

Family Day Care Parent Handbook



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PARENT AND EDUCATOR INFORMATION
Whittlesea Family Day Care Service Coordination Unit Contact Details

Address:	25 Ferres Bvd, South Morang, Victoria, 3752.
Postal Address:	Locked Bag 1 Bundoora MDC, 3083
Business/After Hours Telephone:	9217 2170 (ask for Family Day Care)
Email:	famdaycare@whittlesea.vic.gov.au
Website:	https://www.whittlesea.vic.gov.au/community-services-and-health/family-services/family-day-care
Coordination Unit: Coordinator of Early Years' Service Delivery	9404 8875
Program Supervisor	9404 8869 9404 8875
Administration Team	9404 8870 9404 8873
After hours:	0428 791 075 or 0499 775 974
Other contacts: Department of Health and Human Services (Previously Family Assistance Office (FAO))	136150
My Gov	my.gov.au/Login myGov helpdesk on 13 23 07, select Option 1. The myGov helpdesk is open from: <ul style="list-style-type: none"> • 7:00am-10:00pm, Mon - Frid • 10:00am-5:00pm, Sat - Sun
Family Day Care Australia	1800 658 699
Department of Education and Training (DET)	1300 333 231
ACECQA	1300 422 327 www.acecqa.gov.au
Immunisation information	1800 653 809

Welcome to City of Whittlesea Family Day Care

Family Day Care (FDC) is an approved education and care service operated by the City of Whittlesea. This is regulated by Federal Government and partially funded by the Commonwealth Government. FDC provides children with a safe comfortable family environment. All programs are centered around play based learning, catering for each individual child and within a group setting.

The service caters for children up to the age of 13 years. Subject to vacancies FDC can provide:

- Full and part-time care.
- Before and after school, curriculum days, school holiday care
- Overnight*, evening, weekend care for work related purposes (subject to availability)
- Care for children with special needs (subject to availability of experienced Educators)

*Specific conditions apply, and Coordinator approval is required for non-standard care hours.

FDC Educators are contracted via the services recruitment Policy & Practice and require a minimum Certificate III qualification. Council's FDC Coordination Unit makes regular unannounced home visits and undertake annual safety checks at FDC Educator's homes. FDC Educators have First Aid, Anaphylaxis and Asthma training and attend professional development courses provided by the City of Whittlesea, external agencies, or tertiary institutions.

All FDC Educators sign a Licence Agreement with Council and abide by the Education and Care Services National Regulations 2011, the Education and Care Services National Law 2011, and National Quality Standards for Early Childhood. Documents are available upon request.

FDC Educators and their household members over 18 years of age have an Australian National Record Police check and undertake a Working with Children (WWCC) Check, updated every 5 years.

All FDC Educators operate in a smoke free environment.

The City of Whittlesea recognises the rich Aboriginal heritage of this country and acknowledges the Wurundjeri Willum Clan and the as the traditional owners of this place. We also pay our respects to their elder's past, present and emerging.



Aboriginal Flag



Torres Strait Islander Flag

City of Whittlesea Vision, Commitment and Philosophy

Vision

Children and families access excellence in education and care within the City of Whittlesea community.

Mission

To deliver a high-quality early childhood education and care service for children.

To do this we:

- Ensure open communication between the coordination unit and all its stakeholders.
- Encourage families to be active participants in our service, collaborating and sharing information which supports their children's learning and development.
- Maintain a professional and responsive attitude to the families and children's changing needs.
- Develop strong attachments with children which assist in individualised programs that meet the children's learning, development, and well-being.
- Allow for intentional and spontaneous opportunities for children to develop their interest and skills as involved learners.
- Regularly undertake reflective practices.
- Keep a progressive work ethic and up to date knowledge of the industry.
- Continue to promote professional development for educators.

Values

Whittlesea Family Day Care values, respects, and supports:

- Educators as independent, capable, and competent Early Childhood professionals
- The principles and ideologies of the Early Years Learning Framework to create holistic approaches towards the care of every child in our service
- Diverse and rich cultures within our community
- Acknowledges Aboriginal people's connection to lands, community, kinship, and culture
- Families as their children's primary teachers and caregivers
- Equity and inclusion for all children
- Children's participation in a sustainable environment
- An environment that allows children to explore endless opportunities to expand their development, knowledge, and skill.

National Quality Framework

A regulatory authority in each state and territory has primary responsibility for the approval, monitoring and quality assessment of childcare providers and services in its jurisdiction. It performs this role under a national legislative framework known as the National Quality Framework (NQF) that consists of the National Law and the National Regulations.

The Australian Children's Education and Care Quality Authority (ACECQA), a national body established under the National Law, supports states and territories to deliver best practice regulation and ensure national consistency in improving quality outcomes for children.

Key aspects of the National Quality Framework include:

- Specified educator-to-ratio, so that each child receives the individual time and attention they need
- An approved learning framework to support each child's learning and development
- Educator qualifications requirements, so educators are better able to lead activities that inspire children and help them learn and develop
- An assessment and ratings system, so parents know the quality of early learning and childcare on offer and can make informed choices

www.acecqa.gov.au

LEARNING FRAMEWORK

City of Whittlesea Family Day Care Educators are guided by the National Early Years Learning Framework, Victorian Early Years Learning & Development Framework and My Time, Our Place – Framework for School Age Care and will reinforce in their daily Practice the Principles laid out in the United Nations Convention on the Rights of the child (The Convention).

The convention state that all children have the right to an education that lays a foundation for the rest of their lives, maximises their ability, and respects their family, cultural and other identities, and languages.

PRINCIPLES

Five principles reflect contemporary theories and research evidence concerning children's learning and early childhood pedagogy.

1. Secure, respectful, and reciprocal relationships
2. Partnerships
3. High expectations and equity
4. Respect for Diversity
5. Ongoing learning and reflective practice

PRACTICE

The principles of early childhood pedagogy underpin practice

- Holistic approaches
- Responsive to children
- Learning through play
- Intentional teaching
- Learning Environments
- Cultural competence
- Continuity of learning and transitions
- Assessment of learning

LEARNING OUTCOMES

The five Learning Outcomes are designed to capture the integrated and complex learning and development of all children.

- Children have a strong sense of identity
- Children relate to and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

Reference: Belonging, Being and Becoming: The Early Years Learning Framework

NATIONAL QUALITY STANDARD ASSESSMENT AND RATING

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's Health and Safety

Quality Area 3: Physical Environment

Quality Area 4: Staffing Arrangements

Quality Area 5: Relationships with Children

Quality Area 6: Collaborative Partnerships with Families and Communities

Quality Area 7: Leadership and service Management

The Role of the City of Whittlesea

As a part of City of Whittlesea strategic plan and direction, council has a unique role within the municipal service system. The best outcomes for children, young people and families are likely to be achieved when services work in partnership and are responsive to the voice of the community.

This aligns with the City of Whittlesea Early Years policy which advocates on behalf of the community to remain accessible, responsive, and coordinated. It advocates that practices reflect what children, parents/guardians say they need and aspire to.

‘Council has a proud history of investing in the early Years and developing collaborative partnerships to achieve positive outcomes for children and their families’

The Role of the Coordination Unit

The FDC Coordination Unit is made up of the Coordinator of Early Years Service Delivery, FDC Program Supervisors and Administration Officers. The Coordination Unit works with families and Educators to ensure that children are provided with a stimulating and caring, high-quality education and care environment to support their development.

The Coordinator of Early Years Service Delivery and FDC Program Supervisors all hold an Early Childhood qualification and maintain First Aid, Asthma Management and Management of Anaphylaxis and CPR certificates.

These qualifications are complemented by first-hand experience working within the early childhood field. The team regularly updates their knowledge through professional development sessions in a wide variety of relevant areas.

FDC Program Supervisors conduct regular unannounced and announced support visits to all Educators. These visits provide support to Educators whilst monitoring the quality of care, homes and programs provided. Professional relationships are fostered through these visits and regular contact with Educators is maintained.

The Coordinator of Early Years Service Delivery

is responsible for:

- The overall management of the service in accordance with Federal and State regulatory standards
- Recruitment, resourcing, and support of the Family Day Care co-ordination unit
- Development and monitoring of budget,
- Development of policies and procedures in consultation with the co-ordination unit, Educators, and parents/guardians,
- Liaison with external agencies and peak organisations.

Family Day Care Program Supervisors

are responsible for:

- Assessment, selection, and registration of Educators,
- Childcare placements,
- Monitoring of children’s care and developmental needs, through regular support visits to Educators.
- Support and resourcing of Educators through both regular visits as above, and scheduled visits when required,
- Provision of support and information to parents/guardians using care,

- Development and review of policies and procedures in consultation with the Co-ordination Unit, Educators, and parents/guardians.

Administration Officers

are responsible for:

- Processing “Enrolment/registration” documents,
- Administration of Australian Government Child Care Subsidy
- Administration support to Family Day Care Coordinator and Co-ordination Supervisors and Educators.

Child Protection Policy

The City of Whittlesea Family Day Care Service is a Child Safe organisation, committed to the safety and well-being of all children accessing our service. We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times.

This policy aims to educate staff, Educators and parents of the risks and forms of child abuse and provides guidance and the strategies on how a child safe, and child friendly environment will be maintained.

FDC Educators and staff have a duty of care to report if children are at risk of harm or abuse and abide by the State Government’s Child Family Information Referral and Support Team (FIRST) principles for protecting children. In the instance where a child is deemed at risk of harm or abuse the service will consult Child FIRST/Orange Door for support and guidance.

Procedure is detailed in Policy manual.

Recruitment of FDC Staff and Educators

To ensure best practice in recruitment of staff and Educators the City of Whittlesea FDC service will select educators when they have demonstrated an ability to comply with the following.

- Successful Interview
- Successful Referee Checks
- Home Assessment by Coordination Unit
- National Record Police Check (Educators and all household members over 18 years of age)
- Current Working with Children Check/VIT card (Educators and all household members over 18 years of age)
- Medical Clearance
- First Aid Training
- Anaphylaxis Training
- Asthma Training
- Car Restraint Training and inspection (if applicable)
- Required Insurance Coverage

Upon acceptance as an Educator with Whittlesea FDC the following Orientation Process occurs:

- Formal orientation and initial training are undertaken either at the Council Offices or in the Educator’s home (refer to Educators Training and Development Policy).

- A Visit to a nominated “buddy” Educators.
- Whittlesea License Agreement is signed by the Educators and Amelia Ryan, Manager of Children and Families.

Support and Supervision

City of Whittlesea FDC service will:

- Make unscheduled monitoring and support visits to Educators homes,
- Develop and maintain professional working relationships with all Educators, providing telephone, email, social media contact and additional visits where required,
- Support Educators to ensure that the childcare environment meets the individual needs of children in the areas of child development, health, and safety,
- Ensure a Policy and Procedure manual is available to all Educators,
- Maintain respectful, open communication with Educators, parents, and children,
- Provide appropriate support and resources to Educators,
- Ensure Educators are trained in identifying and managing risks,
- Provide and/or refer training/professional development appropriate to the needs of staff and Educators
- Document all visits and communication with Educators,
- Investigate all breaches of contract

Code of Conduct

City of Whittlesea Family Day Care Coordination Unit and Educators have a duty to present and conduct themselves in a manner that is ethical, consistent, respectful, and responsible, maintaining confidentiality at all times. Interactions between Educators, Coordination unit, children and parents are to be conducted in this manner.

Access to records

Authorised Educators, parents/guardians can access their own records by making a request in writing to the Family Day Care service.



PLACEMENT PROCEDURE

Priority of Access

The City of Whittlesea FDC service abides by the Australian Government's Priority of Access guidelines when accepting and placing children into FDC.

As vacancies in our service arises, we prioritise children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment

Registration/Enrolment

Parents/guardians requiring care firstly contact the service with their requirements. To facilitate a suitable childcare placement, FDC Program Supervisors and Educators take into consideration a number of factors such as: the ages and personalities of both the parent and Educator's children, values, and philosophies.

All options for placement are explored. If the vacancy is not suitable, (eg days and hours are not suitable; the parent/guardian and/or Educator's expectations differ), if registration has been paid, parents are entitled to remain registered until an appropriate vacancy exists.

Educators are provided with requests for care and advise the co-ordination unit of their availability.

The FDC Coordination Unit will provide parents with FDC Educator/s details.

The parent/guardian then rings the FDC Educator to arrange a convenient time to meet at the FDC Educator's home. Make sure you take the child with you.

Parents/guardians are advised to write down any questions or queries that need to be discussed. Both parties are encouraged to talk about issues, such as daily routines including sleeping patterns, behaviour guidance, food requirements, etc.

Parents/guardians and FDC Educators must be comfortable with each other and assured that all relevant information has been exchanged.

Good communication between parents/guardians and FDC Educators is a critical factor in successful childcare placements.

Parents/guardians will be asked by their chosen FDC Educator to complete and discuss relevant forms prior to commencing care. These forms will include the following items for discussion.

- The cost, method and day of payment that is weekly cash, payments etc.
- Days and hours of care required.
- Penalty rates.
- On call care including short notice care.
- Preschool or school requirements.
- Allergies
- Medication
- Outings with children
- Use of car and appropriate restraints
- Use of public transport
- Authorised persons to deliver/collect children
- Other relevant childcare information
- Asthma Management Plan (if applicable)
- Anaphylaxis Plan (if applicable)

Parents/guardians must inform FDC Educators and the FDC Coordination Unit as to which FDC Educator has been selected and the date care will commence.

Prior to starting care your Educator may offer you a short period of orientation time. Please discuss this with the Educator at the interview.

In addition, during the interview the following should be discussed:

- How the Educator structures the day.
- Program planning
- The daily routine and activities that will be provided.
- Ages and numbers of other children in care.
- Values and expectations.
- Car travel commitments.
- Who will drop off and collect your child. Children will only be given into the custody of the authorised person/s (over the age of 18) listed on the enrolment form. If authorised persons are unable to collect your child, the parent/guardian must notify the Educator of an alternate authorised person (over the age of 18). This may be done by updating the enrolment form or by telephoning the Educator with a description of the person who will be collecting the child. The Educator will request identification on arrival.
- Court orders, to ensure the safety of children and the Educator, a copy of relevant court orders are to be provided to the service.
Educators will then be provided with a copy of the order. Joint custody of children will be adhered to unless a court order is supplied.
- Parents/guardians then contact the service to advise if, and when care will commence. The Parent/Educator agreement ought to be reviewed after the first two weeks of care to ensure that expectations of all parties are being met.

A copy of children's enrolment information is provided to the Educator prior to commencement of care.

Care cannot commence until the placement is confirmed with the FDC Program Supervisor and the Educator has received enrolment forms and medication plans from the service.

The service has a duty of care to ensure that all necessary information has been received by the Educator prior to the child's commencement. Care can be refused if the parents/guardians has not fulfilled these obligations.

Should the parents/guardians and/or Educator's expectations differ, or either party decides that the placement is not suitable; an alternative placement will be sought if available. If not, you will remain registered until the end of the calendar year.

Custody of Children

The City of Whittlesea FDC service and the child's Educator must be informed of any Court Orders effecting Residence or Contact Orders which affect a child attending FDC. A copy of any existing court order must be supplied for inclusion with your child's records. FDC Educators cannot restrict access by either parent where evidence of a Court Order has not been provided.

Children will not be released to anyone who is not recorded as an approved person to collect the child from care. Identification may be requested by the FDC Educator to validate identity.

Preparing Child/ren for Family Day Care

You can prepare your child for FDC by discussing positively about your Educator and her home as well as the expected daily activities and events

Help your child settle by:

- Staying with them for short visits and getting to know your Educator,
- Providing a favourite toy, rug etc, can help children settle in their new environment.

Our Educators understand how difficult it is to leave your child, particularly if it is the first time. It is natural that children may be upset. Educators will call at their earliest convenient time to advise how the child is settling, and may discuss shorter attendance to ensure the wellbeing of the child

Some tips to make the transition easier for you and your child:

- Encourage families to have a good look around their new environment and prompt parents to ask questions,
- Include where the toilet, bathroom and sleeping areas are.
- Point out toys and activities that encourage children to engage with resources and activities that are available.
- It is important to say GOODBYE, no matter how difficult it seems. Leaving without children knowing may encourage mistrust making future departures more difficult,
- Let your child/ren know that you will be back, and when. Using a known routine event - such as "after work" or "after a nap",
- Make your departure positive and short. A smile, positive actions and words lets them know that you believe they will be happy. Encourage children to care for a personal item you may have until you return e.g. scarf, old wallet, second handbag

Nutritious Food and Active Play

Whittlesea FDC Educators comply with the Healthy Eating and Active Play policy (see *FDC Policy and Procedure Manual, Section 8*) which states that.

"All food and drink will comply with Nutrition Australia Guidelines

Including:

- Water or milk only to drink

- Nutritious food will be provided to children every day for e.g. sandwiches with meat, cheese, tuna, salad, rice crackers, yoghurts, fruit etc.
- Sometimes foods e.g. chips, chocolate, lollies, biscuits etc are not everyday foods for the children and these will be sent home at the end of the day.
- Recommendations for active play for children will be followed each day.
- Due to the high incidence of allergies children are not to share food. Please discuss celebration options with your FDC Educator before providing any food e.g. birthdays

The City of Whittlesea FDC service is committed to promoting good nutrition for children and will continue to provide current nutrition information to both FDC Educators and parents. FDC Educators and parents/guardians must discuss nutritious food options for the child prior to the placement starting.

Requesting evidence of vaccination after enrolment

In addition, from 1 November 2018, parents/guardians of children attending early childhood services are required to provide the service with evidence that their child continues to be up to date with immunisations while attending the service. After enrolment, immunisation evidence will be requested twice per year.

Medication

The City of Whittlesea FDC medication policy will be provided on enrolment and will be discussed with you prior to commencement of care. It is preferable that medications are administered out of Family Day Care hours however if medication is required, it is to be supplied by parents/guardians.

If Educators are to administer the medication, parents/guardians are required to complete and sign the educators 'Medication Authorisation Form' before the start of care on that day. It is vital that parents/guardians ensure the correct dosage and times of administering medicine are clear to educators. The service has specific policies / management plans relating to medical conditions such as Asthma, Anaphylaxis, Diabetes etc.

All medication must have the child's name and the current date recorded and must remain in the original container. **Medication will NOT be administered if the child's name is not recorded on the medication, or the use by date has expired.**

Due to the possibility of side effects whilst in care, children must not be introduced to any medication they have not previously been given at home. It is the responsibility of parents to provide an appropriate medicine measure for any medication to be administered.

Infectious Diseases / Illness/ Accidents

Fever, vomiting, diarrhea, or unexplained rashes are indications that a child is unwell. A child who is ill is often miserable, and may infect healthy children and the Educator.

Educators will adhere to the Department of Health Services exclusion table and will resource 'staying healthy in childcare' available at the Educators Residence.

Unwell children therefore cannot be accepted into care. Parents/guardians will need to seek alternative care for these occasions.

Educators' children may also become ill, which may mean that on occasion Educators may be unable to provide care. Alternative care may be available by another FDC Educator

Please respect your Educator's decision when unable to provide care for a sick child, or when they or a family member are ill.

In the case of an accident the procedure is to:

Remove the child from danger

Apply first aid / calling an ambulance if required

Notify parents/guardians and the service,

Complete a 'notice of incident, injury and trauma' report of children in care

The parent/guardian to sign and return the Notification to the Coordination unit within 24 hours.

Emergencies

In the case of an emergency or life-threatening situation, Educators will call an ambulance. Parents/guardians are advised to have Ambulance coverage to avoid full charge liability.

Safe Sleeping Practices for Infants

Whittlesea FDC service supports safe sleeping practices for children in care, and especially for infants (children younger than 12 months of age).

The most common risk factors for the unexpected death of a baby from no known cause, or Sudden Infant Death Syndrome (SIDS), include unsafe sleeping positions (tummy and side), head covering with bedding and exposure to tobacco smoke during pregnancy and/or after birth.

Parents must discuss the child's sleeping practices and routines at the first meeting with FDC Educators. FDC Educators will follow safe sleeping practices as recommended by the SIDS and Kids organisation (see also Policy Manual, Appendix 16).

Bottle feeding Babies

Parents/guardians must supply enough bottles of formula or Expressed Breast Milk (EBM) to last their child's the whole day as FDC Educators will not reheat left over milk.

Microwaves will not be used to heat bottles; microwaves heat bottles unevenly and the "hotspots" could burn the baby. Bottles will be warmed by standing them in a container of hot (not boiling) water (see www.betterhealth.vic.gov.au).

More detailed information is contained in the Food Handling Policy (see FDC Policy Manual), and The FDC Educator's Guide to the Breastfed Baby (Appendix 14, Policy Manual).

Behaviour Guidance

FDC Educators use positive behaviour guidance techniques when working with FDC children and recognise that children have the same rights as adults and recognize the values, differences and similarities that exist in all people.

Positive guidance of children's behaviour is based on respect, with the belief that all children, in their own way, can learn to manage their emotions. Given the right tools, children can take responsibility for their actions, and operate in the social world in a productive way.

Educators do not include physical, verbal, and emotional punishment in their service. This includes punishment that humiliates, frightens, threatens, or isolates the child. Please discuss with your FDC Educator behaviour guidance strategies that are used in the care environment. (*See FDC Policy and Procedure Manual, Section 7*)

SunSmart

The City of Whittlesea FDC service follows Sun Smart practices for all children, FDC Educators, and the Coordination Unit. It is recommended that children have a Sun Smart (e.g. wide-brimmed or Legionnaires) hat and 50+ sunscreen that stays with the FDC Educator or in the child's bag. Your FDC Educator will discuss with you these practices and your obligations to provide this protection for your child (*see FDC Policy and Procedure Manual, Section 8*)

Baseball caps and singlet tops are not recommended by Sun Smart as adequate protection for children. Please provide a wide-brimmed or legionnaires cap to your educator.

SERVICE FEES & POLICIES

Policy and Procedure Manual

The City of Whittlesea Coordination Unit developed the Policy and Procedure Manual, in consultation with parents/guardians and FDC Educators. Each FDC Educator has a copy of this manual and you may access this through your FDC Educator, or you may contact the FDC Unit for an electronic copy to be forwarded to you.

Registration

An annual registration fee **per child** (non-refundable) is to be paid to the Council Office upon registration. This fee assists the running of the service and training offered to the FDC Educators throughout the year.

Once you have been referred to an Educator and your care arrangements have been decided please complete the registration form with payment. Once this has been received by the office, a copy is emailed to your educator and only then can care begin.

If in the event that you need to change educators or if you are not satisfied with your care arrangement, you will remain registered until the end of the calendar year should you choose to re-engage into a FDC program within the timeframe.

Annual Re-registration

Re-registration forms and the fees are due annually. All families will receive a new registration package early in the calendar year. Suspension of care may occur if the process is not completed by end of March of the current year.

Child Swapping

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

This means that no childcare payments will be payable for the child's care unless under specified circumstances which are:

1. Eligible disability child
2. Eligible ISS child
3. Remote area child
4. Paid work not for an FDC service
5. Education and Training

Immunisation Policy/ No Jab/No Play

Under the 'No Jab, No Play' legislation, before enrolling a child, early childhood services are required to first obtain evidence that the child is:

- full immunised for their age OR
- on a vaccination catch-up program OR
- unable to be fully immunised for medical reasons OR
- A catch-up plan is in place through the National Immunisation Program (NIP)

This policy is a requirement for all children enrolling into care and including FDC Educators own children from 1 January 2016.

The City of Whittlesea Family Day Care is required to implement the 'No Jab, No Play' legislation and consider the health and safety of all children in the service, including FDC Educators' own children.

'Conscientious objection' is not an exemption under the 'No Jab No Play' legislation.

No 'Homeopathic immunisation' is not a recognised form of immunisation.

Under this legislation, children will be required to be fully vaccinated for their age.

Minimum period of exclusion from primary schools and children's services centres for infectious diseases cases and contacts

health

Public Health and Wellbeing Regulations 2009

Schedule 7

Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2009).
In this Schedule, medical certificate means a certificate from a registered medical practitioner.

CONDITIONS	EXCLUSION OF CASES	EXCLUSION OF CONTACTS
Amoebiasis (<i>Entamoeba histolytica</i>)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until a medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Secretary
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV) infection	Exclusion is not necessary	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until well	Not excluded unless considered necessary by the Secretary
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded
Measles*	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If

CONDITIONS	EXCLUSION OF CASES	EXCLUSION OF CONTACTS
		unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received normal human immunoglobulin within 6 days of exposure, they may return to the facility
Meningitis (bacteria, other than meningococcal meningitis)	Exclude until well	Not excluded
Meningococcal infection*	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
Mumps*	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Pertussis (whooping cough)*	Exclude for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
Poliomyelitis*	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
Rubella* (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash	Not excluded
Salmonella or Shigella infection	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Severe acute respiratory syndrome (SARS)	Exclude until a medical certificate of recovery is produced	Not excluded unless considered necessary by the Secretary
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Tuberculosis	Exclude until a medical certificate is received from the treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary	Not excluded unless considered necessary by the Secretary
Verotoxin-producing E. coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary	Not excluded
Worms (intestinal)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded

Statutory rule

A person in charge of a primary school or children's services centre must not allow a child to attend the primary school or children's services centre for the period or in the circumstances:

(a) specified in column 2 of the table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 1 of the table in Schedule 7; or
(b) specified in column 3 of the table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 1 of the table in Schedule 7.

The person in charge of a primary school or children's services centre, when directed to do so by the Secretary, must ensure that a child enrolled at the primary school or children's services centre who is not immunised against a vaccine preventable disease (VPD) specified by the Secretary in that direction, does not attend the school or centre until the Secretary directs that such attendance can be resumed. (Note – VPDs marked in **bold** with an asterisk (*) require the department to be informed immediately. Contact the department on 1300 651 160 for further advice about exclusion and these diseases.)

Further information

For further information about exclusions mentioned in this document, please contact the Department of Health's Communicable Disease Prevention and Control Section on 1300 651 160 or visit ideas.health.vic.gov.au



To receive this document in an accessible format email: infectious.diseases@health.vic.gov.au
 Authorised and published by the Victorian Government, 50 Lonsdale St, Melbourne.
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 Print managed by Finbury Green.

Department of Health

CHILD CARE FEES

Cost of Care

Fees are charged according to The City of Whittlesea Family Day Care Fee Schedule. Your Educator's fee schedule will be provided on enrolment.

An additional administration levy per hour applies to all hours of charge and is retained by The City of Whittlesea FDC service.

Unpaid Fees

The Educator reserves the right to terminate care if after negotiation fees remain unpaid.

If a family terminates care with an Educator and leaves an outstanding debt, alternative care cannot be provided to the family until the debt has been cleared with the previous Educator. Care may be suspended until unpaid fees have been resolved.

Financial Difficulties

If you are experiencing any financial difficulties regarding your fees, please contact the Coordination unit ASAP to discuss alternative options.

Child Care Subsidy (CCS)

CCS is a payment made by the Australian Government to help all families with the cost of childcare. Services Australia manage the administration of these rebates. The FDC Coordination Unit administers the payment of CCS to the Educator on behalf of the Australian Government. Child Care Subsidy (CCS) is given depending on your income assessment conducted by Services Australia. The higher the income the lower the CCS.

As The City of Whittlesea FDC is the service provider, it receives the CCS details once the family registration form has been inputted into our system and electronically attached to office of Services Australia.

If you are eligible then the Educator is informed, and she they will calculates the appropriate fee deduction of your entitlement to both your eligible hours and your CCS.

CCS has certain restrictions. CCS payments can only be made direct to the service provider.

Services Australia will suspend your entitlement if your child's immunisation is not kept up to date.

CCS does change depending on your financial situation. It is very important for you to inform Service Australia of income changes so that at the end of the financial year when your income is matched against your tax return you do not need to reimburse money or if your income decreases you may be eligible for a higher CCS reduction in fees.

Services Australia will withhold 5% of your childcare subsidy in the event that your income changes. Once your tax return is submitted, the ATO reconciles the payments that you

have made throughout the financial year and then either refunds or advises you of additional payment required.

If you have questions relating to either of these payments, then it is important for you to contact Services Australia's Family Assistance Office on 136150.

Absences from Care

Allowable absence days can be taken for any reason and could include absences due to parents' annual leave or illness and public holidays. All families are eligible for 52 days of allowable absences for each child per financial year (1st July to 30th June). All allowable absences will be charged at the normal rate. CCS will apply to these absences, up to a maximum of 52 days.

Once 52 days have been reached CCS will no longer be available on any further absences unless there is exceptional circumstances due to illness only. Documentation must be provided to validate the illness.

If care is terminated, then you cannot use the remaining absences as your one week's notice. Your child **must** be in care on the last booked day of care to be able to claim CCS for that week otherwise full fees will apply to your Educator.

Holding Fees

Parent Annual Leave

A holding fee is 100% of the normal fee for the duration of the leave including the administration levy, excluding charges for meals and transport. It is to be paid before the leave commences. This payment secures the child's place with the FDC Educator upon return from leave. Rostered care is calculated as an average of the previous four weeks of care.

Please note that if a holding fee is not paid, your care is deemed terminated and your care can be replaced with another child to fill the space.

Before/After School Care Holding Fee

If a school-aged child is not booked for school holidays, then there is no holding fee except for the end of year school holidays. A holding fee is 100% of the normal weekly fee including the administration levy (excluding travel and meals charges). It is to be paid no later than 31st December to ensure a place is held for the following year.

If a school-age child is booked for school holidays then the holding fee is the booked hours for that time, for example, the child is booked for school holidays 8.00 am to 6.00 pm the parent would pay for that time as a holding fee. CCS needs to be reactivated/renewed after a period of 14 weeks of non-usage.

Preschool Attendance

Fees will be charged while children attend preschool if a FDC Educator is required to transport the child either to or from preschool. Travel costs apply of the Educator transport child.

Educators receive payment if they have taken and picked up the child. If the child has been dropped off by the parent and the Educator picks up the child there is no charge as the person that signs the child into the session is the responsible person. Educators can only charge from the time they pick up the child.

Local Government Gazetted Public Holidays

FDC Educators charge normal fees for all public holidays if your child is booked in and would normally be in care that day. FDC Educators are not required to work but full fee is still payable by parents/guardians. If care is required, then the family will be charged the public holiday rate.

If the regular FDC Educator chooses not to work on the public holiday and the family requires care, the family will be referred to an alternative FDC Educator for that day (if available). In this case, the regular FDC Educator would not be entitled to payment, the FDC Educator who provides the care is paid.

Change In Care Arrangements

A **Change of Care Application** must be completed and given to the FDC Educator at least 48 hours before the commencement of any ongoing reduction in care. If care hours increase, 24 hours' notice must be given otherwise Short Notice Care will apply.

Any hours of care used without notice will be paid in full by the parent (no CCS), this includes early drop off of children and late collection.

FDC Educators are to be informed immediately in the following circumstances:

1. If the child/ren is going to be absent from care.
2. If the parent anticipates late drop off or pick up.

FDC Educators are not required to be available for more than half an hour beyond booked time unless prior notification is received. When a FDC Educator is delivering or collecting other children from preschool or school, they are not expected to wait beyond their normal departure time.

Alternative Care Options (where possible)

If your FDC Educator is unavailable to provide care due to holidays or illness and you are requiring an alternative FDC Educator, then please contact the Coordination Unit.

There is no fee payable by parents when a FDC Educator is unavailable, and parents do not book an alternative FDC Educator.

Termination of Care

One-week written notice (inclusive of the day of notification) must be given to the FDC Educator by the parents/guardians to terminate care. If you fail to notify in writing the FDC Educator of the termination, you will be charged for the one week notice period. Any absences from the last day the child actually used care during the one week notice period are not covered by CCS.

FDC Educators must also provide one-week written notice to the parent/guardian if provision of care is to cease. The parent is not obligated to use the care and can request another FDC Educator as soon as possible. In this case a charge will not be made from the last day of used care.

Illness of a Child

FDC Educators are not permitted to accept into care any child who is sick, contagious, or receiving medication for a contagious condition. Parents/guardians must be prepared to make alternative care arrangements for any child who becomes ill whilst in care after notification by the FDC Educator.

A Doctor's clearance stating the child is well enough to return to care can be requested by the FDC Educator at anytime the child is ill (see 'Exclusion Periods Of Infectious Diseases' Chart, P 16).

Normal fees for care will be charged by the FDC Educator.

ADMINISTRATION

Attendance Records / Statement of Entitlement

Educators are required to complete an **Attendance Record** for every child, every week. It is a Commonwealth / State Government requirement that parents/guardians sign the attendance section daily to verify attendance and absences.

Completed Attendance Records are **legal documents** that verify hours attended, fees charged and paid for, and are used for Commonwealth State government audit and funding purposes. Both Educator and Parents/Guardians signatures, after payment is made, are required. FDC Educators are required to issue receipts on behalf of the Service to families following payment.

Attendance Records are to be returned to the service fortnightly for payment to Educators.

Parent's Responsibilities:

To check hours recorded on Attendance Record, and only sign after verifying hours and providing payment to Educators.

- Pay your Educator at the agreed time. Fees are your Educator's income.
- Sign children in and out of care daily, verify days, hours of care and payment.
- Advise your Educator when your child will be absent
- Advise the service if address, email, phone numbers, emergency contact, work, doctor's number changes.
- If using more than one approved service, advise each service of numbers of absences taken.
- Advise the Department of Health and Human Services (My Gov)
- Requests for increases in approved hours for CCS purposes changes
- Additional sibling in care, a child ceasing care, children starting school
- Change in income, partnership arrangements,
- Immunisation status of children to apply for CCS,
- Service Australia, Family Assistance Office on 13 61 50 between 8am and 8pm

Communication

Our service is committed to ensuring that families are encouraged to participate in the programs and are engaged in communication with Educators that optimise the opportunity for quality experiences and interactions in line with the Early Years Framework and the National Quality Standard.

It's imperative that families and Educators work co-operatively to make the placement a positive experience. One of the most important aspects is open, honest, and respectful communication. Parents and Educators are encouraged to make time to discuss children's developmental stage, needs, interests and care requirements. The sharing of information between the parent and Educator is to be non-judgmental, honest, and diplomatic with the privacy of all parties respected.

Families are encouraged to participate in the daily program and to provide feedback to the Educator on the activities and share ideas for future programming.

If concerns arise, deal with them promptly and sensitively. Any concerns should first be discussed with your Educator at a mutually agreed time. Should the concerns be about the children, please ensure that meetings are made when children are not present.

If parents or Educators feel uneasy about raising concerns with each other, it is important to speak to the FDC Program Supervisor or the Coordinator of Early Years Service Delivery.

Grievance/Complaint Resolution Policy

It is the aim of the City of Whittlesea FDC Coordination Unit to work with FDC Educators and Parents/Guardians, to determine a fair outcome for both parties in encouraging a quality childcare placement that meets all parties' expectations.

We are committed to the resolution of issues and remedying unsatisfactory performance and improving our systems and processes.

Council has a confidential and non-discriminatory complaints handling procedure, summarised as follows:

- If parents/guardians or Educators have complaints, they are encouraged to contact their FDC Program Supervisor in the first instance. If the complaint is about a FDC Program Supervisor contact the Coordinator of Early Years Service Delivery..
- Should the FDC Coordination Unit receive complaints/concerns about an Educator, the service will determine whether the complaint/concern has first been raised with the Educator. Depending on the circumstances of the complaint, the complainant will be encouraged to discuss the complaint/concern with the Educator.
- FDC Educators have the right to seek assistance from a support person when responding to a complaint about them.

Complaints from parents:

- Should the parent not wish the Coordination Unit to discuss the issue with the FDC Educator, the Coordination Unit will assist the parent in developing strategies to rectify the situation with the FDC Educator.
- Should the parent allow the Coordination Unit to discuss the situation with the FDC Educator, they will be encouraged to document their complaint in writing. The Coordination unit will notify the FDC Educator of the complaint and investigate the issue.
- The issue and outcome will be documented by the City of Whittlesea Coordination Unit.

Complaints from other sources:

- The Coordinator of Early Years Service Delivery. /FDC Program Supervisor will document and investigate the complaint. The complainant may request to remain anonymous.
- Should a FDC Educator feel that they are being treated unfairly by a parent or FDC Program Supervisor, or they are not satisfied with an outcome, the FDC Educator is encouraged to contact the FDC Coordinator to discuss the issue.
- If the matter is not resolved to the complainant's satisfaction, the matter should be referred in writing to the Manager of Children and Families.
- If the matter is still not resolved, it should be progressed in writing to the Director, Community Services Wellbeing, and/or to the Chief Executive Officer of the City of Whittlesea.
- Note: All parties have a right of a written reply



EDUCATORS INFORMATION

What should I consider before applying?

Becoming a professional Educator is a rewarding career. It will however affect some other aspects of your life in that your home will become your workplace. Consider how this will impact on your family.

The service will only contract Educators who can work for minimum of 3 full days per week (weekends are not counted in these days) and who work to capacity (4 children not attending school) for a minimum of 12 months.

What Qualifications/Training do I need?

- Certificate III in Children's Services (minimum qualification)
- Provide First Aid HLTAID004 or HLTAID012
- Asthma Management 2228VIC included in HLTAID012
- Anaphylaxis Awareness 22300VIC or included in HLTAID012
- First Aid in Education & Care setting HLTAID004 already listed above HLTAID012
- Provide CPR HLTAID001(Annually) HLTAID009
- Mandatory Child Protection Training (Annually)

What Skill and Qualities are required?

- A basic level of English, literacy, and numeracy skills
- Previous experience in the care of children (other than your own) is desirable
- Working knowledge of the EYLF & VEYLDF Working knowledge of National Regulations and Law Act
- Working knowledge of the National Quality Standards
- Demonstrated knowledge of child development
- Demonstrated knowledge of appropriate hygiene procedures
- Demonstrated knowledge of nutritional needs of children
- Computer & IT skills & access to devices other than smartphone.
- Demonstrated ability to communicate effectively with children and adults
- Ability to work alone, prioritise and manage own time
- Ability to understand and respond to children's needs
- Ability to balance personal and family needs whilst meeting the individual needs of children
- Ability to understand and accept the diverse needs of families
- Ability to demonstrate behaviour consistent with service standard

Key Responsibilities of Educators

Children

- Actively supervise children in care at ALL times.
- Provide an environment conducive to the health, safety, development, and care of children.
- Provide a high-quality program designed to promote the physical, social, emotional, and intellectual development of individual children.
- Use positive guidance techniques with children in care.
- Ensure that all meals, snacks, and drinks are varied, nutritionally adequate, and served at regular intervals.
- Demonstrate behaviour consistent with the City of Whittlesea standards.

Parents / Guardians

- Work collaboratively with families to improve outcomes for children.
- Provide feedback to parents/guardians about the child's day.
- Communicate effectively with parents/guardians about their children.
- Maintain confidentiality at all times.
- Disseminate information to families as required.

Coordination Unit

- Contribute to the relationship between Educators and Coordination Unit staff to ensure that value is placed on diversity, teamwork, mutual respect, understanding, and professionalism.
- Establish and maintain a mutually beneficial relationship with parents/guardians.
- Compliance and Pedagogy Support

Administration

- Complete all records accurately and submit within specified timeframes
- Medication/accidents/injury/illness reports
- Daily attendance records for each child in care.
- Payments /receipts.

Professional Development

- Participate in ongoing professional development provided by the service as per the FDC Educator Professional development and team meeting policy
- Work within guidelines and accept directions.
- Work cooperatively with families and the Coordination Unit.

Selection of Educators

The Coordination Unit assesses applicants against strict criteria. This process can take up to six weeks from the time of the first interview.

Procedure:

- a) Assessment of the application form
- b) Assessments by interview (written and oral)

- c) Reference check, WWCC status, Police check, and verification of qualifications
- d) Home Safety Check (HSC) conducted by two FDC Support Supervisors (annually)
- e) Second HSC and a meeting of partner, children, and other residents (if applicable)
- f) National Criminal record check and Working with Children check undertaken
- g) Medical conducted by the applicant's own doctor at the applicant's expense.
- h) Vehicle 5-point safety check (annually)
- i) Transport Policy/Vehicle Use Authorisation (including child restraint check at a fitting station), if applicable for a nominal fee (annually)
- j) Orientation session, including a visit to an Educator, outlining service administration, policies, and procedures. The service's Policy and Procedure Manual is given prior to the sessions.
- k) Reducing the risk of SIDS, Manual Handling, Child Protection, and Car and Road Safety sessions are either conducted at orientation or at a separate session.

Educator's Family / Residents

Family members/residents may be interacting with FDC children during care hours. It is important to understand that the Educator has total responsibility for the care, supervision, and behaviour management of FDC children at all times.

If family members/residents are at home regularly during FDC hours you may want to set up a separate area (where practicable) for relaxation and TV viewing away from the children's play areas.

Your own children may also enjoy having an area of their own inaccessible to FDC children, to participate in special activities and store special items they do not wish to share.

The provision of FDC will impact on all family members. It is important to note that if family members/residents are not able to comply with requirements. FDC may not be suitable for your family.

Confidentiality

All information about families and other Educators must not be discussed with anyone other than the FDC Coordination Unit, including other Educators.

Public Liability Insurance

Annual Public Liability Insurance with coverage of up to \$10 million is required. Educators are to source their own insurance or Family Day Care Australia (FDCA) offers insurance tailored to Educators. Further information: www.fdca.com.au

Taxation

As contracted, you are responsible for payment of tax on income and will need to keep accurate records of income and expenditure and require an **Australian Business Number (ABN)**. You can register for **GST** to claim input tax credits)

The demand for care fluctuates, which means that the City of Whittlesea cannot guarantee placements of children and therefore cannot guarantee a set income.

National Criminal Record Check

Educators and all members of the family/residents of the home over the age of 18 are required to undertake a National Criminal Record Check no older than 6 months old at the start of the service agreement.

Working with Children check

Educators must hold a valid “Working with Children Check” or VIT card

All members of the family/residents of the home over the age of 18 must hold a valid “Working with Children Check for volunteers”.

Animals and Domestic Pets

Keeping animals in FDC can be a valuable educational experience for children. It is the responsibility of the Educator to ensure that all animal safety requirements are met as outlined in the Home Safety Check. Children must be protected from any infection and injury associated with animals.

Any animal contact (other than a dog) by children shall be a carefully planned and closely supervised experience, which has been approved by all parents/guardians of children in care.

Tobacco Smoke, Vaping, Drug & Alcohol-Free Environment

Family Day Care shall be undertaken in a tobacco smoke, vaping, alcohol, and drug-free environment.

Educators shall ensure that ***they, family members, residents, and visitors*** **DO NOT** smoke, drink alcohol, or use drugs on the property, either indoors or outdoors, at any time during Family Day Care hours, including in vehicles, or on any outing.

Professional Development

An annual calendar of professional development sessions and meetings is established. Sessions are held in the evening and are compulsory for educators to attend.

Playgroups

The City of Whittlesea FDC supports Educators to access playgroups in their local area. Playgroups provide opportunities to promote community involvement, socialisation, interaction, and networking to enhance program planning.

Equipment

Equipment will need to be purchased by the Educator. This includes equipment such as car seats, cots, highchairs, and some strollers. All equipment must comply with Australian Standards and evidence must be kept for records and expiry dates.

You will need to have a supply of toys, equipment, and art/crafts supplies. Local toy libraries and recycling centres and opportunity shops are useful resources.



COORDINATION UNIT CONTACT

We are committed to responding to all calls and emails in a timely manner.

Please use the shared mailbox famdaycare@whittlesea.vic.gov.au for all emails. This will allow the available FDC staff, Coordination Unit including our administration team to respond to you as soon as practical. If you are working specifically with a Coordination Unit team member, email them directly.

Alternatively, please call the office. If your call is not answered, leave a message on voicemail.

Emergency out of hours phone number: 0428 791 075

This number is only to be used for emergencies that cannot be dealt with by parents/guardians and Educators outside of normal office hours. The number is not to be used for situations that can be dealt with on the next working day. A message bank facility activates when the telephone is not answered immediately. All calls are returned as soon as is practicable.

