

Family Handbook



Newton Family Day Care

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WELCOME

Newton Family Day Care (the acronym Newton FDC will be used from here onwards) aims to provide a high quality, flexible and professional children's service, offering a range of education and care options and positive experiences for children and their families. This encompasses the ideals of family day care and encourages all children to develop to their fullest potential.

OUR MISSION

To ensure that children, parents and communities are supported in every step so they can discover and realise their full potential.

OUR VALUES

Our value is to recognise the importance of the basic needs of our society that promote personal development, equality, financial well-being, a healthy democracy and a sustainable future. Our core areas are based on:

1. Cooperation
2. Equality
3. Respect
4. Fairness

OUR PHILOSOPHY

We engage, support, resource and inspire educators to work in collaboration with families ensuring each child reaches their full potential. In meeting our vision, the service will act in a professional and respectful manner, valuing partnerships and diversity. Our primary focus is always what is in the best interests of the child and in doing so we honor the United Nations Convention on the Rights of the Child.

- Newton FDC aims to provide a high quality, flexible and professional children's service offering a range of education and care options and positive experiences for children and their families. This encompasses the ideals of Child Care and encourages all children to develop to their fullest potential.
- Newton FDC supports inclusive practices and rights of all children to feel safe, secure and that they belong. Children are recognized as individuals, regardless of their age, gender, ability, cultural background or experience. Educators foster a warm and caring home and a responsive environment that nurtures children's health and happiness.
- Newton FDC provides positive relationships and working in collaboration with families, educators and staff are crucial to the wellbeing of children. Diversity is valued and mutual respect is essential between all partners promoting nonjudgmental and positive relationships within the care.
- Newton FDC embraces the Early Years Learning and Development outcomes for all children:
 - To have a strong sense of identity
 - To connect with and contribute to their world
 - To develop and have a sense of wellbeing
 - To be confident and involved learners
 - To be effective communicators
- Newton FDC would like to promote good will, collaboration and trust between the government, parents and the wider community for maximum benefit of the children under our care. We are committed to simplifying processes, finding solutions and continuous improvement.

ONE COMMUNITY

Newton FDC is connected to the children and families in the community and does its utmost best to deliver early childhood services that respond to the specific needs of the community.

We are committed to provide the best of quality in family day care services due to the trust and respect given to us, and we hope to reach these expectations.

YOUR CHILD'S EARLY YEARS

We partner with you to provide a safe, quality, family-centred learning environment where every child is respected and nurtured. We will continually develop our skills and explore new ways to enrich your child's early learning experience.

We respect parents as a child's primary educator and we will work alongside you on your child's early learning journey. We are looking forward to sharing your child's early learning experience and working with you in the year ahead.

SCHOOL READINESS

Supporting Children's Transition to School

At Newton Family Day Care, we recognise that the transition from early childhood education to school is a significant step for children and their families. Our *School Readiness Program* is designed to support each child to develop the confidence, independence and social skills they need for a smooth and positive start to school life.

We believe that school readiness is about nurturing the *whole child*—helping them grow socially, emotionally, physically and cognitively through meaningful, play-based learning experiences. Our educators focus on building skills that promote curiosity, problem-solving, communication and independence.

Our Approach to School Readiness

Educators plan and embed school readiness goals into daily routines and activities, focusing on areas such as:

- **Social and Emotional Development:** Encouraging cooperation, sharing, turn-taking, following instructions, and developing positive relationships with peers and adults.
- **Self-Help and Independence:** Supporting children to open and close their own lunchboxes, unwrap food, eat independently, and manage their belongings with confidence.
- **Independent Toileting:** Guiding children to use the toilet independently, wash and dry their hands, and take responsibility for their own hygiene.
- **Dressing and Personal Care:** Encouraging children to dress themselves, including putting on shoes, socks, jumpers and hats, helping them feel capable and confident.
- **Language and Communication:** Promoting conversation, listening, storytelling and expressing thoughts clearly to develop strong communication and early literacy skills.
- **Early Literacy and Numeracy:** Introducing counting, sorting, measuring, and recognising letters and numbers through fun, play-based experiences.
- **Physical Development:** Supporting fine and gross motor skills through drawing, cutting, climbing, balancing and active outdoor play to prepare for the physical demands of school.

Working in Partnership with Families and Schools

Families are a vital part of each child's school readiness journey. We encourage parents and guardians to support independence at home by:

- Encouraging children to pack and unpack their lunchboxes.
- Allowing them to dress themselves each day.
- Practising simple daily routines such as toileting, handwashing, and tidying up.

Our educators also work closely with families to share information about each child's development, strengths and areas for support. When possible, we collaborate with local schools to ensure that transitions are smooth and consistent with school expectations.

Together, we aim to ensure every child leaves Newton Family Day Care as a confident, capable and independent learner—ready to thrive in their first year of school and beyond.



QUALITY CARE

The National Quality Framework (NQF) for early childhood education and care services came into effect on 1 January, 2012. It applies to most long day care, Family day care, preschool and kindergarten, and outside school hours care services. It includes a national legislative framework that creates a standard approach to the regulation and quality assessment of education and child care services:

- Education and Care Services National Law Act,
- Education and Care Services National Regulations 2011,
- National Quality Standards (NQS),
- A Rating System to complement the NQS,
- Australian Children's Education and Care Quality Authority (ACECQA).

The NQF provides a basis for all early childhood education and care services to be assessed on equal measures and encourages a higher level of quality outcomes for Australian children. Parents and families will also be able to view how their local service providers are performing through the assessment processes.

A Quality Improvement Plan (QIP), must be made and available to the Regulatory Authority. All services must undertake a self-assessment and develop a Quality Improvement Plan.

Newton FDC with your help will be consistent in developing a high-quality level of care and will invite families to provide feedback and contribute to our continual quality assessment and improvement.

THE IMPORTANCE OF PLAY

PHYSICAL ACTIVITY

Physical activity is vital for a child's development and lays the foundation for a healthy and active life. Educators should offer a wide choice of play-based, physically active learning experiences that link to children's interests, abilities, identity and prior knowledge. Physical activity needs to be made up of both spontaneous and intentionally planned active play (child initiated and educator led) that can be done indoors or outdoors. In addition, as active role models, parents can encourage children to participate in physical activity. The benefits of being active for young children include:

- promoting healthy growth and development
- helping to achieve and maintain a healthy weight
- building strong bones and muscles
- improving cardiovascular fitness
- improving balance, coordination, strength and posture
- maintaining and developing flexibility
- assisting with the development of gross motor and fine motor skills
- providing the opportunity to develop fundamental movement skills
- helping to establish connections between different parts of the brain
- improving concentration and thinking skills
- improving confidence and self-esteem
- relieving stress and promoting relaxation
- providing opportunities to develop social skills and make friends
- improving sleep.

THE EARLY YEARS LEARNING FRAMEWORK

Belonging, Being and Becoming - The Early Years Learning Framework (EYLF) describes the principles, practices and outcomes that support and enhance young children's learning from birth to five years of age, as well as their transition to school with a strong emphasis on play-based learning. Play actively contributes to young children's learning, providing the most appropriate stimulus for brain development. The EYLF also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development

The framework is a key component of the National Quality Framework for early childhood education and care. The EYLF was developed by the Australian and state and territory governments with input from the early childhood sector and early childhood academics. It has incorporated feedback from a consultation process, including two national symposiums, national public consultation forums, focus groups, an online forum and case-study trials.

The framework offers a vision where 'all children experience learning that is engaging and builds success for life'. It has been designed so that early childhood services will be able to develop their own strategies to implement its objectives.

The key learning outcomes are:

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.

MY TIME OUR PLACE (MTOP)

MTOP is part of the Australian Government's National Quality Framework for early childhood education and care. It has been incorporated in the National Quality Standard to support consistent and quality school-age care across sectors and jurisdictions. MTOP builds on the Early Years Learning Framework (EYLF).

MTOP is linked to the EYLF, which focuses on children from birth to five years. It extends the principles, practices and outcomes to the contexts and age range of the children and young people who attend school age care settings.

MTOP exists to ensure that children in school age care have opportunities to engage in leisure and play-based experiences that are responsive to the needs, interests and choices of the children attending the service and that contribute to their ongoing development. It provides guidance to educators working with school age children in outside school hours care, long day care and family day care settings.

All Newton FDC educators use these frameworks to guide their decisions around the play-based learning programs that are provided to children in our services. We do our best to ensure our programs are based on the individual needs and interests of the children.



EDUCATORS

QUALIFICATIONS

Newton FDC Educators have a variety of accredited early childhood qualifications and experience that meet the *Education and Care Services National Law* and National Regulations 2011. All educators hold a current police check and a Working with Children Check. Our educators are always trying to improve their skills and knowledge to provide the best outcomes for the children through regular training held by the scheme so they can provide a rich learning environment.

NUMBER OF CHILDREN IN CARE AT ANY ONE TIME

Educators may care for up to a maximum of 7 children, between the ages of birth and 13 years. No more than 4 preschool children may be in care, including the educator's own, at any one time.

The number of children to be cared for is also determined by the FDC Coordinator based on the capabilities of the educator and the physical space available.

SUPPORT EDUCATORS

At times regular educators may be absent for a variety of reasons such as illness, professional development or personal circumstances. Newton FDC will endeavour to reach for Support educators if available but this may not always be possible.

THE ROLE OF FAMILY DAY CARE EDUCATORS

Educators have the experience in meeting young children's needs. They are professional, caring people who set up their home environments appropriately in order to encourage and stimulate learning.

They will make observations of each child's interests, behaviour, and development and plan a program that will meet the individual child's needs.

More importantly, they are professionals, providing a warm and loving alternative for part of your child's day, with one main goal – to provide good, consistent, quality care for your child and to complement the family unit in all possible ways.

If you have anything at all you wish to discuss with your educator in regard to the program or your child, they will be more than happy to make time available. Please remember that in order to provide the best care possible we need to have a good understanding of your child. This means taking the time to talk to your educator about any changes or experiences that are/or will be happening in your child's life.

When there is shared knowledge there is mutual growth and understanding in ways that benefits the child.

CONCERNS/GRIEVANCES

Parents are encouraged at all times to discuss with educators any concerns or queries that they have about their child's development and the operations, programs and procedures of the service.

If parents, at any time, have a complaint or concern with the service, it is recommended that you discuss this with the educator member involved, or the FDC Coordinator, or follow our complaints procedure.

A copy of our complaints policy is available from:

- Newton FDC service coordination unit
- your educator
- or upon request by email

Here is some information that we feel families will find useful to prepare their child for family day care.

- Think of any information about your child that you would like to share with the educators – interests, cultural background, fears and security items, special routines, etc.
- Enrolments are completed at the FDC office by making an appointment prior to your child attending care. (This is a regulatory requirement)
- Photographs are taken by the educators and the coordination unit, these photos are used to assist with programming and portfolios. Written permission is required before any photographs can be taken or used for promotional purposes
- Got a question about your privacy? You can refer to our Privacy Policy available upon request via email, the FDC place and the coordination unit.
- Our environments are smoke-free, inside and out – so please refrain from smoking on the premises.



CHILD CHECKLIST

- A complete change of clothing in your child's bag or backpack, including extras if your child toilet training
- Nappies, if required (please talk to your educator).
- a hat and apply sunscreen. Sunglasses are also recommended for outdoors.
- In Winter – a warm coat.
- Suitable footwear for playing and climbing (thongs are not appropriate).
- Bring your child's food for the day while they are in Family Day Care (Discuss with educator).
- It is important to provide meals for your child that reflects a well-balanced nutritional menu that is based on the 'five food groups' and the *Australian Dietary Guidelines*.
- Please notify your educator if your child is on a special diet, or cannot eat certain foods due to cultural differences, as sometimes children may bring food to share for special occasions, for example a birthday cake.
- Within the meal routines, educators promote independence. This encourages self-feeding, allowing the children to decide what they like/dislike and how much they want to eat. If your child would like to bring a favourite toy from home, please bring it and discuss this with your educator upon arrival (N.B. Staff cannot accept responsibility for toys brought from home).
- A drink bottle filled with fresh water. We will top it up as required

How you can get involved

- Talk to our educators, share your ideas and discuss your child's needs.
- Provide regular feedback, participating in our Parent Survey available at the coordination units and involvement in policy review.
- Stay at your educator's home and contribute to our programs
- share talents, read to the children, sing, cook, and more.
- Consider and discuss other ways to be involved and suggest your ideas.

If you have a compliment or concern, please discuss this with your educator or contact the Family Day Care Coordination Unit:

Newton Family Day Care

2A Turimetta Avenue,

Leumeah,

NSW, 2560

Email: newtonfdc@gmail.com

Phone: (02) 46278130

WHAT TO DO UPON ARRIVAL AND DEPARTURE:

- Please sign in and out. The Timesheet Book is a document that must be completed by the person who delivers or collects your child from our service.
- The information in the Timesheet Book is required by our regulatory body and is used by staff to conduct regular checks of attendance throughout the day, maintain correct staff and child ratios and support evacuation procedures in the event of an emergency.
- Ensure the educator is present at the time of drop off. Do not leave your child with the educator's family members.
- Please close the front door behind you as you enter and leave the premises to ensure the safety of all children in care.
- Consider what information you would like to share with our educators about what has happened at home – any information that may help the educators to respond to your child's needs.
- Some children may become anxious when you leave them, so please discuss this with staff to develop the best strategy for handling this situation. In most cases, the child will become calm shortly after you leave. If not, we will notify you.
- Please make sure you arrive on time to collect your child, according to your contract hours.
- Children may only be collected by parents/guardians or persons authorised on the enrolment form. If another person is collecting your child, it is necessary to provide written authorisation.
- If someone other than the regular person is collecting your child, please inform your child and the educators. Educators will ask to see photo ID, such as a driver's license.
- The person who collects your child must be 18 years old or over.
- If you are running late, please notify your educator as soon as possible. Late fee's may apply.
- If a child is not collected on time and we have not heard from you, then Educators will attempt to contact the parents/ guardians and continue to do so at regular intervals.
 - If parents/guardians are unavailable, educators will attempt to contact authorised persons listed on the child's enrolment form.
 - Newton FDC coordination unit will be notified to decide on further action.



ORIENTATION

Educators understand that parents may feel anxious about leaving their children in care. Children can sense this anxiety and may feel insecure.

We believe that a sensitive, and where possible, gradual approach to orientating families to Family Day Care enables parents and children to feel secure. Educators will support parents by:

- Providing written and verbal information about the service;
- Listening to concerns and providing reassurance;
- Encouraging them to visit their environment/home with their children informally – this is a good opportunity for parents to get to know their chosen Educator and for children to become familiar with this environment;
- Encouraging them to call in, phone or email their Educator as often as required.
- Take some time to support your child during the transition from home to our care

PRIORITY OF ACCESS

The Commonwealth Government has established priority of access guidelines for all Children's Services, these are:

- **Priority one** – a child at risk of serious abuse or neglect
- **Priority two** – a child of a single parent who satisfies, or of parents who both satisfy the work/study/ training test under section 14 of the Family Assistance Act
- **Priority three** – any other child

Newton FDC will always follow this guideline to ensure children are looked after according to the priority stated above.

OPERATING HOURS AND SESSION TIMES

Please check with your educator to organise your contract hours as per your parent/educator agreement. If care is required on Public Holidays speak directly to your child's educator in advance.

Coordination unit hours are 9:00 am to 5.00pm.

SICK / ANNUAL LEAVE

Please note that normal fees apply to any sick leave your child may have or when parents have annual leave/holidays and do not bring their child into Family Day Care. If your educator is unavailable, fees do not apply.



EXCURSIONS AND INCURSIONS

At times the educator may arrange excursions, such as a visit to the fire station, library, etc. Written authorisation from parents/ guardians will be required prior to the excursion. Parents will be asked to assist on these excursions to provide additional supervision. Routine Outings/Risk Assessment forms are completed by the educator before any outing.

Educators may also arrange incursions where specialised visitors provide educational and entertaining programs at playgroup, e.g. theatre groups, museum displays.

When planning and conducting an excursion or incursion, the educator will adhere to the Education and Care Services Regulations and Newton FDC's Excursion and Incursion Policy.

Excursions and incursions may incur an additional cost to families. Your educator will provide full details at the time of excursion/incursion

RELEVANT SECTIONS FROM NEWTON FDC POLICIES AND PROCEDURES

Your child's safety, health and wellbeing are important to us. We have a range of policies that cover all aspects of operation and quality of our children's services.

We invite you to review these policies, to discuss them with your educators and to provide feedback. Newton FDC complete policies and procedures document is available at your child's service and at the coordination unit as well as via email (upon request).

CHILD SWAPPING LEGISLATION

What is 'child swapping'?

Child swapping is a practice where an FDC educator, or their partner, receives child care fee assistance for a session of FDC provided to their child on the same day that they themselves provide FDC.

Key changes to the Family Assistance Law

Eligibility - FDC educators and their partners are not entitled to receive child care fee assistance for their own child's session of FDC if, on that same day, the FDC educator provides FDC for an approved FDC service, unless specified circumstances apply.

Check FDC educator status - FDC services will be required to ask eligible individuals if they, or their partner, are an FDC educator.

Specified circumstances - the specified circumstances allow eligible individuals to claim child care for their own child's FDC care on the same day they or their partner work as an FDC educator in an approved FDC service. If an eligible individual who is, or is the partner of, an FDC educator informs the approved FDC service that specified circumstances apply, the approved FDC service must request particular information and documents to substantiate the specified circumstances. Specified circumstances do not apply unless documentary evidence has been provided to the approved FDC service.

Change of circumstances - approved FDC services must request to be informed if an eligible individual or their partner becomes an FDC educator. If an eligible individual or their partner is an FDC educator and specified circumstances apply, approved FDC services must also request to be informed of any change in those circumstances.

Record keeping - approved FDC services will be required to retain evidence of specified circumstances. They must also create and maintain a register of relevant information.

Online compliance - if an FDC educator has a Customer Reference Number (CRN) allocated by the Department of Human Services, the approved FDC service will be required to enter it into the Child Care Management System (CCMS).

Specified circumstances

FDC educators and their partners are not entitled to receive child care fee assistance for their own child's session of FDC if, on that same day, the FDC educator provides FDC for an approved FDC service, unless one or more of the specified circumstances apply. The specified circumstances are where:

- the child has been diagnosed with a particular disability or medical condition, or the FDC service is receiving payment of Inclusion Support Subsidy because the child is undergoing continuous assessment of disability
- the child lives in an area designated as 'remote Australia' or 'very remote Australia'
- the child requires FDC because the eligible individual (or their partner) who is an FDC educator is required on the same day to work for a minimum of two hours (but not for an approved FDC service)
- the child requires FDC because the eligible individual (or their partner) who is an FDC educator is required on the same day to undertake education or training towards a recognised qualification (at Certificate III or above).

If the FDC service becomes aware that the eligible individual or their partner is an FDC carer and one or more of the specified circumstances exists, the FDC service must request relevant information.

Except where the FDC service is receiving Inclusion Support Subsidy (ISS) because the child is undergoing continuous assessment of disability, the FDC service must request documentary evidence of the specified circumstance. The service will have the documentary evidence of receipt of ISS.

For any of the specified circumstances to apply, documentary evidence must have been provided to the approved FDC service.

Legislative reference – section 10A of the Eligibility Determination and section 8 of the No One Eligible Determination

RELATIVE CARE ARRANGEMENT

There are restrictions under the Family Assistance Law about Family Day Care educators providing care for children who are related to them. The Family Assistance Law specifies care that is not eligible for Child Care Subsidy, but does allow for some care to be provided to related children.

Section 47 of the Minister's Rules provides that within each Child Care Subsidy fortnight, the Family Day Care educator must make sure that less than 50% of children in care are related to them, and that more than 50% of children in care are not related to them.

The ratio is applied across all of the children cared for across the whole fortnight, and not to just one particular session.

NUTRITION

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

When a child is being cared for by the staff or educators, they must ensure that the child is regularly offered food and beverages, which may have been provided to the service by the child's parents.

Where an educator does provide food as part of the education and care of a child – the food must be nutritious, varied, adequate in quantity, and have regard to the dietary needs of individual children based on each child's developmental need and any cultural, religious or health requirements.

The educator should take care at all times to avoid allergy-inducing food and drink (in children with known conditions).

1. Parents will give initial advice to educators with respect to a child's routine and food requirements and continue to consult and exchange information with the educator as the child grows.
2. Some foods, such as whole nuts, are not suitable 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. Small children should not be left alone while eating.
7. Parents of babies will supply, to educators, 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.
9. Educators will encourage children's learning around healthy food choices and provide opportunities for children to participate where appropriate with meal planning, food preparation, cooking and serving food.
10. Where a child has been provided with insufficient food for his/her needs, the educator is expected to provide the extra food required and charge the parent for the meal, as per the fee schedule.
11. **Newton Family Day Care does not accept any junk food (Chocolate, chips, ice-cream etc) or fast food (Pizza, chips, McDonalds, KFC etc) into the service. Our educators Cannot provide any of these foods into the service and Must also not accept these types of food from families or guardians**

THE IMPORTANCE OF SAFETY

Building and playground safety

Newton FDC educators conduct daily safety inspections of the Family Day Care home and outside play area. Any hazards are removed or made inaccessible to children. The Australian Standards for Playgrounds are used to guide all outdoor equipment purchases.

SAFE USE OF DIGITAL TECHNOLOGIES AND ONLINE ENVIRONMENTS

Newton FDC is committed to ensuring that children, families, educators and staff use digital technologies safely and responsibly. This policy supports children's safety and wellbeing and aligns with the Education and Care Services National Regulations (effective September 2025). For full details, please refer to Newton FDC Policies and Procedure document.

For Families:

- Children's use of digital devices while in care will always be supervised.
- Children will only have access to age-appropriate, educational and safe content.
- Educators will promote safe and responsible online behaviour in ways that are suitable for each child's age.
- Photos or recordings of children will only be taken with prior parental/guardian consent and in line with our Privacy and Confidentiality Policy.
- Families must not share photos or personal details of other children without consent.

For Educators and Staff:

- All digital devices used for service purposes are password-protected and secure.
- Communication with families via email, Harmony Web or other platforms will remain professional and confidential.
- Any suspected cyber incident or data breach will be reported immediately to the Approved Provider.

Review:

This policy will be reviewed annually, or earlier if changes in technology, regulations or risks arise.

EMERGENCY PROCEDURES AND EQUIPMENT

First aid kits are located at each educator's home and are regularly maintained. Emergency evacuation procedures are clearly displayed at each educator's home. Educators are required to regularly practice emergency evacuation procedures with the children. During these practice drills children do not leave the licensed premises.

In the event of an emergency evacuation, the procedures outlined in the displayed information will be followed. Parents will be notified as soon as practicable to collect their child.

CHILD PROTECTION

Newton FDC management, educators, employees and volunteers have a duty of care and ethical responsibility to protect children from any form of physical or emotional abuse, risk of abuse, and/or neglect.

A report to Child Protection will be made whenever there are reasonable grounds to believe that a child has/or is likely to suffer significant harm or the child's safety and/or wellbeing is at risk.

Actions and decisions taken under this policy will consider the importance of maintaining respectful and collaborative relationships with children and their family

Please refer to our *Child Protection Policy* available at your children's service for more information.



VISITOR'S SHEET

All Family Day Care educators have a visitor's log. For the security of children, parents and staff, all visitors must sign in and out in the visitor's sheet. Visitors include any maintenance personnel, local employees, government representatives, Newton representatives, specialists, parents assisting for the day, etc. The visitor's log provides a record of visitors on the premises in the event of an emergency evacuation.

FEES

Parents will be provided with fee information once an appointment has been made with the educator of their choice. For a complete overview of Newton FDC Fee policy, please refer to the Policies and Procedure document available through the Educator or Newton Family Day Care Office / website.

Please note fees will apply for all booked days including days of non-attendance, e.g. for illness, holidays and for public holidays.

FEE PAYMENT

All fees are paid fortnightly through RedPay (direct debit system). It is the educator's discretion to cease care if the parent is not settling the account.

PAYMENT METHOD

Payments are processed securely through RedPay on a fortnightly basis. This ensures consistency, transparency and accurate records for families, educators and Newton FDC. Cash payments are not accepted.

ADMINISTRATION LEVY

The administration levy is \$7.00 per child per week. This levy is collected by the educator on behalf of Newton FDC and contributes to the administration and support of quality services provided.

UNPAID FEES

If you have difficulty in paying fees you must discuss this with your educator as soon as possible so that a payment plan can be arranged. Newton FDC manages unpaid fees in line with ACCC/ASIC Debt Collection Guidelines and NSW Fair Trading requirements.

The steps for managing unpaid fees are as follows:

- Reminder notice – Families will receive a written reminder of the overdue fee.
- Second reminder/final notice – If the account remains unpaid, a second reminder or final notice will be issued, setting a clear deadline for payment.
- Offer of payment plan – Families will be given the opportunity to contact the service to arrange a payment plan if experiencing financial hardship.
- Termination of care – If fees remain unpaid and no payment plan is agreed, the service may terminate care.
- Debt collection referral – If the account remains unpaid after termination of care, the matter may be referred to a debt collection agency in line with Fair Trading and ACCC/ASIC guidelines. Families may also be liable for any reasonable recovery costs charged by the agency.

CHILD CARE Subsidy (CCS)

Child Care Subsidy is a payment made by the Commonwealth Government to assist with the costs of childcare

To apply for Child Care Subsidy please contact your local Centrelink office or the Family Assistance Office (FAO) on 13 61 50 and request to register for childcare.

Please note that you are unable to receive Child Care Subsidy without having first applied through the Family Assistance Office.

If the attendance register (Timesheet) is not signed by the parent, the FAO can decline Childcare Subsidy component payment and full fees would apply.

CHILD CARE TAX WITHHOLDING

Services Australia withholds 5% of your Child Care Subsidy to reduce the chance that you will have a debt at the end of the financial year. This amount is reconciled with your actual income when you lodge your tax return. Families can adjust the withholding amount through their Centrelink online account, choosing from 0% up to 100%.

CANCELLATION OF BOOKING

Parents are requested to provide the educator with two weeks' written notice of cancellation of care. Fees continue to apply until written cancellation is received.

If your child does not attend for the final 2 weeks of booked care, the Family Assistance Office will not pay Child Care Subsidy and therefore full fees will be charged. Please refer to Our Fees Policy available at your educator's home.

ALLOWABLE ABSENCES

Child Care Subsidy is paid for up to 42 absence days for each child per financial year without the need to provide documentation such as medical certificates.

When you have registered with the FAO for childcare, please provide the coordination unit with your family customer reference number and your child's customer reference to receive Child Care Subsidy.

It is important that parents sign the attendance register. Absences exceeding the first 42 days will only be paid for 'additional absences' if parent/ guardians provide the following documentation and evidence, such as certificates for:

- Illness of a child, parent or sibling supported by a medical certificate
- Non-immunisation
- Rostered days off
- Rotating shift work
- Temporary closure of a service
- Periods of local emergency
- Exceptional circumstances



MEDICATION

If your child requires medication while at the Family Day Care, please inform your educator of the administration requirements and give permission by completing a Medication Form.

- All medication requires parent/ guardian authorisation including prescribed eye drops, asthma pumps, nappy rash creams, etc.
- No medication will be administered unless prior written authorisation has been given.

Your Family Day Care educator will not administer over-the-counter cough or cold medication to children 2 years of age or younger. Exceptions are made for children 2 years of age or younger with a temperature (38°C or above), where Panadol or Nurofen may be administered with written parent authorisation.

- Medication must not be left in children's bags or within reach of children. Please refer to Newton FDC medication policy available from the FDC office.

ILLNESS AND INFECTIOUS DISEASE

Newton FDC follows legislated procedures to promote children's health and minimise the spread of infection. Please keep your child at home if he/she is unwell. We require that children with the following symptoms or illness must be kept at home until they are completely well:

- High temperature (38°C or above)
- Vomiting (24hrs after last episode)
- Loose bowel motions (24hrs after last episode)
- Rashes – any irritation that cannot be identified
- Red, swollen or discharging eyes
- If a child seems sick without obvious symptoms, for example unusually tired, irritable, lethargic, not eating or drinking
- Any of the infectious diseases listed in the NSW Government Infectious diseases of childhood fact sheet. Website link in the paragraph below.

Parents/guardians will be asked to collect their child if the child shows any of the aforementioned symptoms of the illnesses or infectious diseases. Please refer to the NSW Government Infectious diseases of childhood fact sheet. A link to this document is available on the following website:

<http://www.health.nsw.gov.au/Infectious/factsheets/Pages/childhood.aspx>

An ill child will be kept comfortable and under observation until the parent/guardian, or authorised person collects the child from the service.

Educators will complete the details of your child's illness in the Illness Record. You will be required to read and sign this record.

Please inform staff as soon as possible if your child is diagnosed with an infectious illness. Educators are required to alert all families at the children's service. Confidentiality will be respected at all times.

IMMUNISATION

Please provide your child's immunisation details along with your child enrolment form and provide staff with details of any changes to your child's immunisation. In the event of an outbreak of an infectious disease, a child or adult who has not been immunised in accordance with the National Immunisation Schedule will be excluded from the children's service for the recommended period of exclusion. Please refer to our Immunisation Policy available at your child/ren's service.

ALLERGIES AND OTHER HEALTH ISSUES

Please inform your educator of your child's allergies and any other health issues your child may be experiencing. The educator will be supportive and share our recommended procedure for safe and effective management of these matters.

Ongoing communication between parents and educators is critical to ensure the health of all children. If your child has been diagnosed with a health issue or allergy, you may be required to complete one or more of the following:

- Action Plan for Allergic Reactions
- Care Plan/s for Eczema
- Action Plan/s for Asthma, Epilepsy, Diabetes, Anaphylaxis (see below for further details on Anaphylaxis procedures) etc

ANAPHYLAXIS

Anaphylaxis is a severe allergic reaction which can be life threatening. If your child has been diagnosed as anaphylactic, it is very important that you complete an Action Plan/s for Anaphylaxis.

This plan must be signed by your child's medical practitioner. If your child has an auto-injection device (e.g. EpiPen®) it must be available at Family Day Care at any time your child is in attendance. Please refer to the Anaphylaxis Policy available at your educator's home or discuss your child's requirements at any time with your educator.

To maintain a safe environment for all children it is important for all families to be 'allergy aware'.

Please contact your educator before bringing food, drink or recycled materials (e.g. cereal boxes) into the Family Day Care home. Some children may have allergies to food that are potentially life threatening. In some cases, foods may be excluded as a strategy to provide a safe environment.

ASTHMA

Asthma is a chronic condition which can be life threatening. If your child has been diagnosed as asthmatic, it is vital that you complete an Asthma Action Plan. This plan must be signed by your child's medical practitioner. If your child has prescribed asthma medication it must be available at the Family Day Care home at any time your child is in attendance.

Please refer to the Asthma Policy available at your educator's home or discuss your child's requirements at any time with your educator.

ACCIDENTS AND INJURIES

Under the regulations, Newton FDC is required to follow specific procedures in the event of a child sustaining an injury. All educators hold current first aid qualifications. At enrolment, parents are required to sign an authority for educators to seek emergency medical or ambulance assistance if necessary.

INCIDENTS

If your child is involved in a minor incident (e.g. tripping over), educators will comfort your child, assess their condition, apply basic first aid and monitor their wellbeing. Educators will record the details of the incident in the Incident, injury, trauma and illness record and discuss the incident with you at pick-up time.

You will be asked to read and sign the accident record. Please inform the educator if your child's condition changes or if medical advice was sought.

ACCIDENTS

If your child is involved in a more serious accident (e.g. bumping their head), educators will comfort your child, assess their condition, administer first aid as required and monitor their wellbeing. Educators will contact you by phone to inform you of the accident.

You may be required to collect your child and seek medical advice. Educators will record the details of the accident in the Incident, injury, trauma and illness record and further discuss the accident with you when you collect your child.

You are required to read and sign the accident record.

MEDICAL EMERGENCIES

Your child's wellbeing is our priority. If your child is involved in a medical emergency staff will administer first aid as required, call emergency services and contact you. Educators will be directed by paramedics. We will endeavour to keep you informed of all actions until you are with your child. Parents/guardians are responsible for any initial and subsequent medical costs (including all ambulance costs) associated with their child's accident/injury.