feel free to ring us or talk to us personally if you have any concerns or other issues.

Steps to becoming an Educator

The following documents should be returned to the Coordination Unit:

1. Application form fully completed
2. Personal and professional reference details
3. Working with Children Check – Applicant Declaration and Consent
check.kids.nsw.gov.au/background-check-consent.php
4. Working with Children Check – Household member of a Carer – Consent
check.kids.nsw.gov.au/adult-household-member-consent.php
5. Copy of current Senior First Aid certificate if available (must be provided prior to commencing care)
6. Copy of current Cardiopulmonary Resuscitation (CPR)
7. Copy of Child Protection training certificate if available (must be undertaken within the first 12 months of operation) course code CHCCHILD4018A – *if currently undertaking childcare qualification it will be included in the course.*
8. Rented premises only – a letter from the landlord giving permission for Family Day Care to be undertaken on the premises
9. Units and strata titles – a “Notice of Intention” needs to be posted on the public notice board for 30 days

What happens then?

1. Firstly an initial home inspection is undertaken to assess the suitability of your home and identify any issues that need to be rectified to ensure that your premises meets all health and safety requirements
2. Following this an interview is arranged at our premises. This interview is to assess your suitability to be an Educator; 100 points of identification will be required at the interview both for yourself as well as any other household members over 18 years of age.
3. We encourage you to read both our service Policies <http://www.warringah.nsw.gov.au/services/FamilyDayCareHandbookPolicies.aspx> and the Children's Services Regulation 2004 <http://www.legislation.nsw.gov.au/fullhtml/inforce/subordleg+260+2004+FIRST+0+N>
4. Please note that at some stage we like to assess your skills and interactions with children. This can take place at play session, informally at any stage, or by separate



arrangement.

5. You will be required to visit two to three established Educators for at least three hours per visit
6. You will be required to enrol into the Certificate III of Children Services if you do not currently have any early childhood qualifications.
7. When the premises are satisfactory, you should contact us to arrange a final inspection.
8. A staff member will go through the Regulation with you and you will be asked to sign off on the Service Agreement.
9. You should then arrange an appointment with our Administration Officer to go through the administrative requirements – forms, timesheets etc.
10. You will be required to complete our learning guides that will assist you in starting up your business
11. You will be provided with information about the Orientation Program (four evening sessions), which must be completed within six months of commencement as an Educator
12. You will be assigned to a Coordinator – Child Development Officer, who will contact you and arrange a support visit, and talk to you about placement of children.
13. Prior to commencement you need to have public liability insurance in place and the receipt sighted by a staff member.

The staff at Warringah FDC will support and guide you through this process. While the process may appear overwhelming it is largely driven by you. Please feel free to contact the Coordination Unit at any time if you require any assistance or advice in regards to establishing your Family Day Care service.

Other Support to Educators

Family Day Care Australia (FDCA) is Family Day Care's national peak body. Their role is to support, enhance and resource Family Day Care services and lead the way for Family Day Care in the Australian childcare sector. Our key roles are research and advocacy of Family Day Care policy issues and innovative and strategic promotion of our unique childcare service. We also offer a range of tailored insurance policies, publications and other products to ensure that Family Day Care workers are well resourced.

fdca.com.au/index.php/main/Home#M55

The NSW Family Day Care Association is the peak body for the 104 schemes operating throughout the state. The Association's mission is to "successfully support its members in providing quality childcare by providing resources and advocacy, and achieving excellence in the dissemination of information". nswfdc.org.au

Australian Children's Education and Care Authority (ACECQA) is the new national body ensuring early childhood education and care across Australia is high quality. ACECQA is a national entity, which will oversee important changes to early childhood education and care and school age care in Australia. acecqa.gov.au

Early Childhood Australia works with government, early childhood professionals, parents, other Educators of young children, and various lobby groups to secure the best range of options and outcomes for children as they grow and develop. earlychildhoodaustralia.org.au

Community Childcare Cooperative is a not-for-profit organisation established in 1978 to promote, support and advocate for quality children's services, meeting the needs of children, their families and the community. cccsw.org.au

