



Parent/Guardian Enrolment Handbook

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We are for children not for profit

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Welcome to Clarence Family Day Care

This handbook aims to provide you with information about Clarence Family Day Care Education and Care Service.

Clarence Family Day Care is overseen by Clarence Childhood Services Association Incorporated which is made of a committee of volunteers from the community. Clarence Family Day Care has been in operation since 1984, with Clarence Childhood Services Association Inc (Approved Provider) being formed in 1982.

We are not for profit business, *so our focus is on delivering for our community, not profit*. Clarence Family Day Care was founded on a belief to provide quality affordable child care. We support nature based play and providing opportunities for children to challenge themselves through supervised, self-selected risk-taking. Our service encourages and assists Educators to participate in excursions to explore that wider community and the natural environments.

The primary role of the CFDC office is to connect families with Educators, process weekly attendance records, and provide ongoing monitoring, mentoring and support for Educators to ensure that they are meeting regulatory requirements and providing a high-quality service for children.

Our Coordinators conduct both scheduled and unannounced visits during each month to support and monitor Educators and engage with children. We encourage families to communicate any feedback or concerns with service staff as soon as possible by phone, email, fax or in writing (see contact details on front cover of this booklet).

Educators are registered with Clarence Family Day Care which is under Clarence Childhood Services Association Incorporated. Clarence Childhood Services Association Incorporated is licenced by the NSW Department of Education and Training as an Approved Provider.

We hope that this information will introduce our child care service and support your child's journey in Early Childhood Education and Care.

We look forward to a positive and memorable partnership with your family as we work together to support and encourage your child to develop secure relationships and a love for learning.

Acknowledgement of Country

Clarence Family Day Care acknowledges the Bundjalung, Gumbaingirr and Yaegl peoples, Traditional Custodian of these lands on which our early education and care service operates and pay tribute and respect to the Elders both past, present and future of the Bundjalung, Gumbaingirr and Yaegl nations.

Clarence Family Day Care Philosophy

Clarence Family Day Care Service philosophy reflects our values and beliefs. It is the commitment that all educators and staff with our service adopts, implements and enacts.

- We are committed to the United Nations Conventions of the Rights of the Child.
- We acknowledge the traditional custodians of the land on which CFDC operates on and welcomes connections with First Nations cultures through sharing of yarns, art, histories and language.
- We believe in children and value their childhood. Every child has the right to a childhood where they are free to be themselves – do their own art, make their own craft, where they are free to dig in the dirt, jump in puddles, explore, climb and create.
- We believe that children benefit from environments that are unforced, unhurried, flexible and are about children, not about adults.
- We believe all children are successful, competent learners and their input, as well as their families input, into the curriculum is invaluable.
- We support children to be effective risk assessors and understand the limits of their own bodies within the learning environment.
- We provide a total learning environment where children are free to observe, question, experiment and explore including 'risky play' opportunities to challenge and stimulate their young minds and bodies.

- We focus on providing a safe, happy, inclusive, caring, fun and creative environment for all children.
- We encourage respect, honesty, tolerance, kindness, equality and appreciation of others.
- We believe that all children have individual talents, personalities, interests, needs and abilities that must be nurtured and allowed to flourish.
- We promote life-long learning by ensuring that children are actively involved in their learning through play, interactions, exploration and experience.
- We believe that play is not a luxury, but it is a necessity.
- We value diversity, and we encourage acceptance, tolerance, understanding and respect from all and for all children.
- We respect and embrace the diversity and culture of all our families and ensure all families feel welcomed and valued within our service.
- We believe all children have the right to be treated equally and with respect, regardless of race, language, ability or gender.
- We create an environment that promotes autonomy and independence, so children can become confident, knowledgeable and involved individuals.
- We encourage children to engage with the natural environment to stimulate brain development and encourage environmental responsibility.
- We support children to make connections with their local community, through participating in community events and excursions, to enhance a child's sense of belonging.
- We are committed to continuous improvement and professional development to provide the best service to the children and families that are part of CFDC.

Clarence Family Day Care is a wonderful child care option that values the development of children through flexible and unique learning environments that support children's curiosity, exploration and fun.

What is Family Day Care?

Family Day Care is an education and care service provided in a home or in-venue environment. Educators are qualified and highly trained early childhood professionals, registered to provide education and care for a maximum of four non-school aged children.

Some Educators also offer before and after school care and vacation care for up to three school-aged children. This ratio also includes the Educator's own children.

Family Day Care offers families flexible child care arrangements to suit their needs, including; full-time or part-time care, casual care, weekend care, overnight care, before and after school care, school vacation care, emergency care and occasional care.

To support the well-being of all children, Educators and Coordination Unit staff undergo 'Child Protection' training and are mandatory reporters. Each Educator has a responsibility to ensure their service ensures the safety and wellbeing of every child.

All Family Day Care services are safe, secure and healthy environments for children and their families. Educators provide a smoke, drug and alcohol free child care environment, follow pet management plans, undergo regular Workplace Health and Safety training and meet all legislative requirements.

Code of Conduct

The promotion of the welfare of children is paramount to our service. This Code of Conduct applies to all Educators, Service staff and parents.

Professionalism

- Educators and Staff are expected to comply with and clearly reflect in their work practices the National Quality Framework and policies of Inspired Family Day Care Service.
- Staff will manage the service business and finances in an effective, efficient and ethical manner. Complaints will be dealt with fairly and within reasonable time limits.

- Families are expected to comply with the policies of the Clarence Family Day Care and Educators.
- Educators and Staff will maintain a professional relationship that actively encourages relevant further learning opportunities that will enhance the growth and diversity of the Service (e.g. through ongoing professional development courses).
- Educators must remember that their relationship with parents is a professional but friendly one. They need to be aware of parents' feelings and anxieties when leaving their children in care.
- Educators will accept home visits by staff as an integral part of monitoring and maintaining the Service's Standards of Care.

Co-operation and Communication

- Educators and Staff will work in co-operation and communicate effectively with families to provide positive placement experiences for children within the Service.
- Staff will actively seek the views of families about policy changes and child care needs and will ensure families receive current and timely information. The service will place a high value on the views of all those who wish to contribute in a positive manner to the effective running of the Service.
- Parents are expected to communicate their needs and concerns in a timely and open way to Educators or the Service Staff, and to co-operate with Educators reasonable requests or requirements (e.g. for punctual drop off and pick up of children, for children to be dressed appropriately for activities and outings etc.).
- Educators are expected to communicate in a friendly, positive and responsive manner with parents and staff and to speak in a positive, clear and appropriate manner to children and to listen and respond positively to children's communication.

Maintaining confidentiality and respecting privacy

- Educators and Staff will maintain the strictest confidentiality about information relating to children and families; other Educators and other staff; specific financial and operational issues within the Service; any information relating to the Service conveyed in confidence.
- Educators and staff must be aware of and comply with the detailed guidelines and procedures set out in the Confidentiality Policy.
- Parents are also expected, as users of the service, to respect and adhere to the principles inherent in the Confidentiality Policy and to treat with confidentiality any personal information about the Educator, their family, or other children in their care which a parent may obtain by having access to the Educator's home.
- Parents must respect the privacy and confidentiality of the Educator and their family members and remember that the house is a home as well as a place of work.

Respecting difference; promoting equal treatment

- Educators must show an acceptance of individual differences in children and must be committed to ensuring all children in the service have an equal opportunity to participate in positive emotional and stimulating learning experiences.
- Educators are expected to show a warm, supportive, positive and non-judgmental regard to each child and to display personal qualities of flexibility and responsibility in their conduct.
- Educators are expected to be aware of their own values and to show an awareness of and sensitivity towards a variety of child-rearing practices and family values.
- Educators and the Service Staff are all expected to show respect for other people's viewpoints

Code of Ethics

Ethical conduct is founded in respect for, and the valuing of children, families, Educators, Coordination Unit staff, and the extended Family Day Care community.

We strive to uphold the highest standards in ethical conduct in accordance with the ECA Code of Ethics (2016), The United Nations Convention on the Rights of the Child (1991), The Declaration on the Rights of Indigenous Peoples (2007) and associated Clarence Family Day Care Policies.

Clarence Family Day Care Policies and Procedures

Staff and Educators who are members of Clarence Family Day Care Service are required to work within the service policies and procedures, developed in accordance with:

- The Education and Care Services National Law and Regulations and
- The National Quality Standards for Early Childhood Education and Care

Your child's health and wellbeing are important to us. We have a range of policies that cover all aspects of operation and quality of our children's services. We invite you to review these policies, to discuss them with your educators and to provide feedback. Policies are available at your Educator's service, on our website and via the parent portal.

A policy review process will be conducted annually or as required and your input would be greatly appreciated. If you would like to comment or provide feedback on any policy, please contact admin@cfdc.com.au

Regulatory Bodies for Education and Child Care Services

The Department of Education is a Federal Government department whose role is to:

- Administer Child Care Subsidy to families through the Department of Human Services
- Administer payment of Child Care Subsidy to approved Services – www.education.gov.au

ACECQA (Australian Children's Education and Care Quality Authority) is a national entity overseeing the implementation of the *National Quality Framework for Early Childhood Education and Care*. This includes the Early Years Learning Framework of *Belonging, Being & Becoming* (for under school age children) and *My Time, Our Place* (for school age children) which forms the basis of service delivery by the Educators and includes the documentation of your child's learning, abilities and interests. To contact ACECQA – Phone: 1300 422 327 or visit: www.acecqa.gov.au

State Regulatory Authorities are responsible for assessing, rating and monitoring education and care services in accordance with the Education and Care Services National Law and Regulations. The Unit will also assist and advise education and care services and providers on meeting their requirements under the Act and Regulations. In NSW, the regulatory authority is NSW Early Childhood Education and Care Directorate, Department of Education Website: www.dec.nsw.gov.au/ecec Email: [ecec@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au) Phone: 1800 619 113

Family Day Care Educator Recruitment and Training

Educators registered with Clarence Family Day Care share a commitment to providing the best possible educational outcomes for children.

Educators who share this commitment are recruited and supported with professional development opportunities which maximise their abilities to guide and encourage children to realise their potential as early learners.

We believe our service is enhanced by recruiting Educators with diverse experience, skills, values and cultures. Educators are supported by ongoing mentoring, peer support and networking.

The Role of the Coordination Unit

The Coordination Unit plays a diverse role, supporting Educators and families to ensure the highest quality of education and care. With nearly 35 years in operation and delivering quality educational outcomes for children, Clarence Family Day Care is proud to celebrate the services we offer. This includes family enrolments and ongoing support, access to quality educational programming and early intervention service referrals, as well as the administration of Child Care Subsidy. The Coordination Unit also organises play sessions and special interest excursions for children in care. We encourage feedback via our website, surveys and are always keen to hear what you think of our service.

Initial Contact with Clarence Family Day Care

The first step is to contact the co-ordination unit to arrange a time to discuss your child care requirements. Contact can be made by phone: (02)6643 1002 or email: admin@cfdc.com.au

Depending on your location, availability and preference, this discussion may take place by either phone or in person at our office or a location that is more convenient.

It is a good idea to contact Centrelink as soon as possible to find out your entitlements for subsidised care. Centrelink will require a copy of your child's Immunisation History if current details are not recorded on the Australian Childhood Immunisation Register (ACIR).

If your child is not immunised for medical reasons you will need to see a doctor for the appropriate information. Website: www.humanservices.gov.au/customer/subjects/immunising-your-children

Interview with Educators

Contact the Educators that the service has available and arrange to meet with them. Each Educator will provide you with information unique to their service including their fee schedule, the program, excursion and regular outing information, what you will need to provide for your child etc. Please use this time to ask any questions you may have about the service for your child.

Enrolling Your Child with Clarence Family Day Care

Once you have found the Educator that fits with your family you will then contact CFDC to enrol your child/ren. Our enrolment process can be completed at the office, at your home, via a take home form or online. If you know the Educator who you wish to use let us know on the enrolment form.

There is no family enrolment fee.

Once all the information is received by CFDC we will contact you to confirm your child's enrolment. Your child can not start care with an Educator until their enrolment has been confirmed by CFDC.

Paperwork and Evidence, what's required and why

We are required under Law to hold the following information to support your enrolment in an Approved Education and Care Provider.

- Proof of each child's ID
- Information relating the immunisation status of each child in care (Australian Immunisation Record)
- Health Management Plans, where applicable
- Parenting Orders, where applicable

We are also required to provide documentation to the Federal Government regarding your Aboriginality, country of birth, languages spoken at home and family status.

It is also a legal requirement to record your Medicare number and Centrelink Customer Reference Number (CRN) of the CCS claimant and the CRN of each child in care.

Emergency Contacts and Permissions

We ask for two emergency contacts as part of your enrolment process and these are used if, and when there is an emergency. As part of your enrolment you will be asked to indicate what permission are given:

- Collect my child
- Consent to an excursion
- Photos/videos to be taken
- Consent to medical treatment/administration of medication

Please remember to update your emergency contacts if these change.

You will also be asked as part of your enrolment to give permission for your Educator, or a staff member from the Coordination Unit, to administer paracetamol or ibuprofen in case of a fever and to seek medical / dental treatment or ambulance transportation if necessary.

Prior to administering paracetamol or ibuprofen, verbal consent from you, or one of your emergency contacts, will be sought. If you, or your one of your emergency contacts, are unavailable permission will be sought from the Coordination Unit.

Child Care Fees

Educators with Clarence Family Day Care set their own fees. These can be based on the service location, service environment, Educator qualifications and service inclusions. As self-employed small business owners, Educators set their own working days and hours.

Your Educator will confirm with you the fees they charge per session and we will provide you with a Fee Schedule once your enrolment is confirmed. We recommend that you read your Fee Schedule carefully.

Your Educator will advise of fees to be paid weekly or fortnightly in advance. Any adjustments can be made at the beginning of the following week or fortnight.

Your fees include a levy paid to the Coordination Unit which will be withheld from the CCS paid to your Educator on your behalf. Where no CCS is paid, the Educator will collect the Parent Levy as part of your child care fees. The current rate of Parent Levy is \$1.25 per hour.

Two weeks' notice regarding any fee changes will be given. If you experience any difficulties in paying your fees please contact the Coordination Unit Office. Care may be terminated if fees are not paid. Backup care or care with another Educator will not be made available to parents/guardians with outstanding fees.

Ceasing Care

Parents/Guardians need to give the Educator and Coordination Team fourteen (14) days' notice that their child will be ceasing care. If fourteen (14) days' notice is not given, the Educator is entitled to be paid in lieu of notice. Child Care Subsidy cannot be paid for any absent days once a child has ceased care. Hence, full fees apply for any absent days after the child's last day in care.

Complying Written Arrangements

Parents/Guardians are required to complete a Written Arrangement (ie Contract for Care) which is an agreement between the parent and Clarence Family Day Care Scheme. The Educator (acting as agent for the scheme) is authorised to provide child care and collect for care fees from each family. Allowable Absence Days will not attract Child Care Subsidy, or other subsidies without a signed Written Arrangement being completed.

Child Care Subsidy

When using child care provided by an Approved Provider all Australian Residents may be eligible for Child Care Subsidy (CCS). To assess your eligibility to claim CCS you will need to register with Centrelink who will assess your situation (including details on your income and whether you are studying, working or volunteering) and provide us with your percentage and eligible hours of care that they will subsidise.

To apply for CCS you will need to apply via <https://my.gov.au/LoginServices/main/login?execution=e2s1>

For more information on Child Care Subsidy visit

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Where CCS is claimed you can also claim for up to 42 'allowable absences' each financial year. 'Allowable absences' include Public Holidays, illness (without a medical certificate), holidays and any occasional absences.

Once the 42 'allowable absences' are exceeded, your CCS claim will only be considered when evidence is provided of; illness (with a medical certificate), rotating shift work, attendance at specialised pre-school, rostered days off or pupil free days

CCS will not be paid for absences before a child actually starts care, or for last day(s) absences when they are finishing care. As such parents/guardians will be charged full fees for these days.

The Importance of Attendance Records

It is a legislative requirement that you sign your child in and out of care. Each Educator will have their own hand over procedure, which equates legally to the transfer of responsibility, at the beginning and end of the session of care. Please discuss with your Educator.

Remember to sign your child's attendance record and record the exact time of arrival and departure. As part of our legislative requirements we regularly audit attendance records and signatures.

All absences must also be recorded and confirmed with a parent/guardian signature.

Exclusion of Children due to illness

Generally, a child should not attend family day care if they are unable to participate in the daily program due to illness, or for 24 hours after onset of vomiting and diarrhea or the commencement of antibiotics.

The need for exclusion and the length of time a person is excluded depends on:

- how easily the infection can spread
- how long the person is likely to be infectious
- the severity of the disease

If you are unsure about whether to send your ill child to family day care, please phone your child's educator for advice or refer to table 1.1 for the recommended minimum periods of exclusion at the following website:
https://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55_staying_healthy_5th_edition_150602.pdf

You will always be informed if your child has an elevated temperature or appears unwell whilst in care. Your Educator will care for your child until you can arrange for your child to be collected from care.

Photographs/Videos

Educators use a variety of strategies to collect, document, and interpret children's developmental and individual needs. Photographs are used to add rich and meaningful information that depicts children's interests and learning in context. They are also a powerful way to make the process of learning visible to children and their families, Educators and other Professionals.

Parents are requested to give permission for Coordination Unit Staff and Educators to photograph their children and to indicate any restrictions they may have.

Medical Conditions and / or Additional Needs

If your child has medical conditions or additional needs you will be asked to provide a copy of a Health Management or Information and Management Plan at enrolment and you will be sent a Medical Conditions Policy. Your Educator(s) will be provided a copy of this plan to discuss with you.

Once your child starts care, your Educator will collaborate with you to complete a Medical Risk Minimisation Plan and Communication Plan related to your child's medical condition or additional needs.

Medication

If you have given your child any medication within the 24 hours prior to commencing a session of care, you are required to inform your Educator of the following:

- Time medication was administered
- Name of medication
- Reason for medication
- Any other relevant details about the medication

General Medication Permissions

You will also be asked on enrolment to give permission for the administration of general medication or preventative measures, such as; sunscreen, insect repellent, nappy creams, etc. When you start care with your Educator(s) please discuss with them any specific requirements that you may have relating to the brand and / or ingredients.

Starting Care

When starting care we recommend discussing with your chosen Educator your child's routines and the settling techniques you use.

What you need to bring?

- A bag for your child's belongings
- Meals. We recommend that you provide a healthy and nutritious lunch and snacks.
- A drink bottle for your child.
- Clothing:
 - We recommend that your child has clothing options to cater for changing patterns of weather.
 - Spare clothing.
 - Spare underwear if your child is toilet training.
 - Children may change their clothes to cater for their play experiences when both indoors and outdoors
- Suitable footwear is essential
- We encourage Educators to operate a Sun Smart service and recommend shirts with covered shoulders and hats will be worn whenever outside. Unless your Educator provides nappies as part of their service, please make sure that you supply plenty of nappies and any creams or lotions, if required
- Please ensure that all of your child's personal belongings are clearly labelled.
- Other items as requested/required by your Educator eg. sunscreen, hat, nappies,

Educators follow the 'Nutrition and Food Handling Policy' as part of their registration with Clarence Family Day Care. Please discuss with your Educator as they may provide healthy snacks as part of their service.

Toys: We recommend that your child brings a favourite toy or blanket to help them feel more secure, especially when your child begins care. Other toys will need to be discussed with your Educator.

Administering Medication

Medication will only be administered when accompanied by a signed Medication Administration Form. Your Educator can provide a copy for you to complete. Short term medication like antibiotics must be signed daily. Long term medication such as those needed for asthma, diabetes, epilepsy etc must be outlined on the Medical Conditions forms and the Doctor's instructions must be included on how to administer the medication and management of the illness

Fever Management

If temperature is elevated, your Educator will offer clear fluids, remove layers of clothing, contact you or your emergency contacts to gain verbal consent to administer paracetamol or ibuprofen, and request immediate collection of your child and continue with fever management until you, or your emergency contact, arrives.

Educational Programming

Clarence Family Day Care educational programming is designed to ensure all children experience learning that is engaging and builds success for life.

Educators embrace the 'Early Years Learning Framework' and 'My Time Our Place' principles; secure, respectful and reciprocal relationships, partnerships, high expectations and equity, respect for diversity, ongoing learning and reflective practice.

With lower Educator to child ratios, Educators have the opportunity to develop trusting relationships with children and families, providing a secure base for exploration and learning.

Educators acknowledge that families are a child's first and most influential teachers and trusting relationships with families provide the opportunity for Educators to work in partnership with families, sharing insights and perspectives.

Educators and staff from the Coordination Unit share a commitment to respect diversity, access ongoing learning and maintain reflective practice.

High expectations and equity are at the centre of all decision-making, programming and documentation.

National Quality Framework (NQF)

The National Quality Framework (NQF) is the result of an agreement between all Australian Governments to work together to provide better educational and developmental outcomes for children using education and care services.

The NQF acknowledges that quality education and care shapes every child's future and lays the foundation for development and learning.

Early Years Learning Framework (EYLF)

The EYLF is a key component of the National Quality Framework. The EYLF guides Educators in developing quality programming and places an importance on supporting parents/guardians to best support their children's early learning.

The EYLF emphasises the importance of play-based learning and recognises the importance of communication, language, social and emotional development.

Guiding Children's Behaviour

Your Educator is encouraged to model acceptable behaviour, set clear and consistent rules, use voice intonations, facial expressions, explanations, positive reinforcement and distraction as methods of encouraging appropriate behaviour.

Educators follow the 'Guiding Children's Behaviour Policy' and physical punishment, exclusion and negative criticism are never acceptable.

The Coordination Unit will provide support for ongoing situations and encourage parents/guardians and Educators, in conjunction with the Coordination Unit, to work together for a positive outcome.

Educator Individual Environments

Every family day care service offers families a unique education and care environment, designed to provide a balance of indoor and outdoor experiences which reflect the interests and development needs of each child.

Although each service is unique, Educators share a commitment to respond to the NQF, meet the legislative requirements whilst providing developmentally appropriate activities.

Activities and Excursions

Educators are trained to provide a stimulating learning environment for all children in their care. Excursions may be a part of each Educator's program.

As part of the enrolment process you will receive a list of the Approved Routine Excursion your Educator offers. You will have the opportunity to provide permission (or deny permission) for your child to attend these excursions.

Each routine excursion has been approved by the Coordination Unit and your Educator will have a copy available in their service.

Your Educator may also organise non-routine excursions and you will be given the opportunity to give permission for your child to attend.

Spontaneous excursions can be a wonderful experience for your child. Family Day Care is unique in the ability to offer this flexibility. Your Educator may discuss their arrangements for spontaneous experiences or excursions which will contribute to their program.

Vehicles used to transport children are required to be correctly fitted with appropriate restraints and undergo an annual safety check at a registered Roads and Maritime Services (RMS) Inspection Station. Coordination Unit vehicles may also be involved in transportation.

Ongoing Communication with Clarence Family Day Care

CFDC will send information to you via email regarding information and updates about our service. We will also communicate by sharing information on our website.

Feedback

Once you start care please remember to provide feedback about your first weeks with Clarence Family Day Care.

Thank you for choosing Clarence Family Day Care as your preferred child care service.

We look forward to many years of working in partnership with you, your family and child.

Please do not hesitate to contact the Coordination Unit to answer any further questions you may have or need any further assistance with your child care placement.

FREQUENTLY ASKED QUESTIONS

How can I help my child settle in to the family day care environment?

Families are advised to visit the family day care environment with their child prior to attending care. Family Day Care services have an 'open-door policy' for the families utilising their service. Educators are eager to develop positive relationships with families and children as soon as possible. Try not to be alarmed if your child is showing signs of separation anxiety. Some cases of separation anxiety, and will cease after a small period of time, can indicate a healthy attachment between parent and child. Your child's individual temperament, personality and previous experiences will all impact on the way they manage separation. Your child will be able to sense your own insecurities or confidence about separation and will look to you to help them to know how to react. Educators are trained, and many draw from years of experience in supporting families and their children through the separation process. Leaving your child in care for the first time can be an emotional time, and your Educator has strategies in place to assist both you and your child. If you have any concerns about separation, please feel free to talk to your child's Educator or the Inspired FDC Co-ordination Unit.

What If I or my child are unhappy with our chosen Educator?

It is important that children and their families feel comfortable with their Educators and that children have a healthy attachment to the adults responsible for their care. In the initial settling in period relationships can take a little time to develop into strong connections.

However, if you feel that you are unable to develop a relationship of mutual trust and respect with your educator, or have any concerns regarding your or your child's relationship with your Educator, it is important to speak with a member of the co-ordination unit as soon as possible. If the situation cannot be resolved, or if either party does not wish to continue the care arrangement, the co-ordination unit will make every effort to find an alternative placement for the child as soon as possible. At all times, we will endeavour to act in the best interests of the child.

To help avoid this type of situation it is important that families ask lots of questions at the initial interview with the

Educator and carefully read the information provided to you at the interview. If your personal situation allows, it is very helpful to spend some time in the family day care environment when enrolling your child. This will allow you to view your Educator's style of interaction and programming and see first-hand, how the Educator responds to challenging situations.

Do Educators provide Out of School Hours Care for my school aged child?

Individual Educators may choose whether to operate a Before or After School Hours or Vacation Care Service as part of their family day care service. Educators can care for a maximum of 7 children at any one time with no more than four children under school age. This ratio generally includes the Educators own children, except in the case where another adult family member is present to provide direct supervision for the educator's own children. Educators providing Before or After School Hours care will often provide transport to or from the child's school. Clarence FDC can assist you in finding an Educator to suit your School Aged Care requirements.

Will my child's Educator be able to take my child away from the family day care residence?

Educators are encouraged, however not required to provide regular excursions to natural environments. Any child enrolled at a Family Day Care Services cannot leave the licensed premises or venue without prior written approval from the parent or other authorised person. Prior to a child being taken on an excursion or regular outing the Educator must complete an approved Benefit/Risk Assessment. To permit a child to attend any excursion or regular outing the parent must sight the completed Excursion benefit/risk assessment and sign an authorisation form for that excursion or outing. A list of authorised regular outings will be provided to the parent by the Educator. As part of a Risk Management strategy for excursions, Educators may enlist the participation of other approved persons (e.g. co- ordination unit staff or a Relief Educator) to assist with supervision on an excursion.

At Clarence FDC, we believe that children benefit from high quality excursions and parents are encouraged to support this aspect of the program. Please speak to your child's Educator at the initial interview, as well as co- ordination unit staff, if you have concerns or are interested in finding out more about excursions.