













Family Information Handbook



2024/2025

FAMILY DAY CARE TASMANIA

Contents

-  Welcome to Thrive Group Tasmania inc.
-  A Word from our Chief Executive Officer
-  Thrive Group & Family Day Care Tasmania Contact Details
-  What is Family Day Care?
-  Fee Information including Child Care Subsidy
-  Regulatory Framework
-  Helpful Contacts
-  Useful Tips for Meeting Educators
-  Thrive in the Community
-  Becoming a Family Day Care Educator

Providing quality education and care throughout Tasmania since 1975.



Thrive Group acknowledges the traditional owners and custodians of country in lutruwita (Tasmania), the palawa people, along with their continuing connection to land, waters and community. We acknowledge that sovereignty was never ceded and pay our respects to Elders past, present and emerging.

Welcome to Thrive Group Tasmania Inc.

Who is Thrive Group?

Thrive Group Tasmania Inc. 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 for Education, Children and Young People - Education and Care Unit.

Our Family Day Care (FDC), Early Learning (EL) and Outside School Hours Care (OSHC) Services are accredited in the Australian and Children's Education and Care Quality Authority - Assessment and Rating System.

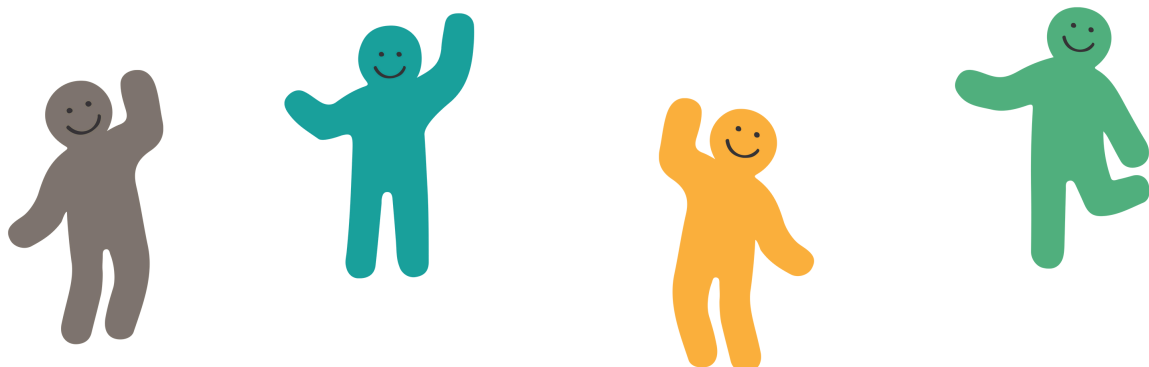
Our FDC Educators are located State wide.

Our EL Services are located in Beaconsfield, Bicheno, Campbell Town, Scottsdale, St Marys, St Helens, Triabunna and Whitemark.

OSHC programs are offered by Thrive at Evandale, Hagley, Invermay, Longford, Riverside and Westbury. A Before School Program is run at Westbury Primary School and Longford Primary School.

Our Amy Road OSHC service in Newstead provides a pick-up service to local schools for the after school program and runs a school holiday program for children who are enrolled at any of our OSHC Services.

To enquire about any of the Services that Thrive offers, please contact your local office on the numbers provided in this handbook.





A word from our Chief Executive Officer

Dear Prospective Parents & Guardians

Choosing a provider for the education and care of your child can be challenging with so many options available. To make things easier, we've compiled all the essential information in one place. We hope you find this guide clear and easy to follow but as always our friendly team are just a call or email away if you have any questions.

Family Day Care offers a unique education and care experience in a home-style environment, often in the Educator's own home with small child-to-educator ratios that can't be matched by traditional centre based settings. Additionally, as there are no changes in shifts, your Educator is present throughout the education and care session, providing greater continuity of care.

We are proud to be one of the longest standing registered Family Day Care providers in Australia and

have an extensive history of providing quality education and care throughout Tasmania.

We partner with a range of Family Day Care Educators as sub-contractors who maintain the highest standards in accordance with the National Quality framework in providing quality education and care to each child.

Our Family Day Care team works closely with each Educator to ensure that the wellbeing of every child is prioritised and excellent educational outcomes are at the heart of their experiences.

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 that fits your child's specific needs. Once a suitable Educator is found, we can arrange an initial meeting and tour of their setting and program.

As an Approved Provider, we are always available to assist with any queries. We have been providing quality education and care throughout Tasmania since 1975 and we understand that Family Day Care may not suit everyone's needs.

We are happy to chat and offer recommendations to assist you to find the best early learning option for your family.

Please don't hesitate to reach out to our friendly team for assistance, we look forward to welcoming you to one of our Thrive Group services.

Ed Beswick
CEO
Thrive Group Tasmania Inc



Thrive Group & Family Day Care Contact Details

Family Day Care Tasmania - North

Address: 59d Amy Road, Newstead 7249

Postal Address: P.O. Box 724, Kings Meadows, Tas 7249

Office Hours: 9.00am - 5.00pm. Monday to Friday

Phone: 03 6341 1555

Family Day Care Tasmania - South

Address: 5 Springfield Avenue, Moonah 7008

Postal Address: P.O. Box 724, Kings Meadows, Tas 7249

Office Hours: 9.00am - 5.00pm. Monday to Friday

Phone: 03 6228 2487

Email: fdcenrolment@thrivegroup.org.au

Website: www.thrivegroup.org.au



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, by qualified and registered Educators. It is delivered in a relaxed and friendly home based setting, where small groups of children can interact and learn in a fully supervised environment.

Educators are experienced and skilled individuals, holding a qualification in ECEC who provide quality education and 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 families.

FDC Services are required to deliver education and care under the same learning and quality frameworks, Laws and Regulations as other approved education and care services, such as Long Day Care.

Thrive Group employs Diploma qualified co-ordination staff to support and monitor Educator and children's development in alignment with the National Quality Standards and adhering to Education and Care Service National Regulations.

Compliance Officers visit Educators regularly and also provide additional training and support as required. Co-ordination Staff are available to discuss any 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 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, if required.

If a Medical Action Plan (Asthma Action Plan or Anaphylaxis Action Plan) is required for your child, it must include your medical practitioners details and signature, and child details for it to be accepted.

Please note that if your child requires a medical action plan, it must be supplied prior to care commencing.

Your Educator will also complete a Risk Minimisation and Communication Plan in conjunction with you, prior to care commencing.

Medical Action Plans are required to be updated every 12 months. Please ensure you pass on any updated medical plans to Thrive Group.

Are there special requirements regarding medication?

Yes - the following requirements apply in the relation to administration of medication.

- You need to authorise the administration of medication on a Medication Record which is available from your Educator.
- All medication needs to be in its original, labelled container, bottle or tube. If the medicine is prescribed by a regulated medical practitioner, the medication should bear the name of the child to whom it is administered with a pharmacy label. All other medication, creams etc, requires a pharmacy label with the child's details.
- 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. Written instructions from a medical practitioner, including the level of supervision must be provided.
- 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.

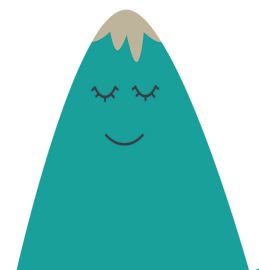
What if my child is sick?

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

Upon collection you will be required to sign an illness/incident form.

Please ensure all your contact information is 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 the FDC environment for a period recommended in *'Staying Healthy - Preventing Infectious Diseases in Early Childhood Education and Care Services' 6th Edition 2024 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 written notice.

Unimmunised children using FDC 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 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.

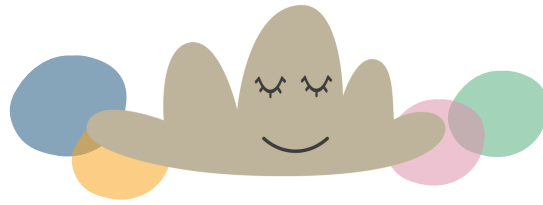
Parents will be contacted in the event of a serious injury (i.e. head injury, or where emergency services are required to attend) as soon as practical.

What is the process for my child to go on an excursion?

Educators may choose to include Routine or Non-Routine excursions as part of their program. You will be asked to provide written consent for the excursion 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 are assessed, and are stored in accordance with the National Law and Regulations.





What if my Educator is sick or 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.

Child care fees will not apply if your Educator is not available to provide education and care.

What is the arrival and departure procedure?

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

- Parent/Guardians and Authorised Persons (i.e. authorised family contacts) will be issued with a PIN to sign children in and out of the care environment. It is essential you keep your PIN secure and **do not share it with your Educator** - they have their own PIN should they be required to sign a child in or out of care (as in the case of school pick up or drop off).
- Parent/Guardians have a legal responsibility to PIN their child in and out of care and to ensure all information contained in timesheets is accurate to the best of their knowledge. If you have any questions regarding the information contained in your timesheets, please contact your Educator in the first instance to discuss. If you still have questions, please contact your local Thrive Group office and our staff will be more than happy to assist.
- Parent/Guardians 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 begins and ends when the child is pinned in and out of care.
- Parent/Guardians are asked to adhere to booked hours for delivery and collection of children. This will ensure late fees are not incurred and maintain a sound routine for the children. It will also ensure the Educator has the correct number of children in care within the government mandated ratio (of children to educator).

Under Family Assistance Law a person may commit an offence and is liable for a civil penalty if a sessions 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/Guardians 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 Thrive Group office. Copies of individual policies can also be requested through the Thrive Group website.

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

Confidentiality and 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 on 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 information.

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, enrolling at school and medical conditions. Please contact Thrive Group by either calling the Office or emailing fdcenrolment@thrivegroup.org.au to make any updates.

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

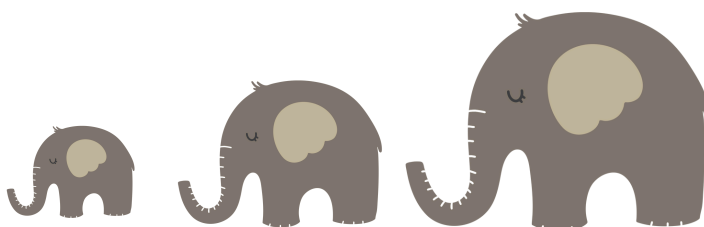
What if my child is a relative of my Educator?

Educators can still provide education and 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)
- Step children

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 each week.



What should 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 Tasmania Manager

Caitlin Heyward

03 6341 1555





What should I know about fees?



What fees will I be charged?

Family Day Care Educators are self-employed and therefore set their own fees. Your Complying Written Agreement (CWA/Enrolment Confirmation) includes all the details of the 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 the education and care provided, including the parent levy.

The parent levy is \$1.60 per child, per hour.

What is the 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 education and care fees which is paid to the child care provider (Thrive) from the Government. This payment is then passed onto families through the Educator and families will need to pay the remainder of their education and care invoice to their Educator directly. The payment is commonly known as the gap fee or parent payment.

Under National Legislation and Law, the gap fee payment to your Educator must be made electronically i.e. bank transfer or EFT

CCS is payable on a maximum of \$13.24

Please contact Services Australia/Centrelink on 136 150 or through your MyGov account to discuss your eligibility or to apply.

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



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 reinstated 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.

2024 Fee Information

Family Administration Levy - \$1.60 per hour per child

Child Care Subsidy Cap - \$13.24 per hour



What is a Statement of Entitlement?

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 education and 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 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 and you can provide a medical certificate to the Service you will still be eligible for CCS 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.

Please refer to your Educators Complying Written Agreement to see if your Educator is open/available to provide education and 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.



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 your Educator will receive their payment information which will then enable them to invoice you for your out of pocket costs or gap fee.

This information is usually provided to your Educator on a Thursday (this may differ under exceptional circumstances).

Your Educator will advise you of their invoicing schedule and accounts due timeframe and is also outlined in your Complying Written 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 includes 7 quality areas 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

Learning Frameworks

Early Years Learning Framework

Fundamental to the framework is a view of children's lives as characterised by *Belonging, Being and Becoming*. From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly with families, who are children's first and most influential educators. As children participate in everyday life, they grow as individuals and form new connections. The Early Years Framework as a curriculum provides guidance and support for Educators to scaffold children from birth to 8 years as they undertake this journey of discovery.

My Time, Our Place - Framework for School Age Care

In school age care settings, Educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with Educators to extend their life skills and develop dispositions towards citizenship. *My Time, Our Place* continue the journey begun with the Early Years Learning Framework, so families can clearly see their child's journey across the years.

National Assessment and Rating System

Education and Care Services are assessed and rated by their State and Territory regulatory authority. Services assessed against the 7 quality areas of the National Quality Standard. The quality ratings are published on the National Register and the Starting Blocks websites. Ratings must be displayed at the Service at all times.

Further Information:

Australian Children's Education and Care Quality Authority (ACECQA)

<http://www.acecqa.gov.au/>

Education and Care National Regulations

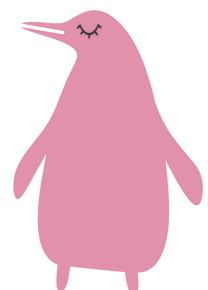
<http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

Education and Care Services National Law (Application) Act 2011

<http://legislation.tas.gov.au/view/html/inforce/current/act-2011-048>

Starting Blocks

<http://www.startingblocks.gov.au/>



Other Useful Contacts

Family Day Care Australia

1800 621 218

<http://www.familydaycare.com.au/>

Care for Kids

<http://www.careforkids.com.au>

Services Australia (Centrelink)

136 150

<http://servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

myGov

132 307

<http://my.gov.au>

Immunisation Register

1800 653 809

<http://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register>

Useful Tips for Families meeting an Educator

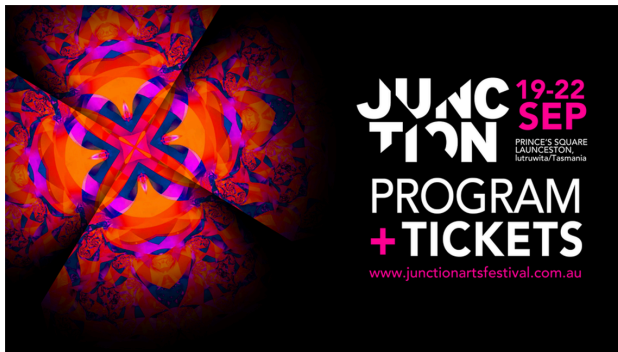
Things you may like to discuss

- What program and practices do you offer children in care?
- What items do you supply? i.e. nappies, sunscreen, meals, snacks etc.
- Do you take the children on excursions?
- Do you provide transport?
- What are your fees & terms and conditions?
- What are the payment arrangements?
- What happens if my child requires medication?
- What happens if my child is unwell? i.e. before attending care, or falls ill during a session of care?
- 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?

Thrive in the Community

As passionate leaders in the education and care sector, Thrive Group supports many in the community and participates in local events.

These are a few of the organisations and events we have previously attended/supported, and are currently collaborating with.



before, bump, birth & beyond



Are you looking for a flexible and rewarding career in early education and care?

Continue to nurture your own family as their FDC Educator

\$150 resource voucher and access to a no interest loan for new FDC Educators

Take control of your income, be your own boss

Build on your Cert III qualification with professional development opportunities and support every step of the way



 **Launceston 03 6341 1555**

 **Hobart 03 6228 2487**

 fdcsupport@thrivegroup.org.au

 thrivegroup.org.au/fdc

 **FAMILY DAY CARE**
TASMANIA



thrive
group

Making
memories
that matter

Providing quality education and care
throughout Tasmania since 1975.

Family Day Care Tasmania