



**Frontier Services**  
*serving remote Australia*

## Frontier Services In Home Care

### Parent Information Booklet



Child care at home

## Welcome

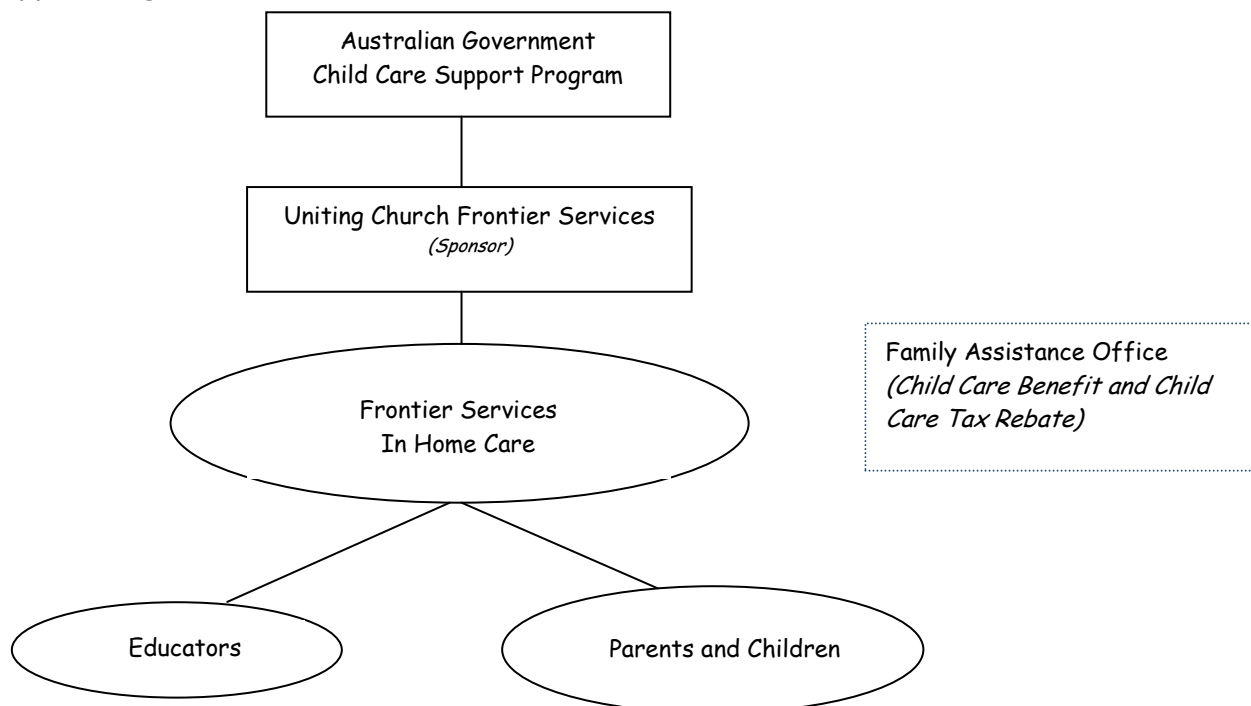
Thank you for your interest in becoming an In Home Care family accessing this child care service. We have put together this information booklet to give you a better idea on what is involved in "In Home Care" to make the transition process into this program easier for all involved.

### Please take time to read through this booklet carefully.

This booklet is designed so that you can make an informed decision whether this is the program that you are interested in becoming an active participant.

**Frontier Services In Home Care's aim is....**to support educators with the Service to enable them to provide care for children in a safe, secure, caring and stimulating environment. The Service will be flexible and endeavour to meet the needs of the families regardless of geographical distance within the Service's boundaries, while at all times being sensitive to the values and responsibilities of parents.

Our service is sponsored by Uniting Church Frontier Services with funding by the Australian Government under the Child Care Support Program.



## What is In Home Care?

In Home care is a flexible form of child care where child care is provided in the child's home by an approved educator. In Home Care is aimed at families with children who cannot be cared for by other child care services or whose circumstances mean that an existing child care service cannot meet their needs **and** to whom one or more of the following applies:

- the child has, or lives with another child who has an illness or a disability
- the child's guardian (or guardian's partner) has an illness or disability that affects their ability to care for the child
- the child lives in a rural or remote area
- the work hours of the child's guardian (or guardian's partner) are hours when no other approved child care service is available
- the child's guardian (or guardian's partner) is caring for three or more children who have not yet started school

Most of our In Home Care placements are on rural and remote properties or stations.

## Priority of Access

The Australian Government regards children at risk of serious abuse or neglect as the main priority group for access to child care. The next priority is families where the parents have recognised work or work related commitments.

Within these main categories priority is also given to the following children:

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families on low incomes;
- children in families from culturally and linguistically diverse backgrounds;
- children in socially isolated families; and
- children of single parents.

The above guidelines are used when there is a waiting list in place or when a number of parents are applying for a limited number of vacant places. Any children not fitting into the above priority of access guidelines may be asked to leave to make room for a child with a higher priority. Should the need arise at least 14 days notice will be given.

## Our Service Staff

The **National In Home Care Coordinator** of our service is based in Brisbane, Queensland. The National Coordinator is responsible for the management of the overall service and provides support to the regional coordinators.

The **Regional Coordinators** have a vital liaison role in the provision of quality home based child care services.

Responsibilities include:

- Matching families requiring care with the most appropriate available educators
- Recruiting, assessing and inducting appropriate educators
- Visiting and supporting educators in their role of caring for children
- Establishing effective liaison with parents, educators, staff and community agencies
- Implementing effective administration procedures including reporting to various government departments

The **Resource Officers** are employed in all IHC coordination units. Please check with

your coordinator for days and hours of work.

Responsibilities include:

- First point of contact for new families and educators
- Liaison with educators, parents and coordinators
- Entering and processing of attendance sheets
- Assisting with reports for various departments

## The Educator

The term "educator" in the In Home Care context refers to people who are approved by and registered by an In Home Care service to provide child care in the children's own home.

Educators are assessed by the service and parents are able to choose the educator who best suits both their children's and their own needs. Many In Home Care families identify their own educator for registration.

The educator's role is primarily to provide childcare and does not encompass household responsibilities such as being a domestic. However the educator may undertake some household duties associated with meeting the needs of children in their care, such as preparing lunches, clearing up afterwards and putting toys away. As a rule of thumb, if the task would be completed in a child care centre then it is also appropriate for the In Home child educator. In addition for station placements educators can be expected to clean their own rooms/lodgings.

### Specific Objectives: In Relation To Children

1. To provide secure nurturing environments that foster trust and acceptance of self and others and support and strengthen family ties.
2. To provide safe, hygienic, challenging and positive environments which meet the needs, interests and developmental levels of the children in care.
3. To respect children as individuals and foster their unique abilities and cultural identities.
4. To respond to children's behaviour positively, setting reasonable limits

appropriate for their age and developmental level.

5. To offer a well balanced range of experiences in the home environment that encourage self sufficiency and stimulate interests and development, and
6. To be flexible to meet the needs of individual children.

Educators become very special people in the lives of children as well as the family. Take time to get to know them.

### **Educator's requirements.....**

- Must be at least 18 years of age
- Have some knowledge and understanding of children's developmental needs, hygiene procedures, nutrition, behaviour management, first aid and safety
- Have a commitment to the children they care for and to the In Home Care Service
- Must be willing to undergo a comprehensive assessment process to be registered with our service and provide all the requisite documentation.
- Must be willing to undertake Induction training **PRIOR** to commencing care with the family. (This may require travel to the Coordination unit)
- Be able to develop small business practices such as paying their own tax, superannuation and income protection cover, issuing receipts and keeping records for tax purposes and budgeting for their own holiday pay and sick pay as they are contracted for services and are thus self employed.

Educators will receive support and guidance from qualified service staff throughout the period of care provision.

### **Paperwork Requirements**

To enrol with our Services, families need to complete the In Home Care Enrolment package and send this with a copy of the children's immunisation records to the Coordination Unit.

A copy of all the following must be submitted by the educator for processing before care can commence.

- A copy of their resume
- "Educator Application" form
- "Educator Agreement" form
- Copy of their Australian First Aid

Certificate

- Public Liability certificate of currency
- Copy of "Working With Children" card
- Two referees/references
- Medical certificate
- Assessment of understanding of children's needs and quality care issues
- Copy of drivers licence

Once the application has been approved a registration certificate will be issued and an Educator agreement will be signed, in which the educator agrees to abide by the service's guidelines and recommendations.

Then a Provision of Care agreement will be signed by all parties which include:

- Details of care to be provided
- Names of the children provided with care and the period for which it is being provided
- Arrangements for insurance
- Confirmation that the educator is not required to carry out duties other than child care
- Details of training and support to be provided to the educator
- Any safety requirements to be met by the premises where the care is provided
- Details of the fees to be charged for the care
- Details of alternative arrangements if the educator is unavailable.

***Please note the registration process takes time and the child care subsidy is not able to be processed until the Regional Coordinator advises everything is in order for care provision to commence. If you arrange for an educator to start work before this advice it will be a private arrangement not covered by this Service, nor will Child Care Benefit subsidy apply.***

*NB Working with Children Card applications in Queensland take 40 working days to be issued and it is a legislative requirement that self employed people seeking child related work hold a Working with Children Card **before** they commence.*

Registration Certificates are valid for 1 year, though educators need to receive re-approval, after successful assessment; including self assessment, feedback from parents, and the regional coordinator.

## Discussion Points

The following are some of the things that need to be discussed with your educator:

- Your children's normal routines including schooling and sleeping
- Children's meal preparation—kitchen routines, types of meals and any allergies
- Medical history, health issues
- Toileting—nappy changing, toilet training, bed wetting
- Clothing—day/night and play clothing, hats and sunscreen
- Children's interests—indoor/outdoor play, favourite games, toys etc
- Outings that may occur regularly
- Dangerous items – location and identification, chemicals, guns etc
- Outdoor safety e.g. pools, spas etc
- Issues to do with First Aid—location of medical kit, emergency phone contacts
- The parents idea's about behaviour management
- Fees and payment

In addition station placements need to discuss:

- General farm safety, dams, bores, drains, swimming holes or pools, machinery etc.
- Family routines—meal times, sleep times, family only times, TV times etc
- Accommodation arrangements including type of accommodation and usage, locations, restrictions of telephone, water and power.

## Fees and Working Conditions

Fees for care provision are negotiated between the educator and the family. Issues such as accommodation and board, number of children in care, hours of care, qualifications and experience of educator need to be taken into account.

Agreement needs to be reached whether differential rates will apply for 'overtime', weekends, overnights and public holidays. The agreed fee structure is documented in the Provision of Care Agreement and is entered in the software we use to interface with the Department for Education, Employment and Workplace Relations (DEEWR).

Please note the Agreement only relates to the provision of In Home child care. Should the educator agree to undertake extra

duties not covered by In Home Care then you will need to make separate arrangements and we recommend a separate contract is signed as it is likely that they will be an employee of the family/station for these extra duties. Please note any extra duties can not take place during the hours of care provision (this is a condition of accessing the child care benefit subsidy/tax rebate).

For Child Care Benefit (CCB) purposes this Services' standard hours are between 8am and 6 pm for 10 continuous hours each day from Monday to Friday. Our Service believes it is not acceptable for educators to work more than six (6) days in a row, but as it is a self-employed role, Educators may elect to work seven (7).

As an indication only, educators who are not provided with accommodation and board can earn between \$16 and \$25 per hour. The value of the accommodation and board will depend on whether it is shared accommodation, under the family home roof, what arrangements are negotiated for food, utilities, and amenities.

Educators are entitled to take annual leave each year at a time mutually suitable to the educator and the In Home Care family. Advance notice of at least 4 weeks should be given, so families can make alternative care arrangements in need. If the educator is sick, they should ring and advise the family and give as much notice as possible. As a general rule of thumb, 20 working days for annual leave and 10 working days for illness/personal leave per year is considered a reasonable entitlement.

As educators are contracted for services and thus self employed they are required to look after their own tax, holiday pay, sick pay, superannuation and income protection cover.

There is a service levy charged of \$3 per week per child. This is reviewed annually and deducted as part of the CCB payment process.



## **Recommended Base Frontier Services IHC Fees Schedule for Station Placements**

### **Base Fee:**

For families with 2 children or less:  
\$650/week

For families with 3 children or more:  
\$750/week

This fee applies where some care is given each week day (Monday to Friday between the hours of 8am and 6pm) and board and lodging are supplied. The fee includes care up to 50 hours per week only.

**Base Overnight Care:** \$120/night

**Base Weekend Care:** \$20/hour

Educators who are experienced and/or qualified can expect to earn more than these base fees.

Under this schedule, an overtime hourly rate for any time in excess of 10 hours per day or over 50 hours per week (Monday – Friday) should be agreed to before care commences and be documented in the Care Provision Agreement.

(Last Reviewed July 2012)

## **Assistance provided by the Australian Government**

To help with the cost of child care, the Australian Government provides the following assistance (This information was extracted from the [www.mychild.gov.au](http://www.mychild.gov.au) website:

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

Child Care Benefit reduces the cost of the total child care fees. It is available where a child is attending an approved child care services. There are certain eligibility requirements that must be met to receive CCB. DEEWR/ Family Assistance Office calculates the CCB entitlement for each family based on the attendance information submitted and remits the amount to the service for forwarding to the educator.

### **Child Care Tax Rebate (CCTR)**

The Child Care Tax Rebate is additional assistance where a child is attending an approved child care service for work, study or training related reasons. The CCTR covers 50% of out-of-pocket expenses for approved child care up to \$7500 (indexed)

per child per year. The CCTR is applicable even if the parents are assessed at the zero rate for CCB. Parents only have to participate in work related commitments at some time during a week or have an exemption. No minimum hours apply. The Family Assistance Office calculates the CCTR and pays it either quarterly or annually directly to the parents.

### **Jobs, Education and Training (JET) Child Care fee assistance**

JET Child Care Assistance provides extra help if the parent is on an income support payment and looking for work, studying or starting a job. It covers most of the child care costs. Eligibility is for up to 24 months.

Families need to contact the Family Assistance Office on 13 61 50 to see if they are eligible and, if so, how much they can get and register to receive CCB/CCTR/JET.

Full fees are payable direct to the educators until all required documentation to complete a formal enrolment and registration of the educator has been received by the In Home Care service.

### **CCB**

The amount of CCB a family is entitled to depend on:

- Income
- Approved or registered care - In Home Care is an approved child care service for the purposes of CCB.
- Amount of care used
- Reason for using care
- Number of children in care

The work, training, study test determines how many hours of CCB the family can receive.

For approved care all families can get up to 24 hours CCB per child per week. To get up to 50 hours the parents normally need to be working, training or studying for at least 15 hours per week.

There are two ways families can choose to receive their CCB, depending on their preferences. It can be paid directly to the In Home Care service (i.e. reduces the fees on a weekly/fortnightly basis) or families can choose to pay the full fees during the year and receive the CCB as a lump sum

after the end of the financial year directly from the Family Assistance Office.

Responsibilities for receiving CCB include:

- Parents must sign or initial attendance records daily to show when their child/ren starts care and finishes care – not sign blank attendance records.
- Sign or initial attendance records each time their child/ren is absent from care
- Provide documents where necessary for absences and any changes to the number of maximum hours of entitlement for CCB.
- Parents are required to advise the Family Assistance Office about any changes to their circumstances such as changes to income or a child commencing school. Under the Child Care Management System a child is deemed to be of school age for CCB purposes from their 6<sup>th</sup> birthday and Child Care Benefit does not apply to school aged children during school hours. Where a child is aged 6 or more and not attending school, families need to contact the Family Assistance Office to advise this. This may occur where a child has a disability and is unable to attend, or where a child will commence school after their 6<sup>th</sup> birthday to coincide with the beginning of a new school term.

The Family Assistance Office normally advises the amount of hours of child care and percentage of CCB for one child. Once these details are in hand families can request our service to provide an **estimate** of the amount of CCB the family is likely to receive based on this Service's Recommended Base Fees. Families need to be aware that we can only provide an estimate of CCB as changes to any one of the following variables will affect the amount of CCB in any given week:

- number of children in care
- actual hours of attendance (whether within CCB 'standard' hours or not)
- CCB hours of care entitlement

- CCB percentage
- child turns 6 (deemed school age)
- negotiated fees (eg if overtime /overnight/weekend rates apply).

### Child Care Management System (CCMS)

Child care services use CCMS registered software (we use Harmony) to record child, enrolment and attendance information. This data is reported to the Department of Education, Employment and Workplace Relations (DEEWR) via the internet to allow calculation and payment of CCB fee reductions on behalf of children in the service.

Parents of children in child care are able to access an online statement via the 'view child care details' of the online service section of the Centrelink website ([www.centrelink.gov.au](http://www.centrelink.gov.au)). This statement includes details of CCB payments and absences. Parents need to register with the Family Assistance Office for access to online services either by phoning 13 61 50 or registering online.

The CCMS requires enrolment records to be created for all children attending a service. To ensure that the new enrolment records can be matched and verified against the entitlement information held by the Family Assistance Office, parents need to provide their child's and their own dates of birth and Customer Reference Numbers.

Families receiving CCB are able to claim the benefit for 42 absence days per child per financial year. These can be for any reason including public holidays and will not require proof. Additional absence days are available for specific reasons only and require documentation to support the absence.

It is the parent's responsibility to inform the educator, where possible the night before, if care is not required. Full fees apply for sick and absent days.

If the educator is sick or absent for reasons other than a public holiday, then no fee applies. However if an educator is available and a parent indicates they do not require care, then fees will apply.

When a child is absent from care, it is the responsibility of the service to check the count of absences for the child. If the count of absences for the child is 42 days, or greater, then evidence must be provided by the family if the absence is to be paid. Where evidence is required to support a reason for an additional absence, the evidence must be held by our service before an additional absence can be claimed as we are subject to compliance checks.

## **Inclusion and Professional Support Program**

The Inclusion and Professional Support Program (IPSP) is an element of the Child Care Services Support Program and is an integrated approach to meeting the inclusion and professional support needs of child care services.

The aim of the IPSP is to promote and maintain high quality education and care and inclusion for all children in eligible child care services, by increasing the skill level of educators.

For information about the IPSP, visit the DEEWR website.

## **Inclusion Support**

Inclusion Support provides assistance and support to help child care services to include all children, including those with additional needs, in the child care environment. Children with additional needs includes children with disabilities, children from culturally and linguistically diverse backgrounds, children from refugee or humanitarian intervention background and Indigenous children. Inclusion Support is provided by Inclusion Support Agencies (ISAs), and includes Flexible Support Funding (FSF) and the Inclusion Support Subsidy (ISS).

## **Inclusion Support Agencies**

Regionally-based ISAs coordinate assistance from a network of specialist workers, known as Inclusion Support Facilitators (ISFs) who work at the local level with child care services.

ISFs provide advice and facilitate access to support to strengthen the service's ability to create a quality education and care

environment which is inclusive of all children. This support includes, but is not limited to, access to specialist equipment and training, FSF, access to bicultural support, and funding to assist with the costs of employing additional educators to increase staff-to-child ratios.

A key role of ISFs is to assist services to develop a Service Support Plan (SSP). These plans identify and document a plan of action to build the capacity of a service to provide inclusive practices. These plans also identify whether or not the service requires additional funding, resources or equipment to include children with additional needs into a particular child care environment.

## **Inclusion Support Subsidy**

The Inclusion Support Subsidy (ISS) is available to child care services to assist with the inclusion of children with ongoing high support needs including:

- children with diagnosed disability
- children who are undergoing continuing assessment of disability
- children from a refugee or humanitarian intervention background.

To apply for ISS, child care services must first develop a Service Support Plan (SSP) to assess the service's inclusion capacity. The SSP is based on the child care environment and will assist to identify the need for ISS.

## **24-hour care**

In cases when 24-hour care is required, services that have the capacity may want to offer short-term, 24-hour care. Access to 24-hour care is controlled because of concern over the care of the child and the high cost to the community.

A child is considered to be in 24-hour care if he or she does not return to the care and supervision of their parent or guardian for any time during a 24-hour period and is cared for by a CCB approved child care service other than an OCC service. This includes children attending school or other CCB approved child care when the school



hours plus the care provided before and after school comprise a period of 24 hours or more if the educator is the school's contact.

A 24-hour period may commence at any time during the day or night.

Sometimes families may require short-term 24-hour care. Reasons are:

- work-related demands on parents (such as live-in conferences or training courses)
- short-term family crisis resulting in circumstances that meet the same criteria as those for 'exceptional circumstances'.

### Special Child Care Benefit (SCCB)

Child Care Benefit (CCB) is designed to assist eligible families with the cost of child care. The Special Child Care Benefit (SCCB) rate covers up to the full cost of care and is available to assist:

- **children at risk of serious abuse or neglect**
- **families experiencing hardship — exceptional cases where a family's income does not truly reflect their capacity to pay the normally charged fee**

#### Where a child is at risk

The SCCB rate is a higher rate of CCB and is designed to support access to CCB approved child care for children who are at risk of serious abuse or neglect, if the cost of care is a barrier. The SCCB rate can be used to help a child at risk enter CCB approved child care or to maintain or increase attendance. Where a child is at risk, SCCB also allows for approval of an increased weekly limit of CCB hours. These hours can also be covered by the SCCB rate.

#### Where a family is in hardship

For families experiencing hardship, the SCCB rate is designed to assist the family while they adapt to their circumstances by helping them maintain access to child care. Applying the SCCB rate for families experiencing an event that causes financial

hardship may also help prevent their situation from deteriorating further. Where a hardship event also creates a need for increased hours of child care, the family may also be eligible for an increase in their weekly limit of CCB hours due to exceptional circumstances. These additional hours of care can also be covered by the SCCB rate.

### General reasons for approving SCCB for a child at risk

- A state or territory child protection authority or other relevant agency seeks a placement at your service for a child at risk of serious abuse or neglect.
- You as service provider, have reason to believe that a child is at risk and that subsidising the cost of the child care fees will increase the probability that a child at risk will continue to attend child care or attend for extra hours or days.

### Eligibility criteria for SCCB for hardship

Families experiencing financial hardship can access the SCCB rate for a limited period of time while they adjust to their changed circumstances.

The SCCB rate can be used to assist a family faced with an event that significantly reduces their ability to pay the child care fees normally charged. Examples of such events include:

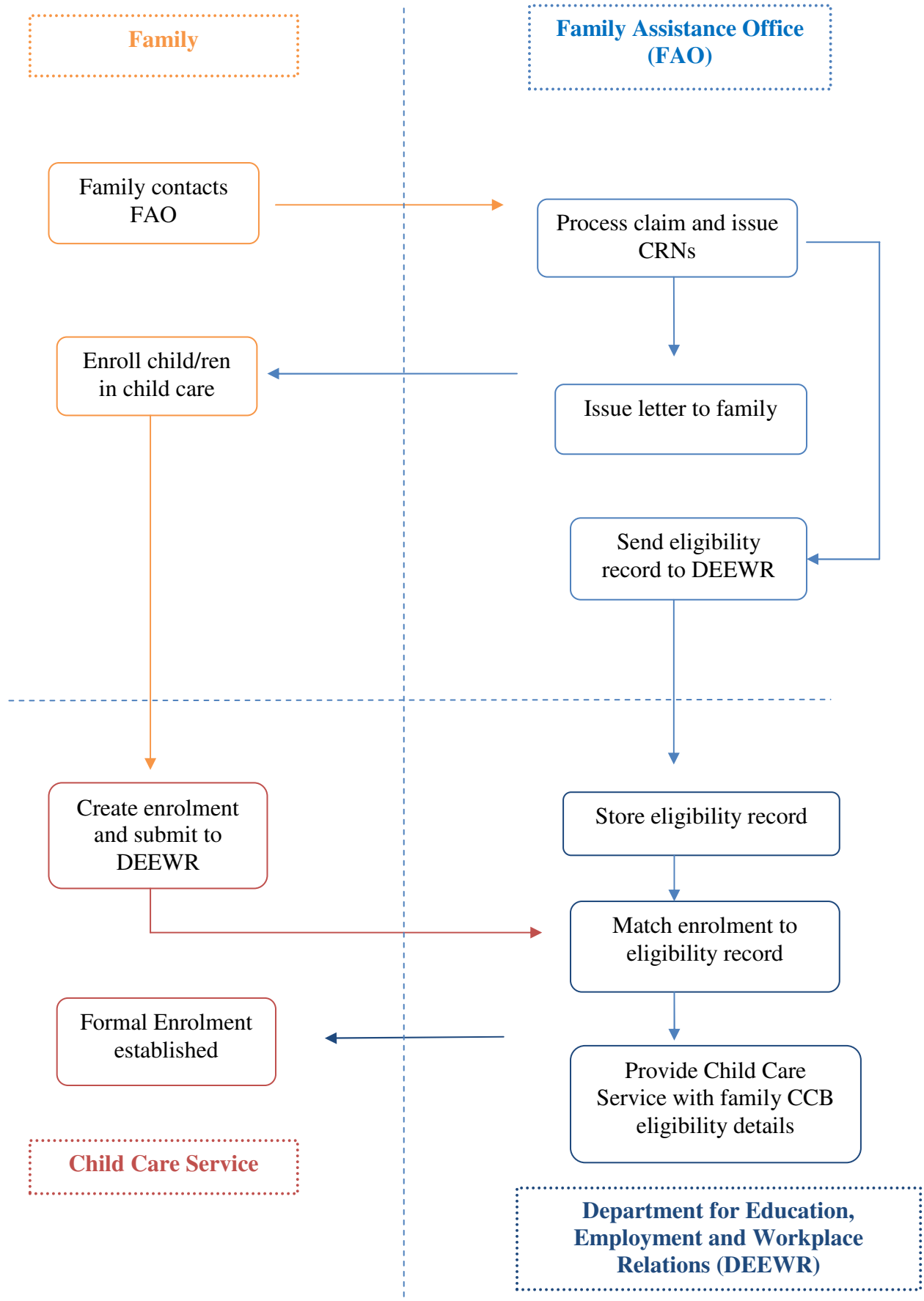
- Loss of employment, including where individuals are compelled by their employer to accept a significant reduction in work hours or periods of unpaid leave **or**
- The failure of a business **or**
- A period of declared Local Emergency that reduces an individual's capacity to pay fees **or**
- A natural disaster such as fire or flood **or**

- Destruction of or severe damage to the family's home necessitating relocation of the family, or the need to place a child in care, or an increase in the need for child care **or**
- Significant additional expenses or reduction in income arising, for example, from a death or serious illness in the family **or**
- Family breakdown or the separation of parents/caregivers.

The SCCB rate is designed to assist families experiencing financial crises and is **not** to be used on a continuing basis to support families with ongoing financial problems or financial over-commitment. Examples of events that do **not** meet the criteria for the SCCB rate are:

- Increases in child care fees **or**
- Low Income

## Enrolment Process Interaction with FAO and DEEWR



## Payment to Educators

Correctly completed Educator Attendance Records are required as part of the CCB claim process and are to be faxed to the Coordination Unit you are registered with every Monday by 12 noon. Originals will be sighted during Home Support Visits as per the legislation for CCB compliance purposes.

The data from the attendance sheets is remitted electronically through to DEEWR/Family Assistance Office who calculate the CCB subsidy entitlement and remit the monies to our Service.

The Coordination Unit passes on the CCB component of the family fee fortnightly, direct into the educator's designated bank account. The families pay the remainder of the negotiated fee. Educators are faxed payment advice forms each fortnight detailing the amount of CCB component and the amounts to be paid to them by the families.

Families are to make arrangements with the educators about how they will pay them the difference between the total fee and the CCB component.

**It is the educator's responsibility to follow up any outstanding 'balance of payment' directly with the families.**

As families are responsible for the total negotiated fee, any discrepancies, or if the subsidy does not meet expectations, need to be sorted quickly. This Service is limited to only being able to verify our input of the attendance sheets and advise what information has come back from DEEWR/Family Assistance Office. Due to the Privacy Act this Service is not able to make enquiries on behalf of families thus families will need to contact the Family Assistance Office to check the data held by that office.

Elements to be checked include:

- Number of children registered
- Whether children are school aged or not

■ Child Care percentage

■ Entitlement to 24 or 50 hours per week of child care.

Please also note that the Family Assistance Office has a policy that they will only backdate any subsidy payment for up to 28 days, so it is vital to get any issues sorted quickly.

Under the Child Care Management System, services must submit attendance records no later than 2 weeks after the end of the week in which the care was provided. CCB is only paid by DEEWR/Family Assistance Office after attendance information is received through CCMS. Thus if attendance records are not received no data is remitted to DEEWR/Family Assistance Office and no CCB subsidy is calculated or remitted.

Please also note that a delay in lodging attendance records is likely to mean no 'pay' for that fortnight as pays are processed once a fortnight.

## Ongoing Documentation Attendance Records

It is a requirement of payment of CCB that Educator Attendance Records are completed accurately, initialled and signed by the parent for each child every day.

These times are likely to vary from those recorded in the Provision of Care Agreement which details the 'normal' expected hours of care.

The attendance records also form the record of transfer of care to and from the educator for insurance purposes.

The form needs to be faxed / emailed to the Coordination Unit you are registered with **every Monday before noon** with original forms being sighted during Home Support Visits as per the legislation for CCB compliance purposes.

## Administration Of Medication

In the best interest of your children, please tell the educator if your child has been unwell or injured since last in care or is receiving medication which is not required to be given while in care.

The responsibility for the administration of medication needs to be negotiated between parent and educator. It is preferable that medication is administered by the parents.

**Educators are not permitted to administer medication via injections or to administer any medication which is not prescribed by a Doctor.**

A Medication Permission Form is required for all medications. Parents and educators are required to complete details on this form prior to and following administration of any medication. Medication must be in the original container with the pharmaceutical label in place and stored out of reach of children. The forms are forwarded to the regional coordinator.

Children are usually much happier in the care of parents when ill and the educator may contact you if your child is in distress.

## Emergency Aid/ Medical Treatment

Immediate medical aid, and, if necessary, emergency medical treatment, must be given to a child in care who requires it due to serious injury or illness. The parent and the regional coordinator must be notified by the educator of any accident, injury, or illness befalling a child while in care and appropriate written documentation will be completed by the educator and forwarded to the regional coordinator.

Parents are asked to work collaboratively with educators to develop an emergency plan and procedures in the event of fire or other emergency. Drills should be held at least twice a year and the plan reviewed as necessary.

## Outings and Excursions

Regular outings are captured on the Routine Excursion Permission form as part of the enrolment process. Educators need to obtain your individual written permission to take children on any outing if they are defined as non-routine, special, or unusual, which may not be within reasonable proximity of the home and is likely to involve the use of transport.

**Parent participation** is encouraged at all times. Parents are encouraged to maintain open communication with the regional coordinator and their educator and be involved in sharing of ideas, feelings and concerns as appropriate. It is also expected that parents will support the educator in accordance with the signed Provision of Care agreement.

Parents' responsibilities to their educator include:

- Timely fee payment
- Commitment to agreed start and finish times of child care
- Negotiate any variations to care times
- Health and Safety matters (for both educator and children)

It is important that your family and educator have a team approach to the care of your children. Sharing information such as if a child has had a sleepless night or is teething is a positive way to ensure this. It is just as important for you to know how your child has been through the hours in care and this may be achieved in a variety of ways such as a daily journal, samples of work or discussion. Discussions re: any child's negative behaviour will not take place within children's hearing.

## Guidelines and Recommendations

Frontier Services In Home Care has a booklet of Guidelines and Recommendations that you are asked to follow as part of accessing child care through this service. This booklet, together with the Interim Standards for In Home Care, is provided to families on enrolment and is to be made accessible to educators.



## Guiding Children's Behaviour

Educators expect different behaviours from children according to how old they are – for example little ones do not find it easy to share toys. Educators look for the positives and encourage children by providing authentic feedback about a skill or quality that a child has exercised.

We ask parents to respect our way of working with your children and to discuss your children's behaviour with the educator and establish a consistent method of guidance. Information is available from the regional coordinator if parents would like any help.

## Home Support Visits/Support calls

The regional coordinator will contact your educator at least fortnightly by telephone and also via email and home support visits. For support to be successful, clear, open and honest communication is required between the educator, the family, and the regional coordinator. If you are having difficulties we can help to identify and discuss possible solutions. Staff are available as a resource for information and ideas. Frontier Services also has various mobile services such as RAFS teams in Queensland and the patrol ministers, who may be in touch with families to offer additional support.

## Home Safety Check

Before care commences a visit by the regional coordinator or representative will be required to assess your home for safety. A check on the educator's accommodation will also be carried out. While we understand that your home is a very private and personal thing, by becoming a participant in our service you are agreeing to let your home become a workplace. Therefore we need to carry out a complete Workplace Health and Safety check. Some of the most important things we look for are:

- House yard is fully fenced
- Smoke detectors are in use
- Pools are fenced according to State Laws

- General hygiene.

A complete list of requirements will be available for you to view beforehand.

There is to be a smoke free environment for the educators and children whilst care is taking place.

## Wait List

If no educators are available or considered suitable by the family, or there are no further allocated places available, the family will be put on a waiting list.

Should an educator become available, families on the waiting list will be contacted.

Families are encouraged to keep in contact with the regional coordinator to notify of their wish to remain on the Wait List. If there is no such contact for a period of 6 months the regional coordinator will endeavour to contact the family and if still no contact, the family will be removed from the Wait List.

## Cancellation of Care

At least 2 weeks notice or, in the parent's case two weeks payment in lieu of notice, is required. Please remember that for whatever reason you terminate the care, your children should be given the opportunity to say 'goodbye' to the educator. Please note that if you opt to pay in lieu of notice, full fee will be required to be paid as there will be no attendance sheets submitted and consequently no Child Care Benefit will apply. Please also ensure that you advise your regional coordinator of the cessation of care date as soon as it is known and whether you still wish to stay with the Service.

## Grievance Procedures

Every effort will be made to assist parents, educators, staff and other stakeholders, who raise concerns about the quality of care provided, the coordination of the service or any other issue relevant to the In Home Care service, to resolve those concerns through negotiation and discussion as

outlined below. This will be done with an awareness of any legalities affecting the particular issue, and with attention to the rights and responsibilities of the parties involved.

1. The parties immediately involved should try and resolve the issue with each other. Raise the matter with an attitude of conciliation and discussion giving the other party opportunity to resolve the issue, if possible.
2. If the issue cannot be resolved in this way, approach the regional coordinator who will assist where possible. Grievances will be handled by the regional coordinator unless it is a matter of policy which will be referred to the National In Home Care Coordinator.
3. If an appeal against the regional coordinator's decision is made, it will be referred to the National In Home Care Coordinator who will consider all information available and will be the final arbiter.
4. If an appeal against the National In Home Care Coordinator's decision on a matter of policy is made, it will be referred to the Sponsor who will consider all information available and will be the final arbiter.

The regional coordinator will document all concerns raised as well as any steps taken to resolve these concerns.

The full Grievance policy is included in the Guidelines and Regulations booklet.

If there are any concerns about any of our Coordination Unit staff that are not able to be resolved under step 1, families and educators may approach the National In Home Care Coordinator as step 2.

### **Confidentiality**

All information relevant to children, their parents, and the educator, is regarded as completely confidential and only used

for the purpose of providing a child care service and meeting legislative requirements. All personal information is kept in a secure manner to protect it from unauthorised access. Your educator is also required to store personal information securely and arrangements for this will need to be discussed. You are entitled to access personal information kept about you and your family on request, and may ask for inaccurate information to be up-dated or corrected.

We trust all parties will treat each other with the utmost respect. If you have any issues you wish to discuss, please contact the regional coordinator or your educator personally.

Our full Privacy policy is included in the Guidelines and Regulations booklet held by the educator.

### **Current Information**

It is important that the office and your educator have correct information **at all times**. Please ensure that you notify the regional coordinator as well as the educator should any changes occur to your address, telephone numbers, workplace, emergency contacts, child's medical history and custody orders.

### **Finally**

Thank you for taking the time to read this booklet. It is important that you understand the conditions of care in this Service and that you also feel free to discuss any aspects either with your educator or the regional coordinator.

We trust that you and your children will enjoy being part of our large extended family. Please do not hesitate to call the regional coordinator with any further queries you may have.

## Government Department Contacts

### State offices for Department of Education, Employment and Workplace Relations Office of Early Childhood (DEEWR)

#### Darwin (Territory Office)

2nd and 3rd Floor Jacana House, 39-41 Woods Street, DARWIN NT 0800  
PO Box 9880 Darwin NT 0801  
Phone: 1-DEEWR (133 397)

#### Brisbane (State Office)

9th Floor, 215 Adelaide St, BRISBANE QLD 4000  
Phone 1-DEEWR (133 397)

#### Perth (State Office)

12th Floor, QV1 Building, 250 St. Georges Terrace, PERTH WA 6000  
Phone: 1-DEEWR (133 397)

### State and Territory Departments and Contact Numbers

|   |              |
|---|--------------|
| <b>NT</b> Department of Health and Community Services | 1800 700 250 |
| <b>QLD</b> Department of Child Safety                 | 1800 811 810 |
| After Hours   | 1800 177 135 |
| <b>WA</b> Department for Child Protection             | 1800 622 258 |
| After Hours   | 1800 199 000 |

## Frontier Services In Home Care Contact Details

Frontier Services CRN – 406 971 726 V

### Coordination Units

#### Charleville and Districts In Home Care

PO Box 369 Charleville  
QLD 4470  
Ph: (07) 4654 7348  
Fax: (07) 4654 3570  
Mobile 0458 578 524  
Email [chfdcc@frontierservices.org](mailto:chfdcc@frontierservices.org)

#### North Queensland In Home Care

PO Box 256  
HUGHENDEN QLD 482  
Freecall 1800 687 769  
Ph: (07) 4741 1999  
Fax (07) 4741 1335  
Mobile 0427 687 769  
Email [remote.ihc@frontierservices.org](mailto:remote.ihc@frontierservices.org)

#### Western Australia and Northern Territory

PO Box 8434  
Perth Business Centre  
WA 6849  
Ph: (08) 9355 9177  
Fax: (08) 9355 9179  
Mobile 0448 996 195  
[inhomecareperth@frontierservices.org](mailto:inhomecareperth@frontierservices.org)

#### In Home Care - National Coordinator

GPO Box 674 Brisbane, QLD 4001  
Ph: (07) 3217 7105  
Fax: (07) 3871 3460  
Email [nat.ihc@frontierservices.org](mailto:nat.ihc@frontierservices.org)