



Mackay
**Family
Day Care**

Family Information Booklet





Mackay Family Day Care Association Inc.

Operating in and around Mackay since 1978

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.

Our Educators pride themselves on implementing the EYLF (Early Years Learning Framework) which is a nationally recognised quality framework. This gives you, the parent, peace of mind that your child's developmental needs are being met.

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 9.00am – 4.00pm
Wednesday 9.00am – 12.30pm**

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	Scheme Manager Nominated Supervisor Educational Leader	4965 9944 sharon.m@mfdc.com.au
Pene Gibbins	Co-ordinator	4965 9966 pene.g@mfdc.com.au
Jess Ross	Co-ordinator	49659955 jess.r@mfdc.com.au
Amy Surmon	Administrator	4965 9933 amy.s@mfdc.com.au
Lynn Gallant	Administrator	4965 9911 lynn.g@mfdc.com.au



Important Information for Parents/Guardians

Child Care Subsidy

If you have not already done so, please follow the link below to find out if you are eligible for Child Care Subsidy.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/who-can-get-it>

Please follow the link to find out how to claim for Child Care Subsidy.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>

If you have made a claim for Child Care Subsidy (CCS), this will be paid to the scheme and passed on to your child's educator on your behalf, reducing your out of pocket fees.

You can get up to **42 allowable absence days** per child each financial year across all child care services. These can be used for days your child would normally attend care and get CCS, including public holidays.

Absences before first actual day in care

You need an approved reason for Centrelink to pay CCS before your child attends a service for the first time. If you don't provide an approved reason to your service, Centrelink won't subsidise your fees for those days.

Absences at end of care

If your enrolment ends Centrelink generally won't pay CCS for any days after the last day your child physically attends. You'll need to pay full fees for these days. Please see the link below for Centrelink's approved reasons for absences.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>

What we require you to do

Signing in and out of care

Please ensure you are signing your child in and out of care at the time of arrival or departure. Parents must NEVER share their pin with anyone, including your educator.

Regulation 158 states that the Approved Provider of an Education and Care Service must ensure that a record of attendance is kept for the service that is signed at the time that the child arrives and departs the service by the person who delivers the child to or collects the child from the educator and care service premises or an educator.

Timesheets

At the end of each week 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. Once processing is completed a Statement of Entitlement is issued to parents/guardians which contains information including your child's attendance times, absences, and CCS paid for that particular week.

Cancelling 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 the family notify the Scheme office as well as their educator. After your child has attended care for 4 weeks, a minimum of 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 this notice period clearly stated on the fee schedule provided to families. Please ensure you understand the Child Care Subsidy's rule with absences and ending care.

If you do not understand any of the above information, please contact the Scheme office for assistance on 4965 9999.

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.

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.ecec@qed.qld.gov.au

The Family Assistance Office is located in the Centrelink building:

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