

COWRA EARLY  
CHILDHOOD SERVICES



# Family Handbook



Cowra Early Childhood Services  
Family Day Care Service  
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Facebook page-Cowra Early Childhood Services

## Welcome to Cowra Family Day Care.

We look forward to being part of your child's early years and providing a positive network to support your child's education, development, and wellbeing.

The team at Family Day Care value you as the most important people in your child's life and encourage your input and opinions. We use our knowledge, experience, and role in your child's life to support you and your child through their early childhood years.

Please remember that this is your service and you are welcome at any time. We welcome your family's input and invite you to contribute ideas, skills, or your time to our programs.

Please feel free to talk with us about your child- their needs, interests, development, and the things that are happening in their lives.

Cowra Family Day Care takes pride in being active within the community and encourage an awareness of our community and the people it represents, through our programs. We welcome you and your family to participate in community events with Cowra Early Childhood Services throughout the year.

We will communicate with you regularly via email-you can identify our email as Redbourne, our software provider.

We hope you enjoy your child's time at Cowra Family Day Care.

Melissa Riches

(Director/ Nominated Supervisor)



# cowra early childhood services

what we aspire to

## our vision

To live in a world where all children are nurtured, respected & encouraged to reach their potential.



who we are, what we do

## our mission

We build relationships & provide education & care in a way that nurtures the wellbeing of children & families in a safe, inclusive & respectful environment which lays the foundation for life-long learning. We advocate for & respond to the needs of children & families across the Lachlan region.



## core values

### ★ passion

We are committed in heart & mind; we energize, engage & inspire others.



### ★ diversity

We know that the inclusion of people with different ideas, strengths, interests & cultural backgrounds will help us succeed. We encourage healthy debate & difference of opinion.



### ★ integrity

We are honest, open, ethical & fair. Our professionalism is embedded into the CECS community.



### ★ leadership

We have courage to shape a better future. We are entrepreneurial, we take risks & strive for meaningful change.

## **Cowra Early Childhood Services- Family Day Care**

### **Our Philosophy**

At Cowra Family Day Care:

- *We believe that Family Day Care offers a unique and valuable setting for quality early childhood care and education, which lays the foundation for lifelong learning. We believe that all children are successful, competent, and capable learners, who learn best when they can develop a feeling of belonging through secure, positive, nurturing relationships with their educators and peers whilst engaging with safe, inclusive, stimulating, and challenging environments that support a wide variety of open-ended experiences, appropriate risk-taking, exploration, discovery, and creativity.*
- *We believe that the rights and interests of children are paramount; each child is an active member of our community who has the right to make choices, be listened to and contribute to the group. We believe children should have a say in how they spend their day. Because we believe that play is a child's work, and that children learn through play, our curricula are based on each child's current interests and developmental needs. We believe in supporting children as they develop strong social skills, resilience, kindness, and a sense of what is fair.*
- *We believe children should get to play freely, indoors, and out, for extended periods of time, without adult interruption; if we listen and observe, they will show us what they know and how we can support their learning with intentional and spontaneous teaching.*
- *We believe in fostering feelings of appreciation and responsibility for the natural environment and encouraging respectful use of our precious resources. Children are encouraged to observe and interact with other living and non-living things to develop an understanding of the connectedness and interdependence of humans with the environment.*
- *We recognise that families are a child's first and most influential teachers and aim to build genuine, collaborative relationships with all families through open, honest, and respectful communication. We encourage families to contribute their knowledge of their child's learning, development, and interests, and we engage with families to support their parenting role, sharing information that may benefit their child's development and wellbeing. We respect and value the diversity of each family's home culture and welcome their involvement in any way they feel comfortable.*
- *We acknowledge Aboriginal and Torres Strait Islander people as the first Australians, value the contributions of these cultures, and are committed to ensuring that our services are culturally safe spaces and our curricula include an indigenous perspective.*
- *We believe in the importance of equity and inclusion and use critical reflection and reflective practice as means of working towards equitable outcomes for all children and their families, and to ensure all children can participate fully in the programs.*
- *We believe learning is for life; staff and educators work as a team to foster a culture of continual improvement and ongoing learning by regularly participating in opportunities to build on our professional knowledge and development of the individual.*

**Cowra Family Day Care acknowledges the Wiradjuri people, the traditional owners and custodians of the land on which we work, learn and play.**

## Service Approval

Cowra Family Day Care service is approved by the Department of Education NSW.

## Education and Care Services National Regulations 2012

All children's services must abide by the National Regulations in regard to Service Approvals, Assessments and Ratings, Operational requirements, Physical Environments, Staffing Arrangements, Management and Compliance. These regulations are monitored by the Department of Education NSW.



## National Quality Standards

Service operations and programs are guided by the National Quality Standards. These are a set of standards, consisting of Seven Quality Areas.

Cowra Family Day Care has been assessed and rated as **Meeting** each of these standards.

## Belonging, Being and Becoming: The Early Years Learning Framework for Australia and My Time Our Place: Framework for School Age Care in Australia.

These National Frameworks form the foundation for ensuring that children in all early and middle childhood education and care settings experience quality teaching and learning. It has a specific emphasis on play-based learning and recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. The framework has been designed for use by educators working in partnership with families, who are children's first and most influential teachers.

## **About Cowra Family Day Care**

Cowra Family Day Care was established in 1985; we are a not-for-profit, community-based organisation. Cowra Family Day Care receives its funding through a CCCF grant from the Federal Government.

Child Care Subsidy is also paid directly to us through the Department of Social Services, which is then passed on to educators, on your behalf, as fee relief.

Family Day Care is an approved form of childcare that is provided in a family day care educator's own home or approved venue. Family Day Care educators are early childhood education and care professionals, registered with a family day care service. The family day care service is responsible for approving, supporting, training, and advising its educators. Educators can provide flexible care for children: full time, part time, casual, emergency, special needs, before and after school as well as vacation care. Children aged 6 weeks to 13 years of age are eligible to access the service.

## **Role of the Scheme**

Cowra Family Day Care is run by a Government funded Coordination Unit. The Scheme's major role is to provide a support service for educators and families. Its operation is overseen by a volunteer Management Committee comprised of parents and community members. The Management Committee is responsible for ensuring compliance with the regulatory requirements, effectiveness & efficiency.

## **Family Day Care Service Staff (Coordination Unit)**

Family Day Care Coordination Unit staff include three early childhood trained staff: Director/ Nominated Supervisor, Melissa Riches and Support Coordinators/ Educational Leaders, Natalie Clarke, and Keira Wills.

The scheme is supported by the CECS Admin. Team.

Hours of Operation are Monday-Thursday 9am –4pm.

An after-hours emergency number is available to educators.



## **Cowra Family Day Care Staff**

- Register new educators and provide professional training, guidance, and resources to establish family day care businesses.
- Guide families through the enrolment and orientation process.
- Provide community information and support to families about child development, learning, health, and wellbeing.
- Visit educators to support and assist with practices, experiences and everyday routines that support each child's development, learning and wellbeing.
- Work closely with educators to monitor and record children's development and progress, guided by the Educational Leader.
- Ensure educator compliance in Early Childhood regulation and law, and in Scheme Policies and Procedures.
- Promote learning with a play-based focus in enriched environments for children.
- Provide professional resources and training to educators and staff i.e., regulations, standards, child protection, risk assessments for home and outings, child development.
- Facilitate play opportunities which allow the educator and children to socialise in larger groups and educators to share and gain new ideas and experiences.
- Encourage educators to borrow from our equipment, toy, and book library.
- Facilitate incursions and excursions for children and educators to attend.
- Promote family day care in the community.

## **Educators**

- Cowra Family Day Care Educators are required to comply with the Education and Care Services National Regulations (2011) and Law (2010) and the CECS & FDC Scheme Policies and Procedures. Educators may provide care for a maximum of 7 children under the age of 13 (maximum 4 children not attending school) including the educator's own children. All educators hold minimum Certificate 111 in Children's Services, First Aid, Asthma & Anaphylaxis Emergency Management and Child Protection training. They, and any adult resident of their home, must have successfully undergone a Working with Children Check and a Police Check.
- All educators ensure a smoke/ drug/ alcohol free environment.
- Educators program for individual children's developmental stages/ages, and interests, and document development, observations, and reflections.

## **Interview of Educators:**

If you require care for your child, the Coordination Unit will supply you with contact details of available educators.

Please contact this educator to arrange a suitable time to visit their service.

It is recommended that you prepare any questions you may want to ask the educator in advance and discuss your child's needs at this time.

After this meeting, please contact the Coordination Unit and let us know if you decide to place your children in the care of that educator.

The enrolment process can then begin. This includes:

- Completing enrolment form
- Providing documentation as required on enrolment form
- Applying for Child Care Subsidy (CCS) through Centrelink
- Signing a Parent/ Scheme agreement and fee schedule

## Quality Improvement Plan (QIP)

All early childhood services are required to develop a Quality Improvement Plan (QIP) under the National Quality Framework. This ensures that the service is continually thinking about ways they can improve over time.

The first step is to self-assess our practices against the seven Quality Areas of the National Quality Standard, then to select the areas or elements which present opportunities for improvement. These, and the steps which will be taken to reach that improvement, become the QIP.

The FDC QIP is available at the Coordination Unit to families; we regularly update this document as we reach our goals and add new ones.

If you wish to contribute ideas about how you think we can improve, please discuss with your educator, or contact us at the Coordination Unit- we welcome and value your input.





## Cowra Family Day Care Fee Structure Effective from the 12<sup>th</sup> of July 2023

Cowra Family Day Care Scheme is made up of a Coordination Unit and a network of home-based early childhood educators.

The Coordination Unit registers and approves appropriately qualified and suitable educators to provide early childhood care and education to our client families, on behalf of the scheme.

Each FDC educator operates as a small business owner, in their own, scheme-approved premises (usually their own home) and must comply with the Education and Care Services National Regulations and Cowra Early Childhood Services FDC Policies and Procedures.

The Cowra FDC Coordination Unit monitors, mentors, and supports educators in their provision of early childhood care and education, with regular compliance/ support visits, ongoing training, and opportunities for professional development.

The Coordination Unit also sets a fee range for educators, taking into consideration their qualifications, experience, and the services they can offer their client families.

Currently the Cowra FDC fee range for standard hours of care is between \$10.00 and \$14.70 per hour (Parent Admin fee is additional).

### Department of Education, Employment and Workplace Relations Accountability Requirements

#### Attendance records/timesheets

The custodial Parent (including guardian or authorised person) who brings the child to the educator's home and who collects the child from the Educator's home must record and sign/initial the time of arrival and departure. Educators are to sign out school age children when they leave for school and sign in school age children coming from school. Parents may countersign. Parents are to sign in and out **actual** times of arrival and departure.

The Scheme will not be able to provide fee reduction through Child Care Subsidy if a Parent persistently fails to complete the attendance record/ timesheet.

#### Recording absences

A Parent must verify an absence by initialling/ signing against each entry on the attendance record/ timesheet and, where appropriate, provide supporting documentation (for example a doctor's certificate).

If an Educator is unavailable to supply care for a length of time (for example a day off) they are not entitled to be paid for that time.

Parents are **not** to sign in/ out for those days.

It is the Educator's responsibility to check that Parents have correctly completed the attendance records/ timesheets.

Generally, unsigned timesheets will not be processed; exceptions may be made with Coordinator approval.

#### General guidelines for payments

##### Fees cover

All the time the child is with the Educator or is the responsibility of the Educator.

##### Contracted hours

Contracted hours are to be negotiated between the Educator and the Parent, on behalf of the Scheme. The weekly fee will be charged according to these hours.

Parents and Educators are to complete a Parent/ Scheme Agreement form prior to the commencement of care. This form is to be forwarded to the Coordination unit for approval, and a copy will be provided to the Educator, and to the Parent on request.

In the case of late arrival / early departure of a child in care the normal payment will not be affected.

### Late fees

Parents are to contact their Educator prior to the end of their contracted hours if they are going to be late. If parents are late without prior notification, and the educator chooses, fees may apply for the extra time. This will be charged in 15-minute intervals.

In some circumstances, a late fee may occur apply; this does not attract CCS.

### Changing the contract of care

Any permanent change of hours must be negotiated between the Educator and the Parent on behalf of the Scheme, and a new Parent/ Scheme Agreement completed. A copy of the new Agreement is to be forwarded to the Coordination Unit for approval and a copy will be provided to the Educator, and to the Parent on request.

### Standard hours

Care provided between the hours of 8am and 6pm from Monday to Friday.

### Non-standard hours

Any care provided outside the hours of 8am and 6pm from Monday to Friday.

### Casual on call

Where care is booked on an irregular basis.

### Absences

CCS is paid for up to 42 absences for each child across all approved childcare services. These absences are referred to as Initial 42 absence days.

Each child receives a new set of initial absence days at the beginning of each financial year.

These absences can be taken for any reason provided the day being reported as an absence is a day on which care would normally be provided.

Absences should ALL be recorded on the timesheets as an A and initialled by the Parent, regardless of whether the child has been absent due to a public holiday, illness, family holiday or parent day off etc.

No documentation is needed for any of the Initial 42 absence days and all absences up to 42 must be recorded as an absence, regardless of whether a doctor's certificate has been obtained or not.

Where Parents share care of a child, the 42 absences are divided between them.

### Additional Absence Days

Once the Initial 42 absences have been used up, CCS will also be payable for absences taken for other reasons, some of which are:

- Illness
- Rostered days off / rotating shift work
- Temporary closure of a school or pupil free days
- Periods of local emergency
- Shared care arrangements due to a court order, parenting plan or parenting order if supporting documentation is provided, showing one of these reasons for an absence for days on which care would normally have been provided.

There is no limit to additional absence days.

### Additional Absence Days for exceptional circumstances.

These can only be approved where a child has used up more than 30 of their 42 initial absences for one or more of these reasons – an illness or illnesses, rotating shifts or rostered days off, court order, parenting plan or parenting order.

A maximum of 20 additional absences for exceptional circumstances can be approved, and documentation supporting the claim must be provided.

For this reason, it is worthwhile for families to obtain a doctor's certificate for ongoing or recurring illnesses and send it to the coordination unit to be kept on file in case it can be used later.

### Annual leave

Normal fees will apply for parents' annual leave.

### First and last day absences

#### **No Child Care Subsidy is paid for first and last day absences.**

This means that if your child is absent on the first day, they are booked to start care, you must pay full fee for that care. Similarly, if your child is absent in the lead up to finishing in care, full fee must be paid for all the absences between the last day of booked care and the last day your child was actually in care.

### Absence notice

Parents are requested to give notice of a child's non-attendance as soon as possible. Educators are requested to advise parents if they are unavailable to provide care at the earliest possible time. Educators taking leave should give notice to families so alternative care can be arranged.

Should an Educator be unable to provide care payment will **not** apply.

### Rounding

Times will be rounded up to 15 minutes.

### Public holidays

Government guidelines require that Educators must be available on contracted days immediately before OR after a public holiday to be eligible for payment.

### Alternative care

When an Educator is unavailable for care and Parents wish to use an alternate Educator, the parent must notify the Coordination Unit as soon as possible if care is required. Care arranged by the Coordination Unit at parent request must be paid for. Payment is to be discussed at the time alternative care is arranged. Fees may vary between Educators. Alternative care is subject to availability.

### Termination of care

**Parents are to discuss termination of care notices with their Educator when completing the Parent/ Scheme Agreement and signing the Fee Schedule.**

### Rotation/ rostered shifts

Parents are required to give their Educator a roster at least one week in advance for standard rates to apply (to be negotiated with individual Educators)

Shifts which cannot be advised one week in advance may attract the casual on call rate.

### Parent Administration levy

This is a fee paid to the Coordination Unit by Parents for Administration costs. The Parent Admin Levy charged amounts to \$2.00 per hour per child per week but is capped at \$30 per family per week. The Educator calculates and collects this levy on behalf of the Coordination Unit. Child Care Subsidy is applied to this levy.

### Overnight care

Overnight care must be approved by the Coordination Unit; Parents are to contact the Coordination unit if overnight care is required.

### School aged children

Before or After school care for school aged children is contracted for school term only and Parents and Educators are required to recontract for school holidays.

School holiday care needs to be booked and a Parent/ Scheme Agreement completed in advance. All other care will attract the Casual on call rate.

School holiday care may attract a different hourly rate and minimum hours to care provided Before or After school.

### **Child Care Subsidy (CCS)**

Depending on the family's income and approved activity, the Federal government will pay a percentage of their childcare fees for a specified number of hours of care each week. This is called Child Care Subsidy.

It is the responsibility of the family to contact Centrelink and be assessed for their eligibility for Child Care Subsidy (CCS). This assessment requires families to set up a MyGov account (if they have not already done so) and link to their Centrelink account. Families will need to provide details of their child, childcare arrangements, family income and parent activity (work, study, job search, volunteer work etc).

Family income will dictate what percentage of childcare fees will be paid by the government, and activity will dictate how many hours of subsidised care the family is entitled to.

It is important for families to tell the Family Day Care Coordination Unit:

1) Which parent the child or children are linked to for CCS purposes and ensure that the correct CRN is written on the enrolment forms.

2) If your percentage or eligible hours for CCS change.

It is a requirement of the government that regular Child Care Subsidy Statements are made available by the Coordination Unit to families; this shows how much the government has paid in Child Care Subsidy for the period. These will be issued via email, so please let us know of changes to email addresses.



## **When your Child Starts Family Day Care**

Communication between you and your child's Family Day Care educator is one of most important aspects of successful care. Initial details on a Child Enrolment and first interview informs educators about your child; however, as he/she develops and their routines, interests and needs change, it is important to regularly discuss these changes.

Educators will also talk with you about your child's day and his/her experiences whilst in care.

### **Routines:**

Discuss with your educator your child's routines and preferences. Ask the educator what their daily routine is. Some educators may have regular commitments for outings. (i.e., play sessions–facilitated by the FDC service or other FDC educators, school drop off and pickups, visit to the local library for story telling etc).

**Meals and Nutrition: Families are asked to bring enough food for their child for the day. Cowra Family Day Care Educators implement the Munch and Move program which supports the healthy development of young children from birth to five years of age attending early childhood services in NSW.**

### **Foods recommended for Family Day Care:**

- Fresh fruit and vegetables
- Yogurt, cheese
- Sandwiches or wraps
- Noodles or pasta (cooked ready to be reheated)
- Dinner leftovers
- Tinned spaghetti/baked beans
- Dried fruits
- Unsweetened popcorn, plain pretzels or crackers
- Water

### **Foods not recommended for Family Day Care:**

- Lollies/chocolate
- Cake (other than on special occasions)
- Sweet Biscuits
- Roll ups/chocolate bars
- Chips/ cheezels or highly flavoured savoury snacks
- Cordial and aerated drinks

### **Mealtimes**

Mealtimes provide an important social time for all children. We encourage children to get their own lunch boxes, open & close containers, unwrap foods, help clear tables and clean up according to their skill and age levels.

Please let the educator caring for your child know if your child has any allergies or intolerances to foods. (A Medical Action Plan will be required from the Doctor).

From time to time the children have the opportunity to participate in a cooking activity.

Families are also encouraged to supply food such as a birthday cake to celebrate a child's birthday.

Educators respect cultural needs and expectations of each family; please feel free to approach educators or Coordination Unit staff with your family's specific needs.



The six key messages that form the basis of Munch and Move include:

- Encourage and support breastfeeding
- Choose water as a drink
- Eat more fruits and vegetables
- Choose healthier snacks
- Get active each day
- Turn off the television and computer and get active.



### **Orientation into care:**

Commencing FDC can be a stressful time for some children and parents, as they adjust to being separated for a period of time, and as the child learns to trust a new adult and feel comfortable in a new environment. However, with support and reassurance your child will soon settle in, at their own pace.

The following suggestions may make the transition from home to Day Care a positive experience for both you and your child.

- Familiarise your child with the educator and their home before care actually begins.
- Prepare and talk with your child about where they are going, friends they will play with.
- Educators are only too happy for you to visit and often recommend shorter days to start with.
- Be positive yourself– children pick up quite easily on a parent's feeling of anxiety.
- Generally, children settle into care more confidently if you can follow the same routine and keep changes to a minimum.
- Avoid introducing additional changes in your child's routine i.e., weaning of bottles or dummies, toilet training etc. until your child is settled.
- Delaying your departure tends to upset you both. Settle your child, tell them you are leaving and coming back to pick them up. Say goodbye and go. Leaving without saying goodbye may work in the short term but long term can give a child sense of distrust and uncertainty, which can make settling more difficult.
- Arrive on time for pickup or advise your educator if you may be a little late.
- A comfort item (teddy, blanket, your t-shirt, or a photo of you) may help your child feel more secure when you aren't there.
- Maintain open communication with your educator; discuss concerns no matter how small. You may wish to contact them and they you, throughout the day. FDC Coordination Staff can visit and support educators with children whilst they settle your child.

### **Clothing:**

When dressing your child please consider clothing and footwear which allow freedom of movement for climbing, running, painting and messy play. A sun hat and sunscreen are essential all year round as our Sun Smart Policy requires sun protection whenever the UV is above 3 (Refer to the Service Policy Manual for more information). Please provide at least one change of clothing every day your child is in care.



### **Sleep/ Rest Time:**

Please discuss your child's sleeping routine with your educator and what is required for the day. Educators must follow our Sleep and Rest policy, which is based on recommendations by Red Nose Australia.

### **Toileting:**

If your child is in nappies, you will be required to provide adequate nappies each day. Discuss what stage your child has reached with their toileting so there is consistency between approaches at home and in care.

### **Family Background:**

Understanding a child and their family's background (culture, religion, language, family dynamic and siblings) provides educators with knowledge that allows them to support a child's sense of identity.

### **Delivery and Collection of children:**

Children may only be collected by persons nominated in writing by the enrolling parent on the Child Enrolment Form as an Emergency Contact or Authorised Person. A parent can authorise another person to collect their child only via text, fax, phone, or email to the FDC Educator or FDC Coordination Unit. If an educator has not yet met this person you will need to advise them that an educator may request identification.

A child must not be released into care of a parent who is prohibited by a court order from having contact with the child. Educators and FDC Service are able to comply if a copy of the order is provided.

### **Illness of a Child:**

The health of children, families and educators is of the highest priority in our service. If your child is ill or has a contagious disease, your child will not be accepted into care. If your child becomes ill whilst in care you will be contacted immediately and asked to pick the child up as soon as possible. Please do not send your child to Family Day Care when they are unwell. Educators are unable to care for a sick child while caring for other children. It is the parent's responsibility to inform their Family Day Care Service if an infectious condition has been diagnosed in their family.

**Some** infectious illnesses are listed below.

**Chicken Pox, mumps, conjunctivitis, ringworm, diarrhoea, rubella, influenza, unexplained rashes, impetigo, whooping cough, hand, foot & mouth, croup, measles, head lice and vomiting, coronavirus and other colds and flu-like illnesses.**

**Note: Since the onset of the covid-19 pandemic, educators must be very strict about not allowing children with cold or flu-like symptoms to attend care. While we acknowledge that this can be very inconvenient, we must all play our part in protecting our community and we are grateful for your cooperation.**

At Family Day Care Educators continually update and evaluate their hygiene procedures, and follow appropriate practices recommended in Staying Healthy in Childcare Edition 5 and detailed in FDC Policies.

### **Paracetamol:**

If a child develops a temperature that is over 37 degrees Celsius and seems unwell, the educator will contact the child's parent/guardian. If instructed to do so by the parent, or if the parent cannot be contacted, **and** a Paracetamol permission form has been signed for the child **and** the educator believes it is in the best interest of the child, Paracetamol will be administered. Paracetamol will not be administered to the child unless the service holds a signed Paracetamol permission form.



### **Administration of Medication:**

FDC educators will only administer Prescription Medication. Over-the-counter medication will **not** be given **unless a** letter from the child's doctor is provided. A medication form needs to be filled in by the parent or an authorised person and signed by the educator each time it is administered. Medication will only be administered if it is current and in the prescribed bottle, clearly labelled with a prescription label, with the child's full name and dosage required. Medication must be handed to the FDC Educator upon arrival; it will be placed in the appropriate storage area.

**Please do not leave medications in children's bags** as other children may find them. If your child has a medical condition that requires long-term medication, please notify your educator/s so that emergency procedures can be discussed.

### **Medical Conditions**

#### **Asthma, Anaphylaxis, Allergies, Diabetes or Epilepsy**

If your child suffers from asthma, anaphylaxis or any allergies, diabetes, epilepsy, or any other ongoing medical condition you must provide a Management Plan from your Doctor annually. This plan will outline the action educators should take if the child suffers from this condition whilst at Family Day Care. In addition, you are required to develop, in conjunction with your educator, a risk minimisation plan for the times the child is in care.

### **Policies:**

A copy of all FDC Policies, the Education and Care Services National Regulations 2012 and Law 2010, The National Quality Standard, the Early Years Learning Framework and the MTOP framework for school-aged children can be accessed at the Family Day Care Coordination Unit. Educators have access to all of these documents through OneDrive on their devices at their homes. A QR code displayed in their homes also allows you to access these documents. Service policies have been formulated in relation to the Regulations, the National Quality Standards, sources, and research relevant to children's services and best practice. These policies are implemented by staff and educators to ensure a high-quality service is provided to all children and their families.

Families are welcome to have input into service policies; these are regularly updated with family, staff, educator, management, and community input. You will be informed of any policy changes which directly affect your child's care and from time to time you will be sent a policy asking for your feedback. Please feel free to discuss any matters regarding Family Day Care or Cowra Early Childhood Services' policies with the Coordination Unit.

### **COMPLAINTS, GRIEVANCES AND FEEDBACK:**

*At Cowra Family Day Care, we like to hear your feedback so we can provide the best quality education, care and support for our children and families. Do this by speaking with your educator, sending an email, phoning, or writing a letter. All complaints and grievances should be forwarded to the Nominated Supervisor or a representative of the Management Committee. All enquires will be dealt with in a confidential and professional manner. Alternatively, you are able to contact the service's approving body Department of Education NSW directly on 1800 619113.*

## **Confidentiality**

### **Purpose:**

To protect and respect the privacy and confidentiality of personal, health and sensitive information of all users of the service

### **Policy:**

To adhere to sound practices to ensure records and information are collected, used, stored, and disposed of appropriately to ensure confidentiality. Cowra Family Day Care complies with the Australian Privacy Law, which includes the Privacy Act 1988, amended in February 2017.

### **General Procedures:**

- Coordination Unit does not communicate personal health details of educators, parents/ guardians, children, and staff except where it is necessary for the education and care or medical treatment of a child, when legally bound to do so, or with written consent of the person who provided the information.
- Coordination Unit will pass on a copy of children's enrolment forms to the educator of the child.
- Educators do not discuss with their own family or other educators, or make public, any personal details of FDC children or their families; this does not preclude educators from communicating to Coordination Unit information relevant to the care or development of the child.
- Sensitive information such as the individual's religious beliefs, racial or ethnic origin, sexual preference, criminal record, or health information is protected and remains confidential unless parental permission has been provided e.g., notification that the child is at risk of anaphylaxis.
- In situations of conflict between any combination of educators, parent/guardian and Coordination Unit see CECS Grievance policy.
- Parent/ Guardian are asked to provide permission for photographs to be taken of their child on enrolment. With this permission, photographs may be displayed at the FDC Office or the educator's residence or posted on the CECS Facebook page or website. Only first names are used with the photograph.
- Some educators have their own closed Facebook groups to share information with their client families. Separate permission is required for this; your educator will ask you to sign a form to allow this.

### **Collection of Records:**

To comply with current national regulations and to ensure the best care options are referred, the Family Day Care service collects basic personal details directly from parent/guardians and educators.

***The complete FDC Confidentiality and record keeping policy and the CECS Confidentiality and Privacy policy can be accessed at the Coordination Unit.***

# The NSW Department of Education Education and Care Quality Ratings

## Cowra Family Day Care

meets the National Quality Standard, providing quality education and care in all seven quality areas.



The National Quality Standard is made up of seven quality areas

1 Educational program and practice	Meeting National Quality Standard	Meeting National Quality Standard	Meeting National Quality Standard
2 Children's health and safety	Meeting National Quality Standard	Meeting National Quality Standard	Meeting National Quality Standard
3 Physical environment	Meeting National Quality Standard	Meeting National Quality Standard	Meeting National Quality Standard
4 Staffing arrangements	Meeting National Quality Standard	Meeting National Quality Standard	Meeting National Quality Standard
5 Relationships with children	Meeting National Quality Standard	Meeting National Quality Standard	Meeting National Quality Standard
6 Collaborative partnerships with families and communities	Meeting National Quality Standard	Meeting National Quality Standard	Meeting National Quality Standard
7 Governance and Leadership	Meeting National Quality Standard	Meeting National Quality Standard	Meeting National Quality Standard
	Significant Improvement Required	Working Towards National Quality	Meeting National Quality Standard
			Exceeding National Quality Standard

This service was last assessed in June 2023 against the *National Quality Standard for Early Childhood Education and Care and School Age Care* and these ratings have been awarded in accordance with the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*.

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[education.nsw.gov.au/early-childhood-quality](https://education.nsw.gov.au/early-childhood-quality)



Thank you for choosing  
Cowra Family Day Care for your  
child's early childhood care and  
education.  
We look forward to getting to know  
you and your family.

