



Mackay
**Family
Day Care**

Family Information Booklet





Mackay
**Family
Day Care**

**Mackay Family Day Care Association Inc.
Operating in and around Mackay since 1978**

**23 Rae Street
(Corner of Rae and Shakespeare Streets)**

MACKAY

QLD 4740

Phone: (07) 4965 9999

Email: admin@mfdc.com.au

Website: www.mfdc.com.au

Office Hours

Monday, Tuesday, Thursday and Friday

8.30am – 5.00pm

Wednesday

8.30am – 12.30pm



Mackay Family Day Care

Mackay Family Day Care Scheme is committed to meeting the needs and expectations of all families by providing quality home based care. We will provide care in a safe, supportive and stimulating environment. Each child will be respected for their individuality and nurtured in a setting where emphasis is placed on fostering children's self-esteem.

Philosophy

At Mackay Family Day Care Scheme we value childhood, family, honesty, each other, community, imagination, individuality, creativity and challenge.

To ensure we provide a truly quality service we will:

- Provide happy, fun, safe, flexible and nurturing environments for children that stimulate and foster their creativity and development by allowing them to be challenged, to explore, to use their imaginations, to improvise, to know and value the natural environment and to extend their interests.
- Enhance children's learning through their play by providing a variety of experiences that promote equity and socially acceptable behaviours, define boundaries and expand on the children's knowledge, development, resilience and independence.
- Ensure play is lead by the children, is spontaneous, is adaptable and is based upon their interests and needs.
- Ensure safety by assessing and minimising risk while still encouraging children to experience a variety of new challenges.
- Create environments that are inclusive and supportive where families have a sense of belonging.
- Develop relationships that respect, support and share decision making with families and their children through open communications that encourage shared ideas, opinions and values.
- Ensure that all children are treated equally but also as individuals in respect to their culture, values, backgrounds, interests and capabilities.
- Value indigenous cultures and those different from our own by increasing our understanding and acceptance through positive inquiry.
- Improve our services by continually reflecting upon our current practices and by creating opportunities to share knowledge and leadership such as playgroups, networking and other professional development.
- Be active participants in our local community by developing networks, sharing information and working together with other community organisations to support children and their families.

This Philosophy was created using words gathered over a twelve month period via discussions, feedback, answers to specific questions and other information received from Mackay Family Day Care Scheme Families, Educators, Staff and Committee Members.



Family day care is approved by the Office of Early Childhood Education and Care.

The legislation governing family day care schemes is set down in:

- Education and Care Services National Law Act 2010; and
- Education and Care Services National Regulations 2011

This legislation provides the statutory framework that underpins the National Quality Standards for children's services in Australia, including family day care.

The local office of the Office of Early Childhood Education and Care is contactable at:

Department of Education and Training
PO Box 760
Mackay Qld 4740
Telephone: (07) 48428354
Fax: (07) 49428388
Web Address: <http://deta.qld.gov.au/earlychildhood/>
Email: mackay@ecee@qed.qld.gov.au

The department of Education, and the Family Assistance Office are responsible for Operational Funding for the scheme and payment of Child Care Benefit, and for ensuring that accountability requirements in relation to funding are met.

The Family Assistance Office is located in the Centrelink building:

Greenfields Business District
12 Greenfields Boulevard
Mount Pleasant QLD 4740
Ph: 136 150

National Quality Standard

The National Quality Standard sets the benchmark for the quality of education and care services. It aims to promote: the safety, health and wellbeing of children, a focus on achieving outcomes for children through high quality educational programs and families' understanding of what distinguishes a quality service. The National Quality Standard is divided into seven Quality Areas:

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. Leadership and service Management
8. **Mackay Family Day Care Scheme has been rated as MEETING the NQS in all 7 areas.**

Approved Provider

Mackay Family Day Care Association Incorporated is the Approved Provider of the Mackay Family Day Care Scheme. The Association is a community based organisation lead by a voluntary Management Committee with a commitment to providing high quality home based child care.

The Approved Provider is legally responsible for the Scheme's compliance with current child care regulations and national standards. The Approved Provider is responsible for ensuring the effective participation and involvement of a Management Committee which comprises of the Scheme Manager, Educators, Parents, Guardians and Community Representatives or Organisations able to assist in the management and operation of the Scheme.

The role of the Approved Provider is to protect the safety and well-being of children in family day care; to ensure that the Scheme meets the needs of all children, from all cultures and family backgrounds and of all ability levels; and to provide a service which operates in partnership with each child's family and recognises each family's individual qualities.

Role of the Coordination Unit

All Coordinators at Mackay Family Day Care are Early Childhood qualified and experienced and are employed to:

- Develop and implement procedures to ensure that each child in care with the Scheme is placed in the care of the most appropriate Educator available;
- Develop and implement procedures for the recruitment and assessment of quality Educators;
- Visit Educators to provide support, assistance and to monitor and ensure quality of care is being maintained;
- Identify and assist in meeting Educator needs, including professional development and resources;
- Develop effective procedures to ensure each child's needs are being met;
- Develop and implement effective referral procedures to ensure that the parent/guardians of a child who has needs that cannot be met by the Scheme are provided with appropriate assistance.

Coordination Unit

Sharon McPhee Nominated Supervisor	Scheme Manager	4965 9944 sharon.m@mfdc.com.au
Kelvin Ware	Co-ordinator/ Educational Leader	4965 9922 kelvin.w@mfdc.com.au
Amy Surmon	Administrator	4965 9933 amy.s@mfdc.com.au
Lynn Gallant	Administrator	4965 9911 lynn.g@mfdc.com.au

Commonly Asked Questions

- **What should my child wear to family day care?**

Children should wear comfortable clothing which allows them to participate in all activities. Please ensure children have a hat and always wear clothes with sleeves. Please send at least one change of clothes as children may participate in water play or messy activities.

- **How will I know what my child has done during the day?**

There are many ways educators share information with parents about their child's day in care including:

- daily stories,
- photos,
- discussions,
- e-mail,
- facebook,
- harmony

Please discuss these options with your educator.

- **Will my educator provide nutritionally balanced meals?**

If your educator offers food as part of their service, a menu will be displayed informing you of the meals planned for the day.

Not all educators provide food, so please discuss this with your educator.

- **Will my child participate in excursions?**

Some educators plan excursions as part of their educational program. When completing the scheme enrolment form, you will be asked if you give permission for your child to be taken on outings. If you do give permission for outings, your educator must still ensure you sign a completed excursion or regular outing form outlining the specific details of the excursion before it takes place. Your educator will also complete a risk assessment for each excursion.

- **How much will I pay for care if I haven't received my CCS percentage at the commencement of care?**

Full fees apply until written confirmation of your CCS percentage has been received by the scheme. In most cases, once this is finalised, you will receive a refund or a credit for the CCS portion of your fees already paid.

- **Will I receive a receipt when I pay for care?**

Early Childhood Educators are required to provide client families with a receipt for payment of fees.

If, for some reason you do not receive a receipt, please discuss this with your educator.

- **Do I have to pay for public holidays if my child does not attend?**

If a public holiday falls on a day when your child would normally attend care and they do not attend, normal fees apply. If care is required, the public holiday rate will be charged.

- **What do I do if my educator is unwell or taking holidays?**

If your educator is taking planned time off, they will give you at least two weeks' notice.

If you require care whilst your educator is on leave, phone the scheme office on 49659999 to enquire if another educator is available to care for your child. We will do our best to find alternate care but cannot guarantee that another educator will be available.

- **Do I have to pay when my educator is unavailable to provide care?**

If your educator advises you that they are unavailable to provide care, you will not be charged for booked hours.

- **What should I do if my child is absent from care?**

If your child will be absent from care, please let your educator know as soon as possible.

- **What should I do if my child requires medication but is well enough to attend care?**

You must complete a medication form (provided by your educator). Prescription medication can only be administered to the child whose name appears on the medication. All medication must be given to the educator and never left in a child's bag.

- **What do I need to do if my child has a medical condition?**

Where a child enrolling at the service is identified with a specific health care need such as asthma, anaphylaxis or diabetes, parents/guardians are required to provide the family care educator with a Medical Action Plan completed by a Medical Practitioner, and a Risk Minimisation and Communication Plan completed by the parent/guardian prior to the child commencing care. Where a child enrolling at the service is identified with any other relevant medical condition (e.g. allergy) the parent must complete a Risk Minimisation and Communication Plan prior to the child commencing care.

- **How do I get my pin to sign my child into and out of care?**

Once your child's enrolment details are entered, a pin will be generated to your nominated e-mail address. Scheme staff will not know your pin. You will be able to change your pin if you wish for 72 hours after it is generated. Anyone you have nominated on the enrolment form as authorised to collect your child from care must supply an e-mail address and will also be issued with a pin.

- **What should I do if my details change?**

Please notify your educator and the Scheme Office regarding any changes of home address, workplace, phone numbers or other relevant details. Forms to update details are available on our website <https://mfdc.com.au/information-for-families/>

- **How do I know that correct attendance data is submitted for my child?**

At the end of each week of care, your educator will ask you to verify your child's timesheets. This can be done at the educator's home or via remote signature. Timesheets cannot be submitted for processing until verified by your signature/pin. Every fortnight following timesheet processing, you will receive a statement of entitlement which contains information including your child's booked hours, attendance times, absences and CCS for that fortnight.

- **What should I do if I need to cancel care?**

The first 4 weeks of care is considered a trial period and care may be cancelled by either the educator or the family without notice. When cancelling care, it is requested that Client Families notify the Scheme Office as well as their educator. After your child has attended care for 4 weeks, a minimum of five (5) full working days' notice is required when cancelling care. Please note; individual educators may require a longer notice period. If this is the case the Educator must have the required notice period clearly stated on the fee schedule provided to families.