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## Educators Handbook

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## Introduction

Welcome to Kids Planet Family Day Care Services.

This handbook aims to offer an introduction and overview of Family Day Care. It will provide you with the information you need to know to become a Family Day Care Educator.

## What is Family Day Care?

Family Day Care is a child care service that provides care and education for small groups of children aged from birth to 13 years, in the homes of registered Educators. Family Day Care Educators are not employed by the service, they are self-employed. Educators are resourced, supported and monitored by a central office known as the Coordination Unit. This network of educators, Coordination Unit and families is collectively referred to as a Family Day Care Scheme.

The Coordination Unit supports Educators in recognizing the strengths and needs of children in order to better extend their physical, social, emotional and cognitive developmental.

Educators at Kids Planet Family Day Care Services provide a range of care types:

Full time	Part-time
Occasional	Emergency
Before and after school care	Vacation
Roster	Casual
Extended hours	Overnight

There are many reasons as to why an Educator chooses to work in Family Day Care. Whether, it is to provide their own children with playmates, to add to their income comfortably from home-based work or as an evolution from providing care for neighbours or friends. Family Day Care is fantastic in its capacity for flexibility.

## Aim of the Service

At Kids Planet Family Day Care Services, we are aware that each child is unique in both their abilities as well as the way in which they learn. We therefore tailor specific support for each Educator in order for them to provide the best possible experience for all children in their care.

We celebrate equality and diversity among not only the children enrolled in our service but also among Educators. We respect all individuals irrespective of culture, race, religion, physical/intellectual ability or socio-economic and family background.

## Staff

The Kids Planet Family Day Care Services staff are committed to assisting Educators in providing quality care to families. Our responsibilities include the following:

- Pre-service home safety checks and training of all Educators
- Assisting Educators in meeting qualification requirements
- A range of in-service training and development sessions throughout the year
- Frequent home visits by professional support staff
- Adherence to National Quality Framework standards
- Adequate insurance cover for all Educators
- Assisting Educators in adhering to required standards involving thorough inspection of homes and safety/hygiene requirements
- Additional support services such as organising playgroups and equipment loans
- After hours on-call emergency contact

### Nominated Supervisor

The Nominated Supervisor is responsible for the overall management and direction of the Scheme. They ensure that the Scheme adheres to government requirements, that all Families/Educators grievances are handled in a timely and appropriate manner and ensures ongoing quality care is provided within the service.

The Nominated Supervisor is available to discuss any issues and can be reached via appointment with administration staff at the service office.

### Educational leader

The Educational Leader Assists Educators and Coordinators in the development of quality programs for children registered in the service.

### Coordinators

Coordinators are responsible for visiting, supervising and supporting Educators in providing safe, quality care to children registered in the service.

### Administrators

The administrator is responsible in overseeing recruitment, registration, training, and fee reduction payments etc. Together with coordinators, the administrator supports Educators in all aspects of their business.

## National Quality Framework

In Dec 2009, all Australian Governments agreed to the National Quality Framework for Early Childhood Education and Care. The aim was to ensure that all Australian children, regardless of location, would be provided with high quality education and care services.

The National Quality Framework includes:

- The Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011
- National Quality Standard
- The Australian Children's Education and Care Quality Authority (ACECQA).

## ACECQA

The Australian Children's Education and Care Quality Authority (ACECQA) is the national body responsible for ensuring consistency and guiding states and territories in implementing the National Quality Framework.

The National Legislative Framework is founded in the *Education and Care Services National Law Act (2010)* and the *Education and Care Services National Regulations (2011)*, and is approved, monitored and assessed by a regulatory authority in each state/territory.

The Victorian Regulatory Authority is the Department of Education and Training Victoria. The Department of Education and Training offers learning and development support, services and resources for all Victorians.

Here is a link that you can find the National Law and Regulations that you can download <https://www.acecqa.gov.au/nqf/national-law-regulations>

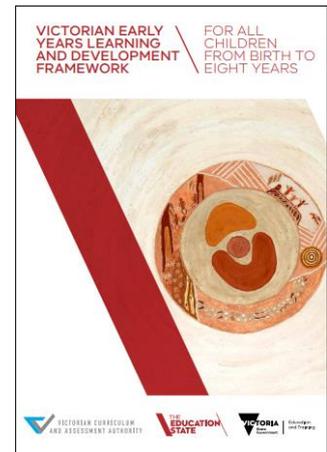
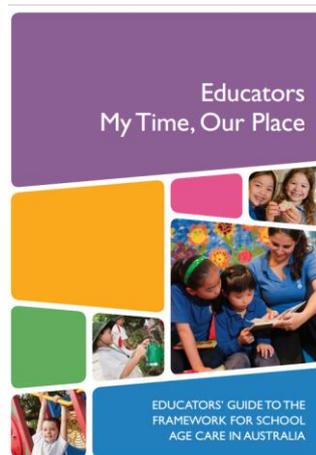
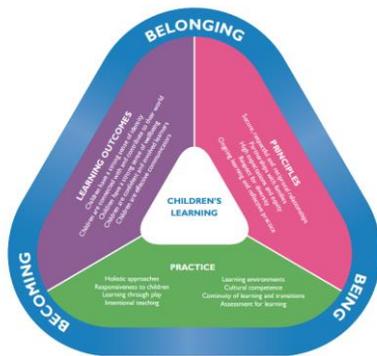
## National Quality Standard

The National Quality Standard is the guide for the learning frameworks that guide practice and support quality teaching for children from birth. It is divided into seven Quality Areas, including:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families communities
7. Leadership and service management

These Quality Areas are linked to the following National Learning Frameworks:

- Belonging, Being and Becoming: The Early Years Learning Framework for Australia (EYLF) (from birth to 5 years of age)
- My Time, Our Place: Framework for School Age Care in Australia (FSAC) (from 5 to 12 years of age)
- The Victorian Early Years Learning and Development Framework (VEYLDF) (from 0 to 8 years of age)



Here is a link that you can find the National Quality Standards and snap shot of the National Quality Frameworks that you can download <https://www.acecqa.gov.au/nqf/national-quality-standard> and <https://www.acecqa.gov.au/nqf/snapshots>

## You Are Your Own Boss

Educators in Kids Planet Family Day Care Services are part of a network of self-employed individuals in contractual agreement with the service, they provide professional child care for children in their own homes or approved venue. Educators are registered to a Family Day Care Service (Scheme) where they are provided with support and assistance through the Schemes Coordination Unit.

In Family Day Care, you are essentially opening your home and your family to others. The nature of child care can be emotionally invasive and physically exhausting. Furthermore, it is in the best interests of these children to be placed in continuing routine-based care.

Therefore, there are a number of important questions you must consider before committing to be an Educator. Such considerations include:

- Do I have the skills to run a small business? Can I cope with having my management skills reviewed by others?
- Would I be able to give the children the continuity of care needed? Am I committed to provide care for approximately the next 12 months?

- How will this affect my partner or children?
- Do I have the physical strength and endurance to care for children for an extended period of time?
- Can I approach emergencies or accidents in a calm and considered manner?
- Am I willing to build my rapport with parents and children through ongoing training and professional development?
- Can I be professional and use professional language at all times when dealing with families?
- Would I be willing to promote my business using brochures, car branding, letter box drops, newspaper advertisements etc.?

## Family Day Care Environment

As Family Day Care essentially involves you opening your home to others it is important to be aware of effect it will have on your home as well as how your home environment will affect the children in care.

As is the case with all children, it is expected your home may experience a little wear and tear. Furthermore, all Educators are required to ensure that their homes are deemed hygienic and safe for children. This will be formally assessed by the coordination team during an initial and annual home safety visit, as well as informally on subsequent bi-monthly visits. Those living in rented premises must provide written authority from the Home Owner to conduct Family Day Care in their home.

Most importantly, a Family Day Care environment must be alcohol, illicit drug and tobacco free. The need for regular prescription medication needs to be flagged in the Educator Registration Form and should not impair your capacity to provide care.

## Home Safety Visit

A formal home safety assessment of the proposed family day care premise will be conducted by the coordination team upon registration. The assessment will consider the following matters before education and care can be provided to children at the premise:

- State of furniture and equipment
- Fencing and security of premise
- Adequate toilet, washing and drying facilities
- Glass safety issues check
- Suitability and space for number, age and abilities of children likely to attend
- Suitability of nappy change arrangements
- Existence of water hazards
- Any risk posed by animals
- Adequate first aid and fire safety equipment
- Suitability of Motor vehicle restraints

## Standard and Non-Standard Working Hours

Standard working hours for all Educators are between 8am - 6pm, Monday to Friday. Non-standard hours refer to early mornings before 8am and late evenings after 6pm on weekdays, as well as anytime during the weekend. However, as Family Day Care Educators are self-employed they are able to select the days they work and hours they are available to provide care. Parents who require non-standard working hours, most especially for weekend care, must discuss this with the Educator and the Coordination Unit.

## First Aid, Anaphylaxis and Asthma Course Providers

Educators must have a current first aid certificate, current approved anaphylaxis management training and emergency asthma management training. The following providers or any other registered training organisation offering accredited courses are suitable.

## Certificate III in Children's Services

From 1 January 2014 Educators must have or be actively working towards at least an approved certificate III level education and care qualification.

## Education Registration

There are a number of requirements and qualifications that Educators must satisfy before beginning to provide Family Day Care service.

General requirements include:

- Be over 18 years of age
- Be living in your own home, or have expressly written authority from the home owner to provide care for children in that residence/venue
- Be prepared to attend regular scheduled training sessions
- Have a reasonable understanding of child's development and capacity to learn
- Have a current Working with Children's Check
- Have a current Police Certificate (no more than 6 months old)
- Have Public Liability Insurance
- Australian Business Number (ABN)

Any inquiries regarding the above requirements or assistance in applying for any checks can be directed to the Service Office.

Qualifications include:

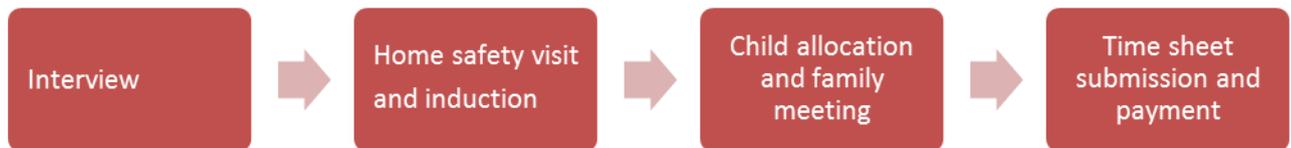
- Have a current approved First Aid qualification
- Have a current approved Anaphylaxis qualification
- Have a current approved Asthma Management qualification

- Have or currently be enrolled in a Certification III in Children's Services

Information on these courses can be obtained from the Coordination Unit Office.

*Note: While requirements listed do not need to be met before interview; they must be completed before children can be placed in your care.*

## The Path to Educator Registration



It is important to understand that there are a number of steps that must be undertaken and completed in the above necessary order before providing care to families.

- If an Educator does not satisfy the requirements of the initial home safety visit as deemed by a coordinator, this step will be repeated until approval.
- Educators must also be prepared for both monthly scheduled and unscheduled home visits, during which coordinators will provide both positive and constructive feedback.

## Communication

It is vital that Educator be available for contact during contract hours be it with a working mobile phone or home landline. Educators are also encouraged to provide an accessible email address to receive reports from the service and newsletters. If an Educator is unavailable for contact for an entire contracted day without valid reason or appropriate notice, timesheet payment may be withheld or that particular day unavailable to claim.

## Resources

Following a successful interview and home safety visit, each Educator will be supplied with a range of resources. In addition to the service policy & procedures and Education and Care Service Law & Regulations, there are several service designed safety and informational posters, program planning tools as well as activity idea aids provided.

These resources are provided to Educators before commencing care and cost of the resources/package can be deducted from Educators first payment.

## Taxation

As Family Day Care Educators are self-employed, they are responsible for paying and filing their own taxes. This means you need to keep a record of your profit and losses, as well as register for an Australian Business Number (ABN). You are provided with a Family Day Care Business Handbook to assist with this once you are registered.

## Fees

Educators are recognised as contractors. Fees are outlined in the **'Individual Fee Schedule'** which is agreed upon during registration with the Scheme. The Individual Fee Schedule is comprised of two components

- the Educator's Fee and
- the Service Administration Levy.

In Consultation with the service, educators can review their fee once a year, with families notified at least four weeks in advance.

Kids Planet Family Day Care Services can provide consultation in regards to fee parameters, as well as provide an advisory opinion on your Educator Fee.

## Individual Fee Schedule

In establishing the Individual Fee Schedule, the Scheme recognises the following:

- That fees need to be both equitable and affordable for families. Educators Individual Fee Schedule is charged to all children in the Educator's care, regardless of their circumstances.
- That as a self-employed business owner, an Educator has the right to charge fees that allows them to secure an income, as well as cover expenses in the interest of providing quality education and care services to children.

The Individual Fee Schedule' will comply with the requirements of the fee policy. There will be no consideration of fees set outside of the agreed educators fees schedule.

The 'Individual Fee Schedule' will outline rates for all types of education and care services offered by the educator, such as before and after school care, weekend care and casual care. It will also include possible addition costs such as meals and travel, as well as other conditions, including minimum hours of care.

## Educator as an Contractors

Educators are recognised as Contractors working with Kids Planet Family Day Care Services. Kids Planet Family Day Care Services adopts the following model of fee collection:

- Pass on fee reductions paid on behalf of the Parent to the Educator
- The Educator acts as a Contractor then collects and retain the remaining parent fee accrued on their own behalf

- Collecting the parent fee, as well as any debts accompanying the non-collection of fees, will be the responsibility of the Educator
- Kids Planet Family Day Care Services will provide Educators with fortnightly payment slips that demonstrate paid subsidies and owing fees. Educators are required to chase up the fee gap and report to the services any fee gap not received as soon as possible.
- Kids Planet Family Day Care Services will follow up on unpaid parent fee gaps with an overdue parent fee gap communication to the parents.
- The Educator is required to retain clear and adequate records of paid and owing parent fees

## Administration Levy

Kids Planet Family Day Care Services charges parents/families an administration levy for each child at an hourly rate. Though this is subject to change at any time, please refer to the fee policy for more details.

## Collection of Fees

The following outlines how fees can be collected by the educator:

Families are required to complete the online Child Care Subsidy assessment via myGov website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN of the person linked with the child, as long with the child's CRN so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

### Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

The following outlines how fees can be collected by the educator:

- Kids Planet Family Day Care Services is responsible for the billing and chasing of fees. Should families wish to discuss fees, they will need to speak to the Approved Provider.
- The Service will pass on the parent's fee reduction subsidies once received. NOTE: Fee

reductions subsidies are paid on behalf of families on the condition that the parent fee gap is also paid.

- The Service Administration Levy component of the Individual Fee Schedule will be automatically deducted from the fortnightly subsidy payment received.
- The remaining parent fee gap is then to be collected by Educators.
- Collection of these fees gap and any debt incurred in doing so are to be the responsibility of the Educator as a contractor.
- Parent fee gaps are to be paid to educators fortnightly. The preferred payment method and payment details will be provided to the family by the Educator.
- Educators are able to collect fees in advance or following care.

## Receipts

Educators will be issued with receipt books so as to record all fees collected. This should include the child/children's full name/s, week of care, date of payment, amount, etc. These records should be diligently kept and accessible to both families and Coordination Unit upon request.

## Absences / Public Holidays

Fees are payable for every day that your child is enrolled at the service, regardless of whether the child attends. This includes Public Holidays, sick days and family holidays. However, Fees are not charged when the educator is unavailable and as such they are closed for operation.

## Educators Leave Procedure

### Purpose

Kids Planet Family Day Care Services recognises that an educator will require leave on occasions. The needs of families for continuity of care arrangements; children's health, safety and wellbeing; educator health, safety and wellbeing and children's emotional need for a stable care environment are integral to an effective leave procedure.

### Scope

This policy applies to educators, children and families.

### Definitions

Leave: refers to sick leave, extended leave, holiday leave and carers leave in the case of an emergency or unexpected illness of an educator's family member.

## **Policy Statement**

Family day care educators are licensed with Kids Planet Family Day Care Services as contractors and as such are not employees of the organisation and do not attract the same leave entitlements as kids planet family day care services employees. It is recognised that leave for educators is extremely important in order to safeguard the health and wellbeing of the educator and his/her family which in turn supports the wellbeing of the children.

## **Procedures**

### **Fees**

1. Fees for care are not payable to an educator if the educator is unavailable to provide care.
2. Fees are not payable by parents for a child's absence from the entire session of care due to an educator being unavailable to provide care for any part of that care session.

### **Leave Entitlements**

1. Educators are not entitled to any payment in respect of annual (holiday) leave, sick leave, extended leave (i.e. long service leave) or parental leave (i.e. carer's leave).

### **Arranging Alternate Care for Children**

2. Parents must be aware that alternate care will only be available where care vacancies exist or where an educator engages a relief educator and the parent consents to the arrangement.
3. If parents contact the office to request alternate care, Kids Planet Family Day Care Services will try its best to obtain alternate care within the service.
4. Educators must notify staff, of any alternate care arrangements including relief care made for children during their absence, as soon as the parent confirms the arrangements are satisfactory.

### **Educator Holidays**

1. Educators must notify parents and Kids Planet Family Day Care Services by email or in writing, by submitting an Educator Leave Notification form not less than two weeks before commencing holidays.

### **Educator or Household Member Illness & Emergency (Carer's) Leave**

1. Educators must notify parents and Kids Planet Family Day Care Services by telephone, or email of their inability to provide care, and the expected duration of their absence, as soon as possible. Parents must be aware that notice may not be available in cases of sudden illness or other emergency.

2. A Holiday Period request may be submit to the service to temporarily cease charged hours on timesheets and e-signature data from generating for a specified date range. This is designed to prevent timesheets from being incorrectly charged and e-Signature 'OOPS' messages from being generated for extended date ranges while you or your Families are on leave. The request will need to be approved by the service before it will be applied.
3. At the discretion of the Nominated Supervisor, a medical certificate may be required before an educator resumes care, after illness leave, to ensure:
  - a. the educator's fitness to provide education and care; or
  - b. a household member is no longer infectious or contagious

### **Extended Leave**

1. Educators may take extended leave of absence, as required.
2. Kids Planet Family day Care Services will regard the educator as having terminated their registration after 6 months extended leave, unless an alternative agreement has been made.
3. All educators who are deregistered and wish to re-register, will be required to take part in the orientation process, at the discretion of Kids Planet Family Day Care Services.
4. Educators must notify parents of children in care and Kids Planet Family Day Care Services, in writing, as soon as possible of their intention to take extended leave. This notice must include the anticipated dates of commencing leave and returning to work.
5. Educators must also advise parents to contact the office as soon as possible, if they require alternate care for children during the educator's absence.
6. A medical certificate indicating the educator's suitability to return to work after extended leave must be provided to Kids Planet Family Day Care Services.
7. A medical certificate can be requested at any time by Kids Planet Family Day Care Services if they are of the opinion that an educator's health is compromising their ability to perform expected duties.

### **Timesheet and Payment Processing Time**

- Timesheets are submitted no later than 5pm Monday (Timesheet week)
- Payments are processed on Thursday & Educators are mailed their payment advices
- Administration staff are available to answer payment queries the following Monday

It is important to note that processing times may vary depending on the receiving bank in relation to payments.

## Deductible Expenses

As Family Day Care is operated as a self-owned small business, matters such as deductible expenses are independently managed by Educators. However, it is obligatory to note that there are a range of deductible expenses that Educators are able to claim for their business.

- Food and food preparation equipment
- Development and education resources (Books, CD's, etc.)
- Child-focused furniture (car seats, high chairs, etc.)
- Safety equipment (smoke detectors, fire extinguishers/blankets, power-point covers, etc.)
- Hygiene supplies (laundry materials, disposable gloves, disposable nappies, toilet paper, etc.)
- Public Liability Insurance
- Extra beds, cots, bedding

Some Educators choose to include these costs in the Individual Fee Schedule in order to cover the immediate costs of the services they provide to families. Further inquiries regarding this matter should be directed at the Australian Taxation Office (ATO).

## Policies and Procedures

Kids Planet Family Day Care Services Policies and Procedures are our guide to providing quality care and complying with the standards and regulations provided by the relevant authorities. Most importantly, it addresses our shared obligation of **duty of care** for the families and children in our service and covers topics such as Child Protection Policy, Emergency Management, Evacuation Policy, Health, Hygiene and Safe Food Policy etc. Copies of these policies & procedures for Educators will be provided to you upon registration.

Find below a list of the services policies & procedures.

Children's Health and Safety Policy
Supervision Policy
Sleeping Requirements Policy
Safe Storage of Hazardous Chemicals Policy
Child Protection Policy
Interactions with Children, Families & Staff Policy
Incident, Illness, Accident & Trauma Policy
Sick Children Policy
Emergency Evacuation and Lockdown Policy
Collection & Delivery of Children to & from Family day care

Termination of Enrolment Policy
Excursion
Positive guidance
Legal and insurance cover
Enrolment and orientation
Governance & Management of Service
Privacy and Confidentiality Policy
Acceptance and Refusal of Authorisations
Payment of fees and provisions
Dealing with Complaints
Participation of students and volunteers on placements
Equal opportunity
Assessment Approval & Reassessment of approved Family Day Care Venue
Engagement or Registration of family day care educator
Keeping of Register of family day care educator
Monitoring, support and supervision of family day care educator
Assessment of family day care educators, assistants and persons residing at family day care residence
Visitors to family day care residences and venue
Provision of information, assistance & education to family day care educators
Engagement or Registration of family day care educator assistants
Family day care residence or venue with a swimming pool
Employment of family day care staff
Code of Conduct
Determining the responsible person at the service
Environmental Sustainability Policy
A Responsible Person Policy
Respect for Children Policy

## Code of Conduct

Our service upholds the following code of conduct in relation to Educators, volunteers, students, families and children:

### For Educators:

- Report any situation where they suspect a child is at risk of significant harm to the Child Protection Helpline.
- Promote the welfare, safety and wellbeing of children at the service.
- Have an awareness of referral agencies for families where concerns of harm do not meet the significant harm threshold.
- Assist in supporting children and families when liaising with relevant government agencies.
- I will not drink alcohol or use illicit substances while on the service's premises and I

will not come to the service while under the influence of alcohol or illicit substances.

- I will not smoke on the service's premises.
- I will not show favouritism towards any child.
- I will refrain from developing close personal relationships with children out of the carer/child relationship.
- I will refrain from using the abusive, derogatory or offensive language.

#### For Families:

- Treat all children at the service equally and respectfully.
- Respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background.
- Focus on encouraging children's efforts and learning.
- Support all efforts to remove any form of abuse in the service and encourage a safe and supportive service environment.
- I will not drink alcohol, smoke or use illicit substances while on the service's premises and I will not come to the service while under the influence of alcohol or illicit substances.

#### For Children:

- We will respect other children and adults at the service.
- We will cooperate and will follow our Educator's Rules.
- We will listen to our Educator's instructions and follow them.
- We will control our temper and talk to an Educator if we are feeling upset.
- We will have a say in what activities we are involved in.
- We will speak to an Educator if we are worried or concerned about something.
- We will not bully other children.
- We will tell an Educator if we see a child bullying another child.

## Timesheet Policy

Educators are expected to fill out one timesheet for each child in their care on a daily basis. This will be monitored during home visits conducted by the Coordinators. White out or any other corrective measures **cannot** be used on timesheets.

Timesheets are legal documents: therefore, timesheets with no parent or Educator signatures or initials are deemed to be **invalid**. Educators must not submit hours for which they did not work or unnecessarily inflate contract hours, as this is considered **fraud**.

If an Educator has a school aged child in their care on a day where they would otherwise be attending school, Educators must obtain a note from parents detailing the date and reason for care. However, Educators do not need to obtain a note from parents when a child is absent from care but are instructed to note this clearly on their timesheet in the designated sign in/sign out area.

## Child Ratio Policy

Educator to child ratio allows Educators to give more individual care and attention and contributes to better social and learning outcomes for children. Educators are able to develop more effective and meaningful relationships with children, resulting in more engaged, happy and relaxed individuals.

Currently Educators in family day care can provide care up to 7 children (1:7 ratio) including educator's own children and any other children who will be present at the residence during times of care.

Educator to child ratio:

- no more than 7 children under the age of 13 years
- no more than 4 children preschool age or under

## Curriculum and Quality of Care

Quality for early childhood Educators refers to not only the care but also the education they provide.

### Curriculum

Curriculum is defined as interactions, relationships, experiences, routines that are both planned and unplanned to foster and develop children's learning.

### Routines

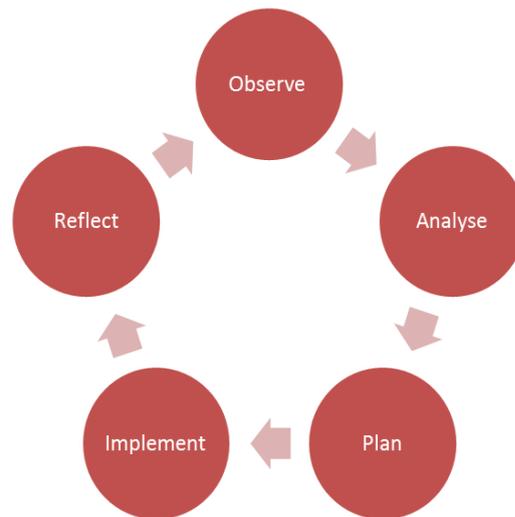
Routines are vital in not only providing structure to your program but also to facilitate learning. Consistent sleep times, meal times and play times allow for routines that make children feel both comfortable and safe in your home. When children feel safe in their environment they feel safe to explore and ultimately learn.

### Equipment and Resources

Providing quality care requires you to have the resources and equipment to facilitate children's learning. A variety of resources are required to provide age appropriate learning opportunities. However, this does not mean you have to buy countless toys to provide quality of care. Quality of care refers to the learning you provide, be it by through your daily interactions, routines and/or experiences provided.

### Program Planning

Using the cycle below, you can plan for an educational care program that is specific to children's strengths, needs and interests.



- **Observation**  
Gather information on children by speaking to their family, observing their play as well as their interactions with other children.
- **Analyse**  
Analyse and make meaning of the information you have gathered to find the child's needs, strengths and interests.
- **Plan**  
With this now meaningful information, Educators can come up with ways to further develop children's learning and development. Be it through the use of toys, games and other resources or by emphasising certain relationships and routines that the child may need the development of.
- **Implement**  
At this stage of the planning cycle Educators set up activities, routines and relationships as planned.
- **Reflective Practice**  
It is important for Educators to regularly reflect on both their program and personal practice as a means of assessing the quality of care they provide. Educators should reflect on all aspects of the curriculum to look at their strengths as well as the need for possible further improvements.

## Glossary of Terms

**Australian Business Number:** An ABN is a unique 11 digit identifying number that businesses use when dealing with other businesses and can assist with claiming GST credits, etc.

**ACECQA:** The Australian Children's Education and Care Quality Authority (ACECQA) is the national body responsible for ensuring consistency and guiding states and territories in implementing the National Quality Framework.

**Child Care Subsidy (CCS):** A means tested payment administered by the Australian Government to families to assist with the cost of child care.

**CCMS:** Child Care Management Service (CCMS) is the national online computer system under which all approved child care services are required to operate, as stated in family assistance law.

**Customer Reference Number (CRN):** An individual reference number allocated by the Department of Human Services for each child, parent or guardian claiming Child Care Benefit (CCS).

**Deductible expenses:** Self-employed entrepreneurs incur many common business expenses that are fully deductible against their business income.

**DEECD:** The Department of Education and Early Childhood Development (DEECD) provides education and development services to children, young people and adults both directly through government schools and indirectly through the regulation and funding of early childhood services, non-government schools and training programs for the state of Victoria, Australia.

**Department of Education:** The Australian Government Department of Education is responsible for national policies and programmes that help Australians access quality and affordable child care, early childhood education, school education, higher education, international education and academic research.

**Educator:** A person who provides care for someone else's child or children at a child care centre in his or her own home, or, in the case of In-Home Care, in the child's own home. (For the purpose of family assistance law and the Interim Standards for in Home Care, an 'Educator' is referred to as a 'Carer').

**EYLF:** Belonging, Being and Becoming: The Early Years Learning Framework was written for Educators working with children aged 0-5. It provides practices, principles and learning outcomes to extend and enrich children's learning through to their transition to school.

**VEYLDF:** The Victorian Early Years Learning and Development Framework is designed for Educators working with children aged 0-8. The framework names eight practice principles and well as five outcomes to advance children's learning and development.

**Family Day Care:** Family Day Care provides a wide range of childcare options in a home-based setting.

**FSAC:** My Time, Our Place: Framework for School Age Care in Australia extends the principles, practices and outcomes of the EYLF to children of school age, aiming to maximise their potential.

**Gap Fee:** The amount remaining after a family's Child Care Benefit and/or Child Care Rebate/JFA fee reductions have been deducted from the fee charged for care.

**National Quality Framework:** The National Quality Framework is an Australian Government initiative to improve all areas of the service we provide that impacts on a child's learning and development, regardless of location or setting.

**National Quality Standard:** The National Quality Standard is linked to learning frameworks to guide practice and support quality teaching and learning for children from birth.

## **Kids Planet Family Day Care Services**

Address: 66 Botanical Grove, DOVETON VICTORIA 3177  
Phone: 03 8774 4848  
Fax: 03 8774 4848  
Email: [kidsplanet90@gmail.com](mailto:kidsplanet90@gmail.com)  
Office Hours: Monday to Friday – 9:00am – 5:00pm

## **Important Telephone Numbers**

### **DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT**

GPO Box 4367  
MELBOURNE, Victoria 3001  
(03) 9637 2000

### **ACECQA**

Email: [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)  
Phone: 1300 422 327  
Level 6, 175 Liverpool Street  
Sydney NSW 2000

### **VICTORIAN OMBUDSMAN**

Level 9, North Tower 459 Collins  
Street Melbourne VIC 3000  
(03) 9613 6222

### **FAMILY DAY CARE AUSTRALIA**

PO Box 571  
GOSFORD NSW 2250  
1800 621 218