

A Handbook for Parents



The FDC Coordination Unit is located at:

Bendigo Community Health Services

19 Helm Street, Kangaroo Flat 3555

PO Box 1121, Bendigo Central, 3552

Contact: 5406 1382 or fdc@bchs.com.au

OFFICE HOURS- 9 am to 5.00 pm. Monday to Thursday

9 am to 4.30pm Friday



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Acknowledgment of Djandak

Bendigo Family Day Care wish to thank and give our respect to the Traditional Owners of all the lands that we enjoy and share with all peoples. We acknowledge and thank those past, present, and emerging. We are proud to work & live on DjaDja Wurrung and Taungurong lands and value the rights and significance to all Indigenous peoples, culture, and their innate connection to Djandak (country).



OUR COMMITMENT TO CHILD SAFETY

- Bendigo FDC is committed to the safety and wellbeing of all children.
- We uphold the strength of Aboriginal and Torres Strait Islander culture and ensure that the wellbeing and safety of its children is in meeting with the traditional customs whilst ensuring Child Safe practices.
- We are committed to the equity, diversity, spirituality, and identity of each child and ensure they are safe in all care environments
- We have zero tolerance for child abuse, and any allegations or concerns will be taken seriously and dealt with following our clear policies and procedures.
- Staff and Educators commit to Child Safety as intrinsic to the wellbeing of the community
- All children have a right to be and feel safe in their family day care environment. Racism, bias, bullying, exclusion, and inequitable environments will not be tolerated.
- We are committed to hearing and respecting the voice of all children. They will be encouraged and supported to celebrate and express their culture, identity, and safety in their own way.
- We listen to and respect what each child has to say and share. We understand that not one size fits all and responses will be concise and respectful of each individual child.
- We will support children to know their rights, feel empowered and have a voice to make choices and speak their mind.
- We support children from linguistically diverse backgrounds, various socio-economic groups, religions, abilities, gender identifiers and ensure all can participate safely, equitably, and effectively.
- Families and their community are encouraged to contribute to decision making.
- We have robust and clear reporting guidelines in place that adhere to our organisations policies, state and federal laws.
- Staff, Educators, and volunteers undertake a significant Induction process with ongoing training and resourcing to ensure Child Safety is paramount in all interactions with children.
- Our Code of Conduct is strictly adhered to and forms the foundation for professional and ethical engagement with children.
- Our Curriculum and Philosophy uphold the rights of all being inclusive, welcoming, and equitable so that everyone feels safe.
- We have a duty to ensure risk minimisation strategies are implemented ensuring safety of children both online and in real-world settings.

Introduction to Bendigo Family Day Care

We welcome you and your family to Bendigo Community Health Services Family Day Care and trust that your child's experience in Family Day Care will be happy, safe, and positive.

The service aims to be flexible and responsive to the needs of all families and children to enable each child to develop to their full potential.

Bendigo Family Day Care was established in 1980 and is a professionally coordinated and regulated, home-based child-care service, operated by Bendigo Community Health Services (BCHS) and funded by the Commonwealth Government (Services Australia & DET).

The service is operated in accordance with the Education and Care Services National Law & Regulations 2011 and the Family Assistance Law 2018

Family Day Care offers children, 12 years of age and under, exceeding childcare in the homes of carefully selected nationally registered Educators. Care is provided for up to 4 children not attending school, and 3 children attending primary school, with the maximum number of children being 7 (including the Educators own children) at any one time.

All our Educators provide a safe, secure, and caring home environment in which security, trust and comfort, with a variety of educational activities and experiences that reflect the individuality of the child and their family. Supporting children from linguistically diverse backgrounds, various socio-economic groups, religions, abilities, gender identifiers ensure that all can participate safely, equitably, and effectively.

Educators must hold a minimum of Certificate 111 in Children's Services and must meet strict selection criteria to become registered with our service. Bendigo Family Day Care provides reasonably priced, flexible childcare to suit the differing needs of individual families.

Bendigo FDC prides itself on being an Exceeding rated service in the National Quality Standards and a Healthy Promoting Service meeting all Health Areas.

Bendigo Community Health Services

[Keeping healthy - Bendigo Community Health Service \(bchs.com.au\)](http://bchs.com.au)



Our Culture

Our roots are embedded in community. Over 50 years of service we have grown to be strong and dependable. We have branched out to meet the health and wellbeing needs of community. We operate under a canopy of care and growth.

The tree of our logo symbolises who we are and what we do. This work is supported by a remarkable team culture grown from our values, which fasters:

- Respect**
 - For our clients' lived experience.
 - For our colleagues' work.
 - For learning opportunities.
 - For diversity of cultures and lived and living experiences.
- Collaboration**
 - With our valued colleagues.
 - Through openly sharing information.
 - We bring together a range of voices when making decisions.
- Wisdom**
 - We make wise decisions.
 - We always consider best practice.
 - We learn from each other.
 - We remain curious.
- Generosity**
 - We make time to help each other.
 - We inspire and teach each other.
 - We dare to lead.
 - We create a welcoming workplace.
 - We create opportunities to play and have fun.
- Communication**
 - We listen with our full attention.
 - We give and receive feedback with respect.
 - We make time to understand each other.
- Integrity**
 - We question actions that don't align with our values.
 - We admit mistakes.
 - We commit to social justice.
- Courage**
 - We make tough decisions.
 - We take well considered risks.
 - We speak up.
 - We respectfully challenge assumptions.
 - We have courage to grow and change.
- Accountability**
 - We are reliable.
 - We are open to learning.
 - We respect performance measures.
 - We focus on outcomes and good processes.

Strategic Plan 2025-27

Vision: Better health and wellbeing across generations.

Purpose: Supporting you and your family to live healthy lives.

Values:

- Lived and Living Experience**
We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.
- Equity**
We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.
- People**
We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.
- Integrity**
We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.
- Partnership**
We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Priorities:

- Organisational sustainability**
Ensuring BCHS is fit for purpose and financially able to support the health and wellbeing of those in our community.
- Partnerships and innovation**
Supporting innovation and continuous learning, and nurturing partnerships to respond to need.
- Education, advocacy and impact**
Raising our profile as a local health provider of choice through education and advocacy, and measuring our impact.

Curriculum

Our Curriculum embraces the five learning outcomes of the Victorian Early Years Learning Framework.

Identity, Community, Wellbeing, Learning & Communication.

Our interactions, experiences, routines & relationships, both planned & unplanned, will foster all children's learning & development & be reflective of the Bendigo Family Day Care Philosophy. The Curriculum of ALL Educators & staff actively advocates for the rights of children, being inclusive, equitable, welcoming, and safe and holds our Child Safe Commitment as key to learning.

Safe Happy Children foster learning.

Philosophy

Sustainability & Djandark (Country):

Aboriginal people have distinct cultural rights to enjoy their identity, culture and language. They will be supported to maintain their relationship with the land, waters and other resources with which they have a connection under the traditional laws and customs. We welcome all children to connect to Djandark and the lands of the Djaara and Taungurong people.

With appreciation for our natural world, we will embrace sustainability through research, investigation & inclusion of current practices & engage children in the knowledge & practices discovered.

The celebration of our world, its resources and its vulnerabilities and how we can help, will be actively explored and evident within routines and daily practices.

Children's Health & Safety:

We give children opportunities to be held, cuddled, loved & listened to in a safe & secure environment with peers & Educators who care & understand them as unique individuals.

We promote the cultural safety, participation and empowerment of Aboriginal children, children from culturally &/or linguistically diverse backgrounds and children with a disability to ensure they remain safe and can participate equitably.

We ensure our environment is maintained in a safe, warm & healthy way to enhance children's learning, development, engagement, initiative, agency, self-worth & dignity which shows respect for their contributions and voice.

Our practice will develop warm, strong attachments and relationships with children & families to support their mental health and wellbeing for holistic growth & happiness within their community.

Child Focus:

We acknowledge each child as an individual with unique needs, interests & strengths by maintaining an environment that nurtures all children to be successful learners, confident, active, creative individuals & informed citizens.

Warm and responsive relationships encourage children to express their views or raise their concerns and make choices within the program provided for them. They are empowered to know their rights and each child is able to fully participate and benefit from the program that is planned and delivered for them in the way that suits them best.

We aim to allow each child in our care to achieve their potential & to find ways to achieve this creatively. We endeavor to create an environment where children can be enthusiastic, inquiring & challenged. Children are encouraged to follow their own interests, to take risks & to be a catalyst for their own curriculum. They are supported to learn and embrace culture and connect with their country and to connect with mob & community.

Community Engagement:

The knowledge and traditions of the traditional owners of our land, the Dja Dja Wurrung and Taungurong people is incorporated into our programs and practices. We strive to learn and understand traditional language and support Aboriginal and all children to celebrate culture and connect with country (Djandark).

We will nurture & support children to develop confidence & appreciate their surroundings by taking risks, challenging their thinking, investigating & exploring their local community beyond the home & FDC environment.

We work in partnership with families, other professionals, traditional owners & the wider community to ensure every child has an opportunity to explore, negotiate, play, experiment, learn, ponder, form friendships, connect & dream.

In collaboration with parents & family, we will endeavor to complement the home environment by sharing information, listening & learning from each other; maintain & show respect for parents, Educators & family, whilst providing a safe, secure, stable, loving environment that welcomes & accommodates all.

Educators & Service:

We strive to instill a sense of excitement, curiosity & wonder; we will respect & care, value & nurture all children as individuals & help light their way to happiness, security & joy.

Families, children, Educators, and staff are celebrated for their unique attributes and identities. All people no matter how they identify themselves, will be held with the utmost respect and advocated for both equitably and inclusively and celebrated diversely within play.

We understand that a child's early years determine much of their future development. Research has shown that the first eight years of a child's life are the formative years & the opportunities they experience during this time will have lasting & far-reaching effects. We will ensure that every moment a child attends our service that they will feel safe, secure, and valued.

The actions of staff & educators are guided by the UN Convention on the Rights of the Child.

We will reflect this curriculum and philosophy in the best interests of the children, families, community & stakeholders.



1. GENERAL INFORMATION

The Coordination team of fully qualified and experienced staff provide support and guidance to parents, children, and Educators. All staff participate in regular professional development to ensure our skills and knowledge in relevant areas is to the highest standard.

1.1 FAMILY DAY CARE COORDINATION TEAM

Family Day Care Coordination Unit team are responsible for:

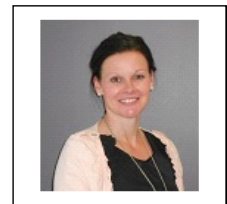
- recruitment and registration of Educators
- registration and enrolment management of families for childcare
- childcare placements
- Contacting families regarding placements
- support, collaboration, and resourcing of Educators & families
- Quality improvement & exceeding National Quality Standards
- Meeting all obligations of the National Law & Regulations
- monitoring of children's care & developmental needs, through regular visits to homes of Educators
- Collaborating with DFFH, Allied Health and Family Support Professionals
- Toy Library, Professional Resources & Training
- Complaints and Grievances
- processing family information and documents
- information mail outs
- general enquiries
- attendance records processing & monitoring

Tamarra Tie



Nominated Supervisor

Bec Fitzpatrick



Educational Leader

Complaints can be made directly to the Coordination Unit or to Julie Cairns- BCHS Operations Manager
Family Services Ph: 54 06 1200

*Parents are encouraged to contact the service regarding
any aspect of their childcare.*

The FDC Coordination Unit is located at:

Bendigo Community Health Services- Children Services Centre
19 Helm Street, Kangaroo Flat 3555
PO Box 1121, Bendigo Central, 3552

Contact: 5406 1382 or fdc@bchs.com.au

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*****Please note: parents will receive emails from our office via our online secure CCS network "Harmony Web" regularly. The email you will receive will be addressed as noreply@redbourne.com.au. You can in fact reply to this email and it will come straight to the office securely. If you do not receive emails from us, please check your spam or call the office, as we rely on email contact with you to keep you in the loop of all important communications. You will also be registered with Harmony Kids and be provided a personal PIN for Authorisations, enrolment updates, news and observations.**

1.2 HOME VISITS

Coordination Unit staff provide support to designated groups of Educators. This enables them to develop professional working relationships with the Educators and their families. Home visits are unscheduled or can be booked and visits occur at different times and days to allow Coordinators to observe care in progress, Educator's interactions with the children and monitor children's development. Coordinators give assistance and support in the Educators Day to day work & ensure exceeding compliance is met.

Clear, open, and honest communication is encouraged between Educators and Coordinators to ensure that the home visit is productive. All home visits are documented for reflection & collaboration. Parents can request Coordinator's visit their child or Educator for any reason (anonymously if they wish) and can also ask for feedback in relation to any Home Visits undertaken. Coordinators will sign a Visit Card on display at your Educators every time we undertake a home visit.

Home visits comprise the following elements:



- monitoring the quality of care and safety standards
- supporting the Educators in a range of areas
- observation & documentation of children in care
- discussion of service issues & updates
- maintenance of administrative records
- notification to parents of a visit for collaborative opportunities
- guidance to Educators in exceeding National Quality Standards

1.3 FEEDBACK

Bendigo Family Day Care appreciates receiving feedback from parents, children, Educators, community members etc. You can do this in several ways and can choose if you wish to identify yourself. Feedback forms are available at the FDC office, BCHS reception areas, at www.bchs.com.au or email fdc@bchs.com.au.

1.4 PRIVACY STATEMENT

How is my personal information protected?

BCHS is bound by law to protect personal and health information from misuse or loss, unauthorised access, modification, disclosure, or destruction. This applies to all your information, whether computer or paper based. BCHS has locked storage cabinets with access limited only to appropriate staff members. BCHS has a policy of locking all files away when not in use. All computers are password protected. All BCHS sites have monitored security systems.

**Please request a BCHS "Your Information, Your Privacy" brochure from the FDC Coordination Unit at any time.*

2. GETTING STARTED

2.1 WHO CAN USE FAMILY DAY CARE

The Australian Government has *Priority of Access* Guidelines; the following three levels of priority are set.

- Child at risk of serious abuse or neglect.
- Child of single parent who satisfies, or of parents who both satisfy, the work, training, study test.
- Any other child

Within these main categories priority should also be given to:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual's adjusted taxable income does not exceed the lower income threshold, or who or whose partner is on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

Types of care provided are subject to Educator availability & vacancies include: -

- Full time · Part time · Before & after school · Curriculum days · School holidays
- Evening / weekend / overnight

2.2 CHILDREN WITH ADDITIONAL NEEDS

Home based childcare and small numbers of children make Family Day Care the ideal setting for the care of children with additional needs. Children with additional needs may include children with diagnosed disabilities (physical, intellectual, sensory, or learning impairment), children undergoing assessment, developmental delays requiring professional intervention, and refugee children.

The Commonwealth Government recognises the importance of providing access to quality childcare for children and families with additional need. Inclusion Support Subsidy (ISS) payments are extra payments available to Educators in recognition of the additional care, attention, and resources that children with additional needs may require, if they meet the necessary criteria. Bendigo FDC works collaboratively with the Inclusion Support Program to ensure equity and access for all.

2.3 CHOOSING AN EDUCATOR

Our Educators are self-employed and choose the days and hours they work. Bendigo Family Day Care is unable to guarantee care for your child but will endeavor to match you with a suitable Educator where possible, in collaboration with you.



Preparation for Care

Children, when being placed in care, will need reassurance from you. They will need to know that you feel alright about the situation. If you are stressed and tense your child will feel this and associate this with the Educator. To help prevent this, try to settle your child in slowly so you can get to know your Educator with your child.

Explain to the child how Family Day Care works, e.g., who is going to be at the house, what variety of things they will be able to do, what time you will pick them up. Your child will want to spend time with you once you have arrived home so it's important to allow time for this quality interaction where you can. Often a child's negative reaction to care is not from a dislike to the care situation but rather evidence that he/she is missing the time they spend with you.

Establishing a Relationship with your Educators

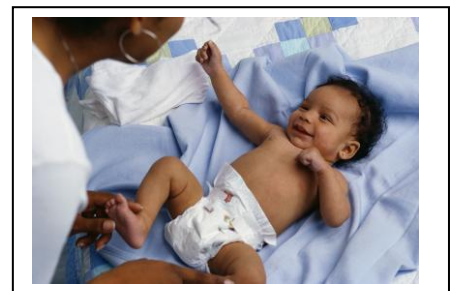
During those first weeks in care, you and your child will be getting to know your Educator and vice versa. To help promote the growth of this relationship, talk with your Educator about how your child is getting on. Discuss any problems that have come up immediately and make a few minutes available at the beginning of each day's care to let your Educator know about anything that may affect your child's day - e.g. What time they woke and/or had their first bottle or if they had a disturbed night. Your Educator, at the end of the day, should do the same for you. Call, message or email each other throughout your "getting to know each other" period and build your relationship over time.

2.4 SETTLING YOUR CHILD INTO CARE

Parents can help prepare their children for Family Day Care by letting them know where they will be going. Positive conversations with children about the Educator and their home will assist in assuring children prior to commencing care.

Parents can help their children to settle by: -

- staying with them for a couple of short visits and getting to know the Educator
- Providing a favourite toy, rug etc. this can help children feel more comfortable in a new environment.



Educators understand the difficulty experienced by parents in leaving their child for the first time and children may be upset from time to time, so parents are encouraged to telephone their Educator whenever they feel the need, to enquire how their child is settling in.

Some tips to make the transition easier for both parents and children by:

- Letting children have a good look around their new environment and encouraging them to ask questions.
- Showing children, the toilet, bathroom and sleeping areas
- Pointing out toys and activities that you know the children are interested in and encouraging them to have a play.
- Not sneaking out! **Making sure you say GOODBYE, no matter how difficult. Leaving without children knowing may encourage mistrust making future departures more difficult.**
- Letting children know that you will be back, and when. Using a known routine event - such as "after work" or "after a nap", rather than a time which will be harder for children to understand.
- Making the departure positive. A smile, positive actions and words tell children that parents believe they will be happy.



2.5 WHAT TO BRING

For less than 2 Years: -

- # Nappies, wipes, bibs, plastic pants (if required) #Lunch box & water bottle # Hat & sunscreen
- # Several changes of clothing in support of Bendigo FDC Sun Protection Policy & current weather conditions
- # Expressed breast milk, Formula, sterilised bottles, or cow's milk for your babies' feeds
- # Required medical aids (if applicable)

Please note - It is not the responsibility of Educators to wash nappies/underwear. Nappies/underwear will be rinsed and placed in a plastic bag for parents to take home.

For over 2 years: -

- # Extra underpants (especially when toileting) # Nappies, wipes (if required) #Lunch box & water bottle
- # Hat and sunscreen # several changes of clothing in support of Bendigo FDC Sun Protection Policy & current weather conditions # Appropriate footwear # Medical aids/ Medication (if applicable)
- #A favourite object e.g., dummy, security blanket, teddy. *(This may be important to help children settle into a new environment.)*

FDC does not allow use by Educators of jolly jumper's, trampolines, or baby walkers.

To ensure that children are able to participate in the day's activities, parents are requested to ensure that children have adequate changes of clothing appropriate for all changes of weather, gum boots & raincoats, sandals and shoes, sun hats, sunscreen. Parents are welcome to leave required items with the Educator on an ongoing basis if preferred.

2.6 MEALS

- It is important that parents and Educators discuss meal arrangements. Parents should supply a variety of food and **water**. FDC encourages healthy nutritious foods as per our Nutrition & Oral Health Policy.
- Parents are expected to provide a healthy and varied diet, with adequate amounts of food according to each child's nutritional needs.
- Both parents and Educators are requested to keep to a minimum all sweets and/or salty snack foods e.g., Lollies, chips, chocolate & encourage a "Nude Food" lunch box (Waste/rubbish free)
- Parents will ensure all children will have a refillable bottle of water available at all times



3. CHILDREN IN CARE

3.1 COMMENCEMENT OF CARE

It is the responsibility of the parent to notify the service and Educators of the date they wish to commence care and confirm their hours and days of care at the time of enrolment.

3.2 CONTRACT OF CARE

The Contract of Care will be those entered in and agreed at the time of enrolment via your Harmony registration and as per the Fee Schedule. If any changes occur to these hours, the Coordination Unit office must be notified prior to care beginning by the parent or with the Educator via the Harmony Bookings Request page. Please discuss this with your educator.

3.3 TERMINATION OF CARE

Should parents wish to terminate their care arrangement, they must give their Educator 7 days' notice. If the child/children attend for their regular booked days within the 7 days then the parent must pay their usual fee, claiming Child Care Subsidy, for this period. If the child does not attend the last day of care the parent will not be eligible for Child Care Subsidy and must pay the Service **the full amount** due for the notice period and notify the office.

A minimum of 7 days' notice is also required when modifying days of care & a permanent change online form must be completed. Both parents and Educators have the right to cease care under the above terms.

3.4 SIBLINGS IN THE EDUCATORS HOME

Parents are responsible for the behaviour of their child's sibling(s) on arrival and departure from the Educators home. Parents should be aware that the Educator is responsible for their own children and the children still in their care.

3.5 LATE COLLECTION OF CHILDREN

It is expected children will be collected from care by the agreed time, as per booked hour arrangements. Any care beyond the booked hours will be charged late fees accordingly unless prior arrangement has been made with your Educator. If a parent is unavoidably detained, they should make every effort to notify the Educator within 30 minutes of their booked time.

In the event of child/ren being left without notification with an Educator half an hour beyond the agreed booked time, the Educator will:

1. Attempt to contact parent/s at work and/or home.

In the event of child/ren being left without notification with an Educator 45 min beyond the agreed booked time, the Educator will:

2. If parents cannot be contacted, attempt to contact the emergency contacts & authorised nominees on the child/ren's enrolment form. The Educator may contact the Coordination Unit at this point if assistance is required.

Additional fees as per the current Fee Schedule will be incurred



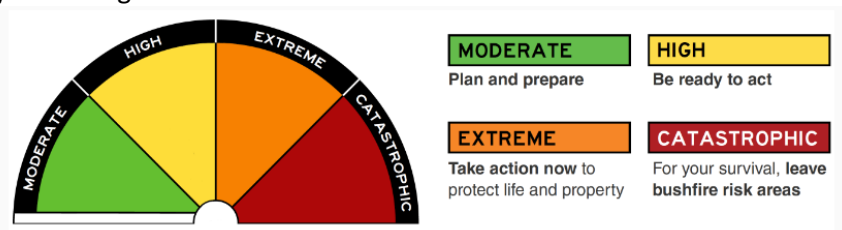
3.6 UPDATING INFORMATION

Parents should advise the Coordination Unit & their Educator promptly of any changes in their information which may impact on the provision of childcare. Parents can do this directly via their Parent Portal following their registration with the service.

This information includes:

- Changes in home, work, or study details
- Contact telephone numbers, addresses, email
- Changes in child health details
- Changes to family agreements, court orders, emergency contacts or child collection arrangements.

The Coordination Unit will distribute new enrolment forms to all families each October so that information can be updated annually. The changes mentioned above should be notified as soon as possible to avoid communication delays in emergencies.



3.7 “Catastrophic” Fire Danger Rating

When a **“Catastrophic” Fire Danger Rating** is declared by authorities the entire Bendigo Family Day Care service will not operate within the **“Catastrophic” Fire Danger Rating** designated area of Northern Country as defined on the CFA web site.

The Department of Education & Training (DET) has advised that all Family Day Care Services **will need to close in line** with other childcare services & schools.

On a declared **“Catastrophic” Fire Danger Rating** Family Day Care Educators cannot therefore educate and care for FDC children. Once we have been notified that a **“Catastrophic” Fire Danger Rating** has been declared we will contact Educators to notify them they will be unable to provide care. Educators need to contact families who would normally be coming into care on the **“Catastrophic” Fire Danger Rating** to notify them that care cannot be provided.

The Commonwealth Department, who fund Child Care Subsidy, have advised that on a Declared **“Catastrophic” Fire Danger Rating** Day that booked hours of care which would normally have been provided on that day, can be claimed as an absence and **normal fees will apply to families**. If for any reason a child has exceeded their absence limit, additional days can be applied for, and the Department has indicated that they will be granted because of the declaration of **“Catastrophic” Fire Danger Rating**.

4. FEES

4.1 FEE SCHEDULE

Parents will be given a copy of the current fee schedule at the time of their registration of care and will be accessible via Harmony. Each Educator has a copy of the current fee schedule. Fees may change at any time, however families will be notified with a minimum of 14 days' notice.

You will receive a notification of your **“Statement of Entitlement”** & **“Parent Usage Report”** via your Harmony Portal detailing the CCS, fees and hours charged and the gap fee due to the Service. If you would like support, please chat with the Coordination Unit.

4.2 ATTENDANCE RECORDS

Educators and parents are responsible for signing in/out daily via Harmony. This is a Commonwealth Government (Services Australia) requirement for verification of hours attended additional charges and fees

paid. Both Educators and parents' approval signatures are required weekly for payment of Commonwealth Childcare Subsidy (CCS) and for service funding.

Harmony attendance records are to be uploaded to the service at least fortnightly as per the payment cycle to ensure the payment of the Educators service. (Further information is provided on the Fee Schedule)

Parent's Responsibilities:

- To sign children in and out of care daily with accurate times.
- To check hours and days recorded on the submitted timesheets and only approving what was agreed.
- **To pay the Service as per the current Child Care Payment Policy found on your Parent Portal and within this Handbook. Parents will have a choice to pay via Direct Debit, BPAY or Pay Now via their Parent Portal. It is the parents responsibility to ensure these fees are paid via approved means only.**
- To advise Educators of non-attendance.
- To advise the service directly or via Harmony if address, phone numbers, emergency contact, work, Doctor's number changes.
- To ensure the FDC office has the current booking for child/ren, agreed to by the Educator and approved on Harmony.

4.3 UNPAID FEES

Fees are due within 7 days of receipt of the account. Failure to settle accounts within 10 days of invoicing may result in care being ceased. Bendigo Family Day Care is a federally funded children's service and does not have the capacity to carry debt & all unpaid fees may incur cessation of any care arrangements with Bendigo FDC.

You will be given an invoice and receipt from the service, and you can track any transactions via your Parent Portal

4.4 PARENT HOLIDAY LEAVE

To hold your place for your child, you are required to pay a fee (per week) for absences incurred whilst on holidays as per your normal booking. Centrelink approve 42 allowable absences per financial year.

Families taking holidays from care are required to pay their usual fee to hold their child's place with the Educator. Once the 42 days per financial annum limit for absences has been reached, full fees apply with no Child Care Subsidy, unless further absent days have been approved by Services Australia.

4.5 ABSENCE FROM CARE

If your child is absent from a booked day the fee is still required to be paid. **All** absent days from care must be paid for. Absences occur when an Educator charges a fee for booked care even though the child is not present. Each child will have access to up to 42 days absences per financial year (including public holidays), without the need to provide any supporting documentation to continue to receive Child Care Subsidy. When the Educator is not available for booked care then **no fee** is charged, other than the Public Holidays.

All absences beyond the first 42 will only be paid for 'additional absences' if parents provide evidence that the absence has occurred under a permitted circumstance to Bendigo FDC.

Additional absences include:

- *an illness (with a medical certificate) – an outbreak of infectious disease when the child is not immunised*
- *a period of local emergency (e.g., Catastrophic Fire Danger Rating) – exceptional circumstances. – a temporary closure of a school*

To continue your existing childcare place with your current Educator, you are required to pay a fee for any absences taken over the Christmas holiday period as per your current booking.

4.6 PUBLIC HOLIDAYS

Parents are required to pay the normal fee for any child whose booked hours fall on a gazetted public holiday. The Educator will claim an absence for the public holiday care if not used. Public holiday fee rates apply to all care which is required & used on a public holiday (see current Fee Schedule).

If you require care & your Educator is utilising the Public Holiday leave and is unavailable, please call the Bendigo FDC office and no charge will be given by your unavailable Educator if care is found within the service. The Coordination Unit will seek to find you an alternate Educator to meet your care needs. If CCS claimed care is sought outside of the service, then an absence fee will still be charged. Please request our Child Care Payment Policy for more information.

4.7 24 HOUR CARE

It is a condition of continued approval for Child Care Subsidy purposes that services must comply with Family Assistance Law. Failure to meet these rules is a breach of the conditions of continued approval and may result in a service being sanctioned under the Act. 24-hour care can only be approved by an approved childcare service when a child needs care because neither the parent or guardian, nor their partner (if any) is able to care for the child due to:

- Work-related commitments, or
- Exceptional circumstances that exist during that period (for example, short-term family crisis or emergencies).

All 24-hour care requires prior approval by the Bendigo Family Day Care Office and must fall within the above criteria and be substantiated by documentation.

4.8 TRAVEL

When an Educator is requested to transport children to preschool, school or any other requested drop off point, the travel cost will be met by the parents. A charge will apply (see current fee schedule). Additional Risk Assessments for travel will be completed prior to any travel taking place.

4.9 CHILD CARE SUBSIDY & IMMUNISATIONS

To receive Child Care Subsidy (CCS) your child must meet all immunisation requirements set by the Federal Government. Under the **No Jab No Play** legislation of Victoria the minimum evidence requirement to be provided to the service must have the Medicare logo and Australian Government crest must be present and identifiable to be considered a valid Immunisation History Statement. For example, if the statement is page two of a letter from Medicare, both pages need to be presented to the service to confirm enrolment.



How can parents get an Immunisation History Statement from the AIR?
You can print or email a copy of your child's Immunisation History Statement from your **MyGov** account

4.10 PROCEDURE TO REGISTER WITH SERVICES AUSTRALIA (Centrelink)

- To register for CCS, you must apply via your MyGov account or contact Services Australia via <https://www.servicesaustralia.gov.au> which could take up to 21 working days before you receive your Child Care Subsidy.

If you are already receiving a family tax benefit payment or have already had income because of other childcare services, then you should be eligible for Child Care Subsidy. You will simply be required to confirm that Bendigo Family Day Care is approved by you to claim CCS on your behalf as your registered provider.

Parents must notify Services Australia to advise:

- a change of work or activity status, change in income
- an additional sibling is in care, change in partnership arrangements.

4.11 EXEMPTIONS TO FEES FOR EDUCATOR UNAVAILABILITY

No fees apply when the families regular Educator is also taking holiday leave or is unavailable for care whilst they are taking leave. If the Educator is unavailable due to illness, there will be no charges incurred. Please call the office If you require relocation care whilst your educator is unavailable.



4.12 BENDIGO FDC CHILD CARE PAYMENT PROCEDURE

- Upon enrolment all parents will receive the current Fee Schedule, including all transaction, surcharge and dishonour fees and the Harmony Kids Parent Portal Handbook detailing parent payment options.
- The Parent Complying Written Arrangement outlining the payment of fees is discussed and relevant information is obtained to enable appropriate claiming of CCS on behalf of the families.
- Parents will be sent an Enrolment Confirmation via email detailing the Full Fee estimate based on their requested bookings which will require online confirmation by the parent to meet Family Assistance Law.
- Parents and Educators will approve the timesheets for each week of care via their unique Harmony PIN or signature.
- Educators will submit all Attendance Records to the Family Day Care Coordination Unit for processing and reimbursement as per the payment cycle.
- Timesheets will be entered fortnightly into Harmony by the Bendigo FDC staff and submitted to Centrelink for processing overnight.
- Once assessed by Centrelink, Bendigo FDC staff will Finalise the Timesheets and submit the full payment to the Educator for all care approved in the pay cycle, minus any subscription and Administration Fees.
- Invoices will automatically be generated following Finalisation of the Timesheets and emailed to the CCS registered parent for payment.
- Payment terms are strictly 7 days from invoicing via Pay Now or BPAY.
- Direct Debit Payments will be withdrawn from the nominated account the next day following the timesheet finalisation date. A dishonour fee will be charged immediately if funds are not available for debit.
- FDC staff will contact families directly with an overdue invoice and discuss payment terms.
- Care with the service may cease if payment is not received within 10 days of invoicing.
- Resumption of care with the service will be on a case-by-case basis following outstanding fees being paid in full.

PAYMENT OF FEES

Child Care Subsidy (CCS)	administered directly through BCHS to the Educator
Additional Child Care Subsidy (ACCS)	administered directly through BCHS to the Educator
Parent Payment (Gap Fee)	parent pays directly to BCHS via Direct Debit, Pay Now or BPay

BCHS provides parents with a fortnightly Parent Guardian Advice which shows fees charged over the previous fortnight and the generated Child Care Subsidy. BCHS will also automatically generate Invoices and Receipts for all families via the secure Harmony Software and parent payments will be received via the Harmony redPAY service to BCHS. All financial information for families will be accessible via their Parent Portal.

5. CHILDRENS WELLBEING

5.1 TOILETING

Toileting of children in Family Day Care is to be discussed and procedures agreed by both Parents and Educators. It is suggested that this be undertaken with children of an appropriate developmental age who are exhibiting a readiness for toileting. Consistent procedures should be followed in both the Educators home and family home. This will avoid mixed messages being given to the child and make the achievement of toileting an easy and less stressful task. Please remember that all children develop through toileting at different stages and ages. It is important not to compare to others and to always base your decisions to begin toileting on only your child, not convenience or age.

To support this skill, the child should be dressed in clothes that are easy to manage for toileting (e.g. no braces, overalls, belts etc.) Parents must ensure an adequate supply of changes of clothes during this process.

There are three developmental clues to a child's readiness to toileting, these are:

1. That the child has an ability to tell you, i.e., they have developed the communication skills to tell you when they need to go to the toilet
2. They are able to follow a direct task and complete it.
3. That they have long periods of being dry and then will produce a volume of urine at one time. (This indicates that their bladder is mature enough for toileting to commence)
4. The child shows an interest in toileting.

The Coordination Unit staff can assist families and Educators with proven strategies and techniques.

5.2 SAFE SLEEPING

SIDS and Kids Safe Sleeping is an evidence-based health promotion campaign developed for health professionals, childcare workers, new and expectant mothers, parents, and anyone who cares for babies and infants. The campaign has been developed in conjunction with researchers from Australasia and internationally and provides information about the evidence around sudden infant death syndrome risk reduction (SIDS) and fatal sleeping accidents.

Family Day Care Educators use safe sleeping practices that adhere to best practice.

Our Educators are required to undertake Safe Sleep Training. Safe Sleeping resources can be found online by accessing; www.sidsandkids.org. The Australian Competition & Consumer Commission (ACCC) have a range of resources such as "Keeping baby safe a guide to infant and nursery products" which can be found at www.productsafety.gov.au



5.3 ILLNESS /INFECTIOUS DISEASES

Our first priority is the wellbeing of all children.

A child who is ill or off-colour gains nothing by being in care, is often miserable, and may infect healthy children and Educators. In this case it is always best for the child to stay home to recover comfortably.

Unwell or Infectious children, therefore, will not be accepted into care.

In the case of a pandemic or Health Crisis, specific Infectious Diseases Safety Plans may be implemented.



Parents need to arrange a backup for these occasions. Educator's children or family member may also become ill, which may mean on occasions Educators may be unable to provide care. Please contact the FDC Coordination Unit if you require relocation.

Please respect the Educators decision when unable to provide care: either as a result of their child being sick, or when they or a family member are ill.

The parent of a child who has a diagnosed infectious condition will be asked to refrain from sending their child into care until the exclusion period has ceased.

Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2019) developed by the Department of Health & Human Services can be found at

<https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion/school-exclusion-table>

www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services

In the interests of the health of children, Educators and families, a medical clearance from the child's doctor may be requested for these and other infectious illnesses.



6. Introduction to Policies of Interest

Information regarding the National Quality Framework is available on www.acecqa.gov.au . Bendigo Family Day Care policies are available upon request from the FDC Coordination Unit and available via your Harmony Kids Portal under My Service- Policy Documents.

6.1 CHILD SAFE AND WELLBEING

Bendigo Family Day Care is committed to child safe environments and child protection. We promote children's wellbeing, development, rights, interests, and safety of all children. Bendigo Family Day Care operates within the Child Wellbeing and Safety Act 2005 & Child Wellbeing and Safety Amendment Bill 2015 (Child Safe Standards and Ministerial Order 1359) developed in a joint initiative with the Victorian Government and The Department of Health and Human Services (DHHS) www.dhhs.vic.gov.au .

Educators and Coordination Unit staff are knowledgeable of the Child Safe Standards, including the "Betrayment of Trust" legislation & Mandatory Reporting requirements in relation to the Child, Youth & Families Act 2005. Bendigo Community Health Service is a Multi-Agency Risk Assessment & Management (MARAM), Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS) service. We uphold

the strength of Aboriginal and Torres Strait Islander culture and ensure that the wellbeing and safety of its children is in meeting with the traditional customs whilst ensuring Child Safe practices.

All Staff, Educators, Volunteers and Students attending our organisation must, at all times, agree to abide by our Child Safe and Wellbeing policy to ensure the continual safety of all children whilst respecting the individual and diverse rights of each child.



6.2 INTERACTIONS WITH CHILDREN

Bendigo Family Day Care encourages a positive approach to interacting with children. We recognise that positive, supportive, and individualised relationships with adults enhance and integrate the social, emotional, cognitive, and physical development of young children.

We ensure that all interactions reflect The United Nations Convention on the Rights of the Child (1989) through four distinct key principles of:

1. Protection against discrimination
2. The right to survival and development
3. The best interests of the child
4. The right to participation

Maintaining the dignity and rights of every child and having regard for the family and cultural values are integral to our service. Supporting young children's development, means providing limits, as well as opportunities. The way we choose to set limits for children has a significant impact on their development.

It is important to plan for effective interactions and to distinguish between the behavior and the child. The approach to each child will take into consideration the age, development, temperament, personality and situation for each child.

A positive, strengths-based approach to guiding children's behaviour and connection seeking can empower children to regulate their own behaviour and develop the skills needed to interact and negotiate complex social situations and relationships.

Under Education and Care Services National Law Act 2010

A Family Day Care Educator must not subject any child being educated or cared for as part of a family day care service to

- (a) any form of corporal punishment; or
- (b) any discipline which is unreasonable in the circumstances.

6.3 **SUN PROTECTION**

Sun protection needs to be considered in Family Day Care to ensure that all children involved are protected from skin damage caused by the harmful UV rays of the sun. This policy is followed whenever UV Index levels reach 3 and above. In Victoria, average UV Index levels are 3 and above from mid-August, until the end of April.



Aim

Bendigo Family Day Care Sun Protection policy has been developed to ensure that all children, Educators and Family Day Care Coordination Unit staff are protected from damaging levels of ultraviolet (UV) radiation from the sun. That sun protection is incorporated into the learning and development program and the SunSmart policy is reinforced by Educators and through children's activities and displays.

Procedure

All children and Educators use a combination of sun protection measures whenever UV Index levels reach 3 and above. Particular care is taken between 10 am and 2pm (11 am and 3 pm daylight saving time) when UV levels reach their peak. To assist in the implementation of this policy, Educators are encouraged to access the local sun protection guidelines via the SunSmart App or website daily.

As part of general Sun Protection strategies, Educators will:

- Request that parents provide hats that protect the face, neck, and ears (i.e., legionnaire or broad brimmed 5-6 cm) and protective clothing for their children to use whenever they are outside.
- Request that parents provide SPF 50+ broad-spectrum, water resistant sunscreen for children's use during the day.
- Ask children who do not have appropriate hats with them to play in an area protected from the sun.
- Apply the supplied sunscreen to children 20mins prior to outdoor play as stated on directions.
- Reapply sunscreen every 2 hours or to manufacturer's instruction.
- School age children will be encouraged to apply sunscreen themselves.
- Some children may present with an allergic reaction to sunscreen. In this situation, the Educator will stop applying the sunscreen, and notify the family.
- Educators will apply sunscreen to infants and younger children (0-5 years) as appropriate.
- Infants (between 0-12 months) must have any exposed skin covered at all times with clothing, hats and shade, however it is acceptable to use sunscreen on the face and hands to protect exposed skin areas. The widespread use of sunscreen on babies under 6 months is not recommended.
- Consider the availability of shade in the family day care environment and encourage children to use shade during outdoor play periods.
The availability of shade must also be considered when planning outings
- Act as role models by:
 - Wearing appropriate hats and clothing outdoors
 - Seeking shade whenever possible
 - Using SPF 50+ sunscreen for skin protection

- If in the event of a child not being able to wear sunscreen due to allergies, parents will provide suitable sun protection clothing.



6.4 EMERGENCY AND EVACUATION

Bendigo Community Health Services (BCHS) and Bendigo FDC will risk minimize, plan for, and manage incidents and emergencies to protect adults and children. Clear plans for the management of emergency situations enables Educators to react calmly and effectively.

It must be remembered that there may be a number of emergencies that could necessitate evacuation for example:

- Gas escaped from a damaged main or pipe
- Toxic fumes from a chemical spill
- Bushfire
- Fire in neighboring premises
- Flood
- Siege
- Bomb threat
- Intruders
- Snake or another dangerous animal



All of the above situations must be considered as possible threats to the Educator and the children in their care. Educators should be aware of their responsibilities to lessen the impact of any of the above on the children by following directives given by authorised personnel e.g., police, fire officers, SES.



6.5 COMPLAINTS/GRIEVANCE

This Complaints/ Grievance Policy is intended to provide a way for Educators and/or families to raise issues of concern. By providing a consistent method for dealing with matters of concern, most problems can be solved swiftly and at the lowest level (the level at which it occurs).

IN THE CASE OF A COMPLAINT THAT ALLEGES

- That the safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service, or
- That the law has been contravened

The following will take place:

- The complainant will notify the Coordination Unit and Nominated Supervisor
- Then reported to the BCHS Operations Manager Family Services -Person With Management & Control
- Then will notify the Department of Education and Training (DET)) as per the Education and Care Services National Law Act and Regulations.

Procedure for minor grievances

1. Families, Educators, and the Family Day Care Coordination Unit are primarily responsible for resolving grievances in the childcare environment. The aim of this procedure is that grievances should be resolved informally and by mutual agreement without the intervention of another party.

2. Families and Educators are encouraged to use this Grievance Procedure before referring grievances to external bodies.
3. All grievances will be treated formally and all parties to a grievance will be treated with respect and according to the principles of natural justice. Every reasonable effort will be made to resolve grievances as quickly as possible.
4. Grievances will be treated confidentially, and privacy principles will be followed.
5. When a parent has a grievance with an Educator, they will initially discuss the grievance with them. If the grievance cannot be resolved either party may refer the grievance to the Family Day Care Coordination Unit.
6. If a parent is not comfortable discussing the issue with the Educator, they can immediately contact the Family Day Care Coordination Unit to discuss.
7. When an Educator has a grievance with a parent, they will initially discuss the grievance with them. If the grievance cannot be resolved either party may refer the grievance to the Family Day Care Coordination Unit.

The role of the person receiving the complaint or grievance is to;

1. Within 48 hours, decide, in consultation with the complainant, whether the matter can be resolved (in many cases, it is possible to rectify an issue immediately upon the person concerned becoming aware that some dissatisfaction exists);
2. Agree with the complainant on the action to be taken, e.g. referral to Family Day Care Coordination Unit, discussion with another person involved;
3. Advise the complainant if the complaint or grievance appears to be the result of a misunderstanding (however, this does not prevent the complainant from pursuing the grievance if they so desire);
4. Attempt to resolve the complaint or grievance as quickly and confidentially as possible, without resorting to formal procedures unless essential.

Subsequent Procedure

If the complaint or grievance cannot be resolved simply and quickly at the local level, within one (1) working week the matter will need to be referred for more formal consideration to the Family Day Care Coordination Unit.

- Parties will be invited to discuss options for progressing the grievance to an acceptable resolution, e.g. meeting with relevant parties. This may include management such as the Nominated Supervisor and BCHS Operations Manager Family Services
The aims of the meeting would be to
 - Establish the facts and circumstances which have given rise to the complaint or grievance.
 - Obtain all documentation relating to the situation.
 - Discuss with all persons who may have knowledge of the situation, but at the same time maintaining confidentiality as far as is practicable.
 - Mediate, in an attempt to find a solution satisfactory to the complainant and other party/parties involved.
- Any of the parties may suggest an outcome which they believe would resolve the grievance.
- At any time while trying to resolve the grievance parents/Educators are entitled to consult with a third party and is entitled to have a third-party present in any process of resolution.
- The BCHS Operations Manager Family Services, Nominated Supervisor and Family Day Care Coordination Unit are responsible for documenting the grievance, discussions, actions and resolution to the level appropriate to the grievance.
- If a grievance cannot be resolved either party may refer the grievance to the Chief Executive Officer. The CEO has the final internal authority for resolving grievances.
- If the internal mediation cannot produce a solution satisfactory to all parties involved, contacts from other external mediation services will be provided to guide a resolution to the complaint should they wish to proceed.
- All parties to the grievance will be provided with a written description of the grievance and the agreed actions and resolution.



6.6 SAFE USE OF DIGITAL TECHNOLOGIES AND ONLINE ENVIRONMENTS POLICY

Parents/ Authorised People To Collect/ Visitors And Occupants

- All parents, visitors, residents will ensure their phones/devices are secured at all times. This means in a bag, in a pocket and not in sight of a child. If a phone call is to be received or the person is required to access their phone/device, then the visitor, parent, resident, will use the phone in a secure space with no FDC children in the vicinity or likely to enter the vicinity or where the image of a family day care child may be present i.e. Digital photo frame, child's bag picture etc. Educators will inform and enforce this as a part of their Child Safe Practices.
- Bendigo FDC encourages parents and authorised to collect people to leave their digital device/phone in their vehicle where possible.
- Bendigo FDC Coordination Unit staff, DET Authorised Officers and Allied Health professionals may access their device if it is a business issued device for documentation purposes. A business issued device is that which is registered with the relevant service provider and used for business purposes only. Educators are expected to monitor the use of these devices when staff, officers and professionals are in the presence of children.
- For all residents of the home the use of digital devices in the presence of family day care children is not permitted. This means the active use of phones, iPads, laptops etc. must be used in a separate space to family day care children. For resident school age children, if the device is a Department of Education supplied device, then the camera must be covered and monitoring maintained by the educator.

DIGITAL DEVICES USED BY AND WITH CHILDREN.

- Devices from the child's home will not be used within the family day care environment, unless directed by a Medical Professional or Allied Health Specialist in writing. These include a phone, camera or iPad/laptop. Any such devices brought into the FDC environment will be safely stored in a secure location for return to the parents upon child collection.
- Digital devices for the direct use of and with children in relation to this policy include the child's personal device brought from home, phones, cameras, school devices and those supplied by the educator.
- Department of Education devices may be used under direct supervision of the educator for homework purposes. The camera feature must have a cover over the lens to ensure recording and pictures are not being taken.
- Devices supplied by the educator will have approved Parental Controls installed and will always have clear active proximity supervision by the educator. This device is not registered to take pictures or photos of children.
- The use of an educator's digital device will be for educational, research and calming purposes and will be directly within sight and reach of the educator. When not in use the device will be out of reach of children and will have a PIN code known only to the educator.
- Educators will ensure that all devices that have children's documentation, Harmony, enrolment records, communication with Bendigo FDC staff and parents, individual photos etc. will be registered and approved by the Coordination Unit, have an individual security code locking the screen and must not be left unlocked and accessible to any person other than the educator themselves. Shared devices must have individual user passwords that must not be shared with others. This registered device is for the sole use of the educator only.

- Educators will have a business only email address registered with Bendigo FDC and shared with families. This will support secure sharing of personal information, pictures and for documentation purposes. This will be the sole email used for any FDC activities.
- For all residents of the home the use of digital devices in the presence of family day care children is not permitted. This means the active use of phones, iPads, laptops etc. must be used in a separate space to family day care children. For resident school age children, if the device is a Department of Education supplied device, then the camera must be covered and monitoring maintained by the educator.
- For visitors, parents signing in/out, service people etc. coming into the home, all devices including phones must remain secured in their pocket, bag or secured in a safe location out of reach of children. They must not be used in the presence of family day care children or where the image of a family day care child may be present i.e. Digital photo frame, child's bag picture etc.

EDUCATORS WILL:

- Educate children and parents about digital and online safety
- Incorporate digital and online safety within their FDC programming
- Directly supervise and remain in direct proximity of children when digital devices are in use
- Ensure visitors, family members, residents, service people understand and abide by this policy
- Communicate and share images via a direct FDC business only email address, registered SMS device or Harmony
- Ensure appropriate security settings and Parental Controls are installed on all FDC and child use devices
- Understand and abide by each individual Safe Use of Digital Technologies and Online Environments Permission Form and review this annually or as needed with families and the Coordination Unit
- Undertake Bendigo FDC directed professional development
- Ensure pictures of individual children/siblings are stored on registered security devices only and are deleted as per the Destruction of Images Procedure.
- No group photos of children will be taken
- No video/voice recording will be taken of children unless under Coordination Unit direction for approved purposes
- No Bendigo FDC child will appear in any social media or advertising communications from 01/09/2025
- Social media pages will not contain children.
- Contact the Bendigo FDC Coordination Unit to discuss concerns or clarify procedures to ensure safe practices
- Report any breach of this policy to the Bendigo FDC Coordination Unit
- Report risks or hazards that may present in theirs or in the children's use of digital and online technologies to the Bendigo FDC Coordination Unit immediately
- Educators will consult with Coordination Unit staff prior to installing any CCTV or video surveillance equipment and ensure all registered members are WWCC compliant, reported and approved by Bendigo FDC and updated prior to registering said members to the recording device.

COORDINATION UNIT WILL:

- Bendigo Family Day Care Coordination Unit will ensure that at the time of the family's initial enrolment, registration and annually thereon that this policy is provided to parents via the Parent Handbook and available on the Harmony Parent Portal.
- Written permission detailing the specific approvals for each family relating to this policy on the Safe Use of Digital Technologies and Online Environments Permission Form and will be held within each individual child record and Harmony. These approvals will be discussed with each individual educator prior to care beginning.
- The Safe Use of Digital Technologies and Online Environments Permission Form will clearly detail authorisations from parents identifying the approved or denied taking, use of and storage of images and videos of children, the presence of CCTV and updated annually, as required or as requested by the parent. The parent has the right to refuse, deny or change their previously granted or refused permissions in writing to the Coordination Unit at any time.

7. ALTERNATIVE CARE ARRANGEMENTS

Educators may not always be available to care for children due to illness, holidays, etc. Educators must notify parents & the Coordination Unit as soon as practical when they are not available for care.

Parents should then ring the office or the FDC on call phone (if outside office hours) if an alternative Educator is required.

The Coordination Unit staff will endeavour to organise an alternative Educator, and where possible an Educator that the child may have gone to before. In some cases, it may not be possible to organise alternative care.

Please notify the FDC office if alternative care with another Educator has been arranged by you.



7.1 AFTER HOURS ON CALL PHONE

This number is given to families and Educators on registration and is only to be used outside the normal office hours stated earlier, if your Educator is unavailable for your booked care or any other emergency situation regarding education & care. The number is not to be used for situations that can be dealt with the next working day. All calls are returned as soon as is practicable.

8. ADMINISTRATION OF MEDICATION & MEDICAL CONDITIONS

8.1 ADMINISTRATION OF MEDICATION

When medication is to be administered to the child by the Educator on behalf of the parent/guardian the appropriate Medication record must be completed by the person with lawful authority in accordance with the Bendigo Family Day Care Medication policy and state regulations. It is vital that parents ensure the correct dosage and a time of administering medicine is communicated to Educators and all sections of the Medication Form are completed in full.

ALL MEDICATION MUST HAVE THE CHILD'S NAME, BE IN THE ORIGINAL CONTAINER & WITHIN THE EXPIRY DATE OTHERWISE IT WILL NOT BE GIVEN BY THE EDUCATOR.

Alternative medicines (homeopathic, naturopathic etc.) will not be administered as an Educator cannot (as with prescribed/prepared drugs) have the same level of confidence as to the source and effect of alternative medicines.

8.2 MEDICAL CONDITIONS

Bendigo Community Health Services Family Day Care is committed to providing the necessary procedures to ensure the health and safety of all persons, with any medical condition and that they are included and supported within our service. We will do so by providing an environment in which all children can participate in all activities to their full potential.

All children enrolled with our service will receive appropriate medical attention as required.

For children at risk of anaphylaxis please see Anaphylaxis Policy

The management of all medical conditions in children should be viewed as a shared responsibility. To this end each of the key groups within Bendigo Family Day Care gives the following undertakings:

The Family Day Care Coordination Unit will

1. Identify children with a medical condition during the enrolment process.
2. When a child has a medical condition provide families with the appropriate Medical Management Plan upon enrolment. The completed Plan is to be returned prior to care commencing. The Plan is to be kept on the child's file at the Family Day Care Coordination Unit and to be at the Educator's residence.
3. Require the Medical Management Plan to be reviewed by a doctor and/or parent annually or as required.
4. Provide all Educators with a copy of the Medical Conditions Policy upon registration.
5. Require all Educators to maintain current accredited First Aid, CPR, Asthma and Anaphylaxis approved training.

6. May deem it necessary with some medical conditions to source specific training for the Educator regarding the medical condition and management prior to care commencing.
7. Will in consultation with Educator and family develop a Risk Minimisation Plan to ensure:
 - a. Risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimized.
 - b. If relevant, ensure practices in relation to safe handling, preparation, consumption of food are developed and implemented.
 - c. If relevant, parents are made aware of any known allergens that may pose a risk to the child and strategies are developed and implemented, minimizing the potential risks.
 - d. Ensure that the plan includes how all Family Day Care Coordination Unit staff and/or Educators can identify the child, the child's Medical Management Plan and the location of the child's medication.
 - e. If relevant, to ensure that the family and Educator fully understand that the child cannot attend the service without medication prescribed by the child's medical practitioner in relation to the requirements as stated in the Medical Management Plan.
 - f. The risk minimisation plan will include a communication plan, ensuring that:
 - i. Relevant Family Day Care Coordination Unit staff, Educators and families are informed about the medical conditions policy, Medical Management Plan and the risk minimisation plan for the child.
 - ii. Inform parents that changes to the Medical Management Plan can occur if the child's condition changes, this would require a new plan to be provided. The risk minimisation plan can also change and a discussion about the changes should take place with the Educator and Family Day Care Coordination Unit.



FDC Educators will

1. Maintain current approved accredited First Aid, CPR, Asthma and Anaphylaxis Training.
2. For some medical conditions may be required to complete specific training to ensure appropriate management of the condition can be provided.
3. Ensure that they have a current Medical Management Plan and understand the procedure to follow in caring for the child.
4. In consultation with the parent and the Family Day Care Coordination Unit develop a risk minimisation plan, including a communication plan as above in point 7 (*The Family Day Care Coordination Unit*).
5. Implement and follow the risk minimisation and communication plan as developed.
6. In consultation with the family, optimize the health and safety of the child through supervised management of the child's condition.
7. Ensure that they follow the Medical Management Plan in providing ongoing or emergency care for the child.
8. Complete medication records in accordance with requirements whenever administering of medication is required.
9. Promptly communicate to parents any concerns about the child's health.
10. When on regular outings/non regular excursions always carry the child's Medical Management Plan and emergency contacts and if relevant emergency medication. The risk assessment for any outing should consider any child that may need consideration due to a medical condition.
11. All medication will be stored safely out of reach of children, but easily recognizable and not locked away. Care to be taken according to storage requirements for specific medications.

Families will

1. Inform Family Day Care Coordination Unit staff upon enrolment or on initial diagnosis, that their child has a medical condition, health care need or allergy.
2. Provide all relevant information regarding the child's condition to the Family Day Care Coordination Unit.
3. Will discuss any requirement for specific training for the educator prior to care beginning.
4. Complete and return the Medical Management Plan prior to care commencing or upon diagnosis.
5. Discuss with their Educator the child's medical condition and care requirements.
6. Provide an updated/reviewed Medical Management Plan annually to the Family Day Care Coordination Unit and Educator.
7. In consultation with staff and the Educator develop a risk minimisation and communication plan for the child.

8. Communicate all relevant information and concerns to the Educator regarding the child's medical condition.
9. Inform the Family Day Care Coordination Unit and Educator of any changes in the child's condition that impact the care required.
10. If relevant, ensure that all food is securely packed and clearly labeled, and that the child has a treat box available.
11. Always provide all relevant medications as per the Medical Management Plan for the Educator that the child is in care in a secure & identifiable sealed container.
12. Understand that the child will not be able to attend the service, if the medication that is part of the Medical Management Plan is not available on arriving for the commencement of care at any time.

*****Children cannot attend or remain in care without their required medication*****

8.3 ASTHMA/ANAPHYLAXIS



Any child with Asthma or Anaphylaxis will need to have an action management plan completed and signed by a medical practitioner prior to care commencing or as soon as diagnosis. A copy of the plan must be supplied to the Coordination Unit and Educator. Should there be any changes to the original plan: a new plan must be completed. Plans must meet the requirements under state regulations and service policies & be reviewed annually with a copy provided to the FDC office.

Parents/guardians of a child at risk of anaphylaxis shall:

- Provide Educator/s with an Anaphylaxis /Medical Management Action Plan signed by the registered Medical Practitioner giving written consent to use the EpiPen® in line with this action plan.
- Provide Coordination Unit with a copy of the Anaphylaxis/ Medical Management Action Plan signed by the registered Medical Practitioner giving written consent to use the EpiPen®.
- Provide Educator/s with a complete EpiPen® kit.
- Regular checking of the EpiPen® expiry date and provide the Educator with a replacement EpiPen® when expired.
- Assist Educators by offering information and answering any questions regarding their child's allergies & ensuring the Communication Plan is adhered too.
- Notify the Educator and Coordination Unit of any changes to their child's allergy status and provide a new Anaphylaxis Action Plan in accordance with these changes
- To comply with the scheme's policy, a child who has been prescribed an EpiPen® is NOT permitted to attend the service or its programs without that EpiPen®.
- Parents/guardians should provide a safe treat box for this child when special occasions are being celebrated in the Educators home i.e., birthdays or days of celebration in accordance to their individual medical condition
- Provide the Educators with sufficient food for the child that has been specifically prepared for him/her and clearly labelled with the child's name
- Bottles, other drinks, and lunch boxes, including any treats, provided by the parents/guardians for this child should be clearly labelled with the child's name.

8.4 OTHER MEDICAL PLANS

Medical Action Plans are also required for children who have other diagnosed conditions which can change and become life threatening very quickly e.g. diabetes, epilepsy, allergies.

Parents should make sure they have had a clear and open discussion about their child's condition at the initial interview with their Educators and with the Coordination Unit.

If your child/ren is injured or becomes unwell while in care, your Educator will contact you to collect them ASAP. Please note Educators are not permitted to transport ill or injured children, this is the responsibility of the parent/guardian or emergency contact person.

Educators will call an ambulance as required in the case of a medical condition or injury.

9. USEFUL PARENT INFORMATION LINKS

- Bendigo Community Health Services <https://www.bchs.com.au/>
- Commission for Young Children and Young People (Child Safety) <https://ccyp.vic.gov.au/>
- Find ways to help your child's behaviour or emotions while you wait to see a paediatrician. <https://www.findways.org/>
- Bendigo & District Aboriginal Co-operative <https://www.bdac.com.au/>
- 24/7 crisis support and suicide prevention services for children and young people aged 5 to 25
Phone: 1800 551800 <https://kidshelpline.com.au/>
- Online safety/esafety commissioner <https://www.esafety.gov.au/>
- Be You / Beyond Blue <https://beyou.edu.au/>
- Raising Children Network <https://raisingchildren.net.au/>
- Starting Blocks, your first step into Early Education and Care <https://www.startingblocks.gov.au/>

I Am New

I'm a bundle of potential and need.

I'm a consumer of information:
I watch, listen, touch, taste,
and smell.

I'm a busy brain driven to learn.

I'm a scientist and problem solver.

I'm hope and joy personified.

(Nurture me)



I am 1

I'm a curious, observant, energetic,
determined, focused, and sometimes
stubborn scientist.

I'm a natural-born learning-all-the-
time explorer of stuff...an insatiable
consumer of sensory experiences.

I'm a highly evolved and very
capable future adult, eager to
engage the world.

(I'm not a little baby)



I am 2

It's not easy. I'm realizing the world
no longer revolves around me like
it did when I was younger.

Still, life's not so terrible. It's just a bit
complex and overwhelming at times.

I'm trying to understand the world
and my curiosity and drive
sometimes look like *trouble*.

I'm a force to be reckoned with,
a busy brain on the go.

(Don't underestimate me)



I am 3

I am not built to sit still, keep my
hands to myself, take turns, be
patient, stand in line, or keep quiet.

I need motion, I need novelty,
I need adventure, and I need
to engage the world with
my whole body.

(Trust me, I'm learning)



I am 4

I'm a smooth talking, agile, and
observant seeker of adventure.

I'm kind of a know-it-all...
as in I *want* to know it all.

I have more questions in me
than you have answers.

I'm perceptive enough to
sense this can frustrate you,
but please don't discount
my inquisitiveness.

(Challenge me)



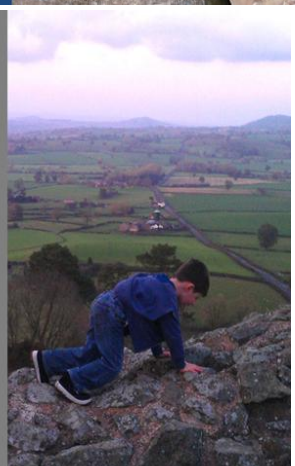
I am 5

I'm a risk taker and mess
maker.

I'm a confident doer of exciting
things. I'm not built for desk
sitting. My busy brain craves
action and novelty.

I'm not as grownup as some
people think—I still need to
play, move, and explore.

(Don't rush my childhood)



In Conclusion



Bendigo Family Day Care welcomes all families to our service, and we look forward to sharing your child's most precious development time in helping them evolve into unique, strong, confident, empathetic, kind, happy adults.

Please call the Bendigo Family Day Care Coordination Unit at any time as we would love to hear from you. If we all work as a collaborative team we can achieve fabulous outcomes for your children, family and the community.



Tamarra & Bec

Parent Complying Written Arrangement

- I give authorisation for my child to be transported by an ambulance
- I give authorisation for my child to have sunscreen applied
- I give authorisation for my child's image to be taken, used and stored for the purpose of educational purposes
- I give authorisation for my child's video to be taken, used and stored for the purpose of educational purposes
- I give authorisation for my child's image and video to be taken, used and stored on social media
- I give authorisation for my child's image and video to be taken and used for promotional material
- I give authorisation for approved provider, nominated supervisor or educator to seek medical treatment for my child from a registered medical practitioner, hospital or ambulance service
- I give authorisation for my child to be transported in a vehicle by the educator/service or by other transportation as arranged by the educator/service.
- I agree to pay my child care fees on time.
- Has the Educator discussed the Enrolment Checklist with you on your initial visit?
- I agree to give my educator 7 days notice if I wish to cease care
- I agree that if my child is diagnosed with a medical condition I will notify the Bendigo FDC Office immediately
- I understand that it is my responsibility to supply meals/snacks, hats, sunscreen, sufficient changes of clothes, nappies, wipes whilst in care
- I consent for my educator to evacuate the premises in an emergency when directed and to also practice evacuation drills regularly
- If my child becomes unwell or contracts an infectious disease, I will immediately arrange for my child to leave care and make private arrangements
- In the case of an emergency, I give permission for Bendigo FDC Coordination Unit staff to care for child/ren until they can be collected by myself or an authorised nominee
- I agree to update any required changes directly to the FDC Office or on my Parent Portal

I (name), a person with lawful authority of the child referred to in this enrolment form, have read the above agreement, understand my responsibilities, and agree to abide by them with Bendigo Family Day Care. Termination of care may result from a breach of this agreement.

Parent Authorised Signature..... Date

FDC Coordinator Witness Name

FDC Coordinator Signature Date



**Bendigo
Community
Health
Services**

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