



## 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.

### Medical Needs

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. If there are ongoing medical needs, a Medical Management Plan will need to be provided and medication form will need to be filled in.

Where a child who has a medical management plan 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

**If any child in care has or develops:**

- Ear and/or eye discharge
- Temperature of 37.5 Celsius or higher
- Undiagnosed rash
- Persistent coughing episodes with difficulty in breathing
- Open sore with discharge; or
- Vomiting and/or continuous loose bowel episodes

the Educator will contact the parents or the authorised emergency contacts to ask the child to be collected. On return, Educators may require a clearance certificate from a registered medical practitioner.

### **Health Requirements**

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 2015*. 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.

### **Travel**

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

### Service Fees

The following fees and charges apply for the Service. The core hours of care for the Service are from 8am to 6pm Monday to Friday.

**TABLE 1: FEE SCHEDULE**

Standard Fees	Fees
0-5 years - Core hours	Min \$8.25 per hour Max \$15.25 per hour
Before & After School Care - Core hours	
Vacation Care - Core hours	
<b>Non Standard Fees</b>	
0-5 years - Non-core hours	Min \$8.25 per hour Max \$15.25 per hour
Before & After School Care and Vacation Care - Non-core hours	
<b>Weekend Fees</b>	
Weekend care (Saturday & Sunday)	Min \$9.65 per hour Max \$51.25 per hour
<b>Casual Fees</b>	
0-5 years	Min \$9.65 per hour Max \$20.65 per hour
Before & After School Care	
<b>Meals</b>	
Breakfast	\$3.50
Lunch	\$3.50
Dinner	\$5.00
Snacks	\$2.50 each

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

### Fee Payment

Regular fees are charged on a weekly/fortnightly basis, in arrears, after the care has been provided.

### Enrolment Bond

An enrolment bond may required to be paid at the time of confirmation of permanent care. This consists of two weeks full fees at contracted hours. When notice of cessation of care is given the bond will be used as credit for the last two weeks of care. Any remaining credit will be refunded. However, the Service may waive this requirement for individual families on the recommendation of the Educators.

## **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 can 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.

## **Session of Care (Minimum Booked Hours)**

The minimum number of hours for which fees are charged in a day is 6 hours for under school age care and 2 hours for before or after school care. Educators may set their own minimum care hours but not exceeding 10 hours per day for under school age care and 3 hours for before or after school care.

## **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 of hours are to be discussed with the Educator and where necessary, are to be approved by Service Manager. 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.

## **Fee Review**

The Service's Fee Schedule is fixed until 30 June 2018. The fees may be reviewed once per financial year in January or July. Families will be given 4 weeks' notice of any changes.

## **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, doctor and emergency contacts.

## **Attendance Record**

Parents/guardians are required to:

- sign their child/ren **IN and OUT** 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 CCB /CCR reductions. Please contact the Service, if you did not receive system login details.

## **Care Outside Core Hours**

The Service's core hours are 8.00am to 6.00pm Monday to Friday. Any care provided by the Educator outside these hours or on Weekends/ Public Holidays is classified as non-core hours of care. Approval must be obtained from the FDC Service Manager for any care outside core 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.

CCB is only payable for absences while 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 Educator charges the family a fee for the time the child is at preschool; and
- the child would be in care with the Educator, if she/he were not attending preschool

### **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 care commencing, and supporting documentation from the employer is required.

### **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 5 hours per day, whichever is less, will apply where care has been booked and is subsequently cancelled with less than 24 hours notice.

### **Non-Work Related Care**

CCB for non-work related purposes is limited to up to 24 hours per week per child during core hours, dependent on vacancies and the individual needs of each family. This means that days may be altered in consultation with parents, Coordination unit and Educators, to accommodate families with work-related needs in accordance with Australian Government Priority of Access guidelines.

### **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 CCB can be claimed for those days. Once the child has reached 42 absence days, CCB cannot be claimed for further absences, unless they are taken for an 'additional absence reason'.

CCB 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 CCB 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 CCB 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.

### **Holidays**

Parents must pay the full fees when they take holidays or are requesting their position to be held.

### **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 a child is absent, full fee will be applied to that absent booked day. CCB 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 CCB.

## **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. CCB and CCR are payable only up to the last physical day of care - i.e. during the notice period the CCB/ CCR is payable only up to the last day of care that the child has attended.

## **Priority of Access**

Access to Child Care services are conducted in line with the Government's Priority of Access guidelines.

Priority 1: Children at risk of serious abuse or neglect.

Priority 2: Children of single parents or both parents who satisfy the work /training /study test

Priority 3: Any other child, e.g. parent/child disability, respite, etc.

In instances where there is a waiting list for child care services or when a number of parents are applying for a limited number of vacant places, the Australian Government has 'Priority of Access Guidelines' for allocating places to ensure the system is fair. Under the guidelines, parents/guardians may be required to vacate or change their child/children's care arrangements if a family with a higher priority requires the position. Should this occur, parents/guardians will be provided with a minimum notice of 2 weeks, if the Service is not able to find alternate care arrangements.

## **Child Care Benefit (CCB)**

To apply for CCB, parents will need to contact the Department of Human Services on 13 61 50; visit the nearest Centrelink office; or access the Department's website at <http://www.humanservices.gov.au/>

Once the registration is completed, the Claimant Parent and each child will be given an individual Customer Reference Number (CRN). The CRN should be provided to the Educator or to the Service to be recorded by the Service and submitted to the Department for validation.

To ensure the processing is done smoothly:

- Parents must have the correct Customer Reference Number (CRN) for the Claimant Parent and the enrolment form should have the claimant parent listed as such
- Correct Customer Reference Number (CRN) for the enrolled child must be provided
- Dates of birth given on the enrolment form are correct for the claimant parent and the child

Once the parent has been assessed for CCB, parents can choose to have the entitlements paid in a lump sum or as reduced fees.

Where a child is considered a dependent child of two families, such as when separated parents share the care of a child, the Family Assistance Office will issue each family with a CCB assessment. If both families use our service, their child will be listed on the weekly statement with a different assessment for each family.

Parents who receive CCB as reduced fees are responsible for:

- Keeping their copy of the CCB Assessment Notice
- Advising Centrelink either before or as soon as possible of any change in circumstance such as:
  - Changes in family income
  - Change of child care service
  - Change of partnering arrangements
  - When a child attending care becomes a school-aged child

- When a child enters or leaves care
- When a sibling enters the service
- Death of the person who claims CCB

### **Child Care Rebate (CCR)**

CCR assists parents and guardians who meet the Work, Training, Study test with out of pocket expenses for approved care for CCB. Parents will automatically be assessed for CCR when they lodge a claim for CCB for approved care. To receive the CCR, parents must claim CCB even if they receive 0%.

CCR is not income tested and if using an approved child care service for work, training or study-related purposes, the Government will provide up to 50 percent of the out-of-pocket child care costs to a maximum of \$7,500 per year.

There are four ways to receive CCR:

- Direct to the approved child care service, paid fortnightly
- Direct to parent's bank account, paid fortnightly
- Quarterly payment to parent's bank account
- Annual payment to parent's bank account

The payment option chosen for CCR will be applied for the entirety of the current financial year. A new payment option cannot be applied until the start of the next financial year, unless exceptional circumstances apply.