

FAMILY DAY CARE TASMANIA

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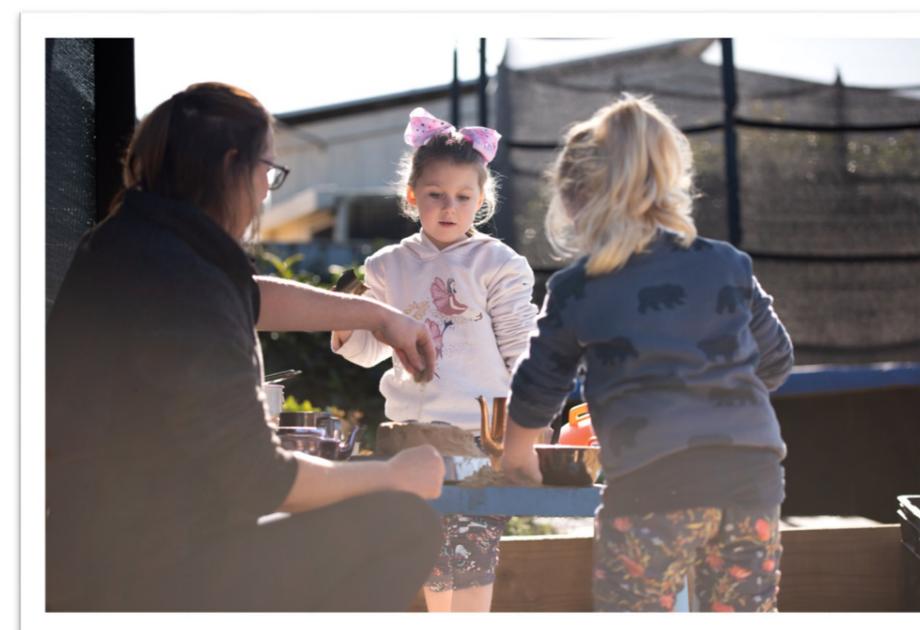
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Thrive Group acknowledges and pays respect to the Tasmanian Aboriginal community as the traditional and original owners and continuing custodians of this land.



Thrive Group Family Information Handbook 2022



Welcome to Thrive Group Tasmania Inc.

Who are we?

Thrive Group Tasmania Inc. (Formerly known as Northern Children's Network) has been providing education and care to Tasmanian Children from birth to 13 years of age since 1975. Thrive is a 'not for profit' organisation governed by a skills based Board of volunteer community members.

All Thrive Group services are approved to operate by the Tasmanian Department of Education – Education and Care Unit. Our Family Day Care [FDC], Early learning [EL] and Outside School Hours Care [OSHC] services are accredited in the Australian Children's Education and Care Quality Authority – Assessment and Rating System.

Our FDC Educators are located state wide.

Our Early Learning Services are located in Beaconsfield, Bicheno, Campbell Town, Queenstown, Scottsdale, St Marys, Triabunna and Whitemark.

After School Care programs are offered by Thrive at Evandale, Hagley, Invermay and Westbury Primary Schools. We also run a Before School Care program at Westbury Primary School. Our Amy Road OSHC service in Newstead provides a pick-up service to local schools for the after school Care program and runs a school holiday program for children enrolled at any of our OSHC services.

To enquire about any of the above services please contact your local office on the numbers provided in this handbook.



A word from our General Manager

Dear Prospective Parents & Guardians

Choosing a provider for the education and care of your child can be tricky as there are so many options and so much information so we have attempted to make it easy for you to find all the information you need in one place to help. We hope you find this guide clear, concise and easy to follow but as always, our friendly team are just a call or email away if you have any queries.

Family Day Care provides a unique education and care offering that can't be delivered through a traditional centre based setting as child to educator ratios are capped at a small number and education and care takes place in a home-style environment, often the Educator's own home. This allows greater continuity of care as there are no changes in shifts, your Educator is present throughout the education and care session. We have the honour of being one of the oldest registered Family Day Care providers in Australia and have a proud history of providing quality education and care throughout Tasmania.

We partner with a range of Family Day Care Educators as sub-contractors who uphold the highest standards in accordance with the National Quality framework in providing quality education and care to each child. Our Family Day Care coordination unit works closely with each educator to ensure that the standards are upheld to ensure the well-being of each child is at the heart of their experiences and excellent educational outcomes are achieved. Many of our Educators have been with us for a number of years and are conveniently located throughout many local suburbs and communities. Our enrolments team will work closely with you to find an Educator who suits your education and care needs based on the information you provide.

Once a suitable Educator is found, we can put you in touch with them for an initial chat and tour of their setting and program. As an Approved Provider, we are always available in the background to assist with any queries. We have been providing quality education and care throughout the State since 1975 and therefore we also understand that Family Day Care may not meet everyone's needs. We are happy to have a chat and provide recommendations to assist you with finding the most suitable early learning offering for you and your family. Please don't hesitate to get in touch with one of our friendly team members so we can assist.

Ed

Ed Beswick
General Manager
Director of Finance



Family Day Care Tasmania Contact Details



Family Day Care Tasmania - NORTH

Office Address 59D Amy Road, Newstead, Launceston 7249
Office Hours 9.00am – 5.00pm Monday to Friday
Phone 6341 1555
Website thrivegroup.org.au
Email fdcenrolments@thrivegroup.org.au
Postal Address P.O. Box 724, Kings Meadows, Tasmania. 7249

Family Day Care Tasmania - SOUTH

Office Address 5 Springfield Avenue Moonah 7008
Office Hours 9.00am – 5.00pm Monday to Friday
Phone 6228 2487
Website thrivegroup.org.au
Email fdcenrolments@thrivegroup.org.au
Postal Address P.O. Box 141, New Town, Tasmania. 7008



What do I need to know about Family Day Care?

What is Family Day Care?

Family Day Care is an Education and Care service that provides flexible quality care for children up to 13 years of age. It is delivered in a relaxed and friendly home based setting by registered Family Day Care Educators, where small groups of children can interact and learn in a fully supervised environment.

Educators are experienced and skilled individuals who provide quality care within their own home, catering to the needs of families and individual children. They are able to provide families with full time or part time care, weekend care, public holiday care, before and after school care and overnight care. Our Services work in partnership with Educators to support children's learning and development while offering support to both Educators and parents.

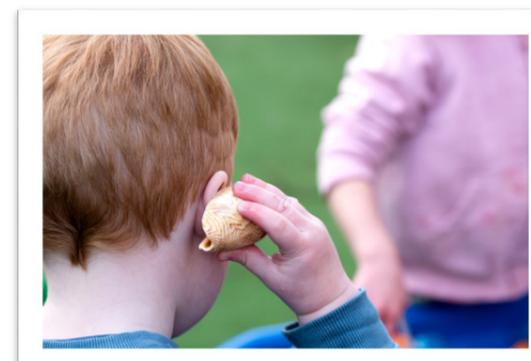
What is the role of the co-ordination unit?

Thrive Group employs Diploma qualified Co-ordination staff to support and monitor Educators and children's development alignment with the National Quality standards and ensuring the Education and Care Services National Regulations.

Compliance Officers visit Educators regularly and also provide additional training and support as required. Co-ordination staff are available to discuss queries regarding your child's Education and Care.

Thrive Group also employs Business Services staff who are skilled in managing the administration aspect of your child care. Business Services Officers can assist you with questions relating to your enrolment, Child Care Subsidy enrolment, Parent/Guardian Usage Statement, fees, overdue accounts and Complying Written Agreements.

If you wish to discuss any matters relating to the Education and Care of your child please do not hesitate to contact your local office.



What if my child has a medical condition?

If your child has a medical condition, we ask that you provide us with a management plan, which has been completed in consultation with your child's medical practitioner. We have forms available to assist you.

Are there special requirements regarding medication?

Yes – the following requirements apply in relation to administration of medication;

You need to authorise the administration of medication on a Medication Record which is available from your Educator.

Ensure all medication is in its original, labelled container, bottle or tube. If medication is prescribed by a regulated medical practitioner the medication should bear the name of the child to whom it is to be administered.

Always hand any medication directly to your Educator, please ensure medication is not left in your child's bag.

A child must be of preschool age or older to self-administer medication and there needs to be written instructions from a medical practitioner, including the expected level of supervision.

A Medical Management Plan from a Medical Practitioner will be required for specific diagnosed medical conditions. Please contact your local Thrive office for further information.

What if my child is sick?

We request that you keep your child home if he/she is ill. This helps reduce the risk to other children and your Family Day Care Educator becoming ill.

If your child becomes ill during the day whilst in care, your Educator will contact you and ask that you collect him/her. Please ensure that all contact numbers are correct, to avoid any delay.



What happens if my child contracts an infectious disease?

If your child displays symptoms of an infectious disease or is diagnosed with an infectious disease, he/she will need to be excluded from Family Day Care for the period recommended in 'Staying Healthy – Preventing Infectious Diseases in Early Childhood Education and Care Services' 5th Edition 2012 www.nhmrc.gov.au. This is the primary reference guide for Family Day Care Tasmania.

On occasions, a medical clearance may be requested prior to care resuming.

Your Educator will always advise you of any incidents of infectious disease in the care setting by discussing with you and/or providing a written notice.

Unimmunised children using Family Day Care services will need to be excluded from care in the event of a vaccine preventable disease outbreak. Such exclusions will continue until the outbreak is declared over.

What if my child has an accident or becomes injured?

While your Educator will take all preventative measures to keep your child safe, unfortunately they may still have an accident or become injured.

If an incident occurs while your child is in the care of an Educator, they will administer First Aid as required and complete an Accident/Injury/Illness Record form which you will also be required to sign.

This will be forwarded to the office and, if necessary, to the State Regulatory Body within the legislative timeframes.

Parents will be contacted in the event of a serious injury (i.e. head injury, or where Emergency Services are required to attend) as soon as is practical.

What is the process for my child to go on Excursions?

Educators may choose to include Routine or Non-Routine Excursions as part of their program. You will be asked to provide written consent to the Excursions prior to them taking place. It is important that you read the Excursion Form carefully and ensure you are clear on all aspects of the Excursion prior to giving your authorisation. A Routine Excursion is an outing that takes place at least once a fortnight. This could be a trip to the library or the park for example. A Non-Routine excursion is an outing that may be a one-off experience, a trip to a playgroup or a special performance perhaps. All authorisations to excursions are provided to the Service and will be stored in accordance with the National Law and Regulations.



What if my Educator is sick/goes on leave and I still need care?

If your Educator is ill or has taken annual leave, please contact the service and we will attempt to arrange alternative, short term or back-up care wherever possible. Childcare fees will not apply for care if your Educator is not available.

What is the Arrival and Departure procedure?

To guarantee that children have an uncomplicated transition into care and secure departure, parents should be aware of the following;

Parents will be issued with a PIN to sign children in and out of the care environment. It is essential that you keep your PIN secure and do not share it with your Educator – they will have their own PIN should they be required to sign a child in or out of care (as in the case of school pick ups or drop-offs).

Parents have a legal responsibility to PIN their child in and out of care and to ensure that all information contained in timesheets is accurate to the best of their knowledge. If you have any questions relating to the information contained in your timesheets please first contact your educator to discuss. If you still have questions please contact your local Thrive Group office and our staff will be more than happy to assist.

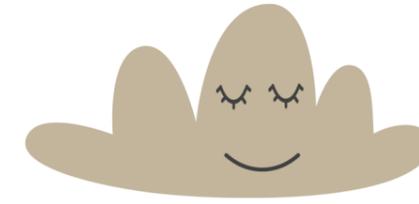
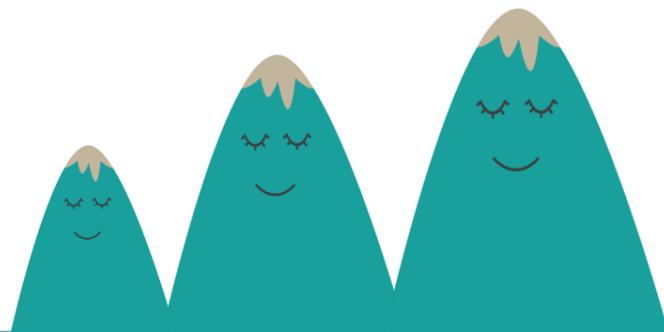
Parents are required to PIN their child in when they leave their child with the Educator and then PIN the child out when they collect their child.

Educator responsibility for the child during arrival and departure times begins and ends when the child is pinned in and out of care.

Parents are asked to stick to booked hours for delivery and collection of children. This will ensure late fees are not incurred and maintain a sound routine for children.

Under Family Assistance Law a person may commit an offence and is liable for a civil penalty if a session report is not submitted within the required timeframe and containing the required information, including information needed to determine whether an individual is eligible for, or entitled to be paid, Child Care Subsidy or Additional Child Care Subsidy and, if so, the amount.

If the Service has any queries relating to the accuracy of information provided to us we may contact Educators and Parents for verification.



Do you have Policies and Procedures? How can I access these?

Thrive Group maintains all Policies and Procedures as required under all relevant Government Legislation. You can access a full copy of our Children's Services Policies and Procedures from your Educator or from the Northern or Southern Thrive Group offices.

Family input into Thrive Group policies and guidelines is very welcome. We encourage feedback from families regarding service procedures, care provisions and concerns.

Confidentiality/Privacy

Thrive Group is subject to the National Privacy Principles (NPPs) under the Privacy Act 1988 in the handling of personal information. We are required to collect personal information about you and your child during the course of your enrolment with our Services.

We also hold information regarding you and your child's Child Care Subsidy entitlements. All personal, private and business information will be held in confidence and will not be disclosed to other parties without prior consent with the exception of overdue account debt collection.

What if my details change?

Once enrolled, it is vital that you keep us informed of any changes in your personal details e.g. contact details, family circumstances, custody arrangements and medical conditions. Please contact your Educator or your local office to make enrolment updates.

Families will also be asked to check their children's enrolment records annually and advise us of any required updates at this time.

What if my child is a Relative of my Educator?

Educators can still provide care for relatives; however, there are several rules, which apply to this care arrangement.

Under Family Assistance Law, relatives are considered to be:

- Niece or Nephew
- Cousin
- Grandchild (including a great grandchild)

If your child is related to your Educator they will still be eligible for care and Child Care Subsidy provided that your Educator is caring for *under* 50% of relatives in a Child Care Subsidy fortnight.

Your Educator will be responsible for monitoring their Relatives in Care and advising the Service of this each week.

What do I do if I have questions, concerns or a complaint?

We encourage you to raise any queries or concerns firstly with your Educator.

If you are not satisfied with the outcome, and wish to take the matter further, please contact:

Thrive Group Family Day Care Manager

Caitlin Heyward

6341 1555



What should I know about Fees?

What Fees will I be charged?

Family Day Care Educators are self-employed and therefore they set their own fees. Your Complying Written Agreement (Service/Parent Agreement) should include the details of all fees your Educator intends to charge, including late fees, sundries (such as nappies and sunscreen), meals and transport.

There is also a Parent Levy which is an administration fee charged by Thrive Group which will form part of your total hourly fee.

Child Care Subsidy is payable on ALL fees associated with child care provided, including the Parent Levy.

What is Child Care Subsidy?

Child Care Subsidy (CCS) is available for eligible families and is the main way the Government supports families with their child care fees.

Child Care Subsidy is the portion of your Child Care fees which is paid to the child care provider from the Government. This payment is then passed on to parents through the Educator and parents will need to pay the remainder of their Child Care invoice to their Educator directly. This payment is commonly known as the Gap Fee or Parent payment.

CCS is only payable on a maximum of \$11.40 per hour.

Please contact Centrelink on 136 150 to discuss your eligibility or to put in a claim for CCS.

You will also be required to confirm your enrolment, once it is completed, via your MyGov account in order to receive Child Care Subsidy.

Unpaid Fees

The Educator reserves the right to cancel care due to unpaid child care fee's as per your Complying Written Agreement.



What additional financial support is available?

Additional Child Care Subsidy (ACCS) is a top up payment in addition to Child Care Subsidy for eligible families. ACCS is available to eligible families for a 13 week period, after which time it will need to be reviewed and re-instated if applicable.

There are four main categories for ACCS:

- Child wellbeing
- Grandparents
- Financial Hardship
- Transition to work

The Service is only able to assess and approve ACCS for Child Wellbeing. All other ACCS claims must be directed to Centrelink.

If you feel you are eligible for Additional Child Care Subsidy under the Child Wellbeing Category please contact your local Thrive Group office and speak to one of our friendly Customer Support Officers who can assist you with the process.



2022 Fee Information

Family Administration Levy	\$1.25 per hour per child
Child Care Subsidy Cap	\$11.80 per hour

What is a Child Care Usage Statement?

Under Family Assistance Law, the Service is required to issue parent/guardians with a Statement of Entitlement every fortnight.

This will be emailed to the email address provided to us on the enrolment form.

A Child Care Usage Statement should include attendance details such as charged hours, absences and actual attendance data. Should you have any questions regarding your Statement of Entitlement, please contact your local Thrive office.

Your Child Care Usage Statement is for your records only and is not an invoice or account.

What if my child is absent from care?

Your Educator will normally charge for absences that occur on a booked day of care.

You will not be charged for absences when an Educator makes themselves unavailable for care i.e. if the Educator is unwell or on holidays.

Child Care Subsidy will apply to 42 initial absences from care across all approved child care services during each financial year. These absences can be taken for any reason and do not require supporting documentation, but they are only available on a day on which care would otherwise have been provided if the child was not absent.

If you require additional absences you may still be eligible for Child Care Subsidy depending on your circumstances. For example, if you or your child are unwell, you can provide a medical certificate to the Service and you will still be eligible for Child Care Subsidy on the additional absences claimed during that period.

Please also note – absences that occur prior to the first day of actual care provided OR after the last day of actual care provided will not be eligible for Child Care Subsidy.

What if a Public Holiday falls on a booked day of care?

Public Holidays are counted in the 42 absences. Educators can choose whether to open for care on a Public Holiday.

Under Family Assistance Law, those Educators who choose to close have the option of charging for care if it is a booked day. This is the only instance where an Educator can make themselves unavailable for care and still charge for an absence.



Providing quality education and care throughout Tasmania since 1975.

When do my Child's attendances get submitted to the Government?

All attendance data is submitted to the Service by your educator weekly. This information is then submitted to the Government and then returned to the service with the correctly calculated subsidies applied.

Once this process has been completed you educator will receive their payment information which will then enable them to invoice you for your Out of Pocket costs or Gap Fee.

Your Educator will advise you whether they will invoice you weekly or fortnightly and this information will be included in your Complying Written Agreement (Parent/Service Agreement)



Regulatory Framework

What are the frameworks that underpin Family Day Care Tasmania?

Family Day Care Tasmania operates under the National Quality Framework which incorporates the National Regulations and Law, the National Quality Standard, Educational Learning Frameworks and the Assessment and Rating process.

National Quality Standard

The National Quality Standard assists Services to provide the best level of early childhood education and care through following a national learning framework.

The National Quality Standard include seven quality areas against which Services are assessed:

- Educational Program and Practice
- Children's Health and Safety
- Physical Environments
- Staffing Arrangements
- Relationships with Children
- Collaborative Partnerships with Families and Communities
- Governance and Leadership



1 Educational program and practice

2 Children's health and safety

3 Physical environment

4 Staffing arrangements

5 Relationships with children

6 Collaborative partnerships with families and communities

7 Governance and leadership

Useful tips for families meeting an Educator

Things to discuss

- What programs do you offer children in care?
- What items do you supply? i.e. nappies, sunscreen, meals etc.
- Do you do excursions?
- Do you provide transport?
- What are your fees?
- What are the payment arrangements?
- What if my child needs medication?
- What happens if my child is unwell?
- How will we communicate about my child's progress?
- How will the educator communicate with you if they are unable to work on a particular day?



Ever thought about being your own child's Family Day Care Educator?



Continue to
nurture your own
family

Earn an attractive
income without ever
leaving home

thrive
group

Learn new skills and
gain a qualification
while you work

Contact Thrive Group
for more information

03 6341 1555

fdcsupport@thrivegroup.org.au