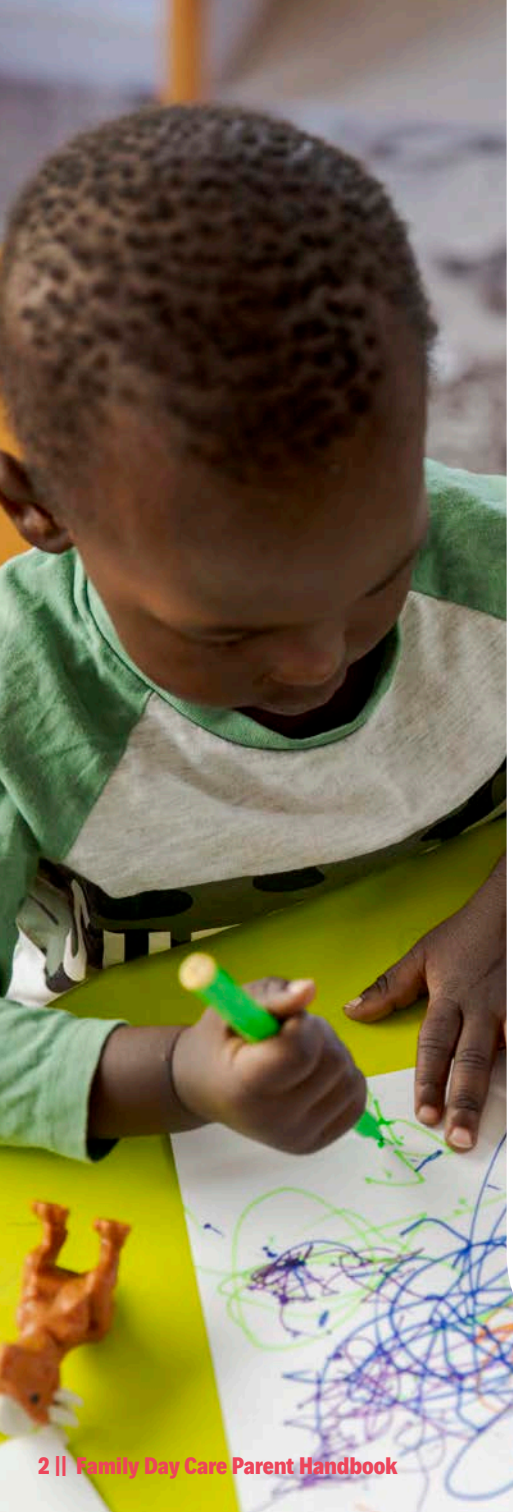
Uplyft.
strong young futures



Family Day Care

Parent Handbook



Uplyft.
strong young futures

PURPOSE

Support children and young people to grow and develop, safely

ASPIRATION

Create exceptional opportunities for every child and young person to thrive

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Uplyft – A Brief History

Uplyft is a Western Australian not-for-profit organisation that was founded over seventy five years ago by Florence Hummerston, a well known Perth identity committed to serving the community.

In 1941 Florence became the Founding President of the Women's Australian National Service (WANS) War Fund and was also instrumental in the establishment of Uplyft two years later. During the war years, the WANS provided care for children whose mothers were ill and fathers overseas with the war effort. At the end of the war, the WANS continued to offer a service that cared for children in need.

Florence Hummerston was the first woman elected to the Perth City Council, on which she served for 18 years. She was a life member of the Children's Protection Society and was awarded an OBE in 1960 for her work with women and children in Western Australia. Mrs Hummerston died aged 94 in 1984.

Over the years, Uplyft has touched the lives of thousands of West Australians in times of family need, resulting in significant good will and respect for the organisation.



Welcome

This booklet is designed to provide you with important information about how Uplyft Family Day Care operates and what is required of people who use the service.

We hope that this information helps to provide a positive Family Day Care experience for you and our child.

The information in this booklet will assist you in settling your child into care and will answer many of the questions you may have.



Committed to the safety of all children

We place the safety of children and young people at the forefront of our operations and are always seeking to strengthen our child safe culture across programs and services.

Some of the ways we do this include:

- Requiring all paid and unpaid staff to adhere to our Code of Conduct
- Ensuring that all relevant staff have a current Working with Children (WWC) card
- Requiring all staff to undergo police checks and additional screenings based on program requirements
- Continuously identifying areas for improvement in our services and encouraging our staff, foster carers, family day care educators, volunteers, families and children to report any ideas, concerns or feedback
- Having clear policies, procedures and systems to ensure that children are kept safe and that anything that could harm a child is reported and actioned
- Valuing diversity and inclusion, and taking action to encourage participation and prevent discrimination

Uplyft Family Day Care

Family Day Care is home-based childcare provided by trained and registered educators in the educator's home. Family Day Care emphasises relationships, with small groups and a warm, nurturing home-like environment.

An advantage of Family Day Care is that children from one family can be cared for together.

Uplyft Family Day Care is an approved provider and operates in accordance with the Education and Care Services National Regulations 2012.

Uplyft Family Day Care recruits, registers, coordinates and supports a network of educators and administers government funding, processing and calculating government payments to families.

Uplyft's Early Years Team:

- Provides advice on children's development and individual learning, fortnightly parent usage statements and after-hours telephone support for Uplyft Family Day Care
- Develops policies and assists educators with procedures and forms necessary to meet the National Quality Framework requirements
- Supports educators through the National Quality and Assessment Process
- Visits educators regularly to offer support, advice and resources, and monitor standards of care
- Provides regular playgroup facilities, networking opportunities and educator training

Uplyft Family Day Care is a long-standing member of Family Day Care WA.





About Family Day Care Educators

Uplyft educators are passionate professionals, with your child's best interests at heart. Each holds childcare qualifications and participates in regular professional development. They are committed to creating the best learning environment for your child in their own home.

Educators build on your child's interests and strengths by engaging them in a play-based curriculum. The curriculum and learning experience are underpinned by the National Quality Framework.

Educators are registered with the Uplyft Family Day Care Service.

Educators must be registered and members of a licensed Family Day Care service to be able to offer the Child Care Subsidy to families.

Regular spot checks are conducted to ensure that educators follow National Education and Care Services National Regulations, Education and Care Services National Law (WA) and Uplyft policies and procedures.

Hours of Operation

Family Day Care offers various types of care to cater for individual family needs, including weekday, overnight and weekend care.

Please discuss your needs with your educator.



National Quality and Assessment Process

All registered family day care services are required to participate in the National Quality Assessment Process.

The National Quality Assessment Process is guided by the National Quality Standards for education and care services.

Family Day Care services assess their practice against these standards and are required to develop a Quality Improvement Plan for improvements and reflection.

Uplyft's Early Years Team assists the educator to develop and implement the Quality Improvement Plan.

The Quality Improvement Plan is submitted to the Education and Care Regulatory Unit of Western Australia that assesses the service on the following quality areas:

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Governance and leadership management

Families are encouraged to participate in the Quality Improvement Plan.

Please talk to your educator for more information about the assessment process. You educator will have copies of the Quality Improvement Plan and quality areas.



Children's Curriculum

The curriculum is guided by the Early Years Learning Framework for Australia and is assessed against the National Quality Standards.

The curriculum is child-centred. The educator acts as a facilitator to create experiences and an environment that:

- Are stimulating, safe and fun
- Foster each child's individual interests, needs and strengths

Each child develops in their own time and according to their
own needs.

Experiences and resources are provided that extend each child's individual learning and contribute to the following outcomes for each child:

- A strong sense of identity
- Being connected to and contributing to their world
- A strong sense of wellbeing
- Being a confident and involved learner
- Being an effective communicator

The children assist in decision-making and all aspects of the curriculum, including indoor and outdoor learning, quiet and active play, and individual and small group experiences. The children can also attend playgroup regularly to interact with larger groups.

A copy of the educator's curriculum will be readily available for you to view. Family input is highly regarded so please feel free to offer suggestions, comments or feedback.

Please ask your educator for details of daily routines.





Policies and Procedures

Uplyft has extensive policies and procedures. You may ask your educator or the Early Years Team for a copy.

The Early Years Team is responsible for managing all of Uplyft's Family Day Care Services.

Uplyft reviews policies and procedures regularly.

We encourage your input, thoughts and ideas. You may provide feedback to Uplyft formally in writing or informally through contact with your educator or by speaking to the Early Years Team.

Enrolment

Families are offered orientation prior to enrolment. Families are encouraged to visit the educator prior to the commencement of care in order to familiarise themselves with the educator, the setting and daily routines. These appointments are made by parents contacting the educator directly.

Before care may begin, you must complete the Complying Written Agreement form. Uplyft has carefully developed a Complying Written Agreement form that meets the required standard set by Education and Care Services National Regulations 2012.

Family Day Care educators are required by law to keep a copy of your child's Complying Written Agreement details in a safe and secure location at the venue. A copy of your child's Complying Written Agreement form is also sent to Uplyft's Early Years Team.

It is in your child's best interests to inform the educator of any changes to your child's Agreement details.

You will be required to provide a copy of your child's birth certificate, extract of birth certificate or equivalent and immunisation schedule prior to care commencing.



Fees

You are required to pay fees two weeks in advance to Uplyft.

Payment is required whether your child attends or not, as you pay for the placement. Fees must be paid when your child is sick or absent during regular booked times, and for public holidays that fall on your scheduled day.

Please discuss with your Uplyft if you have difficulty meeting your fee payment.

If you wish to withdraw your child from care, you must provide two weeks written notice or pay the fees in lieu of this notice.

Any outstanding overdue account that is not paid may result in termination of your child's care.

Please ask your educator to provide you with the current fee schedule.

Absences

The Government approves a set number of absences each financial year for which the Child Care Subsidy will be paid. There are specific reasons for which an absence may be claimed, such as holidays, occasional days off or sick days (child, sibling or parent).

Your educator can advise you of the maximum number of absences. You will need to advise the educator as early as possible if an absence is to occur.

Please note fees are payable for all absences and public holidays.





Child Care Subsidy

The Child Care Subsidy helps with the cost of approved child care for eligible families. The Australian Government pays it directly to your child care provider to reduce your fees.

For more information and eligibility requirements please visit: www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy

Attendance Records

Children must always be signed in and out of care by an authorised person.

The attendance records are legal documents required by the Federal Government. They are also very important in times of evacuation or emergency.

It is a joint responsibility for you and your educator to ensure that your child's attendance records are filled in correctly and signed. Incomplete attendance records may affect payment of the Child Care Subsidy.

Settling Your Child into Childcare

Starting early childhood education and care can be an emotional experience for both you and your child.

Children can often experience some difficulty settling into a new environment, particularly if they find it hard to separate from family or familiar caregivers.

Here are some suggestions to help support your child:

- If possible, start with shorter or fewer days then gradually increase their time spent at the service
- Spend some time settling your child into a favourite activity before you leave

Inform the service about what comforts your child and discuss how you manage activities or times of the day they find unsettling. For example, does your child have a toy or blanket that helps them to settle?

Show your child that you feel secure about leaving them at the service and that you trust the staff. Say 'goodbye' confidently, and reassure them that you will be back later. While it may be tempting to leave while they are engaged happily in play, it can be very distressing for your child to realise you have left without saying goodbye.

You should feel that you can contact the service at any time to check how your child is settling. The educator should provide you with sensitive, honest feedback.

For more information, visit: https://www.startingblocks.gov.au/



Confidential Records

All child records are confidential and stored securely to ensure the privacy of you and your child.

Information regarding your child will only be shared with Uplyft staff for administration purposes and to support you and your child while you are using Family Day Care.

Visual Images

As part of the educational program, there will be times when the educator takes photos or videos of the children in care. Images will be available to you at any time. Parents' permission will always be sought prior to any photo or video being taken.





Grievance Procedures

If you are unhappy with any aspect of the Family Day Care service, please let us know so we can make changes or improvements.

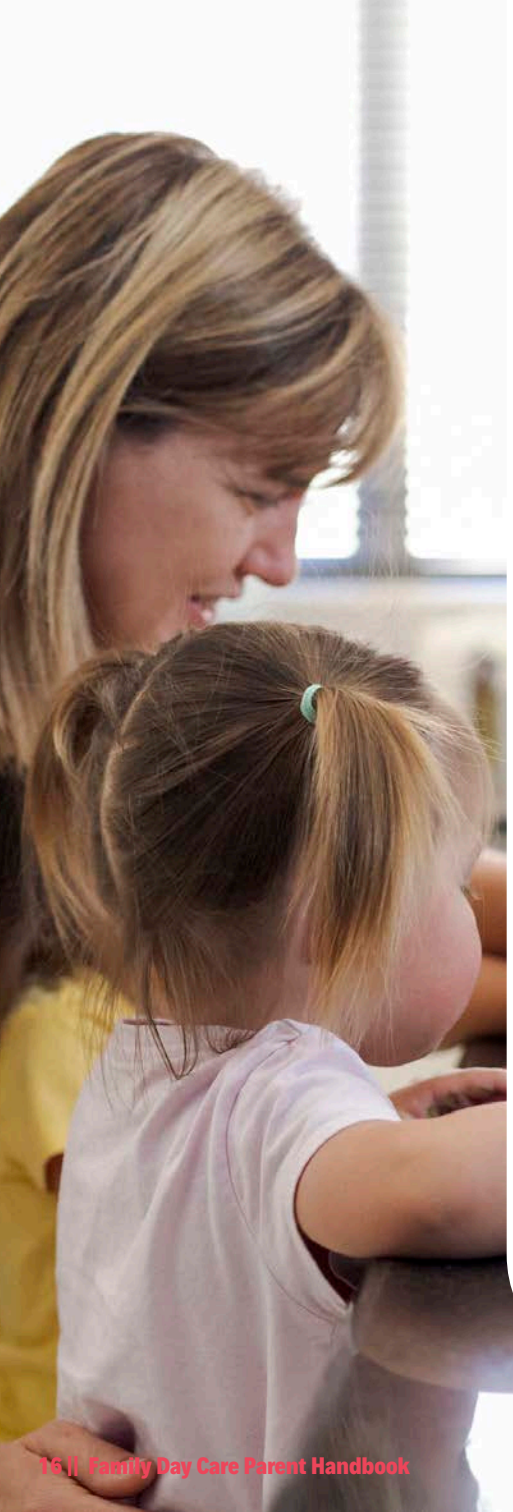
Please discuss any concerns about your child's care with your educator as soon as possible. If you do not feel comfortable raising an issue with your educator, you may contact the Early Years Team or the Early Years Manager.

You will be asked to present your complaint in writing, as all formal complaints are recorded and investigated. You will receive feedback about the outcomes.

Uplyft will take appropriate action on any report of a serious offence that constitutes a breach of policy or puts children in danger.

The Early Years Manager and Early Years Team can mediate between you and the educator to seek a resolution suitable to all. If you still do not feel that your grievance has been resolved, you have the right to appeal directly to Uplyfts Chief Executive Officer.

Uplyft's formal grievance procedure is set out in a document that you may obtain from your educator or from the Early Years Team.



Educator Assistant

On rare occasions, an educator may be unable to care for children in their home, for example, because of illness.

For these occasions, the educator may employ a registered Family Day Care educator assistant to care for your children.

You and Uplyft's Early Years Team must approve the employment of an assistant.

You can ask your educator to provide you with details of their educator assistant.

What to Bring

During orientation, your educator will give you information about what your child will need to bring.

Ensure that you label all items with your child's full name.

Please remember that your educator cannot guarantee the safety of special items brought to Family Day Care.

Drop Off and Pick Up

Your child's safety and welfare are our primary concern. Your child will only be released into the care of the authorised person identified on your child's Complying Written Agreement form.

If somebody different is to collect your child, you must advise your educator in writing in advance.

The person collecting your child must show your educator some identification, such as a driver's licence with photo. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (in writing) has been obtained.

Late collections

If you are unavoidably detained and unable to collect your child at the agreed time, you must telephone the educator and advise of your expected time of arrival. If you have not made contact and your child has not been collected after 20 minutes, the authorised emergency contacts on your Agreement form will be asked to come and collect your child.

If your child has not been collected 45 minutes after the regular time, the educator will contact the Early Years Team. In these situations, the Department of Communities will be notified.







Positive Guidance

Uplyft's focus is on the importance of respect and dignity for your child, acknowledging and accepting your child's feelings and encouraging these feelings to be expressed. We recognise and understand that your child's behaviour may be affected by a range of factors and your educator will work closely with you to support your child's individual needs.

Uplyft encourages the use of a variety of positive guidance strategies to support appropriate behaviour and build positive relationships.

Sleep Time

Uplyft follows the current nationally recognised safe sleeping guidelines.

Your educator will provide a space that supports your child's need for sleep, rest and relaxation and complies with National Quality Standard, Education and Care Services National Regulations and current guidelines.

Your educator will closely monitor and observe your child while they sleep, and will be within sight or hearing range.

All cots, mattresses, bedding equipment and other bedding accessories must meet Australian Standards.



Toileting

Consistency is important for children learning to use the toilet. Please discuss your child's toilet routine with your educator and the procedures your educator offers. Please provide enough nappies and a good supply of underpants and clothes when your child is toilet training.

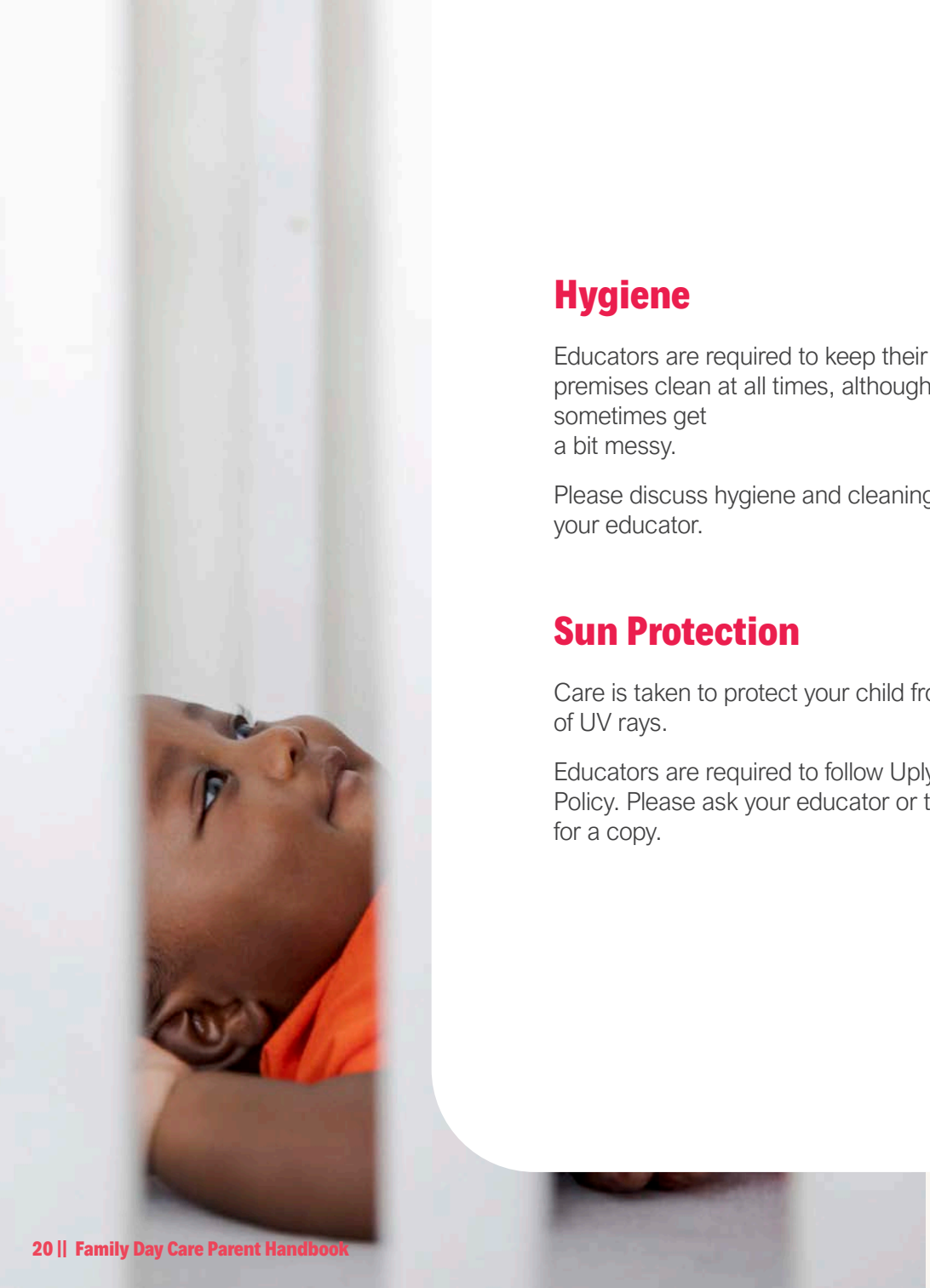
Excursions

Regular excursions are a valuable part of the family day care experience.

All excursions must be authorised by the enrolling parent in advance. Your educator will make all the information available when they are planning an outing.

The educators are required to carry a First Aid kit and a list of contact numbers for each child in care.





Hygiene

Educators are required to keep their Family Day Care premises clean at all times, although play spaces can sometimes get
a bit messy.

Please discuss hygiene and cleaning practices with your educator.

Sun Protection

Care is taken to protect your child from the harmful effects of UV rays.

Educators are required to follow Uplyft's Sun Protection Policy. Please ask your educator or the Early Years Team for a copy.

Children Who Are Unwell

Your educator should be familiar with the document 'Staying Healthy in Childcare' (current edition) that outlines prevention of illness in childcare and specific diseases common in young children. It will serve as a guide to understand, prevent and manage some common childhood illnesses.

Your educator cannot provide care if your child is unwell.

Sometimes children just feel generally unwell or tired and need to stay at home with a parent.

If your child has been vomiting or had abnormally loose bowel actions, they should not return to care until 24 hours after their last attack. If your child has had an infectious or communicable disease, you will be asked to provide a medical certificate before care recommences.

Please do not leave your children with the educator if they are unwell. Not only could their situation deteriorate but they could infect the educator and other children they care for.





Medication

Your educator may administer medication to your child only in the following circumstances:

- Prescription medication with the original label on the container that details the child's name and the required dosage
- Over-the-counter medicine that is appropriate for your child's age and that you have authorised

Before any medication may be given to your child, you must:

- Sign the 'Authority to Administer Medication' form
- Personally hand over the medication to the educator

You may be asked for authorisation from a doctor for your educator to administer non-prescription medications.

Medication for chronic complaints (e.g. asthma, epilepsy and anaphylaxis) will require completion of a plan, verified by a medical practitioner, that outlines the condition and correct dosage and how the condition is to be managed.

Please inform your educator of your child's medical conditions at enrolment. Your educator will help you to complete a Medical Risk Minimisation and Communication Plan.



Accidents

Your educator's vigilant supervision will reduce the incidence of accidents.

Please be reassured that, if an accident happens, your educator holds a current First Aid Certificate.

If your child is taken ill or has a serious accident in care, the educator will contact you immediately. If you can't be reached, the educator will ring the emergency contact person you have listed.

It is absolutely essential that you keep emergency contact, allergy and health information up-to-date at all times.

Nutrition

Children need a nutritious diet for health and wellbeing. Meal time is also a very social part of the day and can foster children's communication and promote healthy eating habits.

Our educators are encouraged to offer menus for lunch and morning and afternoon tea that are varied, balanced and nutritious and reflect the children's ethical, cultural and religious backgrounds. Menus are designed with input from the children and are on display. Your ideas and recipes are welcomed!

Please tell your educator about your child's food allergies and special dietary requirements.



Child Safety and Wellbeing

Uplyft gives top priority to protecting children in its care. All Family Day Care educators are required to complete approved child protection training every three years.

Educators must also comply with Uplyft's policies and guidelines on child safety and wellbeing.

Emergency Evacuation

Please ask your educator to provide you with an emergency evacuation plan and procedure.

Educators are required to practise and record the emergency evacuation procedure at least every three months.

A copy of the evacuation plan should be located next to emergency exits at the venue.

Transport

The utmost care will always be taken when transporting your child in a vehicle.

Educators are required to have a current 'C' class licence. Educators use their family vehicle to transport children for outings. The vehicles are required to be serviced regularly, mechanically sound and fitted with approved child restraints.

Children will be correctly restrained before the car is started and the educator will model safe behaviour by always wearing a seat belt.

Children will not be left unattended in the car. At the time of enrolment, you will see the vehicle that your child will be transported in. Family consent will be sought if any other forms of transport are required.

Your educator will have policies and procedures in place covering school pick-up and drop-off, vehicle breakdown and car accidents. You may ask for a copy.





Babies' Bottles

Particular care is taken to ensure babies' bottles are stored hygienically and cleaned after use.

Please make up your baby's bottles with milk or formula for the day.

It's a good idea to provide an extra bottle in case your child becomes unsettled.

Please label all bottles, caps, tops and dummies with waterproof marker.

Please hand the educator your baby's bottles for refrigeration, as bottles should not be left in your child's bag.

All bottles are heated in a bottle warmer and not in the microwave.

Because of health and safety risks, your child will NOT be given a bottle to go to sleep with. All bottles will be given prior to sleep time.



Supervision

Your educator will use effective supervision methods to ensure they know where your child is at all times.

A child is never left unattended while playing with water.

Swimming Pools

If there is a pool or spa at the residence, no one can use it during Family Day Care operating hours.

Uplyft requires swimming pools to comply with Australian Standards and State Regulations and to be certified by the local council.

Ponds or water features must be inaccessible to the children at all times.

Visitors

As Family Day Care is a home environment, the educator's family and friends may visit. Regular visitors' names and reason for visiting will be made available to you.

Family Day Care educators are responsible for the care and safety of the enrolled children at all times.

Visitors and family members will never be left alone with the children. All visitors are required to sign the visitors' book.

Smoking and Alcohol

Family Day Care is alcohol, smoke and drug free at all times while your child is in care.

BENTLEY

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familydaycare@uplyft.org.au

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GOLDFIELDS

Unit 1, 58 Egan St
Kalgoorlie WA 6430

GREAT SOUTHERN

26 Prior Street
Albany WA 6330

BINDJAREB (MANDURAH)

26A Anstruther Road
Mandurah WA 6210

UPLYFT FAMILY DAY CARE ENQUIRIES:

1300 588 618



Uplyft acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to elders both past and present.