

Bramble Bay Family Day Care



Uniting Education Handbook

August 2021

1. Welcome to Bramble Bay Family Day Care

The Uniting Church Queensland Synod is pleased to welcome you to Uniting Education Early Learning. The Uniting Church in Queensland has been serving families through childcare services, run by congregations and other church organisations such as Wesley Mission Queensland and UnitingCare since the opening of our first service, the Toowong Kindergarten and Child Care Centre, in 1964. From September 2021, all early learning services operated by the Uniting Church Queensland are consolidated within the Uniting Education Early Learning (UEEL) portfolio. UEEL embodies the Christian principles of love, forgiveness, respecting and serving others. We utilise a play-based learning programme and are committed to the values of equity, inclusiveness and care for the environment.

Family Day Care is a professional home-based childcare service that provides care and education for up to four children under school age plus up to three school-aged children per educator. Each educator is responsible for the care, education, safety and wellbeing of the children in their home, supported and mentored by a team of early childhood qualified coordinators.

Educators are self-employed and run their small businesses. They are registered with Bramble Bay Family Day Care and must abide by all policies and procedures of Bramble Bay Family Day Care, the National Quality Framework, the Early Years Learning Framework, the Early Education and Care National Regulations and Law, and the Family Assistance Laws.

Family Day Care allows for flexibility of hours and location in a safe and stimulating home environment.

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Play Session Coordinator

Debbie Alexander

We believe in open communication with all stakeholders and can be contacted via phone or email for any queries or concerns.

Please phone for an appointment time to speak to a staff member as coordinators are often out visiting educators in their homes or may already have appointments booked.

If you phone the office out of office hours please leave a voicemail message for non-urgent matters, and a staff member will return your call as soon as possible during office hours.

For emergency situations out of office hours, the answering service message provides the name and phone number of the on-call coordinator to contact.

The Educator Representative and Parent Representative contact details are available on request.

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2. Philosophy

Bramble Bay Family Day Care values and believes in the uniqueness and quality of childcare in the natural environment of a family home. We aim to provide a consistent, high standard of care and education in a caring and stimulating home-based environment in which all children can feel secure.

Our philosophy has been inspired and guided by the National Quality Framework, which includes the Early Years Learning Framework and My Time Our Place Framework as well as the United Nations Convention on the Rights of The Child and the Early Childhood Australia Code of Ethics.

- **Belonging** – acknowledges children’s interdependence with others (family, a cultural group, a neighborhood, and a wider community) and the basis of relationships in defining identities.
- **Being** – recognises the importance of the here and now in children’s lives.
- **Becoming** – reflects the process of rapid and significant change that occurs in the early years.

Concerning children, we believe:

- Children are capable and resourceful learners who are active contributors to their learning.
- Children have a strong sense of identity and agency and need to be valued as individuals within the context of their family and community.
- All children have the right to secure, respectful and reciprocal relationships with Educators.
- Children develop a strong sense of wellbeing and resilience through a supportive and secure environment.
- Children are effective communicators who are intrinsically motivated to exchange ideas, thoughts, questions and feelings.
- Children can be supported to become environmentally responsible and show respect for the environment.

Concerning families, we believe:

- Families are children’s first and most influential Educators.
- Trust, respect and collaboration and open communication form the basis for strong partnerships between families and Educators.
- Families are a valued resource and are decision-makers in educational and developmental decisions within Bramble Bay Family Day Care.
- Families should be warmly welcomed and should feel comfortable and secure when entrusting Educators with the care of their children.
- In fostering links between the child and family with the community in order to support the holistic development of the child.

Concerning educators we believe:

- That Educator’s knowledge of individual children is crucial to providing an environment and experiences that will optimise children’s learning.
- Educators value reflective practice, engaging in philosophy, ethics and practice with peers, families and the community.
- In the value of Educator’s skills, knowledge and personalities that enrich their pedagogical practices.
- Educators should set personal and professional development goals to further their skills and knowledge to ensure the best outcomes for children.
- Educators need to be open and effective communicators whilst maintaining the confidentiality of children, families and colleagues.
- Educators need to be innovative in their thinking and practices to scaffold children’s learning.
- Educators, families and coordination unit staff should work collaboratively in respectful, reciprocal relationships.

Concerning the program, we believe:

- The program considers the whole child and the interrelated nature of development and learning. It supports children’s social, emotional, personal, spiritual, creative, cognitive, linguistic and physical development.
- The program is developed to observe and document children’s strengths, abilities, and interests.
- Children need a flexible play-based curriculum that provides for different learning styles.
- The creative process is more important than the product.
- The program must provide opportunities for self-choice, intentional teaching and spontaneous experiences.
- The program should respect and support individual and cultural diversity.
- The program and learning culture of Bramble Bay Family Day Care should be made visible in appropriate ways.

Concerning the environment, we believe:

- The unique family day care home environment provides a stable, familiar place for children to feel comfortable and empowered.
- A rich, safe, stimulating and nurturing environment can evoke imagination, promote creativity and enhance aesthetic development.
- The environment should welcome children, families, coordination unit staff and visitors and celebrate the diversity of cultures within our community.
- The unique smaller Family Day Care group environment provides opportunities for children to feel safe and secure and establishes positive relationships with peers and adults.

Concerning diversity, we believe:

- All children, families, educators and coordination unit staff from religious, culturally, or linguistically diverse backgrounds are treated equitably. They are supported, valued and included in all parts of Bramble Bay Family Day Care.
- An anti-bias program encourages children’s awareness of similarities between people, and it teaches them respect for individuals regardless of gender, religion, culture, race, physical or intellectual disabilities.

Concerning the community, we believe:

- In the valuable contribution, the community can make to the holistic development of each child.
- In our role as advocates for family day care into the broader community.
- In developing and nurturing relationships between Bramble Bay Family Day Care and families and services within the wider community.

Concerning Bramble Bay Family Day Care, we believe:

- All stakeholders have the right to individual privacy, respect and confidentiality.
- Bramble Bay Family Day Care strives for continual improvement and embraces feedback from all stakeholders to ensure high-quality service delivery is maintained.
- Bramble Bay Family Day Care actively cares for its environment and contributes to a sustainable future.
- The personal and professional strengths and styles of individuals within the coordination unit team are respected and appreciated.
- Spirituality within Bramble Bay Family Day Care is non-denominational, although it is still based on the fundamental beliefs of treating others and ourselves with respect.

3. Structure of Bramble Bay Family Day Care

Bramble Bay Family Day Care was established in 1978, providing quality care and education to children and families in Brisbane’s northern suburbs.

Bramble Bay Family Day Care is an Approved Service operated by Uniting Education Early Learning for the Uniting Church in Australia, Queensland Synod, under the umbrella of the Approved Provider, the Uniting Church in Australia, Property Trust QLD (Q.).

The Nominated Supervisor manages the day to day operation of Bramble Bay Family Day Care and reports directly to the Area Manager, Uniting Education Early Learning.

Department of Human Services (Australian Government) provides income-related assistance for families using care in the Child Care Subsidy.

Early Childhood Education and Care (State Government) regulates Bramble Bay Family Day Care according to National regulatory requirements. The Assessment and Rating process determines at what rate the service meets the National Quality Standard and conditions of the Education and Care Services National Regulations and Law.

Level 2, 1231 Sandgate Road, Nundah. Ph 07 36340532

Family Day Care Australia was first set up in May 1988. It consisted of two representatives from each state and deals with Family Day Care issues and advocacy from a national perspective. Membership is welcomed from parents, Educators, staff etc.

Family Day Care Association Queensland is an organisation that provides resources, advocacy and representation for all Family Day Care participants at government and community levels.

4. Absences

Fees are payable for all booked days, even when a child is absent. Holidays, sick days, public holidays, and other absences are charged at the standard hourly fee. Centrelink may pay the Child Care Subsidy (CCS) for 42 absences per year under specific circumstances. Centrelink will not pay CCS for first and last day absences at the beginning or end of a CCS Enrolment, extended overseas travel, or long-term absences. Please get in touch with Bramble Bay Family Day Care if you are planning long term absences. Additional absences above the 42 initial absences may be available for sick days with an extended illness, and a Medical Certificate is supplied.

5. Accident/injury

If your child is injured whilst in care, all reasonable steps will be taken to provide immediate medical aid, and parents will be notified as soon as possible. For minor injuries, the Educator will apply first aid if applicable, record the incident on the Minor Incident Record and inform parents. For more serious injuries, the Educator will call for an ambulance if necessary, notify parents and Bramble Bay Family Day Care office as soon as possible, and complete an Incident, Injury, Trauma and Illness Record form. Where medical treatment has been necessary, Bramble Bay Family Day Care is required to report the incident to the Department of Education within 24 hours of the incident.

6. Behaviour management

Bramble Bay Family Day Care advocates positive guidance of child behaviour by respecting the rights and dignity of children at all times. The aim is to gradually guide children to communicate their needs verbally and learn the skills necessary to relate socially with others positively. The service also aims to give a child some awareness of their rights, develop a respect for the rights of others, learn problem-solving skills, develop skills of resilience, and be able to ask adults for help when they need it.

There will be open communication between parents/guardians and the educator. With the help of the parents/guardians, the educator will develop a broader understanding of the child's development level, the child's family, the parents/guardians feelings and any recent events that may be influencing the child's behaviour. In turn, the educator will ensure that the parent/guardian is aware of the highs or lows of the child's

day at the Family Day Care home. Educators and parents/guardians should be selective of the information passed on in the presence of children.

7. Casual care

When possible, Bramble Bay Family Day Care may arrange care that is needed on a casual basis, dependent on availability. Casual Care may be charged at a higher rate as per the educator's fee schedule. Twenty-four hours notice is required to cancel casual care. The Centrelink requirements for CCS approval must be completed before the care for CCS payments are to be received for casual care.

8. Cancellation of care

The notice period for cancellation of care is as per each educator's fee schedule but is typically two weeks. You must advise your educator as soon as possible when ceasing care. Regular fees are payable for the whole notice period. It is important that your child attends up to their last day of the booked care notice period because Centrelink will not pay CCS for any absence days at the end of the notice period, and full fees must be paid without any CCS deductions.

9. Child Care Subsidy and Centrelink

A family's eligibility for Child Care Subsidy (CCS) is assessed by Centrelink.

You need to register with Centrelink for CCS payments:

- Contact Centrelink to register a claim for CCS payments and find out what your CCS entitlements are.
- You must submit a claim for each child who requires CCS payments.
- All care used before commencement of your CCS entitlements is charged and payable as full fees.
- You cannot receive any CCS fee reduction unless Bramble Bay Family Day Care has been supplied with both the CRN and date of birth for the parent/guardian and child to create the CCS Enrolment.

CCS Enrolment Confirmation required:

- The CCS System requires each child to have a Complying Written Agreement with Bramble Bay Family Day Care, which is approved via an email from our software. You must authorise Bramble Bay Family Day Care enrolment prior to commencement of care.
- The CCS Enrolment requires each child to have a confirmed enrolment in MyGov. You must confirm this enrolment in your MyGov account prior to commencement of care.
- You are not eligible for any CCS payments to be paid to Bramble Bay Family Day Care until you have completed the Centrelink requirements and have received your eligibility confirmation from Centrelink.
- Full fees are charged and must be paid until your CCS entitlements have been approved by Centrelink and your entitlement details have been uploaded to our system.

CCS enrolment eight-week rule

- The CCS system will cease a child's CCS enrolment after eight weeks of inactivity.
- Inactivity includes a combination of a child's absence, an educator's absence and any period prior to attendances being submitted to CCS.
- If a child is only attending casually or is absent for eight continuous weeks, their CCS Enrolment is ended by CCS, and they will be made inactive in our software.
- When they return to care, a new CCS enrolment is created, and the steps for enrolment confirmation are required again.

- If a child has an absence at the beginning or end of a new CCS enrolment period, CCS will not be payable for the absence, and full fees will be charged.

CCS Payment Reversals

- In some circumstances, Centrelink will reverse a previously paid CCS payment and charge full fees.
- If this occurs, the family owes the full fee amount to Bramble Bay Family Day Care and must contact Centrelink to have the payment reinstated if applicable.

Please contact Centrelink on 13 61 50 or via your MyGov account to register for CCS payments.

10. Child protection

All family day care educators and coordination team staff are mandatory reporters of children at risk of/suspicion of harm or abuse. Regular child protection training is compulsory for educators and staff. Staff will assist and report any concerns educators have for the welfare of children in their care. Staff, educators and all adult household members must obtain a Blue Card.

11. Compliance logbook

Parents can access open and transparent information about any Non-Compliant Early Childhood Education and Care Service in Queensland. Bramble Bay Family Day Care maintains a compliance history logbook containing any formal notices issued to Bramble Bay Family Day Care. This log is available for perusal by all families and educators at any time.

12. Confidentiality

Confidentiality regarding the operation of Bramble Bay Family Day Care, its clients and educators must be respected at all times. Personal information will not be passed on without prior permission, except in the case of emergency or child protection issues.

Participants of Bramble Bay Family Day Care have access to all information about themselves and their families.

13. Contracts/bookings

The "Parent/Educator Booking Contract" must be signed as part of the enrolment paperwork for initial booked care with an educator. This includes weekly care, casual care, school holiday care, rostered care, school term only care and booked alternate care. Bramble Bay Family Day Care office must have received the signed contract before care can commence.

Once care has commenced with an educator, changes to booked days/hours must be done via Harmony Web's Booking Change Request. The educator completes the request details, and your PIN for the change of hours/days. This is submitted to and approved by Bramble Bay Family Day Care.

Booked hours are as per the signed Contract/Harmony Booking Change Request and must be paid for, regardless of whether the care is used. (See Absences) You cannot drop off earlier or pick up later than booked hours without prior consultation and agreement with the educator.

For example - If the booked hours are from 8.00 am - 4.00 pm (8 hours): If you drop your child off at 10 am, you will still be charged from 8 am (as per the contract); If you collect your child at 2.00 pm you will still be charged until 4.00 pm (as per the contract); The earliest you can arrive to drop off your child is 8 am, the latest you can come to pick up your child is 4 pm.

A penalty fee is payable if care is outside booked hours (see educator's fee Schedule).

All future changes to booked hours can only be made in consultation and agreement with the educator.

For alternate care, Bramble Bay Family Day Care creates a casual "Guardian With No Sessions" booking with the alternate educator to add required hours to the child's timesheet.

Permanent changes require at least one week's notice and the completion of an online Harmony Booking Change Request.

Temporary changes for increased hours are called variations to contract. They can only be done with prior consultation with the educator and require the inclusion of the terms "Variation to Contract" or "VTC" on the relevant timesheet.

For cancellation of care, please refer to the educator's fee schedule for the minimum notification period.
Rostered shifts - Roster care is only available in agreement with the educator. You must give the educator your rostered booked hours in writing, at least one week in advance. Once these hours are booked, the same rules apply for changes and cancellation as above for "contracts". Parents on a roster must supply a letter from the employer confirming that the parent works on a rostered basis.

Booked additional care, alternate care, overnight care, weekend care - This type of care requires notice of at least 24 hours of cancellation.

14. Coordinators

The Coordination Team of Bramble Bay Family Day Care is responsible for arranging and supervising your child's care. We have regular contact with the educators and continue to be involved in your child's ongoing care. We aim to provide childcare of the highest quality so every child will grow and develop to their fullest potential within a safe and secure home environment.

We believe that open communication with families is essential. We will remain in contact with you to discuss the care your child is receiving and invite you to contact us at any time.

Coordinators are responsible for:

- Liaising with parents and educators.
- Meeting the care needs of families and children without discrimination.
- Assessing the safety of Family Day Care homes and registering suitable Educators.
- Assisting parents to place their children in the most appropriate education and care environment, taking into account the needs of children with medical conditions, additional needs and cultural or religious requirements.
- Monitoring the quality of care and education in accordance with the National Quality Framework, Education and Care Services National Regulations and Law and Early Years Learning Framework.
- Supporting educators through regular home visits, the provision of an effective professional development program and the organisation of play sessions, educational experiences, shows and outings.
- Maintaining a resource library of resources and equipment for educators to borrow.
- Record keeping and administration.
- Maintaining confidentiality.

15. Custody arrangements

If a custody order/restraining order is in place, Bramble Bay Family Day Care must be informed and supplied with a copy of the order.

16. Dental health

Children will be encouraged to rinse their mouths with water following meals and snacks.

Parents who wish to have their child clean their teeth after meals may supply a toothbrush and toothpaste and request that the educator assist the child in cleaning their teeth.

17. Dropping off and collecting children

Harmony timesheets require each child to be pinned into care at the actual time of arrival and pinned out of care at the actual time of departure. Your child must be pinned in and pinned out at the exact arrival time and collection each day. A digital e-Signature PIN is generated for each parent/guardian/authorised person. Each person must have their own personal PIN and cannot sign in or out using another person's PIN. Children must be collected and dropped off only by parents/guardians or another authorised adult whose name, address and phone number have been given to the office and the educator and have received a PIN from Bramble Bay Family Day Care.

Bramble Bay Family Day Care must be notified of any new authorised people to be added to the child's records and issue them with the PIN required to pin your child into and out of care. Please phone your educator as soon as possible if you are running late.

18. Educators

Educators are home-based childcare professionals who run their own small businesses. To be registered as an educator with Bramble Bay Family Day Care, applicants and their families are thoroughly screened and assessed for their suitability. Thorough safety checks of their premises are completed. They also undergo training to ensure they have the knowledge and skills necessary to fulfil their role as an educator. Educators are experienced in fostering all aspects of your child's development in an environment that provides for the needs of all families, and they will become significant people in your child's world. Educators are able to care for seven children in total, including the Educator's own children who are under 13 years of age. Out of these seven maximum children, only four can be under school age. Educators have a high level of commitment to health and safety issues.

Educators are fully insured and hold a current First Aid, CPR, Anaphylaxis and Asthma Certificates, a current Blue Card, and a minimum Certificate III qualification in Children's Services. They are professional people who are committed to ongoing professional development.

Educators are self-employed people running their own small business and set their own hourly rate, charges, minimum hours, and work hours within Bramble Bay Family Day Care guidelines.

Educators must work within the National Quality Framework and Early Years Learning/My Time Our Place Framework to provide quality outcomes for children. This includes providing a stimulating play environment offering various experiences suitable for each child's development, interests and needs, and a written program for parents.

An Educator Contract Agreement is completed where an educator agrees to abide by safety, health and hygiene requirements, quality of care issues and all other policies and procedures of Bramble Bay Family Day Care, which meet the Education and Care Services National Regulations and Law, National Quality Framework, EYLF and MTOP.

Educators are required to re-apply for their Family Day Care Registration on an annual basis. This comprehensive process is an opportunity for educators and coordinators to work together to reassess the safety of the home

and the suitability of the environment for child care, reflect on the experience of the past year, and address any areas of concern.

19. Educator leave - holidays or illness

Suppose a family requires Alternate Care during an educator's absence? In that case, the educator will inform Bramble Bay Family Day Care, and alternate care with another educator will be arranged where possible, depending on another educator's availability.

If your educator is taking holidays, they are required to give you as much notice as possible. If your Educator becomes suddenly ill, they will contact you as soon as possible to advise you and check if you require alternate care.

The educator does not charge fees when they cannot work due to holidays or illness.

20. Facebook

Our Facebook business page is "Bramble Bay Family Day Care Scheme". Like us to keep up to date with what is happening at Bramble Bay Family Day Care, including play session photos and future events.

As part of enrolment with Bramble Bay Family Day Care, we collect permission for this and do not post photos or information about your child if you have not given consent. Many of our educators also have their own Facebook business page and will obtain your signed permission before posting any photos or information about your child.

21. Fees

As an educator is recognised as an independent small business operator, they each set their own fee structure within Bramble Bay Family Day Care guidelines.

As the Approved Service, Bramble Bay Family Day Care is responsible for all aspects of CCS processing and payments.

The office processes timesheets weekly every Monday. (Where there is a Public Holiday on Monday, timesheets are processed on the next workday.) Once CCS and the CCS payment details have processed the session reports have been received and finalised, Bramble Bay Family Day Care emails a Statement of Entitlement to you which shows the hours of care used, the amount of CCS paid and the gap amount you owe to the educator. The educator receives Payment Advice with the same information and is responsible for issuing invoices or other notifications of the fees due.

Fees are paid directly to the educator, either in cash or via Direct Deposit as specified by the educator. The Educator acts as an agent for Bramble Bay Family Day Care and, as such, is authorised to charge gap fees, collect money and issue receipts and invoices on behalf of Bramble Bay Family Day Care. Parents/guardians must pay all fees owing, e.g. weekly or fortnightly, as specified by the educator on the fee schedule.

If fees are not paid on time, care may be suspended or cancelled until all fees are paid.

22. Grievance procedure

Bramble Bay Family Day Care encourages open communication and positive relations between all parents, staff and Educators. The process in the Policy Manual recommends that, where appropriate, any issues or concerns regarding the care of your child should first be raised with the educator. This gives the educator an opportunity to try to resolve the issue. If you are not able to do this, the Area Manager can be contacted through the centre, or you can ring Uniting Education Early Learning Manager, Yolanda Borucki Ph: 0455886358. You can also write to; The Manager, Uniting Education Early Learning. 60 Bayliss Street Auchenflower QLD 4066 OR Email: Early.Learning@ucaqld.com.au.

Matters can also be raised with the regulatory authorities if you feel it necessary:

Regulatory Authorities Early Childhood Education and Care
Department of Education Metro City regional office (Mt Gravatt)
PMB 250 Mansfield DC Qld 4122
Telephone: (07) 3028 8064
Email: metrocity.ecec@qed.qld.gov.au
OR Australian Children's Education and Care Quality Authority
For further information, see www.acecqa.gov.au

23. Health and safety

Educators have a strong commitment to safety, health and hygiene issues and adhere to Bramble Bay Family Day Care's policies and guidelines.

We encourage you to read our Policy Manual, which thoroughly explains Bramble Bay Family Day Care expectations regarding children's development, behaviour management, health and hygiene, cleanliness and nutrition.

24. Illness of a child

If your child is unwell, they will not be able to attend care with the educator. Children who are mildly unwell but not infectious (including before and after school children who are not well enough to go to school) may remain in care only with the educator's agreement.

25. Children with an infectious illness will not be able to remain in care.

The educator may request a Doctor's clearance before your child can return to care after an illness. Your educator will call you to collect your unwell child when they feel it is necessary for the safety and wellbeing of your child and the other children in their care, so you must take immediate action to make arrangements to collect your child.

26. Immunisation

Following Government policy, medical immunisation is recommended for all children. Bramble Bay Family Day Care requires a copy of each child's latest immunisation record to be supplied at initial enrolment with Bramble Bay Family Day Care and an updated document provided after each subsequent immunisation.

Bramble Bay Family Day Care does not exclude non-immunised children, but non-immunisation will be discussed with an educator and relevant families before placement. Each educator is responsible for deciding whether or not to accept a non-immunised child into their home based on the individual circumstances of their family day care service. Considerations include the age of other children in their care, family feedback, and being restricted from attending play sessions and outings to other educator homes.

Non-immunised children must be kept out of care should there be an outbreak of a vaccine-preventable disease. Non-immunised children are not eligible for CCS, so contact Centrelink for details about this.

27. Inclusion/cultural diversity

Bramble Bay Family Day Care promotes an inclusive community and provides opportunities for care and education for all children appropriate to their needs.

An inclusive family day care home may include a child with additional needs or from a culturally or linguistically diverse background. We believe all children and adults benefit from being part of an inclusive community. We aim to help promote awareness and acceptance of this diversity to enhance understanding and inclusion and meet all families' needs.

28. Items to send each day

This list gives you an example of some general items that may be required - talk to your educator about the specific things you are required to provide each day.

- Comfortable clothes for playing (including messy play) that suit the weather
- Sunscreen (some educators provide this)
- Insect repellent (if necessary)
- Spare sets of clothes
- Hat
- Shoes
- Sheets/blankets if required (some Educators provide this)
- Healthy food and drink choices
- Drink bottle/cup for water
- Please ensure you provide plenty of nappies, baby wipes and bottles for the day where applicable. Other essentials may include bibs, tissues etc

29. Medication

Prescribed medication must have the pharmacy label clearly stating the child's name, dosage and date. Any medication, including non-prescribed medicine (e.g. analgesics, etc.), will not be given by educators to children unless the parent gives prior written permission.

If a child requires medication to be administered, please carefully consider whether or not they are well enough to be in the care.

The Medication Permission Form must be completed and given to the educator before leaving your child in care on that day.

At no time will any medication provided for one child be administered to another child.

All prescribed medication must be in the original bottle supplied by the Pharmacy.

Your educator will complete and sign the Medication Record each time any medication is administered and will get you also to sign this when picking up your child.

30. Newsletters

We issue a quarterly newsletter to families and a monthly newsletter to educators. Suggestions of contributions to newsletters are welcomed by contacting Bramble Bay Family Day Care office to discuss this with us.

We will also email important information from time to time, i.e. Invitations to functions, policy updates, levy changes, etc.

31. Nutrition

Parents/guardians are responsible for providing sufficient quantities of healthy and nutritious food and drinks for their child's needs. Meal routines and likes and dislikes should be discussed with the educator. In some circumstances, educators may supply food and charge parents/guardians according to their fee schedule – please discuss this with the educator.

Following nutritional information, please keep the provision of treats and junk type food to a minimum and supply healthy food options for your child. Further information can be found at www.nutritionaustralia.org/qld

32. Orientation

Before care commences, families and educators will share information to get to know each other and feel confident in this new situation. Where possible, initial shorter visits can be arranged to help the child become familiar and settled in the new environment.

Parents will share information about the child's family, routines, likes/dislikes, toileting etc., and may have questions to ask. Educators will share information about their service, including programming and routines. The signing and processing of timesheets will be discussed, a fee schedule signed, and payment of fees discussed, including a regular fee payment day either weekly or fortnightly.

33. Outings

On the commencement of care, the educator will inform the parent about the usual routines, including routine outings. The concept of family daycare allows for excursions and the educator will include these on the program. Routine outings are recorded on the Educator's Routine Outings form, which parents sign to give permission. For any outings outside of the routine outings, the family will be asked to sign a permission form for the outing. This way, you always know where your children are during the day.

For outings longer than three hours, an adult/child ratio applies. Educators, parents and children are invited to attend outings and activities arranged by Bramble Bay Family Day Care. The educator also completes a risk assessment before any outing.

34. Partnerships in family day care

A child's parents/guardians and family are the most important influences in their life. The service recognises and promotes the value of mutually shared information between the educator, the parent/guardian and the service, and the importance of parent/guardian input into our policies and programs. Families are encouraged to participate in the daily schedule, provide feedback to the educator on the activities, and share ideas for future programming.

35. Pets

Pets are an integral part of family life in the home of many of our family day care educators. Dogs always have a separate area, animals are wormed and protected against fleas, and follow hygiene practices. Bramble Bay Family Day Care acknowledges that interacting with and caring for animals can enhance children's learning. These situations are carefully risk-managed to ensure the health and safety of all children and pets. Parent/guardian concerns for children's health and safety are acknowledged at all times. Parents/guardians can choose by placing their child in a home with or without pets.

36. Play sessions

Bramble Bay Family Day Care offers the opportunity for children to attend our play sessions with their educator, which gives children the chance to have fun, socialise with other children and educators, and offers exciting and challenging learning opportunities. Our play session coordinator organises play sessions and is held on Tuesdays, Wednesdays, and Thursdays during school term, which is a busy, happy morning where old clothes, hats and sunscreen are a must. We also organise visitors, e.g. puppet shows, animal nursery etc. or an occasional outing.

37. Policy manual

Bramble Bay Family Day Care policies are set out in the Policy Manual used as a reference by staff, educators, and families. Each educator has a copy of the Policy Manual for you to access, or you can contact Bramble Bay Family Day Care office for policy information.

38. Priority of access

In the childcare provider handbook, services are asked to consider prioritising children who are:

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

There are some circumstances in which a child who is already in care with an educator may be required to leave the service or change days of care to prioritise children in the above categories.

39. Professional development

Educators commit to complete a minimum number of professional development hours as part of their annual re-registration.

The training program includes a mixture of day and evening functions such as workshops and guest speakers presented by Bramble Bay Family Day Care and accessing training externally within the community or online.

40. Public holidays

Regular fees apply and are payable for all Public Holidays that fall on a day on which care would normally be provided for your child. If you require care on a Public Holiday, this can only happen in agreement with the educator, and a higher hourly rate applies and is payable as per the Educator's Fee Schedule. Not all Educators are available to work on Public Holidays.

41. Queries and concerns

In the event of your child not settling into care, a coordinator will be available to discuss your anxieties and assist you with the settling in process or make alternative arrangements.

You are welcome to contact a coordinator if you would like to talk about your child's progress in care or if you have any questions regarding Bramble Bay Family Day Care, your booking or any aspect of your child's care and education. Coordinators are accessible by telephone and pre-arranged appointments during office hours. After hours, on-call service is available for emergencies, which is accessed through Bramble Bay Family Day Care office telephone number. Emails can be sent to Bramble Bay Family Day Care and responded to as quickly as possible.

42. Resource library

One of the many benefits of using Bramble Bay Family Day Care Learning is having the resource library available to educators, which is of great value to the children as many resources and books for various ages are there to be borrowed.

Educators can exchange resources regularly, and consequently, each child's learning experiences can be continually extended. The resource library also offers a Library borrowing service via our play sessions. Children attending play sessions bring their library bag with them and can borrow books to take with them. They can then exchange these at their next play session.

43. Parent levy

Bramble Bay Family Day Care Family Levy is an hourly amount that is added to the educator's hourly charge. This levy provides the income of Bramble Bay Family Day Care for operational costs and is vital for Bramble Bay Family Day Care to function. Bramble Bay Family Day Care budget is prepared annually for each financial year.

44. Smoking

Bramble Bay Family Day Care policy regarding smoking states that whilst children are in care, the educator and any other occupant or visitor to their home are not permitted to smoke either inside or outside the home. A No Smoking sign is to be displayed in a prominent position in the educator's home.

45. Swimming

The parent and educator must complete the appropriate permission form before a child can go swimming whilst in care of the service.

At least one of the adults must have a current Resuscitation Certificate and the knowledge and ability to implement safety procedures.

Swimming pool owners must provide council certificates regarding pool fencing, and pool gates must be locked while children are in care.

Swimming Ratios

The licensee must ensure at least the following number of adults are caring for the children:

- for children who are less than three years - one adult for each child;
- for children who are at least three years but not yet of school-age -one adult for every two children;
- for children who are of at least school age - one adult for every five children.

46. Taxation

The Australian Taxation Office views an educator as self-employed running their own small business. Therefore, it is the educator's sole responsibility to ensure that accurate records are kept of all income and expenditure and that these records are provided for taxation purposes.

47. Timesheets

Timesheets are legal documents that record your child's sessions of care with the educator. You are legally required to digitally sign (PIN) your child in and out of care at the exact time of delivery and collection each day. If your child is absent from care they will be marked as "Not Present" in the e-Signature section and absent in the charged hours section of the timesheet to verify the absence, including sick days, holidays and public holidays.

You must also PIN at the end of each week to verify that all information is correct.

Your educator must submit the completed timesheets to Bramble Bay Family Day Care by 8 am each Monday morning for processing. Please assist your educator by completing the end of week pin on your last day of care each week or promptly responding to the Remote Pin Request email to complete this.

48. Updating details

Bramble Bay Family Day Care and your educator must have your current contact details at all times, which includes you, your partner and all emergency contact people listed on the enrolment paperwork.

Please ensure that the office is notified via email immediately of any change of address, phone number, email, work details, or to add/change your emergency contact people.

