

CABONNE



Family DAY CARE

PARENT INDUCTION



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SERVICE FEE POLICY

- You will be provided with a copy of your educator's fees and charges policy before you start care and asked to sign a fee agreement.
- The individual educator fees and charges policy will outline their hourly fee rates and the service's fee policy. Please read this booklet carefully.
- The service charges an Administration Levy, per hour, per child. Please note this levy is charged per full hour. For example, if you used 8.5 hours of care, the Administration Levy will be charged at 9 hours to make it the full hour.

PAYMENT

- Payment is to be made directly to the educator when invoiced, usually on a weekly basis.
- Payment made by families receiving Child care Subsidy is the full cost of care minus the Child Care Subsidy. This is known as the 'Parent Gap Fee'.
- Educators will provide you with their banking details.
- Educators have the right to waive the fourteen day rule to terminate care if a family is more than two weeks overdue with their child care fees.

INVOICES & RECEIPTS

- Educators will invoice families on a weekly basis. Most educators invoice via email using our child care software, Harmony.
- Educators will receipt families whenever a payment is made.
- Both receipts and invoices will show a running balance so families can clearly see if their account is in debt or credit.

ONLINE ENROLMENT FORM

- By this step, you would have completed an enrolment form online.
- If you did not upload your child's current immunisation statement, birth certificate and medical forms (if required) please take this opportunity to email them to fdc@cabonne.nsw.gov.au
- All children must have a current immunisation statement on file in order to attend child care.
- All families are required to complete a 'down-sized' enrolment form each year to ensure our information is current and meeting regulation requirements.

ENROLMENT FEE - \$25 PER FAMILY

- You will receive an invoice for your enrolment fee.
- Enrolment fees must be paid before the due date.
- You can start care before the fee is paid.
- This is a one-off fee for new families.

FREE HAT

Children will receive a Cabonne Family Day Care bucket hat upon enrolment

CHILD CARE SUBSIDY

Child Care Subsidy is the main payment to assist families with the costs of childcare. It is paid directly to the service to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay the provider the difference between the fee charged and the subsidy amount.

ADDITIONAL CHILD CARE SUBSIDY

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality childcare on a child's health, wellbeing and development, and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

- Additional Child Care Subsidy (child wellbeing) - to help children who are at risk of serious abuse or neglect.
- Additional Child Care Subsidy (grandparent) - to help grandparents on income support who are the principal caregiver of their grandchildren.
- Additional Child Care Subsidy (temporary financial hardship) - to help families experiencing financial hardship.
- Additional Child Care Subsidy (transition to work) - to help low-income families transitioning from income support to work.
- There is no withholding of Additional Child Care Subsidy payments.

ELIGIBILITY FOR CHILD CARE SUBSIDY

For CCS or Additional CCS to be paid for a session of care provided for a child, that child and their parent or carer ('the individual') must meet certain requirements. Child must:

- Be aged 13 years or under
- Not attend secondary school

However, some older children with a disability and children attending secondary school at a young age may be eligible on a case-to-case basis if they have a legitimate need to access subsidised care and cannot be left unsupervised:

- Children aged 13 and under who are attending secondary school, including children with a disability
- Children with a disability aged 14 to 15 years, and
- Children with a disability aged 16,17 or 18 years in exceptional circumstances

Centrelink will consider the parent's eligibility in respect of these children based on information and evidence provided by the parent when claiming or when updating their circumstances. Also, to receive CCS, the claimant or their partner must be Australian residents as defined under the Social Security Act 1991 or be eligible as non-residents.

If you have not yet applied for the Child Care Subsidy, please do so immediately. This also includes adding a new child to your CCS Assessment.

CHILD CARE SUBSIDY – STATEMENT OF ENTITLEMENT

Each fortnight, we email all families a Statement of Entitlement. This document outlines the days and hours of care used in the fortnight and how much CCS was received. It is a requirement that the service emails this out and allows families to keep track of their CCS usage.

CONFIRMING CCS ENROLMENT

- For families to receive CCS, they must confirm their child's enrolment with our service on their online Centrelink account.
- A task will appear on your online Centrelink account when the enrolment is ready to confirm. The service will also send you an email.

HARMONY SOFTWARE

Our service uses a third-party child care software, called Harmony. Harmony allows us to do the following electronically:

- Enrolment Forms
- Signing in and out
- Invoices
- Receipting
- Reporting and more

SIGING CHILD IN AND OUT OF CARE

You should have, or soon be, receiving an email that contains a link to create an e-Signature PIN. This PIN will allow you to sign your child in and out of care and will replace your physical signature.

Please ensure that only you use your PIN. If any other person will be regularly dropping off or collecting, they will need their own separate PIN.

The educator can also sign the child in and out and leave a comment stating who collected or dropped off.

If a new person comes to collect, the educator will ask for their licence to verify who the person is. The licence number will then be written in the sign out comment if the person does not have a PIN.

VERIFYING TIMESHEETS

At the end of the child's care week, the educator will ask you to verify that the child's timesheet is true and correct. They will do this during the sign out process or they will email you a link to verify the timesheet.

This must be completed every Monday by 10am (for the previous week). After 10am on Mondays, the service staff process timesheets so they must be verified by a parent and submitted by the educator before then.

If a parent is unable to sign a timesheet, the educator can still submit it, but they must print the timesheet and have the parent sign it manually.

COMPLYING WRITTEN ARRANGEMENTS

A Complying Written Arrangement is a formal agreement between the parent, the educator and the service on the planned arrangements for child care.

The agreement through which families can receive Child Care Subsidy is called a Complying Written Arrangement. A Complying Written Arrangement is an agreement to provide care in return for fees.

An arrangement must be recorded, either on paper or electronically, and must be kept by the provider.

A Complying Written Arrangement must be updated when the planned arrangements changes, for example the days or hours of care.

FINISHING IN CARE REQUIREMENTS

To end a Complying Written Arrangement, you must give your educator a minimum of fourteen days' notice. This can be done in person, with a email or by a letter. The educator will ask you to complete a '14 Day Notice Form' if there is no written notice, allowing the office to end the arrangement and enrolment on the correct date.

- Please ensure all child care fees are paid before, or soon after, finishing in care.
- You cannot start with another educator registered with our service until all child care fees are settled with previous educator.

If a family has confirmed their child's last day at a service, but that child does not attend their last booked session of care, **no Child Care Subsidy will be paid for any days after the child's last physical attendance at the service.**

Example 1 - Your child attends Thursday and Friday each week and has not attended for his last two weeks and does not attend on his very last day of care. No CCS will be payable for any absences during those two weeks as the child did not attend on his last day and you will be required to pay full fee for those absence days.

Example 2 - Your child attends every day but not her very last day. No CCS will be payable for the very last day only and you will be required to pay full fee.

ABSENCES

- Child Care Subsidy is payable for 42 absence days per financial year.
- This is not per child care service, but per child.
- If you reach your 42 day limit, we can apply for additional absence days if your child is away because they ill, however we will require a medical certificate.
- If you reach your 42 day limit and cannot provide evidence needed for additional absences, you will be required to pay full fee for all absence days until the new financial year.

SICK CHILDREN

If your child displays any of the below, they must not attend care:

- Fever over 38
- COVID-19 Symptoms - fever, cough, sore throat, runny nose, extreme tiredness)
- Wheezing or shortness of breath
- Hard cough
- Constant runny nose

- Lethargic
- Diarrhoea
- Vomiting
- Red or runny eyes
- Sore throat or swollen glands
- Undiagnosed rashes
- Persistent itching
- Uncovered sores
- Pale skin
- Just not feeling well

A child is okay to return to care when:

- Fever free for 24 hours
- 24 hours since diarrhoea and/or vomiting
- Active, playful and rested
- Cleared by a doctor (an educator may ask for a doctor's clearance)
- COVID-19 symptom free
- Negative COVID-19 test (if child was displaying symptoms, an educator can ask for a negative test to return to care)

Educators are encouraged to send sick children home as they have a duty of care to keep other children safe and well.

If children are away sick, they will be marked as absent and normal child care fees will apply.

WHEN AN EDUCATOR HAS TO CLOSE THEIR SERVICE

If an educator is unwell, on leave, or cannot provide care for another reason, they will close their service during that time. They will give as much notice as possible when unable to provide care, but sometimes may only be able to give little notice, for example if they fall ill.

If an educator closes their service, they cannot charge families for that day. They will cancel the child's session.

If the child's booked session of care falls on a public holiday, the educator has two options:

- Close the service and not charge families
- Be available to work and charge families

If an educator is available to work and families do not require care, the child will be marked as absent.

If a family requires care on a public holiday, they will be charged the public holiday rate as listed in the educator's fees and charges.

IMMUNISATION REQUIREMENTS

From 1 January 2018, only children who are fully immunised for their age OR have a medical reason not to be immunised OR are on a catch-up schedule can be enrolled in childcare. Children who have not been immunised due to their parent's vaccine conscientious objection cannot be

enrolled in childcare. All parents need to provide the service with appropriate immunisation documentation to enrol their child.

Parents must provide an Australian Immunisation Register (AIR) History Statement upon enrolment in this service. The statement needs sent each time the child has immunisations. The service allows two months after the immunisation was due before care is suspended. Staff will send parents reminder emails if the two month deadline is coming up.

ADMINISTRATION OF MEDICATION

Educators can administer medication to children, with the authorisation of the parent or guardian.

If your child has a prescribed medication, the medication needs to be given to the educator in its original container, with the prescription sticker on it. When you drop the child off, the educator will ask you to complete a 'Medication Authorisation Form' that details:

- The time medication was last given
- The time medication needs to be administered
- Dosage to be administered
- Name of medication

The educator will also note the time and dosage given while in care.

The educator can administer paracetamol with authorisation if the child becomes unwell during care. The educator will contact parent before administering. Parent should collect the child if they are unwell for the safety and wellbeing of other children.

MEDICAL CONDITIONS

If your child has any of the following medical conditions, a Management Plan from doctor needs to be supplied to the service:

- Asthma
- Anaphylaxis
- Severe Allergies
- Diabetes

A Risk Minimisation Plan will also need to be completed by the parent and educator.

Both forms will need to be updated annually.

EXCURSIONS

Most educators attend excursions with the children. To do this the educator completes a thorough risk assessment, which is approved by the service staff. They then must have written permission from each parent allowing the child to attend.

If an educator is transporting the child in their vehicle, they need written authorisation from the parent on the child's enrolment form, then again on the risk assessment. Educators who transport have the following on file:

- Current car registration
- Current car restraints check (done annually)
- Current driver licence

EMERGENCY & EVACUATION PROCEDURES

Every three months, all educators are required to practice:

- A full evacuation
- A partial evacuation
- Shelter in place

This is to ensure all children are aware of what to do in an emergency and it allows the educator to practice how to efficiently perform each emergency procedure.

Educators will let their families know when they are completing a procedure so families can discuss it with their children.

INCIDENT, INJURIES, TRAUMA, AND ILLNESS

If your child becomes injured in care, the educator will administer first aid and contact you. Depending on the severity of the injury, the child may need to be collected.

The educator will complete an Incident Report and you will be asked to sign it when collecting the child.

If your child requires an ambulance service, given the service has authorisation to organise this, an ambulance will be called and so will a parent.

If a child becomes ill while in care, first aid will be administered, and a parent contacted. An incident report will be completed, and a parent will need to sign it.

COVID RESTRICTIONS

The following restrictions are in place:

- Adults must wear a mask when dropping off and collecting children.
- Adults must sign in using QR Code provided, no matter how minimal the interaction is.
- Educators need to wear a mask indoors.
- Unwell children, particularly with COVID symptoms, must not be brought to care.

COURT ORDERS, PARENTING PLANS OR PARENTING ORDERS

If there are court orders, parenting plans or parenting orders in place, the educator and the service needs a copy if we are to abide by them.

EDUCATOR PROGRAMS



CABONNE FAMILY DAY CARE
103 Bank Street, Molong NSW 2866
(02) 6392 3219 | fdc@cabonne.nsw.gov.au



Educators are required to program for each child in care. Feedback and contribution to this program is essential in your child's learning and development. Educators will have their program displayed in their service.