



STANDARD FIVE

FDC POL – 08 / 010

SAMARITANS FIVE STAR



FAMILY DAY CARE

Issued: April 2009

FDC POLICIES – STANDARD FIVE

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Standard 5.1

CARER REGISTRATION

5.1.1. Purpose and Scope

The purpose of this policy is to provide staff with procedures to follow when registering a Carer and to assure that all Carers are provided with clear and consistent information prior to and at registration.

5.1.2. Definitions

DoCS: Department of Community Services

FaHCSIA: Department of Families, Housing, Community Services and Indigenous Affairs

NCAC: National Childcare Accreditation Council

OH&S: Occupational Health and Safety

Registered Care Provider: is a person who is 18 years of age, and has met all requirements to be registered as a Carer with Samaritans Five Star Family Day Care Scheme.

5.1.3. Principle

That all persons have equal opportunity of registering as a Carer with Samaritans Five Star Family Day Care, taking into account the Children's Services Regulation 2004 and NCAC satisfactory guidelines. The Scheme promotes high quality care. All new Carers need to go through a consistent orientation process to ensure they have the skills and knowledge to commence as a registered care provider. Through correct orientation, and sharing of knowledge, the retention rate of Carers will be maximised.

5.1.4. Policy

Samaritans aims to register Carers who meet all requirements from the Children's Services Regulation 2004 and the minimum satisfactory guidelines from the NCAC, ensuring that high quality care for children will be the goal.

5.1.5. Procedures

Registration Procedures

- A Carer's initial inquiry may be made by telephone or in person.
- Staff are to complete the "Carer Inquiry Form", listing and providing all relevant information.
- An initial information session appointment should be made for the prospective Carer with the Authorised Supervisor or representative.
- During the initial information session the prospective Carer will be given a detailed outline of what is involved in becoming a registered Carer, including impacts on their home and family. Safety requirements to meet and policy and regulations will also be discussed.
- The prospective Carer contacts the Co-ordination Unit and advises that they wish to proceed. An appointment is made for an initial home visit. An initial home safety

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check is conducted. This gives the prospective Carer an idea about changes that may need to be made for them to comply with regulations, and policies.

- Prospective Carers will be required to complete an application for registration, agree to Working with Children Checks for all adults in the home, provide two referees who are not related, provide Criminal Record Checks for all adults in the home, and provide a medical certificate stating they are fit and healthy to work with children.
- Consideration of prospective Carer literacy skills (reading through information) and/or providing a statement in various languages offering assistance with translation should be made if needed.
- The Authorised Supervisor will ensure all Criminal Record Checks and Working with Children Checks have returned prior to continuing the application for registration. If these checks are anything but clear then the Licensee will be advised and provide guidance.
- Referee questions should be posted and returned and assessed for suitability.
- An appointment for an interview will then be made with the Authorised Supervisor and another representative of Samaritans Five Star Family Day Care. Interview questions and responses will be recorded and a rating scale used to ascertain current childcare related knowledge and suitability as a Carer.
- The interview should be conducted in an area that is quiet and free from interruption, ensuring confidentiality.
- The prospective Carer is invited to attend training. All training must be completed and is compulsory, unless recognition is given for prior knowledge/learning. Full payment for training must be made prior to training commencing
- Once training is completed a second interview is conducted and the written component of training is handed in.
- If successful a final home safety check will be completed by a staff person.
- The successful applicant will then sign a Registration Declaration and be issued with a Certificate of Registration for display.
- Co-ordination Unit to keep a copy of all relevant documents on the Carer's file and advise Carer in accordance with Samaritans Five Star Family Day Care Confidentiality and Privacy Policy

Prior to commencing as a registered care provider the following must be in place:

- A current first aid certificate
- Working with children and police checks returned
- Public liability insurance
- A medical certificate to state a fit and proper person able to care for children
- A copy of current regulations and policies at their residence
- Fire blanket, fire extinguisher, and smoke detectors that have been inspected in the last 6 months or are new
- Personal identification in Carer file
- Car registration, insurance, and child restraint checks, if using a motor vehicle
- A Carer portfolio, routine, evacuation plan, and philosophy at the Co-ordination Unit
- Registration declaration signed and copied
- Registration certificate on display at their home
- Bank account details supplied to Samaritans Finance Department and Coordination Unit for Child Care Benefit payments

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- Personal details form completed and given to Scheme administration.
- Glass certification to state compliance with Children’s Services Regulation 2004
- Floor plan stating what areas of the Carer’s home is being used for FDC. The plan must show indoor and outdoor areas, including perimeter fences and parent entry and exit points
- Certification/ documentation must be supplied to state that their home has been fitted with an operational Earth Leakage Circuit Breaker. This must be produced by a registered/ qualified person in the electrical field.

IF AT ANYTIME THE PROSPECTIVE CARER INDICATES NOT BEING APPROPRIATE AS REQUIRED BY DOCS REGULATIONS AND NCAC SATISFACTORY GUIDELINES REGISTRATION WILL NOT PROCEED.

Carer Family Members

- Information shall be provided for prospective Carers to discuss the impact of care with family members prior to registration. E.g. privacy, family roles, policies, own routines, shared resources, etc.
- The Co-ordination Unit shall provide strategies to assist in balancing the family home and the professional care environment.
- Family members must comply with all requirements of the Scheme’s Policies and procedures and the Children’s Services Regulation 2004 while in the care environment.
- Carers shall at all times maintain constant supervision of the children in care and shall at no time leave children in the sole charge of a family member.
- All interactions of family members with children in care shall be in accordance with the Scheme’s Policies and procedures and the Children’s Services Regulation 2004.
- No family member shall discipline a child in care or attend to toileting, nappy changing or bathing of children in care.

Orientation and Induction

If a prospective Carer is ascertained as being suitable and meeting all DoCs and NCAC satisfactory requirements then the orientation and induction process should proceed.

Before commencement the Authorised Supervisor will:

- Show the prospective Carer around the Co-ordination Unit and introduce staff.
- Explain the registration process.
- Discuss fee structures and deregulation of fees.
- Outline the Scheme’s management structure and lines of responsibility.
- Discuss Scheme policies and procedures, and provide a copy.
- Ensure Carers have available Children’s Services Regulation 2004 and the current NCAC Quality Practices Guide.
- Discuss accountability requirements of the Scheme, State and Federal Government departments.
- Provide the Carer Protection information pack, highlight responsibilities of operating their own business, e.g. leave entitlements, superannuation, taxation, income protection, OH&S, insurance etc.
- Advise of the schemes support roles, e.g. home visits, resources, emergency back-up arrangements, toy library, play sessions, transport, training etc.

- Encourage play session attendance and provide Carer buddy details, if required.

5.1.6. References

- Children's Services Regulation 2004
- FaHCSIA Child Care Handbook 2008-2009
- NCAC Quality Practices Guide 2nd ed. 2004
- New Carer Training Modules
- Samaritans Five Star Family Day Care Home Safety Check

5.1.7. Person Responsible

Staff:

To provide prospective Carers with information and support as required. Assist the Authorised Supervisor as required to provide orientation and training.

Authorised Supervisor:

To interview prospective Carers and provide them with information, help with the completion of registration process, answer their questions and concerns, provide copies of forms.

Carers:

To provide the Co-ordination Unit with true and correct information throughout the application and orientation process so that a fair evaluation of suitability as a Carer can be ascertained.

The following are the responsibility of the Carer:-

- First aid certificate
- Completing police and working with children checks
- Payment of insurance prior to commencing operation
- Fire equipment
- Car registration, insurance and restraint checks if using motor vehicle
- Medical certificate
- Portfolio, philosophy, routine, evacuation plan, registration declaration
- Compliance with home safety requirements, including glass certification and electrical certification

The Co-ordination Unit:

The following are the Coordination Units responsibility:

- Conducting interviews
- Providing training
- Conducting referee, working with children, and police checks
- Providing Standards, policies, and procedures
- Conducting home safety checks
- Registration certificate and registration declaration

5.1.8. Implementation and Evaluation

- Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.
- Evaluation/ feedback forms from new Carer training.
- Retention rates of Carers
- Carer exit surveys.
- Carer feedback forms.
- Re- registration interviews.

5.1.9. Documentation

- DOCS Working With Children Checks
- DOCS Prohibited Persons Form
- Criminal Record Check
- Carer Protection Pack
- Carer Information Pack
- Carer Registration Form
- Carer Handbook
- Carer Inquiry Form

Standard 5.2

OCCUPATIONAL HEALTH AND SAFETY

5.2.1 Purpose and Scope

This OH&S policy document is the “umbrella” for a range of procedures, and in some instances workplace instructions, in accordance with OH&S regulations and other pertinent legislative requirements. This policy and procedure applies to all staff, Carers, clients, visitors, families and all others who are in contact with the Samaritans Five Star Family Day Care service.

The purpose of this document is to ensure:

- Legislative requirements are met
- Provision, maintenance and promotion a healthy work environment
- The policy and procedures are communicated to all relevant parties
- Consultation and co-operation with all involved in the service to implement, maintain, monitor and review risk management
- Access to ongoing professional development in OH&S issues
- Documentation of safe working procedures
- Regular audit and evaluation of OH&S systems
- Maintenance of appropriate records for all aspects of OH&S management
- Promotion and facilitation of injury management procedures and rehabilitation programs
- Commitment to reasonable allocation of resources for ongoing OH&S implementation and training.

5.2.2 Definitions

Carer:	Self-employed small business owner providing Samaritans Five Star Family Day Care registered with Samaritans
Co-ordination Unit:	The staff employed by Samaritans to oversee the operation of the service.
Employee:	Co-ordination Unit staff.
Employer:	Includes Licensee/Licensee and a Carer as a self-employed person (per Ch 1, Clause 3, Pg. 28 OH&S Regulation).
Licensee:	Body licensed under current NSW Children’s Services Regulations 2004 to provide Samaritans Five Star Family Day Care Services.
OH&S:	Occupational Health and Safety.
Stakeholders:	All parties involved in provision and utilisation of the Samaritans Five Star Family Day Care service.
Visitors:	Any other person present in the work environment.

5.2.3 Principle

To implement a management system that reduces risk and protects the Health, Safety and Welfare of children, families, Carers, staff, Licensee, and visitors to the service by keeping them informed and up to date with the OH&S Act and other Regulations, through consultation, training, and implementation of appropriate procedures.

5.2.4 Policy

Samaritans is committed to providing a workplace that assures the health, safety and welfare at work of all employees, clients, visitors, contractors and the community.

5.2.5 Procedures

- Information about and copies of the Occupational Health and Safety Act, Regulations, Codes of Practice and guidelines are held at the Co-ordination Unit and may be accessed by staff, Carers, visitors and families attending Samaritans Five Star Family Day Care.
- Samaritans OH&S policies and procedures are to be held at the Co-ordination Unit and may be accessed by staff, Carers, visitors and families attending Samaritans Five Star Family Day Care.
- Staff responsibilities for OH&S are included in Samaritans Staff Induction Handbook with signed acknowledgement.
- Training is made available annually to ensure that staff are aware of their responsibilities and can identify:-
 - the key elements of the OH&S Act and Regulations
 - the Samaritans OH&S Policy and Procedures
 - the Co-ordination Units health and safety procedures and policies
 - safe and healthy workplace practices
 - how to identify hazards and control risks
- how to have input in safe work practices and procedures Policies and procedures will be developed and implemented for all appropriate areas of OH&S. These will be reviewed in accordance with Samaritans Five Star Family Day Care policy development standard.
- Regular consultation will take place through staff supervision and meetings.
- Staff nominated OH&S representative, reviewed annually
- Identification of risks and hazards through the use of checklists, hazard registers and risk assessment tools.
- Implementation of risk control measures to be undertaken for ALL identified hazards in the workplace.
- Regular monitoring and evaluation of hazard and risk control strategies to take place at fortnightly staff meetings, or sooner if necessary.
- Material Safety Data Sheets (M.S.D.S.) to be recorded and maintained at the Co-ordination Unit.
- All equipment at Samaritans Five Star Family Day Care will be checked against Australian Standards; Carers borrowing equipment will be provided with a copy of

the manufacturer's directions and will be expected to only use the equipment as directed by the manufacturer.

- A Register of Injuries will be maintained and Incident Reports completed as required by Samaritans Policy and Work Cover.
- Copy of Incident Report Forms sent to Work Cover must be kept for five years unless relating to a child when it should comply with the NSW Children's Services Regulation 2004 and be kept until the child turns 24 years of age.
- Samaritans will ensure appropriate workers compensation cover is available to all employees of the service.
- Samaritans will ensure that injured employees are provided with appropriate return to work plans, rehabilitation and health care services.

5.2.6 References

- Occupational Health & Safety Act 2000
- Occupational Health & Safety Regulation 2001
- Relevant OH&S Standards

5.2.7 Person Responsible

The Employer (incl. Licensee of Co-ordination Unit and self-employed Carers) must ensure:

- the health, safety and welfare of employees in the work environment
- the premises controlled by the employer is safe, and without risks to health
- materials and equipment provided is safe and free from risks to health when properly used
- systems of work and the working environments are safe and without risks to health
- provision of information, instruction, training/supervision to promote health & safety
- documentation and safe work procedures are developed, maintained, reviewed and retained in accordance with the Act
- provision of adequate facilities for the welfare of employees and those present in the work environments
- that people (other than employees of the employer) are not exposed to risk to their health, safety or wellbeing whilst attending the work environments.
- consultation with employees in relation to implementing, maintaining, monitoring and reviewing OH&S systems
- reasonable allocation of resources for ongoing OH&S implementation.

ADDITIONAL AND SPECIFIC RESPONSIBILITIES

The Licensee is responsible for:

- ensuring compliance with current licensing standards and legislative requirements
- counselling and disciplinary action in relation to an employee's non-compliance
- removing a Carers name from the register for non-compliance with legislative requirements
- notifying relevant legislative bodies of significant instances of non-compliance

- development, maintenance, monitoring and review of injury management systems and rehabilitation programs for employees.

As Carers are self-employed small business operators are responsible for:

The implementation, maintenance, monitoring and review of OH&S systems within their own work environment.

This might include, but is not limited to:

- daily safety audit
- accident/incident report systems
- food handling procedures
- infection control
- sun safety
- excursions
- visitors register
- road and car safety procedures
- risk management systems
- glass/electrical audits
- informing the Co-ordination Unit of changes to their environment or work practices which may have an impact on health and safety
- injury and rehabilitation management procedures

The Employee (Co-ordination Unit staff) will:

- take reasonable care of one's own and others' health, welfare & safety through their own actions or omissions in all work environments (including office, vehicle, playgroup, excursions, Carer's home etc)
- whilst at work cooperate reasonably with his/her employer to ensure compliance with OH&S regulations.
- empower Carers to implement a risk management approach to health and safety in their work environment
- monitor and ensure compliance with licensing standards in relation to grounds, buildings, equipment and amenities
- inform Carers about legislative requirements and penalties for non-compliance
- develop and monitor, in consultation with Carers, a system for managing identified areas of non-compliance with regulations
- monitoring and supporting Carers in their compliance with appropriate regulations and legislation
- provide access to information and training on appropriate use of Co-ordination Unit equipment.

5.2.8 Implementation and Evaluation

Review of these procedures will be undertaken annually to ensure that consultation is effective and that all safety issues are being addressed. Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.

- Parent, staff and Carer feedback surveys.
- Occupational Health and Safety meetings.

5.2.9 Documentation

- Carers Initial Risk Assessment
- Carers Hazard Identification Checklist
- Carers Risk Assessment
- Carers Car Hazard Checklist
- Electrical Equipment Log Book
- MSDS Register
- Samaritans Incident Reports
- Samaritans Five Star Family Day Care Office/Environment/Play session Hazard Identification Checklists
- Home safety checks

Standard 5.3

ADMINISTRATION AND CHILD PLACEMENTS

5.3.1. Purpose and Scope

To provide quality childcare with a user friendly administration process.

5.3.2. Definitions

FaHCSIA: Department of Family, Community Services and Indigenous Affairs

Placement: When a child is sent to a registered care provider seeking child care.

5.3.3. Principles

Families are entitled to receive quality childcare. Carers are entitled to be paid for the care they provide in a timely manner.

5.3.4. Policy

Samaritans Five Star Family Day Care aims to provide a quality child care service with user friendly administration procedures. As Carers fees are deregulated they will set their own fee schedules. The administration and Carer levy component of the fee will be decided by the operator (Samaritans).

5.3.5. Procedures

Payment of fees and administration: All paperwork must be completed before care commences. Carer's and the Co-ordination Unit must have a copy.

Fee contracts must be checked by Carer's and Families. All weekly fees are to be paid at the commencement of care for that week or as arranged with the Carer.

Changes to fee contracts: Two weeks notice must be given to change permanent booked hours. Casual contracts only, may be changed with 24 hours notice.

Rounding of hours: Add hours for whole week and round up to the nearest half hour.

Attendance records: Children to be signed in/out of care at the EXACT TIME by the parent/guardian/authorised person. If your child is absent the absence must be noted and signed by the parent/guardian/authorised person.

Holidays: Fees for holidays must be paid to the Carer before the holidays commence.

Public holidays: Normal fee to be paid as long as the Carer is available the care day before and after the public holiday. Care will be charged at a higher rate (see fee schedule) if care is used.

Leaving the scheme: Two weeks notice or two weeks **FULL (including child care benefit component)** fees to be paid by the parent/guardian. If changing Carer **ALL** outstanding fees are to be paid in full to the original Carer prior to starting care with the new Carer.

Carer unavailable: There will be no charge to families if the Carer is unavailable to provide care.

Allowable Absences: Childcare Benefit will be paid for 42 days of allowable absences per year for each child in care. Additional absences can have Child Care Benefit applied if exceptional circumstances occur and relevant documentation is provided.

Emergency Care: Child Care Benefit will only be paid for emergency care if approval has been given by a staff member first. If the care is needed out of office hours please ring the scheme emergency mobile number 0428 280 709. If the phone is not answered please leave a message on the message bank with a contact phone number.

If a Grievance Exists: Follow separate Grievance Policy and Procedure.

5.3.6. References

FaHCSIA Child Care Service Handbook 2008-2009

5.3.7. Person Responsible

Co-ordination Unit: Shall ensure administration, monitoring and placement of children.

Carer: Shall be accountable for the appropriate administration and receipt of fees.

5.3.8. Implementation and Evaluation

- Financial audits
- Monitoring of childcare

5.3.9. Documentation

- Child attendance records
- Care enquiry and placement form
- Quarterly reports

Standard 5.4

PAYMENT OF FEES

5.4.1 Purpose and Scope

This policy enables consistency in fee setting throughout the Scheme and enlightens Carers and families to practices within the fee policy and encourages responsibility in both the family and Carer in relation to the fees. It should also assist in generating income for the operation of the Scheme, ensuring its financial viability.

5.4.2 Definitions

ABN:	Australian Business Number
Carer:	Self-employed small business owner providing care registered with Samaritans Five Star Family Day Care
Co-ordination Unit:	The staff employed by Samaritans to oversee the operation of the service.
DEEWR:	Department of Education, Employment and Workplace Relations
Fees:	Monetary cost set for care by the individual Carer
Scheme Meeting:	Meeting of all interested stakeholders held every quarter
The Scheme:	Samaritans Five Star Family Day Care

5.4.3 Principle

Samaritans aims to provide choices in childcare for all families without bias. Carers may set their own fees for service.

5.4.4 Policy

Samaritans Five Star Family Day Care aims to provide quality childcare options for families. Carers operate under their own fee schedule in accordance with all scheme policies and Commonwealth Guidelines. Levies may be imposed by the Scheme if it is required in order to support quality childcare.

5.4.5 Procedures

Carer Fee Schedules

- Carers are to set their own fees and conditions.
- A Carer must have a separate fee schedule for their service. The fee schedule must identify the fee as being service specific, i.e. carry a clear identification of the Carer whose service the fees/conditions apply. The fee schedule must not carry the Samaritans logo. Fee schedules should have the Carer's ABN (if applicable), name – including registered company or business name (if applicable) and state that they are registered with Samaritans Five Star Family Day Care. Fee schedules should clearly identify the implementation date of the fee schedule.
- Carers must provide the Co-ordination Unit and families with a signed and dated copy of their own fees and conditions schedule one month prior to implementation.

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- Fee schedules must be equitable for all families of the same service. A Carer should not charge a fee for the care of a child that exceeds the fee charged for any other child where that child is receiving the same kind of care and whose circumstances are similar.
- There is to be no collusion between Carers in the setting of fee schedules (Trade Practices Act 1974 Section 45).
- It is the Carer's responsibility to inform families of the fees/conditions they charge and to provide families with a fee schedule.
- In all circumstances the family needs to be fully aware of differing charging practices prior to making a decision about commencing care.
- It is the responsibility of the Carer to justify the fees/conditions charged. The Co-ordination Unit will not enter into discussions relating to the value of an individual service compared to other services as related to fee charging practices.
- Weekly statements will be provided to Carers setting out income, as estimated from attendance records and Child Care Benefit payments. Annual statements of income can also be provided.

Levies charged by the Scheme

Scheme budgets shall be reviewed annually by the Samaritans Foundation Finance Committee following consultation with the Authorised Supervisor and any levies charged by the Scheme for the provision of the service shall be limited to those required to meet any Government funding shortfall and ensure provision of a quality childcare service.

Payment of Fees

- Details of an individual's status in regard to amounts owing shall be confidential and stored appropriately by the coordination unit and Carers.
- Payment of fees for childcare and any levies shall be due on the first care day of each week. Families shall discuss the method of payment required (i.e. cash, cheque or direct debit) with the Carer chosen to provide care.
- Each family shall be required to complete and sign a daily attendance record and note absences from care when necessary.
- Family entitlements to Childcare Benefit shall be deducted from fees charged prior to payment by parents.
- Families shall have the responsibility for ensuring Childcare Benefit entitlements remain current and correct and shall take all necessary steps to negotiate their entitlement to Childcare Benefit with the Family Assistance Office.
- Carers shall deduct only the entitlement to Childcare Benefit, which has been advised by the Family Assistance Office directly to the family or as identified on the payment advice.

Payment for Relief Care

- In accordance with guidelines from the Department Families, Housing and Community Services Child Care Service Handbook 2008-2009.
- Families shall be required to pay fees for relief care as charged by the Carer providing relief care. Carers shall charge families using the fee schedule used for their service.
- Carers need to inform families at the time of enquiry for relief care of their fees.

Failure to Pay Fees for Care

Where difficulties arise in a family's ability to pay fees for care due to exceptional circumstances, families shall contact the Authorised Supervisor for information on options available to them and to make alternate arrangements for payment.

Failure to:

- pay outstanding fees for childcare provided,
- pay any fees in lieu of notice on termination of care,
- pay any holding or penalty fees properly owing, or
- to meet any alternate arrangement agreed upon,

may result in access to the scheme being denied to a family until such time as any outstanding amounts are paid. (see Termination of Access procedures)

Should a family dispute amounts owing to a Carer they shall in the first instance discuss this with their Carer, or if a satisfactory resolution is not obtained contact the Authorised Supervisor who will commence negotiations under the Scheme's Termination of Access to Scheme Procedures.

Penalty Fees and Alteration to Booked Care

- Families shall be required to provide their Carer with two (2) weeks prior notice in writing of reduction of booked hours and/or their intention to terminate care. In lieu of notice normal fees for booked hours may be charged at the full fee rate.
- Absences for Public Holidays shall be charged at 100% of the usual rate for care, when this is the only day of holiday absence taken and the Carer is available to provide care.
- Wherever possible families shall advise their Carer by telephone of their inability to collect or deliver their child at the booked time. Occasional care rates shall apply to care provided before booked commencement time and/or after booked collection time when notice has been received by the Carer.
- When additional care is provided before usual commencement time or after usual collection time without notice overtime penalty fees will apply
- If a child is diagnosed with an illness or infectious disease the parent will be required to pay full fees.
- Other charges such as transport, or provision of meals should also be discussed and finalised between the Carer and the family prior to commencement of care.

Charging Practice

- During the family interview at the Co-ordination Unit, the family is provided with a copy of the fees charged by the Carers, and the administration levy, enrolment, and any other fees or levies charged by the Co-ordination Unit.
- The Co-ordination Unit advises all families and Carers that fees are to be paid in advance on the first day of care.
- The administration levy will be included in the fees and deducted from CCB when administered.
- Any other levies will be invoiced.
- Monies received by the Scheme will be receipted and recorded on a nominated accounting system.
- During the interview with the Carer, the Carer should also discuss their preferences on how fees are charged and when payments should be made.

- Problems with the payment of fees by families should be addressed immediately with the Carer, family and Co-ordination Unit so that suitable arrangements can be made.

5.4.6 References

- Children's Services Regulation 2004
- FaHCSIA Child Care Service Handbook 2008-2009
- DEEWR Publications re CCB

5.4.7 Person Responsible

Carers:

- To provide families and Co-ordination unit with information regarding their fee schedule and fee collection and to only charge those fees they are entitled to for care provided.
- To participate in the decision-making process when fee and levy changes are being considered.

Families:

- To participate in the decision making process when fee and levy changes are being considered and to pay all fees and levies promptly.
- Families are responsible to pay fees promptly.

Co-ordination Unit is responsible for:

- monitoring of fee payments and adhering to Family Assistance Office & DEEWR requirements.
- organising Scheme meetings and sharing information and implementing changes effectively.

5.4.8 Implementation and Evaluation

- Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.

5.4.9 Documentation

- Carers Fee Schedules
- Overdue Fees Notice
- Harmony payment advices to Carers and Samaritans

Standard 5.5

TRANSFER OF CARE

5.5.1 Purpose and Scope

To ensure families and Carers are treated equally and fairly if a family needs to cease care with one Carer and begin care with a new Carer.

5.5.2 Definitions

Carer: Registered childcare provider with Samaritans Five Star Family Day Care

5.5.3 Principles

- To ensure neither the Carer nor the family are disadvantaged due to changing Carers.
- To manage and place children in an environment that best suits their needs.

5.5.4 Policy

Children are able to change from one Carer to another without discrimination against either the Carer or the family involved.

5.5.5 Procedures

- Two weeks notice is to be given in writing by the person terminating the care arrangement.
- Alternate care must be organized by the Co-ordination Unit.
- Co-ordination Unit staff must be notified prior to care commencing with the new Carer. This will ensure there are no fees owing to the previous Carer.

Family

- Family to contact Samaritans Five Star Family Day Care staff to discuss need for a different Carer.
- The discussion will be documented.
- Samaritans Five Star Family Day Care staff to fill out a new Inquiry Sheet and find a new Carer.
- Family to notify Carer and give 14 days notice.
- Family to be asked to fill in an exit survey by the Carer/ Co-ordination Unit.
- In exceptional circumstances the Authorised Supervisor may contact the original Carer and give the appropriate notice.
- The family is to pay all fees owing to the original Carer prior to care commencing with the new Carer.

Carer

- Carer to contact Samaritans Five Star Family Day Care staff to discuss need for a different Carer.
- Carer to notify the parent/ guardian that they are unable to care for their child/ren and give two weeks notice.
- Carer will forward all paperwork in relation to that family to the Co-ordination Unit.

STAFF MUST ALWAYS BE NOTIFIED BEFORE CARE STARTS WITH THE NEW CARER.

5.5.6 References

Children's Services Regulation 2004

5.5.7 Person Responsible

Parent/ Carer:

Is responsible for giving two weeks notice in writing.

Co-ordination Unit:

Is responsible for finding alternate care.

Parent:

Is responsible for payment of all fees prior to changing Carers.

5.5.8 Implementation and Evaluation

- Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development
- Exit survey to be completed by parent leaving the Carer.

5.5.9 Documentation

- Enquiry form
- Child's file and information
- Enrolment form

Standard 5.6

USE OF BACK-UP OR ALTERNATE CARERS

5.6.1 Purpose and Scope

This policy informs Carers and families of the procedures to be followed if alternative or back up care is required.

5.6.2 Definitions

5.6.3 Principles

On occasion, the need arises for a family to require alternate care. This policy will ensure that alternate care is organised by the Co-ordination Unit and the correct procedure is followed.

5.6.4 Policy

To provide alternate care when a family's regular Carer is unavailable, ensuring consistency of care provision.

5.6.5 Procedures

- The Carer will contact the office stating the need for a back-up Carer.
- The Coordination Unit will offer to contact the family if the Carer is unable to do so.
- Families make a request with the Coordination Unit for a back-up Carer for times when regular Carer is unavailable.
- The Coordination Unit will contact the alternate Carer re: availability.
- The Coordination Unit will give the family the name and number of a possible back-up Carer.
- The family will contact the alternate Carer and discuss and confirm the care arrangements and fees.
- The back-up/alternate Carer will notify the Co-ordination Unit re: the care commencement date and the need, if necessary to obtain relevant paperwork and the Childcare Benefit %.
- It is not the responsibility of the regular Carer to organise back-up care.
- The Coordination Unit is to be notified if children go to an alternate Carer at any given time.
- Every instance of back-up care needs to follow the above procedure.

5.6.6 References

Children's Services Regulation 2004

5.6.7 Person Responsible

Co-ordination Unit:

Shall be wholly responsible for making alternate care arrangements.

5.6.8 Implementation and Evaluation

- Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development
- Parent / Carer feedback

5.6.9 Documentation

Alternate Care Enquiry

Standard 5.7

RELIEF CARE POLICY

5.7.1 Purpose and Scope

To provide guidelines for access to ongoing care when the primary Carer is unavailable

5.7.2 Definitions

DEEWR:	Department of Education, Employment & Workplace Relations
OH&S	Occupational Health & Safety
Primary Carer:	Approved and Registered Carer with Samaritans Five Star Family Day Care providing care in their own home
Relief Care:	Childcare provided in a Registered Carers Home by a Carer who does not reside at that home but is registered as a relief Carer with Samaritans Five Star Family Day Care.
Relief Carer:	Approved and Registered Carer with Samaritans Five Star Family Day Care who provide care in the primary Carers home when the Carer is unavailable.

5.7.3 Principles

Relief care is a locum service provided for Registered Samaritans Five Star Family Day Care Carers when they are unavailable. A service that allows Carers to take time-out without closing their service and disrupting the children.

5.7.4 Policy

Samaritans Five Star Family Day Care will endeavour to provide an appropriate alternate placement to children and families, ensuring a high quality and flexible childcare option.

5.7.5 Procedures

Family Responsibilities

- Families must give written consent to the relief care before it commences. Families must sign attendance records when arriving and departing with their child indicating exact hours the child was in care
- Families must pay for the booked care to the relief Carer as provided.

Primary Carers Responsibilities

- Notify all families and the Coordination Unit if unavailable to provide care.
- Contact relief Carer and tentatively book days needed. Anticipated hours and child numbers should be discussed at this time.
- Discuss with families which children will be requiring care.

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- Where possible confirm with the relief Carer one week before relief care commences – days needed, hours of care, number of children in care and discuss needs of children in care.
- Ensure the relief Carer is familiar with the premises and OH&S requirements & the whereabouts of
 - First-aid Kit
 - Fire extinguisher, fire blanket and evacuation plan
 - Emergency numbers
 - Family Contact Numbers
 - Written Weekly Program
 - Children's Details/ special requirements
 - Children's Belongings
 - Other equipment needed though the day
 - Discuss maintenance, safety and cleaning routines
- Primary Carer and relief Carer are responsible for their own Attendance Records and for the hours worked.
- To fully satisfy DEEWR accountability requirements in regards to payment arrangements between the primary Carer and the relief carer, invoices and receipts should be made out in triplicate i.e. primary care/family/administration or relief Carer/family/administration.
- Receipts should detail the period of care, children's names and fee paid for each child and meet all FAO receipting requirements.
- If the primary Carer needs to cancel the relief Carer 24 hrs notice is required. If less than 24hrs notice is given the relief Carer must still be paid for the care booked by the original Carer.
- The regular Carer's children may be cared for by the relief Carer providing the child/ren are enrolled in the Scheme and all relevant paperwork is completed.

Relief Carers Responsibility

- A Relief Carer will be registered with Samaritans Five Star Family Day Care when the following is completed:
 - Satisfactory personal interview
 - Working with children clearance
 - Satisfactory referee checks
 - Current First Aid
 - Completed Scheme Training
 - Fee Schedule
 - Registration Agreement & Certificate
 - Public Liability Insurance (unless working for only one nominated primary Carer under her insurance and the insurance company and the coordination unit have been notified.
- A primary Carer can access the services of a relief Carer, if available, for short-term (4hrs) or extended periods as approved by the Authorised Supervisor. .
- The relief Carer must inform the Coordination Unit in writing of the days/hours and location booked before any relief care is provided.
- In the case of emergency relief care the relief Carer must ring the on call mobile to advise a staff member that the relief care will be taking place.

- The relief Carer must be familiar with:
 - First-aid Kit
 - Fire extinguisher, fire blanket & evacuation plan
 - Emergency numbers
 - Family Contact Numbers
 - Children's Details/ special requirements
 - Children's Belongings
 - Other equipment needed though the day
 - Safety and cleaning routines
 - OH&S requirements
- The relief Carer must ensure that the families sign the attendance records
- Where possible the normal routine should be followed.
- The relief Carer is to receipt any family payments made on the day in their own receipt book.
- To fully satisfy Department accountability requirements in regards to payment arrangements between the primary Carer and the relief Carer, invoices and receipts should be made out in triplicate .i.e. primary Carer or relief Carer/family/administration. Receipt should detail the period of care, children's names and fee paid for each child.
- Relief care may include the primary Carers own children providing the children are enrolled in the scheme and all relevant paperwork is completed and Children's Services Regulation child: Carer ratios are maintained

Coordination Unit Responsibilities

- To register flexible relief Carers with the skills to meet Samaritans Five Star Family Day Care Policies and the Children's Services Regulations 2004.
- To monitor relief care
- To resource relief Carers

5.7.6 References

- Children's Services Regulation 2004
- Family Day Care Australia – Public Liability Insurance
- Jigsaw Issue 45, p14
- Occupational Health and Safety Act 2000

5.7.7 Person Responsible

Parents: Shall ensure they sign attendance records and pay for booked care.

Primary Carer: Shall liaise with and inform relief Carers and families to ensure continuance of care

Relief Carer: Shall familiarize with children and the environment.

Co-ordination Unit: Shall oversee the provision of relief care and ensure consistent quality childcare.

5.7.8 Implementation and Evaluation

- Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development
- Parent and Carer Feedback
- Harmony Statistics

5.7.9 Documentation

- Attendance Records
- Harmony Care Data
- Communication Records