



FAMILY INFORMATION BOOKLET

Office number: 0402100303
Email: whitegumfdc@gmail.com

Welcome and thank you for choosing White Gum FDC Service...

White Gum FDC Service is here to support you, your child and the educator you have chosen. It is our responsibility to ensure that you have a safe and secure place for your child to attend for childcare. As part of our service we are the agent for collecting the CCS and distributing it to the educators as well as completing regular support visits and compliance audits of all educators.

Our philosophy is based on a common goal of appreciation and recognition of educators, children and families. We strive to encourage educators to embrace nature and challenge children in healthy risky play to build and strengthen their physical, social and emotional wellbeing.

Educators are independent sole traders so you will find that each educator will do things a little differently, they will follow their own philosophy on early childhood education as well as set their own fees and policies, in addition to observing and embracing those set by White Gum FDC Service.

Hours of Operation

The Service office hours are Monday - Friday 7.30am - 4.00pm

The Service office is closed on weekends – Educators are able to contact us for all urgent and emergency matters 24/7.

Office number: 0402100303

Email: whitegumfdc@gmail.com

Your educator will inform you of their own operating hours during your enrolment process.



White Gum Philosophy

We believe that empowering and valuing the educator fosters meaningful, trusting and respectful relationships with the children and families.

We believe exceptional care and education comes naturally when there is collaboration between service staff, educators, families and especially the children.

We value continuous improvement to thrive and prosper as a service for children and families.

BELONGING

We believe that children flourish when they can engage in environments where they feel safe, secure and supported.

Children will be encouraged to develop their sense of identity through flexible routines and interactions with others.

We embrace the right for a child to learn in an inclusive manner that best suits them. We encourage service staff and educators to be flexible with their teaching styles and adapt to the changing needs of the child.

BEING

We at White Gum Family day care Service honour and acknowledge the Whadjak People of the Noongar nation. We do this by respecting and learning about the land on which we play and learn..

We acknowledge the importance of family, community and cultural relationships within a child's life. We strive to encourage and support educators in promoting and embedding cultural inclusivity.

At White Gum FDC Service we will strive to work in harmony with our local community, building solid foundations of trust and respect. It is important to us to give back to our community whenever possible and will support educators to also to this in their own communities.

We aspire to have the environment as an essential teacher and encourage and support educators to build upon this within their service. The play space will be as sustainable as possible using recycled, natural and loose parts item to encourage children to use their own imaginations.

We support the concept that nature play and exploration is crucial to children's development both physically and emotionally We will encourage and support educators to give this opportunity to the children in their care.

BECOMING

We understand and respect that no two children may learn the same way, so educators are supported to plan for the children in their care in a manner that best supports the individual, the group and the service philosophy and pedagogy . Children are encouraged to be the instigators of their own learning and creativity. The service and educators will provide the children with the resources to meet their educational and emotional needs whilst empowering them to be the instigators of their own learning journey . At White Gum FDCS we celebrate all that the world has to offer. Whilst we promote the concepts of nature play, we embrace the modern world and the benefits that technology offer as a learning tool. We encourage and support Educators and children to use technology that promotes their learning journey in a safe manner.

Children's cyber safety and confidentiality is paramount.

At White Gum FDCS all Educators, Approved Providers and coordinators will be mandatory reporters to ensure each child is at the forefront of all safety and wellbeing decisions. White Gum FDCS will always advocate for the right of the child to live in a world where they are safe and free to learn and thrive.

Policies and Procedures

White Gum FDC Service has a set of policies and procedures in place that align with the state and national laws surrounding children in care. You can view a copy of these at any time, just give us a call and we can forward the information to you.

Each Educator may also have their own policies in place that are specific to the service they run, such as a policy on:

- Late fees;
- Illness;
- pets
- outings and more

If at any time you feel unhappy with the service you use we encourage you to follow the complaints and grievance policies.

We also love to hear all the wonderful things you love about your educator so make sure you let us know that too!!!

What to bring to care....

You educator will let you know everything you need to bring for your child but as a general rule of thumb the following is a great start:

- Nappies
- Spare clothes including socks
- Gum boots in winter
- A comforter for rest time and for settling in
- Hat
- Drink bottle / babies bottles & formula

Remember to clearly label your child's items and pop a wet bag in the bag too for the days they might get a bit wet and grubby!!!



Fees & Levies

Approved educators operate as self-employed small business owners and set their own fees, days of operation and minimum hours for provision of education and care under White Gum Family Day Care Service. Educator fees must be approved by White Gum FDC Service to be fair and equitable.

The educator pays a \$150p/h levy for each hour a child is in care. This levy goes toward providing the resource library, administration and maintaining high educator support. There is a \$10 dishonour fee for any direct debit transactions when there are insufficient funds to cover the fee payment. You will receive a reminder email. Please call White Gum FDCS for any issues you may have. If the debt is still outstanding after 2 weeks care may be ceased and further action taken to secure the payments for the Educator who provided care.

Families will be provided with a fee schedule for each session of care for individual educators at time of enrolment. Educator fees may vary due to educator qualifications, location, hours of care provided including casual and permanent fees, overnight fees, weekend rates and the age of the child. Some educators provide food, nappies and transport and these will be added to the hourly fees. Late fees will be detailed on the fee schedule.

ENROLMENT FEE

- An educator levy of \$1.50 will be charged per child/per session of care
- Any account that is in credit at the end of your child's care, will be refunded to families from White Gum FDC Service

GENERAL FEES

- Fees are to be paid and are the responsibility of the family
- CCS is paid directly to White Gum FDC Service and this is used as a fee reduction (visible on a family's statement)
- Families are required to pay their 'Gap' payment to White Gum FDC Service. The difference between the fee charged and the subsidy amount- the 'gap' amount
- 'Gap Fees' must be paid via direct debit through FDSeeCCS (effective 02 July 2023) Centre Payments 0.80% service fee for bank account, standard Mastercard 1.52% standard Visa 1.70% for any other card please see fee schedule. We recommend using bank account for lower fees.

There is a \$9.00 failed payment fee to Centre Payments

- White Gum Family Day Care Service will issue receipts for all fees paid
- If families wish to pay fees on a weekly, fortnightly or monthly basis, it is a requirement that the family pay in advance and are not in arrears
- Families are requested to contact the Service if their child is unable to attend a particular session
- Fees are payable in advance for every session that a child is enrolled at the FDC Service. This includes pupil free days, sick days, and family holidays but excludes periods when the educator is closed. The FDC educator may close their service due to periods of local emergency such as bushfire or flood or pandemic
- If a session of care falls on a public holiday, families are required to pay normal fees. CCS will be paid for sessions that fall on public holidays
- Casual days may be offered to families if available, please speak with your educator

- **Please read through the CCS Procedures Guide Policy for more information regarding payments**

FDSeeCCS is the software that we use to process your child's attendance records with their educator as per the national law requirements.

When you enrol your child with your chosen educator you will have access to your own portal on FDSeeCCS this is where you will be able to access all your booking requests, invoices and receipts. You will also be able to pay any extra fees that occur due to any changes with CCS entitlements or extra hours of care you may have booked. To make ANY extra payments please contact our office and DO NOT use the pay now option on your portal as your payment may not be reconciled accordingly

You will also have the ability to update your child's enrolment details here to include updating approved contacts, court orders etc.



Child Care Subsidy (CCS)

When you enrol your child into care it is important that you have already registered for CCS. This process is easily done via your Mygov account. You simply register that your child is enrolled with White Gum FDC service and follow all the prompts required.

CCS is paid by the Federal government as is means tested. You will receive a select amount of hours and a percentage of finance from them to support your childcare needs, this is also activity tested so depending on the family income and the hours worked or participated in approved activities you will receive the payment. If you are not entitled to CCS you will be required to pay the full amount directly to White Gum FDC and we will then pass the money onto the educator.

CCS is an agreement between you and Family Assistance laws. If at anytime you are owing money to Centrelink it will be your obligation to pay outstanding amounts to the service. You will be provided with an invoice and receipt each time for your records.

CCS may take a while to be approved so we highly recommend applying before you need to start care.

CCS does not cover any extra costs incurred such as late fees.

CCS also is not payable if your child does not attend care on their first and last booked days of care. From 28 June 2023 there are limited reasons that the Service can apply for CCS with an absence.

You will be provided with a CCS Handbook when you enroll your child in care, this has a more thorough review on the legal requirements surrounding CCS including topics such as absences, signing in and out and fee payment responsibilities.

To find out more visit:
servicesaustralia.gov.au/childcaresubsidy.



When your Child is Unwell

Sick Children

- Educators are unable to care for children suffering from a contagious illness or high temperature (37.6 degrees or more);
- Unwell children will not be readmitted to care until fully recovered and no longer infectious;
- If the child has commenced on a course of antibiotics, they will not be permitted to re enter care for at least 24 hours to allow the medication time to take effect;
- When a child arrives in care and does not appear well enough to be in attendance, the Educator will ask the parent/guardian to take the child home;
- The Educator will retain the right to exclude any child who is obviously unwell or is regarded as a health risk to other children;
- Parents are asked to notify the service, within 24 hours, if the child has been diagnosed with any communicable disease/infectious condition;
- If a child needs to be excluded due to a contagious illness, the parent needs to be notified to collect their child as soon as possible.

Any diarrhea, vomiting or high temperature must be clear for at least 48 hours before returning to care to prevent the passing on of infection to other children and staff. A written clearance from a doctor may be required before a child can return.

In the case of a child requiring immediate professional medical or dental attention, the Educator will contact you or your nominated emergency contact person, if you are not available. If, in the opinion of the Educator, your child needs immediate medical attention, your child may be taken by ambulance to hospital.

Infectious Diseases

All parents need to be informed if an infectious disease has been diagnosed in their Educator's household or amongst the children in his/her care. Children found to have an infectious disease will be excluded from care until they are no longer contagious. A medical certificate will be required before returning to care.

If your educator has to close due to illness in their home, you will not be charged for the days missed. However, you are obliged to still cover your fees when your child is absent. Please speak to your educator for further information on payable fees.



Hi Ho Hi Ho... it's off to Learn We Go

Excursions

Excursions provide an opportunity for children to engage in meaningful ways with their communities. Excursions are an integral part of Family Day Care. Excursions are either regular outings (places they go to at least once a month) or excursions. These require careful planning to ensure that children will be safe, a risk assessment management plan will be done for each and every excursion. Children are offered excursions which are appropriate to their age and developmental level.

Regular Outings

Regular outings may include trips to local parks, shopping centres, other Educator's homes, libraries, schools, gym or play session.

- Parents/guardians are notified of the Educator's regular outings;
- Parents/guardians are advised and written permission is obtained from any excursions which take place out of the educators home.
- Educators always carry a current list of parent/guardian contact and Coordination Unit telephone numbers;
- Educators take adequate and appropriate food, drink, clothing and equipment for all children;
- Educators are not permitted to take children to do their weekly grocery shopping;
- Educators will be contactable during excursions, e.g. providing parents/guardians with mobile numbers.



Hi Ho Hi Ho... it's off to Learn We Go

Non Routine Excursions

In the event of a non-routine excursion, written authorisation must be obtained from a parent/ guardian. The authorisation must state the following:

- The date of the excursion;
- The proposed destination;
- The method of transport or walking itinerary;
- The activities to be carried out during the excursion;
- The number of adults to accompany and supervise the children;
- The name of the person with first aid qualifications who will accompany the children on the excursion and a first aid kit is taken;
- The proposed period of time during which the excursion is to take place;
- If possible, an emergency contact number for the excursion.

Transport

Educators in the course of their day may use a vehicle to transport the children. When planning excursions the Educator must ensure supervision, safety and well being of all children in care are taken into account;

- Children must never be left unattended in a car.
- When transporting children, Educators must ensure that:
 - Each child is correctly seated in an appropriate and approved child seat or restraint suitable to the child's age, size or other special requirements if any;
 - All car seats meet the required safety standards .

If you do not wish for your child to attend any or all excursions and outings it is important you discuss this with your educator early on. So they can discuss alternative options and plan accordingly. We encourage you as the parent to have your child participate in these events as they carry many learning benefits.

Family Day Care is about learning in our every day environment.



When it's time to say goodbye

Separation Anxiety

Separation anxiety is a natural response children have when they lose sight of and are separated from their Parents/guardians. It is a fear that they feel and they express this feeling by being unsettled, crying and for some children, feeling panic stricken. Therefore, this can be a very stressful time for the child and parent/guardian when a child goes into a new environment.

Farewells may be filled with guilt, confusion and tears. Be assured that separation anxiety is a stage that some children experience and with support and reassurance it does pass.

Below are some tips on how to make the transition smoother for you both.

Settling Children into Care

- Get to know your Educator and his/her home before care begins.
- Educators are only too happy for you to visit and may agree for you to leave your child for shorter days to begin with.
- Be positive yourself - your own anxiety can easily be transferred onto your child.
- Accept that your child may take some time to settle into care, however, they will soon learn the 'going' is always followed by 'coming back'.
- Try to avoid introducing further changes in your child's new routine. Such as weaning off bottles and dummies or attempts at toilet training while your child settles into care.
- Try not to delay your parting. Settle your child with your Educator. Once you are prepared to leave, tell your child that you are leaving and that you will be coming back to pick them up. Say goodbye and go. A quick good
bye is a good goodbye.



When it's time to say goodbye

- Try to arrive a little before time when collecting your child from care this will enable you and the educator to discuss the day and help your child see the growing relationship between all of you.
- A security item/toy (e.g. a favourite teddy) may help your child feel more secure and will be a comfort when you are not there. Another option is for you to share something of your own, perhaps a teddy you had as a child or a scarf and remind your child to take care of it for you while you are gone for the day.
- Keep open communication with your Educator; discuss concerns no matter how small. You may wish to arrange a suitable time to phone the Educator through the day to discuss how your child is. Texting your educator is a good way to check in. This is less distracting for the Educator, but just remember they are very busy and may take a moment to get back to you but they will. An educator will never let a child remain in distress and will always call you if your child is struggling to settle.

If you are feeling concerned and anxious about anything at all, please phone the Coordination Unit. We are happy to discuss your concerns and help in any way we can.



A Little bit of house keeping

Educator Illness

It is the Educator's responsibility to inform the families if they are unable to work due to illness. Families requiring alternate care are asked to contact the Coordination Unit as soon as possible. In the event of the Educator falling ill overnight, the Educator will inform all the families and the coordination unit a.s.a.p. The Coordinator is available to Educators for emergencies on the mobile number given outside of office hours.

Changes in Contracted Hours

Any changes in hours or days are not transferable to another day, e.g. if your contracted days are Monday and Tuesday and the Monday falls on a public holiday you cannot 'swap' this day for a Wednesday. If you wish to use care for an extra day you will be subsequently charged the additional fee. Any changes in contracted hours must be negotiated with your Educator, and the service.

Terminating Care

Written notice of leaving Family Day Care must be given two (2) calendar weeks in advance to the Educator or two (2) weeks fees will be payable in lieu of notice. Please note that CCS is not available on fees paid in lieu of notice. CCS absents cannot be used in lieu of notice.

Attendance Records

Parents/guardians must sign their children in care at the time of arrival and departure each day. Parents/guardians must also ensure they sign attendance records for all full day absences with an explanation (i.e. sick, holidays, away, RDO, public holiday etc).

CCS will not be paid if attendance records are not signed and full fees will be payable as directed by the Family Assistance Office.



A Little bit of house keeping

Invoicing and receipts

All fees paid will be receipted from the educator. Please keep all receipts for reference and tax purposes. You will receive a statement from White Gum FDC Service accordingly, You can access these via your Smart Central portal

Absences

Please call the Educator before 7.30am if your child will not be attending care that day. A medical certificate may be requested by the service if your child is returning to care after an infectious illness. Your Educator needs to be informed before 9.00 am if you are going to be late dropping off your child. If you are going to be late collecting your child please let the educator know as early as possible. Please remember your educator may have a policy and applicable late fee. Educators have set hours of contract with the families and this should be respected.

Public Holidays

The normal rates/fees apply for public holidays if your child is booked to attend on that day. If care is required on a public holiday, an arrangement must be made with the Educator and Coordination Unit one (1) week in advance. Care used on a Public Holiday will be charged at a rate determined by the Educator.

Educator Holidays

Four (4) weeks notice will be given to you prior to the educator taking holidays. No fees are payable during educator holidays. Alternate care can be arranged\ (where possible) for your child during Educator holidays. Educators on average have 4 weeks per year as annual leave.

