



Mothers Love Family Day Care

Parent's Handbook

"The primary and most urgent requirement in any community is the promotion of education of children"

About this handbook

This handbook is intended to provide information about our Family day care, its facilities and introduction to policies and procedures. A full list of all policies and procedures is available in the office or at Educators residence.

Operating hours

Our office is open from 9:00 am until 5:30 pm, Monday through Friday.

Address and contact details

Suite 6, 205A Middleborough Rd, Box Hill 3128

Ph: 1300 KIDS CARE (1300 543 722)



Contents

| | | | |
|--|---|-----------------------|---|
| Philosophy | 1 | When will I be billed | 8 |
| Staff | 2 | Late Fee | 8 |
| Nominated Supervisor | 2 | Meals and Snacks | 8 |
| Educational Leader | 2 | Communication | 9 |
| Coordinators | 3 | Grievance and Concern | 9 |
| Administrators | 3 | Summary | 9 |
| Overview of Educational & Recreational Program | 3 | | |
| Programs | 4 | | |
| Nursery Program | 4 | | |
| Toddler Program | 4 | | |
| Kindergarten Program | 4 | | |
| Before and After School Care (OSH) | 4 | | |
| Policies and Procedures | 4 | | |
| Educators | 5 | | |
| Working with Children Check & Police Check | 5 | | |
| Admission and Termination | 6 | | |
| Child Care Benefit and Child Care Rebate | 7 | | |
| Fees | 7 | | |
| Absences/Public Holidays/ Family Holidays | 8 | | |

Philosophy

Mothers Love Family Day Care values early childhood education as foundation for lifelong learning. It recognises children as unique individuals and strives to provide holistic learning experiences for the children aged from birth to 12 years of age in a flexible and familial atmosphere

The qualified, skilled, knowledgeable and passionate educators are supported by a professional co-ordination and management unit to provide high quality care to the children

Of paramount importance is the best interests, development and welfare of the child and Mothers Love endeavours to ensure that this guiding principle is the foundation on which our Family Day Care Service is built.

With this guiding principle, constantly in focus, Mothers Love Family Day Care strives to provide exceptional home based education and care environments where educators aim to provide learning environments which are reflective of their children's interest and foster their growth and development across all developmental domains.

The educators intentionally create the learning environment which is rich and vibrant, allows children to use their agency, make choices and take decisions about events that influence them, engage in meaningful discussions and quality interactions with peers and educators to develop their understanding of the world around them. This allows the children to become confident in themselves and socially inclusive members of the community.

Mothers Love Family Day Care supports inclusive practices. Children are recognised as individuals, regardless of their age, gender, ability, cultural background or experience. The experiences are provided to meet individual needs and abilities of the children and educators strive to create an environment where children and families feel safe, secure, respected, supported and comfortable to express their viewpoints.

Positive relationships between families and Family Day Care Educators are critical to the well-being of children. Diversity is valued and mutual respect is essential. This ensures and promotes non-judgmental and positive relationships in the Family Day Care environment.

The partnerships with families are of high value and with the invaluable information provided by families about the cultural backgrounds of the children, their interests and the expectations about the child allows the Family day care educators to support them in the learning and development. Mothers Love believes in the importance of input from families and forming collaborative partnerships with parents, always honouring their role as the child's first and primary educators. These partnerships are developed through daily discussions with parents, newsletters and the regular meetings parents might have with the educators.

Mothers Love Family Day Care is committed to providing a safe, secure, nurturing and stimulating environment for children, supporting each child to develop to his or her full potential, to satisfy enquiring minds, to support the wishes and directions of parents/guardians and to forge a positive bond between the child and the Family Day Care Educator.

Mothers Love engages, supports and inspires Family Day Care Educators to work in collaboration with families to ensure that each child reaches their full potential. We believe that in working in partnership with educators and providing them with quality support, on-going training and access to professional guidance, we will provide an environment where every child in Mothers Love Family Day Care can achieve their full potential.

Mothers Love Family Day Care believes in a sustainable environment and will seek to awaken in each child an appreciation of their natural surroundings and its resources. The educators in Mothers Love Family day care service aim to create a community of learners who appreciate, protect, and preserve the environment.

The educators provide children with environment in their settings with an aim to achieve a sense of wonder, feeling and belonging to, and love of the land, nature and animals, so that young children will develop lifelong respectful as well positive and proactive attitudes to our environment and a sustainable future.

To achieve its aims, Mothers Love Family Day Care embraces and promotes the National Quality Framework both in spirit and in observance. We provide a curriculum which aligns with concepts of Belonging, being and Becoming, consisting of key principles, practices and 5 learning outcomes the guide children's learning.

Mothers love Family day care service acknowledges and values the Indigenous heritage locally, nationally and internationally and respects them as being natives and original owners of the land. We encourage our Educators to raise awareness within our community of learners.

Staff

The Mothers Love Family Day Care staff is committed to assisting Educators in providing quality care to families. Our responsibilities include the following:

- Pre-service home safety checks and training of all Educators
- Assisting Educators in meeting qualification requirements
- A range of in-service training and development sessions throughout the year
- Frequent home visits by professional support staff
- Adherence to National Quality Framework Standards
- Adequate insurance cover for all Educators
- Assisting Educators in adhering to required standards involving thorough inspections of homes and safety/hygiene requirements
- Additional support service such as organising playgroups and equipment loans
- After hours on-call emergency

Nominated Supervisor

The Educational Leader assists Educators and Coordinators in the development of quality programs for children registered with the service.

Educational Leader

The Educational Leader assists Educators and Coordinators in the development of quality programs for children registered with the service.

Coordinators

Coordinators are responsible for visiting, supervising and supporting Educators in providing safe, quality care to children registered with the service.

Administrators

The administration team is responsible for overseeing recruitment, registration, training and fees reduction payments (i.e CCB, CCR and JETCCFA). Together with coordinators the administrators support Educators in all aspects of their business.

Overview of Educational & Recreational Program

At Mothers Love FDC we will provide a means for developing in the children, attitudes and spiritual qualities that will help to establish the foundation of the child's character.

The methodology of the educational program combines different activities, all focused on the principle goal of motivating the development of attitudes and intellectual/spiritual qualities.

There is abundance of songs, games, stories and so on which directly reinforces the ideas of our objectives.

Appropriate tools on hand are used with supervision to encourage creativity; numbers and letters are taught with a fun and games concept. Games, stories, song and dance are utilized every day. We have a story time every day. Educational videos, appropriate for children are shown occasionally.

Our Educators have all necessary equipment for infants such as seats, high chair, changing table and cot/bedding. Each infant will have his/her own crib, bedding and changing mat. Older children will be supplied with their own sleeping mat, including mat cover and blanket. Parents are required to provide diapers and wipes at extra charge.

We believe you will find Mothers Love Family Day Care a happy, safe and nurturing place for children of all ages. Each child will receive love, individual attention and lots of encouragement and self assurance in an atmosphere that is above all respectful of their needs.

Please feel free to ask about anything that may concern your child, and we will do our best to help you.

Programs

Nursery Program

Our nursery areas provide babies and toddlers with high quality care in home environments. We ensure our nursery provides a rich, comfortable and secure environment where your child will feel relaxed and happy to play and interact with educator and other children.

Toddler Program

As babies develop, they move into our toddler's program which caters specifically for the 2 year -3-year age group. As children develop and move through the various age groups, the programs become more challenging and varied to cater for the emerging needs and interests of the group.

Kindergarten Program

Our kindergarten specifically caters for children age 3-5 yrs who will be attending school in the following year or two. These areas provide high quality education programs within a curriculum framework that values the relationships between children, educators and families. We support learning through providing a range of meaningful, planned and spontaneous learning experiences that are developmentally and culturally appropriate and based on the skills and abilities of the individual and of the group. This program also provides activities like math and literacy skills, music lessons, virtues lessons, computer skills, educational DVD, and much more;

Before and After School Care (OSH)

Our team of dedicated educators are committed to provide support to those parents who require assistance in before and after school care; qualified educators look after school age children outside school hours in a comfortable safe home environment; children can be dropped off in the morning, the educator drops the children to school and will pick them up after school. Children are encouraged to have breakfast, snack and fruits while in care; educators also assist children to attend their homework in the afternoon;

Policies and Procedures

Mothers Love Family Day care has a comprehensive and up-to-date Policies and Procedures Manual, outlining the health, safety, care and education practices to be followed throughout the centre. Our Policies have been developed through the compilation of many years of experience in the children services industry. It

incorporates ACECQA regulations, NQF principles of quality care and current research and up-to-date industry knowledge. Educators, families and the Parent Committee are encouraged to have constructive input into the policy development to ensure strategies are established to meet the specific needs of the Care. Our policies and procedures cover areas including but not limited to:

- Continuous Improvement Policy
- Delivery and Collection of Children
- Medication and Administration of Medication
- Excursions
- Child Protection, Health and Safety
- Administration of First Aid
- Emergency and Critical Incidents
- Payment of Fees and more

The Policies and Procedures Manual is placed in the Office and at Educator's residence for parents to read and comment on at any time.

Educators

We recognize educators as our greatest asset. We employ educators with a range of qualifications, skills and experiences. We make every effort to recruit and retain the best possible early childhood educators to care for and educate your child. We have thorough recruitment procedures to ensure all educators have the appropriate skills and experience for the position they hold. Educators are provided with training opportunities throughout their employment to enhance their skills and keep up to date with current knowledge of Early Years Learning Framework. We carry out regular educator appraisals to gain an understanding of the skills, knowledge and attitude of individual staff members. We aim to support the professional development of each educator and create opportunities for them to develop their proficiency. Our team of educators and coordinators work in partnership with families to provide a service that meets the needs of the children, parents and the teaching team.

All our Educators have current First Aid, Anaphylaxis and Asthma Management training.

All our Educators have or are actively working towards completing at least an approved Certificate III level Early Childhood Education and Care qualification.

We respect the staff's initiative, innovation and attention to quality, as well as their commitment to the children and their families.

Working with Children Check & Police Check

We carry out reference checks on all educators and coordinators who work with Mothers Love Family Day Care to gain an understanding of the competence,

reliability and attitude of the candidates. To comply with the Child Protection, a National Police Check and Working with Children check are done on all Staff and Educators.

Admission and Termination

Enrolment consists of a parent/provider interview & visits to the Day Care facilities, signed documents, and all necessary forms & permissions.

Enrolment Tips:

1. Which Parent is linked with Centrelink?

A key consideration here is which parent are children linked with on the records held by Centrelink. This information is required at the time of enrolment.

2. Who should or should not collect the children?

In some families this a simple question in others it's not. Please provide us with the information we need to support you.

3. Does your child have any special needs?

We treat every child as an individual and we want to know how we can help them to have a good time and get the most out of their day. You know this information better than anyone so think about what you would like to tell us about each of your children.

4. Does your child have any allergies or medical conditions?

We want to keep your child safe and happy, so it is essential for us to know if they have any allergies or medical conditions.

Please note Mothers Love family Day Care requires up to date Immunisation records at the time of Enrolment.

Once your child is enrolled into Mothers Love Family Day Care, administration issues will be handled by our office. The child will be only expected to attend the Day Care according to the Agreed Hours stipulated in the Enrolment Form. Should the needs arise to change the hours, parents are encouraged to contact the educator 2 weeks in advance.

Should the need for termination of contract arise, parents are also required to provide our educators AND coordination unit, 2 weeks' notice OR 2 weeks' childcare fees.

Child Care Benefit and Child Care Rebate

Child Care Benefit

Approved child care services for Child Care Benefit have Australian Government approval to pass on Child Care Benefit to families as a reduction in their child care fees. Approved child care can include long day care, family day care, outside school-hours care, vacation care, in home care, and occasional care.

To find out whether your child care service is approved for Child Care Benefit, ask your child care service or go to mychild.gov.au

Child Care Rebate

Covers 50% of out of pocket child care expenses, up to a maximum amount per child per year, in addition to any amount you may receive from Child Care Benefit and Jobs, Education and Training (JET) Child Care Fee Assistance.

To receive the government Childcare benefit and support, please call Family Assistance Office on 13 6150 and ask for "Assessment Notice for Child Care Benefit for Approved Care" for your child

Fees

Mothers Love FDC charges fees on an hourly basis with a minimum of 8hrs care each day. If the care exceeds nominated booked hours, the parents will be charged every 15 minutes.

The hourly rate may vary from educator to educator and for standard and non-standard hours and public holidays. It is parent's responsibility to get the all the information prior to the enrolment.

The fees are subject to change twice annually. Parent will be notified prior to review and updates.

Schedule of fees

Educator's Hourly rate - with a minimum of 8 hrs. care in a day

Plus \$12.50 fixed fees for timesheet processing per child per week for children who attends two or more days care and \$6.50 for children who attends one day in a week care.

Absences/Public Holidays/Family Holidays

Fees are payable for every day your child is enrolled at the service, regardless of whether the child attends. This includes public holidays, sick days and family holidays. However, fees are not charged when the Educator is unavailable and as such they are closed for business. Educator may choose to work on public holidays at their own discretion at an increase rate

When will I be billed

Your statement will be sent to you every two weeks via email. The attendance is entered from timesheet signed by yourself and the educator. Therefore, it is important that you check arrival and departure time for both actual and contract hours before you sign.

The attendance is then submitted to the federal Government for calculation of your benefits and rebates. Once any applicable reductions have been confirmed your statement is issued.

If you have any questions relating to your child's attendance when statement are issued or due, or how to read your statement, please contact our office on 1300 543 722.

Late Fee

Parents are encouraged to pick up their children according to their agreed hours. In case of late pick up, parents will be invoiced and they are liable to the educator.

Meals and Snacks

It is the responsibility of the parent/guardian to

- Inform the Educator of the current dietary requirements of their children and notify the Educator, immediately, if any of those requirements change,
- Provide nutritious and appropriate food/drinks if supplying meals/snacks for their children
- Advise the Educator if any special dietary requirements are required and provide a **written management plan** to the Educator with respect to any allergies or medical conditions such as anaphylaxes, diabetes or asthma)
- Keep lunchboxes and drink bottles clean and hygienic.

Communication

If at any time a parent has a question concerning any policy or practice, we urge them to talk to us about it immediately. Communication between parents and us is the key to each child getting the best care possible – the care your child deserves!

Grievance and Concern

We encourage all parents to discuss their concern with the coordinators or educators as soon as possible in the following fashion;

- Speak with the educator;
- Speak with the coordinator;
- Make a time to speak to the Nominated Supervisor/Director;

Should your concern still not be resolved then you may like to contact the department of Education and Early Childhood Development on 8765 5600; this department manages and drives continuous improvement in the delivery of care and education in Victoria. Within its responsibilities, the Department is focused on the provision of services to children.

Parents are also responsible for:

- Ensuring all details are up to date at all times on enrolment form;
- Signing each child in and out each day of attendance;
- Notifying the educator, of your child's absence;
- Notifying the coordination Unit and educator two weeks in advance, of termination or change of service;

Summary

All children enrolled under Mothers Love Family Day Care are treated with love and respect and provided with the opportunity to engage in a wide variety of activities according to their abilities and interests. Our objective is to provide for your child a safe clean environment where he/she can learn and grow in a positive and loving atmosphere, a place in which each child will feel he/she is loved and valued for his/her individual uniqueness.



Mothers Love Family Day Care Services

Address: Suite 6, 205A Middleborough Road Box Hill – 3128

Telephone: 1300 KIDS CARE (1300 543 722)

Email: admin@mlchildcare.com.au

Website: www.mlchildcare.com.au

Office Hours: Monday to Friday – 9.00am -5.30pm