Family Day Care
Conditions of Care
Effective 1 July 2014 to 29 June 2015

PRIORITY OF ACCESS
Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) priority of Access Guidelines apply across all approved child care service types as follows:
Priority 1: a child at risk of serious abuse or neglect
Priority 2: a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999.
Priority 3: any other child
Where demand exceeds supply the service allocates available places to families with the greatest need for child care support. http://education.gov.au/
The Department of Human Services (DHS) is responsible for decisions about the amount of care for which the Child Care Benefit (CCB) can be paid. www.humanservices.gov.au

PLACEMENT REGISTER (WAITING LIST): Parents are offered a placement when vacancies arise, which if no longer required is offered to the next family on the placement register. All options for placement are explored. If the vacancy is not suitable, (eg days and hours are not suitable; the parent/guardian and/or FDC Educator’s expectations differ), parents may choose to remain on the placement register for 3 months or until an appropriate vacancy exists.

FEE SETTING
The City of Greater Geelong Family Day Care (FDC) Educators set fees independently. Parents/guardians will need to discuss fees, and conditions such as minimum hours of care, holding fees for absences, Public Holidays, with individual FDC Educators.
FDC Educators cannot charge a fee for a child that exceeds the fee charged for any other child receiving the same kind of care. If a session charge is made care must be available for the whole session.
The City of Greater Geelong Family Day Care Service levy is .75c per child per hour. (Department of Education) legislation applies to Child Care Benefit (see over page).

CHILD CARE BENEFIT (CCB)
Department of Human Services (DHS) telephone number: 13 61 50 (8.00am – 8.00pm)
Service Provider Customer Reference Number 555 002 944A
Centrelink information and on line services can be found at www.humanservices.gov.au
The DHS administers and is responsible for payment of CCB across all Australian approved service types (FDC, centre based care, vacation care, before/after school care programs). All eligible parents/guardians are entitled to at least the minimum amount of CCB.
Families can choose to claim CCB entitlements:
• as reduced fees through approved services, or
• as a lump sum from the DHS, (paid after the end of the financial year of care) therefore full fees are payable to the FDC Educator. In both circumstances the Customer Reference Number (CRN) of the parent and child (separate numbers) are required by the service. CRN’s are created by the DHS.
• If claiming reduced fees, FDC Educators provide an invoice for payment. The balance will be reimbursed to the FDC Educator by submission of Record of Care documents to the FDC service. Attendance data is forwarded to Department of Education who calculates CCB, reimburses the service who in turn will reimburse the FDC Educator.
• FDC Educators are required to issue receipts following payment.
All children must meet the government’s immunisation requirements or have an approved exemption from the requirements for the family to be eligible for CCB. The service is advised of maximum approved hours of care. Parents need to contact the DHS to advise of changes in circumstances that may affect their CCB entitlement such as: changes in income, 24 and 50 hour limits, parenting arrangements, school age status, child commencing or leaving care. If using more than one service, parents need to nominate how many of the eligible hours will be claimed at each service. Siblings in care and/or other services used are to be recorded on the Record of Care as it occurs. Jobs, Education & Training Fee Assistance (JFA). CCMS will advise services in writing about approval details.
CHILD CARE REBATE (CCR)
The Child Care Rebate pays up to 50% of out of pocket expenses for child care up to an annual cap. From July 2011, families can choose to receive the Child Care Rebate on a weekly or fortnightly basis, paid either to child care services as a fee reduction or directly to bank accounts. To be eligible for CCR, families must have used approved child care; and received CCB; and passed the CCB work / training / study test requirements.
www.mychild.gov.au/childcarerebate

ADMINISTRATION
RECORD OF CARE DOCUMENTS ARE LEGAL DOCUMENTS AND ARE SUBJECT TO AUDIT BY COUNCIL, STATE AND AUSTRALIAN GOVERNMENTS.

Parents/guardians are required to:
- sign their child/ren IN and OUT daily on the attendance record section of the Record of Care, (Federal and State regulations), (FDC Educators may only sign when dropping off or picking up children from school, kindergarten etc)
- verify hours used by signing the parent verification on the Record of Care.
- check that hours recorded are correct before signing. Blank or incomplete records must not be signed by parents. FDC Educators are required to provide a receipt following any payment.

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

HOURS CHARGED
To ensure that FDC Educators operate within regulations that apply to numbers of children, families are required to comply with booked hours. Changes of hours are to be discussed with the FDC Educator and are to be approved by the Family Day Care Support Officer/Co-ordinator. It is important to note that families are required to pay the agreed booked hours of care with your educator. If you pick up children early or drop them off late, the agreed booked hours will still be charged and will be required to be paid.

OUTSTANDING FEES
It is important that fees are paid promptly, on the day agreed by parent and FDC Educator. Your fees are your FDC Educator’s income. It is advisable to contact the Team Leader if experiencing difficulty in payment of fees, as payment plans can be arranged, and possible short-term assistance due to financial hardship (eligibility criteria applies) may be available.

Care will not commence if fees are owed to another FDC Educator, or another CoGG child care service, until the debt has been paid. If fees are overdue by more than two weeks, placement may be forfeited and legal action taken.

PRESCHOOL CARE
CCB is payable for absences due to kindergarten attendance if the FDC Educator is the contact person while the child is at pre-school and if a child is in care both before and after a kindergarten session. A full day of care will be charged. This does not apply when a child is only in care either before or after a session. If care is required in school holidays, the full day will be charged during school term.

24 HOUR CARE
The FDC Co-ordinator may approve up to fourteen 24 hour periods per child per financial year. This care is primarily provided for work-related care purposes. Approval must be sought from the FDC Team Leader prior to care commencing, and supporting documentation from the employer is required. 24 hour care is monitored by the service and the Australian Government. If a family requires more than the fourteen periods, approval must be sought from the DHS by the service.

OVERNIGHT CARE / WEEKEND CARE
This care is primarily provided for work-related care purposes. In every instance approval must be sought from the FDC Team Leader prior to care commencing, and supporting documentation from the employer is required.

NON WORK RELATED CARE
CCB for non-work related purposes is limited to up to 24 hours per week per child during core hours, dependant on vacancies and the individual needs of each family. This means that days may be altered in consultation with parents, Co-ordination unit and FDC Educators, to accommodate families with work-related needs in accordance with Australian Government Priority of Access guidelines.
FDC EDUCATOR UNAVAILABILITY / ILLNESS

FDC Educators are required to give the service and parents at least two weeks notice when taking holidays to allow alternative care to be arranged should parent/guardians not have a back-up. While Family Day Care aims to provide consistent care, occasionally FDC Educators may be unable to give adequate notice due to unavoidable family illness or other legitimate reasons. It is important that parents have an emergency back-up person should this occur. Alternative care may be able to be arranged dependant on vacancies. For short-term care, a friend or family member known to the child may be more appropriate for the benefit of the child/ren. **There is no charge when the FDC Educator is unavailable.**

ADDITIONAL CHILDREN

In accordance with State regulations FDC Educators can only care for up to 4 children not attending school, and 3 attending school (including the FDC Educator’s own children) at any one time. Care cannot cross over at any time. FDC Educators are not permitted to provide care for additional children/siblings, without approval from the Support Officer/Team Leader, and registration with the service prior to care commencing.

ABSENCES

Each child is eligible for CCB for the first 42 absences from care across all approved child care services per financial year. These absences can be taken for any reason and do not require supporting documentation, but are only available on a day that care was booked, and the family was charged for that care.

**Additional absence days**

Once the first 42 absence days have been used, CCB is payable for any additional absences where:

- the absence relates to a day on which care was booked
- the absence is one taken for an *additional absence reason and*
- your service obtains and keeps the required documentation and
- you meet the requirements for recording attendance and absences and
- child care fees are charged.

* additional absences: illness (with a medical certificate), non-immunisation, rostered days off, rotating shift work, temporary closure of a school or pupil-free days, periods of local emergency, shared care arrangements due to a court order, parenting plan or parenting order, attendance at pre-school, exceptional circumstances (with supporting documentation). CCB will not be paid for PH’s if 42 absences have been used.

All absence days are reported through the Child Care Management System from the service. Families can view their absence count on the View Child Care Attendance online statement available through the Department of Human Services website at: [www.humanservices.gov.au](http://www.humanservices.gov.au)

CCB is payable for additional absences where a parent is not at work because he/she is working a rotating shift or is obliged to take an RDO from FT or PT work provided that:

- Care is available for the child if required and
- The service holds a written statement from the employer, confirming that the claimant works rotating shifts or has rostered days off.

**Definitions of rotating shifts:**

- A shift that requires a worker to work in rotation, different periods of the day over a period of time. Eg, the requirement to work a morning shift at regular hours of one week, followed by afternoon shift to a period, followed by evening shift. The rotation of these shifts would follow a regular pattern.
- A shift system that rotates to cover the seven days of the week rather than a specified number of days each week. So, during one week work may be from Monday to Friday, whilst in the next week the working week may be Tuesday to Saturday, and so on. This may be worked in conjunction with the first example of a rotating shift.

A rotating shift does not cover situations where a parent works:

- One week on, one week off.
- Alternating weeks of two and three days (eg, two days one week, then three days the next).
- Periods which include casual or "on call" types of employment.

TERMINATION OF CARE

When care is no longer required, parents/guardians are required to give the service and FDC Educator one full week’s (seven days) notice along with payment for the week. NOTE: This is a minimum Service requirement and may vary depending on an individual Educator’s fee policy. CCB cannot be claimed if the child does not attend the final week of care, and full fees may be charged.