



Genesis Family Day Care Services

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Conditions of Care

Educators

All Educators registered with the Service have, or working towards, Certificate III or above in early childhood or children's services and have:

- Valid Working with Vulnerable People Registration
- Current First-Aid Certificate including Asthma & Anaphylaxis management

Education & Care Environment

Educator will show parents the care area in their home including indoor and outdoor play areas and where children will be sleeping, and explain home safety checks undertaken by the Educator as well as those carried out by the Coordination Unit. Educator will also explain hygiene practices and prevention of cross infection. The Service strictly prohibits smoking or the consumption of alcohol or drugs by anyone, including family members living at the FDC residence whilst care is being provided.

What to Bring for Care

Spare clothes (for messy play); comfortable footwear e.g. runners; sunscreen (30+)/hats - legionnaire (flap covering neck and ears), bucket or wide-brimmed hats (caps are not acceptable); and sufficient nappies, wipes, pull-ups, extra underwear. It is best if linen is provided by the parent- separate linen for each child. Healthy pack food to last for the day and water bottle fills with water only.

Play and Learning

Educator will provide educational experiences through play including indoor and outdoor activities. The Service runs Playgroup and Music sessions each week.

Pets

Educator will show the pet(s) including where they are kept. Supervised interaction with the Educator's pet/s may be allowed with parental consent.

Children with Medical Conditions

Parents will have to advise the Educator about any allergies, asthma, anaphylaxis, diabetes or any special need the child has or any regular medication the child takes. Enrolments with incomplete medical information will not be accepted. For all children with a medical condition, parents will have to provide a **medical management** or **action plan** from a registered medical practitioner. The Educator, in consultation with parents and the Service, will also develop and have in place a **Risk Minimisation Plan** and a **Communication Plan** for all children with a medical condition.

Even where the medical practitioner/ parents determine that a child with a medical condition is not required to have a medical management plan, the Educator is required to have a risk minimisation plan in place.

Where a child who has a **medical condition becomes unwell** during care, the Educator will as appropriate:

- Give first-aid treatment and/or seek medical attention if any emergency exists
- Notify the Parent immediately or request an authorised nominee to collect the child
- Only administer medication for which written authority is given by checking the correct dosage before each administration and after the administration will record the dosage and time administered

A child cannot be in care, if the child **has any of the following symptoms**:

- Ear and/or eye discharge
- Temperature of 37.5 Celsius or higher
- Undiagnosed rash
- Unusual skin colour
- Persistent cough
- Continuous runny nose
- Sore throat
- Swollen glands
- Open sore with discharge
- Unusually tired or lethargic
- Vomiting
- Diarrhoea and/or continuous loose bowel episodes

If **a child develops** any of the above symptoms while in care, then the Educator will complete an incident, injury and illness form and will contact the parents or the authorised emergency contacts to ask the child to be collected. The incident, illness form will have to be signed by the parents. On return, Educators may require a clearance certificate from a registered medical practitioner.

Immunisation & Infectious Diseases

If a child is suffering from an infectious disease, the child will be excluded from care for the duration of the exclusion period listed in the *ACT Immunisation Requirements for entry into school, preschool and childcare*. A copy of the publication can be accessed at <http://www.health.act.gov.au/>; the Service's Office; or your child's Educator. Children who are not immunised will be excluded from care during an outbreak of certain diseases, unless a medical exemption notice is provided.

Outings & Excursions

Educator may go on routine outings (e.g. library, music time, playgroup, shops, pick up other children from school or kindergarten) on a regular basis. The Educator will do a risk assessment and seek parental consent once each year for regular outings. Special parental permission is required for the Educator to take children on a non-routine outing.

Service's Fee Policy

The Service's fee schedule provides a range with minimum and maximum hourly fees. Individual Educator's fees are set in compliance with the Service's Fee Schedule in Table 1 having regard to the following:

- All families using the same type of care are charged the same fee irrespective of the parent's affordability or other circumstances
- Educators generally charge higher fees (up to the maximum hourly fee) if they:
 - have approved Certificate III or higher level qualifications and relevant experience
 - offer a range of services (e.g. range of learning activities, and quality and range of indoor/outdoor equipment, toys, books)
 - provide a range of regular activities (e.g. music, playgroups, library visits, excursions)
 - are required to adapt their provision of education and care to meet needs of families
- The hourly fees generally do not include the provision of meals but include cost of travel related to regular outings. Meals can be charged separately as per the rates in Table 1.
- Educators may seek the Service's approval to increase their fees in compliance with the Service's fee schedule once each financial year (at the beginning of July or January)
- Educators will provide each family a schedule of their new fees at least 4 weeks prior any increases

Care Types & Booking

A child can be enrolled in one of three types of care:

- Routine sessions only - casual care is not included
- Casual enrolment - no routine sessions are included
- Routine sessions with casual care permitted

Swapping care days is generally not permitted and can only be accommodated in on-off unexpected circumstances. Additional fees may be charged for such days.

A child's enrolment automatically **ceases** if the child does not attend care for **8 continuous weeks**

Hours Charged

To ensure that Educators operate in accordance with regulations that apply to numbers of children, families are required to comply with booked hours. Changes to booked hours are to be discussed with the Educator and notified in writing to admin@genesishdc.com.au. It is important to note that families are required to pay for the agreed booked hours of care. If you pick up children early or drop them off late, the agreed booked hours will still be charged and will be required to be paid.

Care Outside Standard Operating Hours

The Service's standard operating hours are 7.30am to 6.00pm Monday to Friday. Any care provided by the Educator outside these hours or on Weekends/ Public Holidays will incur higher hourly fees. Approval must be obtained from the FDC Service Manager for any regular care outside of standard operating hours.

Before & After School and Vacation Care

Before and after school care booking covers the school terms only. If vacation care is required, then families have to book the care hours/days needed before starting vacation care. Once the booking is confirmed the care is paid for whether used or not. Public holidays during vacation care are not claimable for school age children unless care is actually provided on the day.

Pre-School Care

If Educator is to be responsible for the child while they attend preschool/activity group, then the Educator is able to charge the normal fee during the child's attendance at these groups. The Educator must be available during these hours to either deliver or collect the child from preschool or activity group.

Educators can charge fee for the hours including the child is in preschool and CCS is payable for those hours, when a child is attending preschool or activity group where:

- the Educator is available to attend to the child, should the Educator be contacted whilst the child is at preschool; and
- the child is in care with the Educator immediately before or after attending preschool; and
- the child would be in care with the Educator, if she/he were not attending preschool

If all of the above conditions are not met, then CCS will not be payable for the hours the child is in preschool.

In these instances, Educators can provide care for children for after-preschool only and charge a higher hourly rate of fee, and not exceeding total of 4 under school age children.

Overnight / Weekend Care

Overnight or weekend care is primarily provided for work-related care purposes. Approval must be sought from the FDC Service Manager prior to commencing care arrangements. Supporting documentation from the employer is required to demonstrate that care is work related.

Casual Care

Additional casual day/s can be booked according to Educator vacancies and paid for accordingly. Allowable absences cannot be claimed for casual care. However, if an advanced booking is made and the child does not attend, then it can be recorded as allowable absence in the timesheet and submitted.

A holding fee equal to the full fees for the booked hours or 6 hours per day, whichever is less, will apply where care has been booked and is subsequently cancelled with less than 24 hour notice.

Session of Care (Minimum Booked Hours)

The minimum number of hours for which fees are charged in a day:

- For regular care, 7 hours for under school age care; 1 hour for before school care; and 3 hours for after school care
- For casual care, 6 hours for under school age care; 1 hour for before school care; and 3 hours for after school care
- For vacation/ holiday care, 7 hours for children aged 0 - 13 years
- Educators may set their own minimum care hours but **not exceeding** 10 hours per day for under school age care; 2 hours for before school care; and 3 hours for after school care.

Service Fees

The following fees and charges apply for the Service. Educators can set their fees within the Service's fee range for each type of care. Each Educator's fees will be specified in the Parent Agreement (Complying Written Arrangement) to be signed by parents.

The standard hours of care for the Service are from 7.30am to 6.00pm Monday to Friday.

SERVICE'S FEE SCHEDULE

CARE DURING STANDARD OPERATING HOURS (7:30AM - 6:00PM)	FEE PER HOUR
0 - 5 YEARS	\$9.75 - \$13.75
Before and After School Care	\$9.75 - \$17.25
Vacation / Holiday Care	\$9.75 - \$13.75
CARE OUTSIDE OF STANDARD OPERATING HOURS	FEE PER HOUR
0 - 5 Years	\$9.75 - \$17.25
Before and After School Care	\$9.75 - \$21.25
Vacation Care	\$9.75 - \$17.25
WEEKEND CARE	FEE PER HOUR
Weekend Care (Saturday & Sunday)	\$10.25 - \$51.25
CASUAL CARE	FEE PER HOUR
0 - 5 Years	\$10.25 - \$21.25
Before and After School Care	\$10.25 - \$21.25

Note: Fees indicated in table above include an administration fee of \$1.25 per hour per child

In addition, individual Educators may provide meals and charge for the meals separately. The Service's schedule for the cost of meals is provided in table below.

MEALS	COST
Breakfast	\$3.50
Lunch	\$3.50
Dinner	\$5.00
Snacks	\$2.50 each

Fee Payment

Regular fees are charged on a weekly/fortnightly basis, in arrears, after the care has been provided. Educators must provide invoices and receipts to the parent on a regular basis. Parents should contact the Service if they have not been provided receipts for payments made to the Educator.

Enrolment Bond

An enrolment bond may be collected by the Educator at the time of confirmation of regular care and the moneys held by the Educator. This consists of two weeks full fees at contracted hours. When notice of cessation of care is given, the bond should be used as credit for the last two weeks of care and any remaining credit refunded. If parents pay a bond, then the Educator is required to issue a receipt clearly identifying the payment as a refundable bond.

Outstanding Fees

It is important that fees are paid promptly. Parents should contact the Service manager if experiencing difficulty with payment of fees as payment plans may be arranged. Care will not commence if fees are owed to another Educator until the debt has been paid. If fees remain unpaid for an absent child for more than 3 weeks after the date on which the fees must have been paid, the child will be deemed to have ceased care and the Service will notify the parents and cancel the enrolment.

Fee Review

The Service's Fee Schedule is effective 2 July 2018. Educator fees may be reviewed once per financial year in January or July. Families are to be given 4 weeks' notice of any changes to fees or minimum booked hours.

Emergency Contacts

For the safety and wellbeing of children it is important that parents/guardians can be contacted in emergency situations. It is vital that the Service be advised of any changes to work and home telephone numbers, addresses, and medical and emergency contacts.

Attendance Record

Parents/guardians are required to:

- sign their child/ren **IN and OUT** using the Service's electronic sign-in or on the Attendance Record book maintained by the Educator. The Educator may only sign when dropping off or picking up children from school, preschool etc.
- **verify charged hours** by accessing the Online Parent Portal and reviewing attendances, fees charged and CCS reductions. Please contact the Service, if you did not receive system login details.

Absences

Normal fees are charged for all days booked regardless of whether the child attends care or not (excluding Educator's absences/unavailability). This includes holidays, public holidays and sick days. Each child is eligible to have an initial 42 days of allowable absences each financial year and CCS can be claimed for those days. Once the child has reached 42 absence days, CCS cannot be claimed for further absences, unless they are taken for an 'additional absence reason'.

CCS can be claimed for 'additional absence reasons' such as illness (with medical certificate); rostered days off/rotating shift work (with written evidence); temporary closure of a school or pupil-free days; periods of local emergency; shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation); attendance at preschool; and exceptional circumstances.

There is no limit to the number of these 'additional absence days' taken for the above reasons for which CCS may be claimed, if supporting documentation (where required) is provided; and they are days on which care would otherwise have been provided.

A family may still take absences that exceed 42 absence days that are not for an 'additional absence reason', but CCS cannot be claimed.

When a child is absent from care for an extended period of time (i.e. more than six weeks), the child's enrolment will be cancelled even if the family asks the Service to hold a place. A new enrolment will be created when the child returns to care.

Sick Days

Parents must advise the Educator as early as possible if their child is going to be absent from care due to illness. In cases of infectious/ contagious illnesses, a medical certificate should be provided to the Coordination Unit (directly or through the Educator) before returning their child to care. Educator will not care for a sick child. A child with infectious disease will not be allowed to attend care.

All absences, including sick days, are charged at the normal rate.

Child on Holidays

Parents must pay the full fees when they take holidays or are requesting their position to be held. Where a child is going **overseas**, and the parent wants to keep the child's place with the FDC Educator, then the Educator should ensure the parents complete and return to the Educator/ Service the "[Child Holiday Notification Form](#)" or send an email to the Service confirming the child will return on a specified date to the Educator's care.

Attendances can then be lodged as "absences" for the regular booked days while the child is overseas and CCS can be claimed for those days. If no written notification is provided, no attendances will be lodged with Centrelink for the child while away.

Public Holidays

The daily fee is payable if the Public holiday is normally a day the child is in care. If the child attends on public holidays then the Public holiday rate will be charged. Public holidays during vacation care are not claimable for school age children unless care is actually provided on the day.

Educator Sick Day Off

Educators are required to inform parents as early possible if the Educator is not available to provide care. Parent may have the option of alternate Educator from the Coordination unit. If Parents do not accept alternative Educator then Parents will not be charged fees for that day(s).

Educator Holidays

Educators are required to give the Service and parents at least two weeks advance notice when taking holidays to allow alternative care to be arranged should parent/guardians not have a back-up. While the Service aims to provide consistent care, occasionally Educators may be unable to give adequate notice due to unavoidable family illness or other legitimate reasons. It is important that parents have an emergency back-up person should this occur. Alternative care may be able to be arranged dependent on vacancies. There is no charge when the Educator is unavailable.

Back-up Care

Families must have a 'back-up' care form completed for the days (excluding public holidays) that are required with the back-up FDC Educator prior to commencing care. If back-up care is booked and the child is absent on a booked back-up day, full fee will be applied to that absent booked day.

CCS is paid to one FDC Educator at a time, and if the child were to return to the Primary FDC Educator on a specific date but remains at the back-up FDC Educator (or return earlier than arranged) - a full fee will be applied to one FDC Educator's fees with no CCS.

Cessation of Care

Either party (parents or Educator) to provide 4 weeks' notice for termination of care. The notice period will commence once the notice is received. CCS is payable only up to the last physical day of care - i.e. during the notice period the CCS is payable only up to the last day of care that the child has attended.

Child Care Subsidy (CCS)

For a parent to be eligible for Child Care Subsidy:

- a child must be aged 13 years or under, and not attend high school (secondary school)
- a child must also meet immunisation requirements
- the parent or their partner must be Australian residents or be eligible non-residents

The amount of CCS to which a family is entitled is determined by the:

- Family income
- Results of an Activity test
- Types of eligible child care services

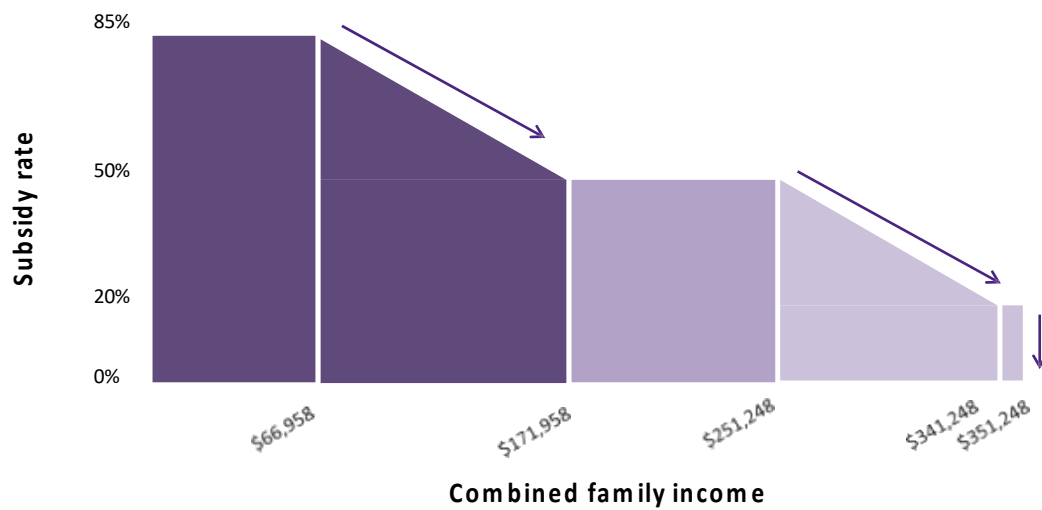
Family Income

Table below shows the Family Income and the subsidy percentages for 2018-19.

Combined family income	Subsidy Percentage of the Actual Fee Charged (Up to Relevant Percentage of the Hourly Rate Cap)
Up to \$66,958	85 per cent
More than \$66,958 to below \$171,958	Decreasing to 50 per cent*
\$171,958 to below \$251,248	50 per cent
\$251,248 to below \$341,248	Decreasing to 20 per cent*
\$341,248 to below \$351,248	20 per cent
\$351,248 or more	0 per cent

* For families earning more than \$186,958, an annual subsidy cap of \$10,190 per child will apply

Combined family income 2018-19



6

The hourly rate cap for Family Day Care Services is **\$10.90** per hour in 2018-19.

Centrelink will withhold **5 per cent** of the CCS entitlements from the weekly/ fortnightly payments.

Activity Test

Family entitlement to the Child Care Subsidy (CCS) is determined by a **three-step activity test**. The eligible **hours of subsidised care** will be based on the **combined hours** of work, training, study or other recognised activity undertaken, and providing for up to 100 hours of subsidy per fortnight.

Step	Hours of Activity per Fortnight	Maximum Number of Care Hours per Fortnight
1	8 hours to 16 hours	36 hours
2	More than 16 hours to 48 hours	72 hours
3	More than 48 hours	100 hours

A broad range of activities will meet the activity test requirements including:

- paid work;
- being self-employed;
- doing unpaid work in a family business;
- looking for work;
- volunteering; or
- studying

Exemptions to the activity test apply for parents who legitimately cannot meet the activity requirements. Low income families on \$66,958 or less a year who do not meet the activity test will be able to access 24 hours of subsidised care per fortnight without having to meet the activity test, as part of the Child Care Safety Net.

Child Enrolment Process

The child enrolment process is depicted in the diagram below. It involves a 4 step process

- Parent makes a claim for Child Care Subsidy with Centrelink through their online Centrelink Account (via myGov)
- Provider and parent agree an arrangement (Complying Written Agreement or CWA) for care of a child. If a family does not wish to claim CCS for session of care a Relevant Arrangement (RA) is made
- Provider submits an enrolment notice to Centrelink
- Parent confirms the enrolment

