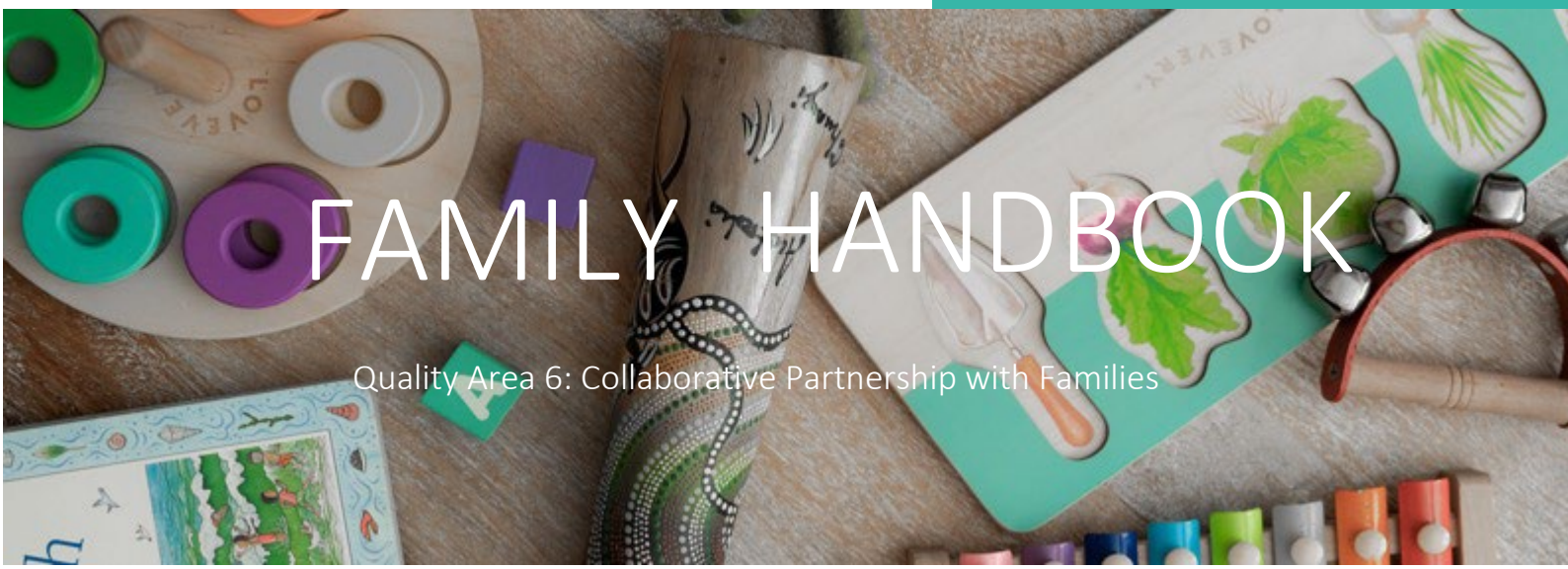
NextGen
Family day care

PARENT HANDBOOK



FAMILY HANDBOOK

Quality Area 6: Collaborative Partnership with Families

NextGen Family Day Care

Realising Every Child's Potential

Welcome | Our Family Handbook provides important information you need to know to ensure the best possible start to quality education and care at NextGen Family Day Care.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how our Family Day Care scheme operates.

We have an open-door policy, and you and your family are welcome to visit at a time arranged with your educator.

Family Day Care Contact Information

Phone: 0407959882

Emails:

Enrolments - enrolmants@nextgenfdc.com.au

Administration - admin@nextgenfdc.com.au

Accounts - accounts@nextgenfdc.com.au

Website: www.nextgenfdc.com.au

NextGen Family Day Care Information

NextGen Family Day Care is a home-based education and care service for children aged 6 weeks to 13 years. We have family day care educators located Victoria Wide. Family Day Care educators are early childhood education and care professionals registered with our service. Educators provide high quality education and care in their secure and safe home environment. Family Day Care educators may educate and care for a maximum of seven children at any one time, of whom no more than four may be preschool age or under, subject to the requirements and permitted exceptions under the Education and Care Services National Regulations. The educator's own children and other children at the residence are included in the ratio where required by the National Regulations.

NextGen Family Day Care is responsible for approving, supporting, advising and training our educators. Our support coordination unit conducts regular home visits and closely monitor and observes the educational program, resources and home environment.

NextGen Family Day Care provides flexible childcare to suit the needs of all families. Education and care may be provided for full-time or part-time care, weekend and overnight care, casual, vacation care and emergency respite care. Our support coordination unit arranges child care placement with our educators and administers Child Care Subsidy (CCS) for families.

PHILOSOPHY

NextGen Family Day Care is committed to providing a high inclusive quality education and care service that meets the needs of the community, families and children in a home-based environment.

'We respectfully acknowledge the traditional indigenous owners of the lands on which we work, learn and play and pay respects to elders past and present'.

The NextGen Family Day Care philosophy guides our interactions with educators. children, families and the community.

At NextGen Family Day Care we believe every child has the potential to develop, grow and succeed in their early learning journey. We desire every child to feel safe, secure, protected and supported and

treat them with the utmost care and respect and know we as a service and educators have a lot to learn from their early learning journey. Offering thoughtfully set out environments to allow children to extend their own learning supports their agency and take their play in the direction of their choice which can only lead to better outcomes.

We foster all children's right to learn and grow through play and believe children learn through their interactions, relationships and experiences with others and the environment. Children have the right to choice, freedom of belief and are capable and confident learners. We encourage, support and nurture the whole child to focus on their identity and make connection with their community, personal wellbeing and to become confident, effective learners and communicators.

NextGen Family Day Care facilitates partnerships with families and think these are fundamental for developing and delivering the best educational outcomes.

NextGen Family Day Care educators and management are guided by the National Quality Standards, Child Safe Standards and the Code of Ethics in all of our practices, interactions and relationships. We respect the diversity, skills and strengths that each person brings to our service and we are able to challenge and learn from each other, work in collaboration, as well as reflect on our practices to ensure we are always striving for continual quality improvement and the highest possible outcomes for children and their families.

Principal Office

Approved Provider: NextGen Family Day Care PTY LTD

Nominated Supervisor: Rebecca Woods

Support Coordinator/Educational Leader: Rebecca Woods

Administration officer: Rebecca Woods

Accounts Manager: Rebecca Woods

VICTORIA – 19 Warkil Street, Cobram, Vic, 3644

Our Commitment to Child Safety

NextGen Family Day Care is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by our educators and educator assistants. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

NextGen Family Day Care is committed to embedding a child safe culture in all aspects of the operation of the Service. In accordance with the Education and Care Services National Law and National Regulations, the safety, rights and best interests of children are the paramount consideration in all decisions and actions concerning children.

All educators, educator assistants, staff, volunteers and persons involved in the operation of the Service are required to comply with applicable child protection legislation, mandatory reporting obligations, the Victorian Child Safe Standards, the Reportable Conduct Scheme and NextGen Family Day Care's Child Protection and Child Safe Environment policies and procedures.

NextGen Family Day Care has zero tolerance for child abuse, inappropriate conduct, grooming, neglect or any behaviour that compromises the safety, dignity, rights or wellbeing of a child. Concerns or allegations relating to the safety of a child will be acted upon immediately and reported to the relevant authorities within the required legislative timeframes.

We ensure our educators are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working With Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Approved Provider/Director if you have any concerns. 0407959882

Where an incident or allegation involves physical or sexual abuse of a child while the child is being educated and cared for by the Service, NextGen Family Day Care will notify the Regulatory Authority within the timeframe prescribed by the National Law and National Regulations. Current notification requirements require specified incidents and allegations of physical or sexual abuse to be notified within 24 hours.

Code of Conduct

The Code of Conduct establishes the standards for all staff and educators at our Family Day Care Service. Our educators are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

Safe Use of Digital Technologies and Online Environments

NextGen Family Day Care is committed to protecting children when digital technologies and online environments are used as part of education and care.

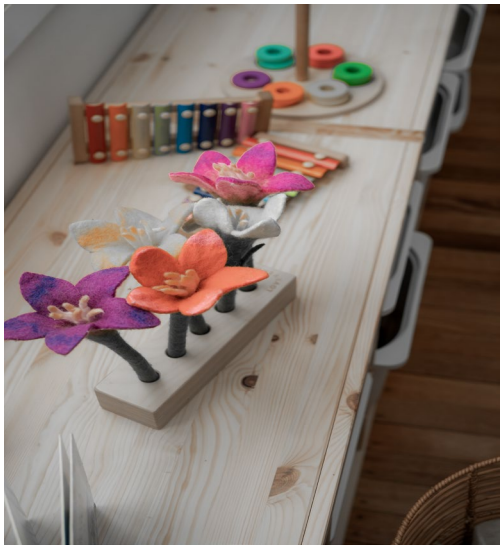
The Service maintains policies and procedures governing the safe use of digital technologies and online environments, including the taking, use, storage and destruction of photographs and videos of children; parental authorisation; use of service-supplied or service-authorised devices; use of digital devices by children; and any optical surveillance devices used at the Service.

Family Day Care educators must not use personal devices to capture, store or transmit photographs or videos of children being educated and cared for by the Service. Only devices supplied or specifically authorised by NextGen Family Day Care may be used for these purposes, and those devices must only be used in accordance with the Service's policies and procedures.

Families will be informed about how images and digital information relating to their child are used and may make choices regarding relevant authorisations.

Our educators

Our Family Day Care Service engages high-quality professional educators who are committed to and passionate about early childhood education and care. Our educators promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children. Educators create an environment within their home that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families. All Family Day Care residences and approved venues must be free from the use of tobacco, illicit drugs, alcohol, vaping substances and vaping devices while children are being educated and cared for. Educators must also ensure that no person affected by alcohol or drugs educates or cares for children. Each Family Day Care residence or approved venue is assessed before being approved for use and is reassessed at least annually, and additionally where required following relevant changes or identified risks. NextGen Family Day Care conducts ongoing monitoring and compliance visits in addition to the formal annual reassessment. All educators maintain current Public Liability insurance.



Educators engaged by our Service hold an approved Certificate III / Diploma level education and care qualification.

Educators continually evaluate how the curriculum meets the educational needs of children and reflect on ways to improve children's learning and development. Educators are supported by our highly qualified support coordination team and our educational leader guides our educators in providing quality, research based educational programs. Our Family Day Care Service encourages and supports educators to attend professional training and development to further their knowledge and skills.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All educators and educator assistants engaged by NextGen Family Day Care hold the Working with Children Check and current approved first aid, anaphylaxis management and emergency asthma management qualifications required under the National Law and National Regulations. NextGen Family Day Care also ensures that adult residents and other persons who reside at, or regularly attend, a Family Day Care residence undergo the screening and suitability checks required under the National Law, National Regulations and applicable Victorian legislation, including Working with Children Check requirements where applicable.

National Quality Framework

NextGen Family Day Care complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the *Early Years Learning Framework* (EYLF) and *My Time, Our Place Framework for School Aged Care in Australia* (MTOP). We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our Family Day Care Service identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement. Additional information about the NQF can be found at ACECQA/nqf/about

Regulatory Authority

NextGen Family Day Care operates under the National Quality Framework, which includes the Education and Care Services National Law and National Regulations. In Victoria, the Service is regulated by the Victorian Regulatory Authority within the Victorian Department of Education. ACECQA is the national authority responsible for supporting the administration of the National Quality Framework across Australia.

VICTORIA

Australia Children's Education and Care Quality Authority

W: www.acecqa.gov.au I T: 1300 422 327

Department of Education (Vic)

Email: enquiries@education.vic.gov.au

Phone: 1800 338 663

Educational Program

Our educators are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Educators provide an intentional, play-based pedagogy that is designed to be stimulating, challenging and inclusive. Our educational leader works with educators to ensure each child's knowledge, ideas, culture, abilities and interests are incorporated and extended upon. We value children and family input into the program and encourage family involvement in order to gather a comprehensive and holistic view of the child.

Children are encouraged to be responsible for their own learning through choices in experiences, interests and routine. We know that children learn effectively through play and our educators are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If an educator has any areas of concern about your child's development, he/she will inform you and share their observations and advise of follow up assistance e.g. speech therapy. We understand this may be a sensitive topic and it is always your decision to follow up intervention. Our educators are willing to discuss any aspect of learning and development with parents and support discussions with allied health professionals

Early Years Learning Framework (EYLF)

My Time, Our Place (MTOP)

The Early Years Learning Framework (EYLF) was developed to ensure all children in early childhood education and care settings across Australia, experience quality teaching and learning through play-based, holistic learning. The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning.
My Time, Our Place (MTOP) extends upon the outcomes, principles and practices of the EYLF and assists educators to continue to enrich school aged children's wellbeing and development through play and leisure.

Fundamental to both the EYLF and MTOP is a view of children's lives as characterised by *belonging, being and becoming.*

From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging



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acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

Goals for your child

We discovered that education is not something which the teacher does, but that it is a natural process which develops spontaneously in the human being.
Maria Montessori

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning. Children's early learning influences their life chances.

Wellbeing and a strong sense of connection, optimism, resilience and engagement enable children to develop a growth mindset, and a positive attitude to learning. (Early Years Learning Framework p.9).

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the outcomes in the *Early Years Learning Framework* and the *My Time Our Place Framework*. These include:

- mutual respect and empathy
- concern and responsibility for self and others
- a sense of self worth
- social awareness
- importance of sustainability
- self-discipline and self-regulation
- habits of initiative and persistence
- creative intelligence and imagination
- self-confidence as an independent learner
- a love of learning.

We strongly encourage communication between families and their Family Day Care educator to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families, children's first, and most influential educators.



Documentation of Learning/ Portfolios

Educators observe children and facilitate their learning to provide each child with a
personal, confidential digital/hard copy portfolio by documenting their learning throughout the year. We use a variety of documentation to demonstrate learning which may include:

- your child's profile
- goals from families and educators
- observations- learning stories, captioned photos
- objectives for further development
- work samples- drawings, photos, recorded video

- checklists and transition statements.

The individual child's portfolio is maintained and used as a direct tool for evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. The portfolio may be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.

Any photographs, video recordings or other digital records of children will be captured, accessed, stored, transmitted and destroyed in accordance with NextGen Family Day Care's Safe Use of Digital Technologies and Online Environments Policy. Family Day Care educators must only use service-supplied or service-authorised devices for capturing, storing or transmitting images or videos of children. Personal devices must not be used for these purposes.

Communication

Educators work in partnership with you and your family. We support and encourage communication with your child's educator about your child's unique needs and their general enjoyment of their day. Everybody has a preferred time and method of communication so please talk to your child's educator about your preferred method.

NextGen Family Day Care has many types of communication used to communicate with families, including:

- Newsletters
- Phone calls
- Emails/letters
- social media
    - Facebook - https://www.facebook.com/nextgenfamilydaycare/
    - Instagram - https://www.instagram.com/nextgen_family_daycare/
- Face to face
- Formal meetings

Enrolment Information

To help find a Family Day Care educator that will suit your unique needs, our support coordination unit will organise a convenient time to chat with you. Following a discussion about your child care needs, we will organise an opportunity for you to meet with several educators who have current vacancies and further assist you to make a decision about future care. An orientation visit will be organised for you and your child.

Prior to your child commencing care, you'll be required to complete an enrolment form link, authorisation form link, booking form link, provide relevant documentation. This will be provided to you from your educator or NextGen Family Day Care Admin team. You will be required to pay a bond fee of $100 per child this will be requested with all details via our accounts manager.

Your educator will also discuss the procedure if they are unable to care for your child on a particular day due to illness or approved leave. This may include alternative care with another educator in the local area. Families are encouraged to meet with other educators to prepare for this circumstance in advance. Alternative care will only occur where the family agrees to the arrangement and all required enrolment, authorisation, attendance, care arrangement and CCS requirements have been completed. Care will not simply be transferred between educators without NextGen Family Day Care's approval and the required family documentation.

Diagnosed disability

If your child has a diagnosed disability, please speak to our support coordination unit or your educator prior to enrolment. We aim to provide the best possible environment for your child to fully participate in quality education and care in a supportive and inclusive environment.

We encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning. Our Service may be able to apply for additional support through the Inclusion Support Program (ISP) to assist your child's access.

Enrolment Form

If you require assistance completing the enrolment form link , please contact our enrolments officer for assistance. We will require the following documentation:

- a copy of your child's birth certificate or identity documents
- your child's Medicare number (if available)
- certified copies of any court order, parenting orders or parenting plans
- an immunisation history statement from the Australian Immunisation Register

This must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

Family law and access

NextGen Family Day Care will uphold any responsibilities or obligations in relation to Family Law and access. We will only allow children to leave the service with the written permission of the custodial parent/guardian. Children will only be released in accordance with the child's enrolment record, authorised nominee arrangements, applicable court orders or parenting orders and the requirements of Regulation 99 of the National Regulations. Families must provide the Service with current copies of any relevant court orders, parenting orders or parenting plans.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the coordination unit of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

Authorisations

The enrolment form will include additional authorisations for our service to seek medical treatment and emergency transportation for your child if required. An Authorisation form link will also be requested for application of sun cream, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency. (Ventolin or Epi-pen). Medication will only be administered in accordance with the National Regulations and the Service's Administration of Medication Policy. Except where an emergency provision under the National Regulations applies, medication will only be administered where the required written authorisation and medication record have been completed. Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

Photographs and social media

During enrolment, families will be provided with separate authorisation choices regarding the taking, use and storage of photographs and videos of their child, including their use for educational documentation, communication with the child's family and, where separately authorised, social media, website, marketing or promotional purposes.

Families may decline social-media consent without affecting their child's access to education and care.

Images and videos of children will only be captured, stored and transmitted using devices and systems authorised by NextGen Family Day Care and in accordance with our Safe Use of Digital Technologies and Online Environments Policy. Family Day Care educators must not use personal devices to capture, store or transmit images or videos of children.

Regular Outings/Playgroups/Excursions

Family Day Care educators provide regular outings, transportation and excursions for children in their care. These opportunities are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them.

For any transport, regular outing or excursion in our community, educators will complete a comprehensive risk assessment to minimise any identified risks. All risk assessments must be approved by the principal office/nominated supervisor and are available to view at any time.
The educator will provide families with information about regular outings upon enrolment. These may include visits to the local library, park or playgroup and visits with other Family Day Care educators. Written authorisation for regular outings and regular transportation must be provided by parent/s or an authorised nominee each year. Authorisation for regular transportation will be gained once every 12 months or whenever any of the circumstances of the transport may change.
Please see our *Safe Transportation Policy* for further information.

Excursions may occur throughout the year and a risk assessment is conducted for each unique situation. Written authorisation for each child to participate on an excursion is required. Educators ensure adequate supervision is provided at all times.

Risk assessments for excursions and transportation will address all matters prescribed by the National Regulations. Written authorisation will only be accepted where it contains the information required by the National Regulations. For regular transportation, risk assessments and authorisations will be reviewed at least every 12 months and whenever relevant circumstances change.

Educator's vehicles are fitted with appropriate child restraints and have safety checks conducted each year.

Safe Arrival of Children

Where a child travels between a school, another education and care service or children's service and a NextGen Family Day Care residence or approved venue, NextGen Family Day Care will have documented Safe Arrival of Children procedures and a risk assessment addressing the child's journey, handover arrangements, communication responsibilities, supervision, route and actions to be taken if the child cannot be accounted for. Families must comply with agreed handover and communication arrangements.

Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at our Service. In consultation with our coordination unit and your child's educator, you will be asked to develop a Risk Minimisation Plan and Communication Plan. Any prescribed medication that your child may require must be provided each day.

Medical management plans, risk-minimisation plans and communication plans will be reviewed in consultation with families at least annually and whenever there is a change to the child's diagnosis, medication, treatment, medical management plan or other relevant circumstances. Families must immediately notify NextGen Family Day Care of any such change

A copy of the Service's Medical Conditions Policy will be provided to the parent of a child where the Service is aware that the child has a specific health care need, allergy or relevant medical condition.

Fees, Child Care Subsidy and attendance

Fees

Family Day Care educators engaged by NextGen Family Day Care operate as independent contractors

and may propose their preferred operating hours, session structures and proposed fees having regard to their individual business circumstances.

All fee schedules, fee structures and subsequent fee variations must be submitted to and approved by NextGen Family Day Care prior to implementation. No educator is authorised to independently implement, vary or charge a fee that has not been approved and recorded by the Approved Provider.

NextGen Family Day Care retains oversight of all fees reported for Child Care Subsidy purposes and ensures that fees contained within a family's Complying Written Arrangement correspond with the fees actually charged and reported through the CCS system.

In accordance with Family Assistance Law, educators cannot charge for or record a session of care where provision of care is not available. Fees charged to families must be the genuine fees agreed under the family's care arrangement and approved fee schedule. NextGen Family Day Care will ensure that the fees reported for CCS purposes accurately reflect the fees the family is genuinely liable to pay and that any discounts, reductions, surcharges or fee variations are administered and reported in accordance with Family Assistance Law. Therefore, if your child's educator is unable to provide care due to illness or leave, they are unable to charge for that particular session of care. Fees may be charged for a booked session falling on a public holiday where this is permitted under the family's agreed fee schedule and care arrangement. Any session submitted for CCS purposes, including an absence, must satisfy the requirements of Family Assistance Law. NextGen Family Day Care will only submit session reports for sessions for which a genuine fee liability has been incurred and for which CCS may lawfully be claimed.

Changes to Fees

Families will receive at least 14 days' written notice of changes to fees or the way fees are collected, in accordance with Regulation 172 of the Education and Care Services National Regulations, unless an applicable legislative exception permits otherwise. Any fee variation affecting a CCS care arrangement will also be reflected in the family's CWA, approved fee schedule and CCS enrolment information as required by Family Assistance Law.

Invoices and Statement of fees

Each week we will send you a invoice via email before your weekly debit. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the Accounts manager as soon as possible. Email accounts@nextgenfdc.com.au or call 0407959882

NextGen Family Day Care will provide each individual entitled to CCS with a written Statement of Entitlement for each applicable statement period, at least every fortnight and within the timeframe required by Family Assistance Law. The Statement will contain all information prescribed by Family Assistance Law, including provider, service, educator and child details, sessions of care, actual attendance, fees, CCS fee reductions, amounts withheld, absences and the family's resulting fee liability, as applicable. Statements of Entitlement are issued only after care has occurred and will not be issued in advance based on estimated CCS entitlement. They provide information regarding sessions of care, actual attendance, fees charged, CCS applied, amounts withheld where applicable, absences and the family's resulting fee liability. Families are encouraged to review their statements and immediately notify the Accounts Manager of any discrepancy.

Payment methods

Parents/guardians are required to complete a Direct Debi/Card information on the enrolment form link. Fee can also be paid manually through EFT directly into NextGen Family Day Care's bank account the bank account details are located at the bottom of your invoice/statement. Fees will be deducted weekly. Fees must be paid via Electronic Funds Transfer (EFT). Fees will be debited very Wednesday or required to be paid before 5pm Friday for Manual EFT. Please see below a list of extra charges from our third party billing company

iPay Fees		
Bank Account	*Per transaction*	$0.75
Visa / Mastercard	*Calculated on transaction value*	1.56% + $0.75
Amex	*Calculated on transaction value*	1.56% + $0.75
Failed Transaction	*Per failed or returned transaction attempt*	$2.75
Claim / Chargeback	*Only charged when payment is reversed*	$50.00
Refund	*Per refund (credit / debit card only)*	$0.75

** These fees are set by HubHello and are subject to change.*

Please note that additional charges will apply for any failed transactions as a result of insufficient funds. Please refer to educator fee schedule. These fees are $2.75 charged by our third party system iPay as outlined above. An additional $10 will be charged directly to the parent/guardian from

NextGen Family Day Care for each rejection of fees. Our accounts manager will be in contact with you via email to follow up a payment to be made.

In accordance with Family Assistance Law, all CCS gap fees are collected directly by NextGen Family Day Care from families using electronic funds transfer. Payments are made through the service's approved electronic payment system or directly into a bank account controlled by NextGen Family Day Care Pty Ltd.

Family Day Care educators are not authorised to collect, receive, hold, reconcile or transfer CCS gap-fee payments on behalf of NextGen Family Day Care. Families must not make CCS gap-fee payments directly to an educator or into an educator's personal or business bank account.

NextGen Family Day Care maintains payment records and reconciles family payments against invoices, Statements of Entitlement, CCS payments and reported sessions of care.

NextGen Family Day Care will take all reasonable steps to collect all CCS gap-fee liabilities electronically and will maintain evidence of payment attempts, declined transactions, follow-up action, payment arrangements and amounts ultimately received. Any exception to electronic payment will only be applied where permitted under Family Assistance Law.

Bonds

NextGen Family Day Care requires a bond of $100 per child prior to commencement of care. Your bond will be refunded in full at the end of care once all fees are paid up to date. The service will keep the bond in full if there are outstanding fees payable. Our Accounts Manager will be in contact with you to refund the bond payment.

Child Care Subsidy (CCS)

Child Care Subsidy assists eligible families with the cost of approved child care. The amount of CCS a family receives depends on factors including family income, the type of approved care used and the applicable CCS hourly rate cap.

From 5 January 2026, eligible families are entitled to at least 72 hours of subsidised care per fortnight under the Australian Government's 3 Day Guarantee. Some families may be entitled to up to 100 hours of subsidised care per fortnight depending on their circumstances, including recognised

participation, caring for an Aboriginal and/or Torres Strait Islander child, exemptions or Additional Child Care Subsidy eligibility.

Families must make a CCS claim through Services Australia/myGov and meet the applicable eligibility requirements.

Child Care Subsidy is paid directly to our Family Day Care Service to be passed on to families as a fee reduction. Families are required to make a co-contribution toward the cost of care by paying the difference between the approved session fee charged under their care arrangement with NextGen Family Day Care and the CCS amount received. This amount is known as the gap fee. On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Complying Written Agreement (CWA)

A Complying Written Arrangement (CWA) is a written arrangement between NextGen Family Day Care and the individual responsible for the child's fees. A CWA must include the names and contact details of NextGen Family Day Care and the individual entering the arrangement; the child's full name and date of birth; the date the arrangement commences; whether care will be provided on a routine, casual or mixed basis; the usual days and session times for routine care; the terms applicable to casual care where relevant; and the applicable fee information. The family must confirm its agreement to the CWA in writing, which may occur electronically.. Where required, the individual claiming CCS must confirm the enrolment details through their Centrelink online account or myGov.

All Complying Written Arrangements are administered and approved by NextGen Family Day Care. Educators may assist families by providing information about their proposed availability and care arrangements but are not authorised to independently create, approve, vary or terminate a CWA on behalf of the Approved Provider.

NextGen Family Day Care will submit the required enrolment notice within the timeframe prescribed by Family Assistance Law and will notify the Commonwealth of prescribed changes to the enrolment or care arrangement within the applicable timeframe.

No CCS enrolment or session report will be submitted until NextGen Family Day Care has confirmed that the relevant care arrangement and enrolment requirements have been completed.

Attendance- arrival and departure

Each day, you must sign your child in upon arrival and sign out upon departure. This is done through our Electronic Sign In (ESI) system. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at the residence or venue. Where the electronic attendance system is unavailable, the Service's approved contingency attendance record will be used and subsequently reconciled against the electronic record and CCS session report.

Attendance information recorded by families and educators forms part of NextGen Family Day Care's verification process for CCS session reporting. The Approved Provider will regularly reconcile actual arrival and departure records against booked sessions, CWAs and session reports. Any discrepancy will be investigated with the educator and/or family and corrected before, or where necessary after, submission to the CCS system.

Our educators have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, the parent/guardian must send and authorisation email to admin@nextgenfdc.com.au outlining the persons full name, full address, relationship to the child and phone number . Photo identification may be requested of the adult collecting your child from care to confirm their identity.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS will not be paid for any period after the child's last physical attendance at the service.

NextGen Family Day Care is responsible for submitting CCS session reports to the Australian Government. Educators are required to maintain accurate attendance information and provide information necessary for the Approved Provider to administer CCS.

Educators are not authorised to independently submit, alter or withdraw CCS session reports unless specifically authorised in writing by the Approved Provider.

Before and/or following submission, NextGen Family Day Care undertakes verification processes comparing reported sessions against attendance records, approved bookings, CWAs, absence information and family fee records. Where an error or discrepancy is identified, the service will investigate and make any required correction in accordance with Family Assistance Law.

Absences

Families are requested to notify the educator as soon as possible if your child will be absent for any day or session you have booked.

Families can generally receive CCS for up to 42 allowable absence days per child in each financial year without providing evidence, subject to the child's eligibility, enrolment status and the requirements of Family Assistance Law. Additional absence days may be subsidised where a prescribed additional absence reason applies, and any required supporting evidence is provided.

You can access your child's absence record on your statement on your Centrelink online account. You can also do this using the Express plus Families mobile app

Public holidays will be counted as an absence if your child would normally have attended on that weekday, and fees have been charged for that day for your child. If a child does not attend a session of care for 14 consecutive weeks, their CCS enrolment will automatically cease under Family Assistance Law. If the child subsequently returns to care, NextGen Family Day Care will re-establish the care arrangement and submit a new enrolment notice as required.

Fees in arrears/ Financial Support

If NextGen Family Day Care receives a notification that your nominated account has declined the payment for your weekly invoice, a $10 administrative fee will be applied to your account. Our

Accounts Manager will contact you via email and phone to inform you of the rejected payment and provide instructions for making the payment manually.

Payment must be made by **4:00 PM on the Friday** following the notification of rejection.

NextGen Family Day Care reserves the right to suspend/withdraw your child's enrolment immediately if your account is not paid by this time. A payment plan may be arranged to pay outstanding fees. Any payment plan must require payments to be made electronically and the payment arrangement will be documented and retained by NextGen Family Day Care.

If you are experiencing financial hardship, please speak to our accounts manager. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

All unsuccessful, overdue or outstanding CCS gap-fee payments will be monitored by NextGen Family Day Care. Records will be maintained of declined transactions, correspondence with families, follow-up action, payment arrangements and amounts subsequently received. Continued care will be subject to the family's ongoing payment of new gap-fee liabilities and compliance with any agreed payment arrangement.

Withdrawal from care/Reducing Enrolment Days

We require 4 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Children are not able to attract CCS for any days after the last day your child physically attends our service. There are some circumstances where CCS can be paid after the last day your child physically attends with an approved reason.

Families must notify NextGen Family Day Care of any changes to, or cessation of, their care arrangement. NextGen Family Day Care will update the CCS enrolment notice within 7 days of becoming aware that the care arrangement has changed or ended.

Service Policies and Procedures

You will find a copy of our policies related to families on our website www.nextgenfdc.com.au. We expect our educators and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

We are constantly reviewing our policies and ask for family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to continually improve and may lead us to change our policies. Our policies are updated annually according to National Law and Regulations. In accordance with Regulation 172 of the Education and Care Services National Regulations, families will be provided with at least 14 days' notice before NextGen Family Day Care makes a change to a policy or procedure required under Regulations 168 or 169 where the change may have a significant impact on the provision of education and care, may significantly affect a family's ability to use the Service, or affects the fees charged or the way fees are collected. Where the required notice period would pose a risk to the safety, health or wellbeing of a child, families will be notified as soon as practicable after the change is made.

Orientation-Preparing for your child's first day

Orientation is an important start for your child and family. We encourage families to attend an orientation session at the service before they start their first day as arranged with your educator. This gives you and your child the opportunity to gain an understanding of the lay out of the home/residence and outdoor play space, a chance to meet other children who attend care on the same day, provide additional information to the educator about your child and discuss ways we can best support transition and settling in period.

The educator will discuss possible orientation times that are mutually convenient with your family. If your child is reluctant to attend, please discuss this with their educator so that they can develop strategies with you to support the transition from home.

The first day/week

The first day is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and all our Family Day Care educators are experienced

assisting you and your child through this transition period. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from the educator for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. Your educator understands this and will be able to reassure and support you through phone calls during the day if required, photos and open communication.

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This will gain trust from the child, not only in you but in the educator, who is reassuring your child about their day and when you will return. Rest assured, we'll contact you if your child becomes distressed.

What you need to bring

BACKPACK

For independence, we work towards all children being able to recognise and open their own bag. You can help by allowing them to be involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

SPARE CLOTHING

Every now and then, accidents occur, and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes every day which can stay in your child's bag...just in case! This Includes weather appropriate clothing including hat, coat, beanie and gumboots. Thongs are not appropriate footwear as children will be climbing and exploring.

DRINK BOTTLE

A labelled drink bottle is required every day for water. Children are able to refill their drink bottle when necessary, throughout the day. We always provide water and cups, but a drink bottle is a great start to school readiness.

SUN HAT

A protective sun hat (either broad brimmed or legionnaire hat) must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions.

MORNING AND AFTERNOON TEA AND LUNCH

Morning and afternoon tea can be sent in either a medium-sized snap-lock bag (which can be reused) or if you prefer a small container, clearly labelled with their name. Any pre-cut fruit or dairy products must be placed into the fridge.

Children are asked to bring their lunch in a plastic/metal lunch box with a lid that they can open. As all lunches must be placed into the fridge, please do not send it in a cooler bag, as these are not effective in fridges. We ask you clearly mark your child's name on the bottom of the box and lid. We also ask that you think about your child' ability to unwrap their lunch and open such things as muesli bars.
We try to encourage healthy food choices and request that you provide sandwiches or wraps with nutritious fillings. Sprinkles and chocolate spreads are discouraged. Celery and carrot sticks or a salad are good additions to your child's lunch. See the following Information on the nutrition requirements recommended for 0–5-year-old children.

What food to pack your child for a busy day

RECOMMENDED DAILY INTAKES

It is expected that your child's lunch box supports them consume 50% of the RDI at our Service.

Recommended average number of standard serves per day in accordance with Nutrition Australia.

Toddlers	Vegetables & legumes	Fruit	Grains (cereal)	Lean meat, fish, poultry, eggs, nuts, seeds, legumes, beans	Milk, yoghurt, cheese & alternatives	Allowance for additional serves from any food group*

GIRLS AND BOYS 1–2 YEARS	2-3	0.5	4	1	1-1.5	0
GIRLS AND BOYS 2-3 YEARS	2.5	1	4	1	1.5	0-1

CHILDREN	Vegetables & legumes	Fruit	Grains (cereal)	Lean meat, fish, poultry, eggs, nuts, seeds, legumes, beans	Milk, yoghurt, cheese & alternatives	Allowance for additional serves from any food group*
GIRLS 4-8 YEARS	4.5	1.5	4	1.5	1.5	0-1
GIRLS 9-11 YEARS	5	2	4	2.5	3	0-3
BOYS 4-8 YEARS	4.5	1.5	4	1.5	2	0-2.5
BOYS 9-11 YEARS	5	2	5	2.5	2.5	0-3

Reference: Nutrition Australia https://nutritionaustralia.org/fact-sheets/adgs-recommended-daily-intakes/

LUNCH BOX EXAMPLE

For lunchbox examples, please see the Get Up and Grow brochure https://www.health.gov.au/sites/default/files/documents/2020/10/lunchbox-ideas-meals-for-early-childhood-settings-get-up-and-grow-lunchbox-ideas-meals-for-early-childhood-settings.pdf

Please do not send chips, lollies/chocolates, highly processed foods, chocolate custards or desserts, pizzas, sausage rolls, pies, flavoured milk, roll ups or other high sugar bars, biscuits or cakes.

These items will remain in your child's lunch box for home time. A healthy lunch box environment is a group effort by all families and educators.

Breastfeeding

Mothers who are breastfeeding are welcome to attend their Family Day Care service during the day to feed their infant. Educators will provide a private, clean and quiet area for mothers to breastfeed their infant or express breastmilk. Please discuss suitable times with your child's educator.

Families that are breastfeeding should speak to the educator and/or support coordinator to be aware of our policies on storing and serving breast milk. Families that are formula feeding should also consult the educator to be aware on how the formula is to be prepared and stored. Regular communication is encouraged to ensure your infant's needs are met as they grow.
Please refer to our *Breastfeeding Policy.*

Clothing

It is helpful to your child if they are dressed in non- restrictive, serviceable and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop and jump as well as being easy for the child to take off and put on by themselves. Joggers and sandals are appropriate shoes to wear. Slippers can be bought to wear indoors in cool weather. Gumboots can be packed for wet outdoor play.

Thongs, are not suitable, and we prefer that these are NOT worn. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

Toys

Educators have an abundance of developmentally appropriate toys and equipment available and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

Behaviour Guidance



We encourage children to engage in cooperative and pro-social behaviour. Educators give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self as detailed in our *Behaviour Guidance Policy.* If you require further information on this policy, please ask your child's educator and refer to our Policy manual.

Wellbeing

Wellbeing is more than just feeling happy, it is about our overall health- physical, social, emotional and mental. We provide opportunities for your child to develop a strong sense of wellbeing through dance, movement, yoga, mindfulness, music and relaxation.

Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- develop strong bones and muscles
- improve strength and balance
- develop Flexibility and coordination
- develop Fundamental Movement Skills
- develop spatial awareness
- develop mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development

Rest and Sleep

NextGen Family Day Care recognises that children's sleep and rest needs vary according to their age, developmental stage, individual needs and family circumstances. Educators will consult with families regarding each child's sleep and rest requirements and provide safe and appropriate opportunities for sleep, rest and relaxation.

NextGen Family Day Care conducts a sleep and rest risk assessment for **each Family Day Care residence and approved venue at least once every 12 months**, and as soon as practicable whenever circumstances arise that may affect children's safety, health or wellbeing during sleep and rest. Identified risks are managed through the Service's Sleep and Rest Policy and individual residence practices.

Sleeping and resting children will be appropriately supervised and monitored in accordance with the child's age, developmental stage, individual needs, the residence-specific risk assessment and current recognised safe-sleep guidance.

Bassinets are not permitted at a Family Day Care residence or approved venue while children are being educated and cared for by the Service.

Quiet activities and appropriate rest opportunities are available for children who do not sleep.

Sustainability

In order to empower sustainability, our Family Day Care educators emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. Children are engaged in discussions about sustainable practice and encouraged to participate in a recycling program and reduce energy and water use. We aim to provide children with the skills and knowledge required to become environmentally responsible. Ask your child's educator about sustainable practices at their residence.

Birthdays

It is very exciting for a child to be having a birthday. If a cake is required for a child's birthday it is recommended that cupcakes be provided as this reduces the major allergy risks associated with most other cakes. Families are required to discuss cake options with their child's educator prior to the celebration as we monitor food and treats to ensure the safety of all children and staff. *For further information, please see our Celebration Policy.*

Sun Safety

Educators work in compliance with the *National SunSmart Early Childhood Program* to ensure children's health and safety is maintained at all times. We use a combination of sun protection

measures whenever the UV Index Levels reach 3 and above. This is monitored all year round however educators are required to record the UV level mid August to April each year. We monitor the UV index levels daily and schedule outdoor activities when levels are safe. The outdoor environment provides shade for play experiences and we conduct regular risk assessments to ensure the play space and equipment is safe for children.

Children and educators must wear hats and appropriate clothing, including footwear when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30 or higher broad-spectrum water resistant), which is reapplied according to the manufacturer's recommendations. We ask that children come to care with sunscreen already applied so they are able to participate in outdoor play immediately and not have to wait the 20 minutes after application. Consent to apply sunscreen is included in our enrolment form.

Parent Participation and Feedback

We have an Open-Door Policy and actively seek and encourage families to be involved in our Family Day Care Service. This can range from evaluating and adding input to your child's program and observations, volunteering and sharing skills and experiences that the children and the program will benefit from and providing feedback.

Families, children and other members of the Service community are encouraged to raise concerns or complaints without fear of adverse consequences. Complaints may be made to the Approved Provider/Nominated Supervisor of NextGen Family Day Care. Our complaint handling system is child-focused and complaints concerning children's safety or allegations that a child is exhibiting sexual behaviours that may be harmful to themselves or another child will be managed in accordance with the National Regulations and our Child Safe Environment and Dealing with Complaints policies.

Families may also contact the Victorian Regulatory Authority directly where they have concerns regarding the operation of the Service. Contact details for the Regulatory Authority are provided in this handbook.

Special events

Our support coordinator and educators organise special events throughout the year. We will communicate these to families in a timely manner.

Community Information

Educators have a community notice board to display relevant programs, menus, notices, updates and reminders for children and families in their residences. Please ensure you check this on a regular basis.

Our support coordination unit can also provide information for families about a range of topics including early intervention; supported playgroups, Child Care Subsidy, Aboriginal Child and Family centres, health clinics and immunisation requirements.

Health and Hygiene

We ensure all educators implement effective and systematic risk management systems to identify any possible risk of hazards to our learning environments and practices.

All educators diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our Family Day Care residences wash their hands or use the alcohol-based hand sanitiser upon arrival.

Educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects to reduce the spread of infection.

When should I not send my child to the Service?

Please monitor your child's health and do not bring your child to care if they are suffering from any illness or infectious disease. We ask that families are vigilant and not send their child to care if they have even the mildest of symptoms including symptoms of COVID-19.

To minimise the spread of infections and diseases and maintain a healthy environment for children and educators we implement recommendations developed by the National Health and Medical

Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for families to view.
If your child becomes ill whilst at care, your child's educator will contact you or an authorised nominee to collect your child. If your child is unable to be collected, the educator will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record.

Your child should not attend if they have had paracetamol within 24 hours or a temperature. Children who are on antibiotics are to be kept away from the service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

NextGen Family Day Care may apply additional exclusion requirements under its Infectious Diseases and Illness Policy where reasonably necessary to protect the health and safety of children and educators. Families should refer to the current policy and current recognised public-health guidance, as exclusion periods may change.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform your child's educator if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Exclusion periods will be applied in accordance with current recognised public-health guidance, including the current edition of NHMRC's Staying Healthy: Preventing infectious diseases in early childhood education and care services, together with applicable Victorian public-health requirements

Immunisation

Families must provide immunisation information required under applicable Victorian legislation and the Service's Enrolment and Immunisation policies. NextGen Family Day Care will apply current Victorian immunisation and exclusion requirements and will maintain required immunisation records.

In the event of an occurrence of an infectious disease at a Family Day Care residence or approved venue, NextGen Family Day Care will notify the parent or authorised emergency contact of each child being educated and cared for at the affected residence or venue as soon as practicable, while maintaining the confidentiality of the affected individual.

Families are asked to immediately inform NextGen Family Day Care and their educator if their child, or a relevant household member, is diagnosed with an infectious disease that may affect children attending care. This assists the Service to take appropriate steps to minimise the risk of transmission.

Where notification to the Victorian Department of Health or another relevant public health authority is required for a particular infectious disease or outbreak, NextGen Family Day Care will comply with the applicable Victorian public-health notification and exclusion requirements.

Medication

If your child requires medication, you must complete an *Administration of Medication Record* to give your consent for the educator to administer prescribed medication to your child. Medication must be given directly to the educator for appropriate safe storage.

Medication will only be administered to a child in accordance with Regulations 92–96 of the Education and Care Services National Regulations and NextGen Family Day Care's Administration of Medication Policy.

Except where an emergency provision of the National Regulations applies, the required written authorisation must be obtained before medication is administered. Medication must be provided directly to the educator in its original container, bearing the original label and instructions, and must not be administered after its expiry or use-by date.

Where medication has been prescribed for a child, the medication must bear the child's name and the instructions of the registered medical practitioner or pharmacist. Details of each administration will be recorded in the child's medication record.

Emergency medication will be administered in accordance with the National Regulations, the child's medical management plan where applicable, and the Service's policies and procedures.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times. Please make sure these are passed directly to your educator and not left in your child's bag.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Children who are over preschool age may self-administer medication provided written authorisation is provided on the child's enrolment form. Medication must be provided to educators at the start of the session. An *Administration of Medication Record* must be completed at the start of the session and at the end of the session to acknowledge the dose and time medication was administered.

Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. All Family Day Care educators and educator assistants hold current First Aid, emergency asthma, anaphylaxis management and CPR qualifications.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. The educator will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the educator will contact an ambulance immediately. The educator will attempt to contact a parent or guardian or an

authorised nominee to advise of the situation. Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Safety in our Service

Emergency and evacuation procedures

Educators conduct risk assessments regularly and develop emergency management plans for a range of possible hazards for each individual residence. Throughout the year educators follow policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood.

Emergency and evacuation procedures are rehearsed and documented at least every three months by each Family Day Care educator with the children in attendance at the residence or venue on the day of the rehearsal. NextGen Family Day Care may require more frequent rehearsals as part of its risk-management procedures.

Educators are trained to use fire extinguishers located in their residence. A copy of the emergency and evacuation floor plan and instructions is displayed in a prominent position near each exit of the Family Day Care residence or approved venue.

Drop off and pick-up time

We ask that parents be extremely mindful of danger when arriving and departing from our Family Day Care residences.

- Please always hold your child's hand in the carpark area or near the road
- Be alert of reversing drivers as it is very difficult to see small children
- Use the kerbside, rear passenger door when getting your child into and out of their restraint
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas that are for adults.

Workplace Health and Safety

Our educators are committed in providing an environment that is safe and healthy for every child, volunteer, family and visitor. Every reasonable effort has been made to minimise the risk of serious injury and we request all persons visiting adhere to our policies regarding Workplace Health and Safety. Each morning, the educator will conduct daily safety checks of their indoor and outdoor environment to identify any potential risk or hazard to children. Any risk or hazard will be rectified before children are permitted to use the area or piece of equipment. All residences are audited regularly by our coordination unit to ensure children's health and safety remains paramount.

Privacy and Confidentiality

NextGen Family Day Care is committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you and share this with our educators as required. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law.

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure we act in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained

and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

We are required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. Records are stored securely in either physical or electronic form. Physical records are maintained in secure locations and electronic records are protected through appropriate access controls, passwords, permissions and other security measures to prevent unauthorised access, alteration, disclosure, loss or destruction. Records required under Family Assistance Law in relation to the administration of Child Care Subsidy will be created, maintained and retained for the period prescribed by Family Assistance Law, generally 7 years from the end of the financial year in which the relevant care was provided. Records required under the Education and Care Services National Law and National Regulations will be retained for their respective prescribed retention periods, which vary according to the type of record. Full details about record keeping are available in our *Record Keeping and Retention Policy.*