



Approved Provider: KBCC Pty LTD ATF The Learning Centre Trust
ABN: 71808410271
Service Approval SE-40002818

Educator & Educator's Family Information Booklet

OFFICE HOURS: Monday to Friday 8.00am to 3.30pm

WE BELONG FAMILY DAY CARE SERVICE
104 Chatswood Road, Daisy Hill, Qld, 4127
Phone (07) 32080463

Office Email: dhssfdc@gmail.com
Approved Provider Email: kbcccommunity@gmail.com

Quality Area 6.1.3 & 7.1.3

Source:

CCS Childcare Services Handbook
We Belong FDC Policy Manual

Staying Healthy In Child Care 5th Ed.

WELCOME TO Your Family Day Care Service

On behalf of the We Belong FDC (DH&SSFDC) Service and Approved Provider, KBCC Pty Ltd, we would like to extend a warm welcome to you and your family. We are proud to be viewed as a professional early childhood education and care service.



This service is approved to register educators throughout Logan, Brisbane, Gold Coast, Redlands and Ipswich.

The Family Day Care Service has been given service approval by the *Office for Early Childhood Education and Care* under the *Education and Care Services National Regulations 2011*, *Education and Care Services National Law Act 2010* and *National Quality Standards* and must comply with these regulations, laws and standards. You can access these documents through the Australian Children's Education and Care Quality Authority at <http://www.acecqa.gov.au/>.

Congratulations on your choice to own your own business. Although you will be registered with We Belong FDC as an Educator, your service is your own business. The following information will assist you with what you will need in order for your family day care service to be successful.



Service Philosophy

We Belong Family Day Care Service's primary aim is to provide families and children with high quality education and care which will meet their individual needs and be inclusive of all, regardless of socio-economic status, cultural background, gender, disability or geographical location.

We acknowledge that the service operates from the traditional land of the Aboriginal people and Torres Strait Island people and this philosophy statement embeds our recognition and respect to their cultural, heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the people living today.

We Belong FDC aims to:

- Empower our Educators, Field Officers and others to develop their skills and knowledge to become competent, confident and independent professionals.
- Promote a positive collaborative, supportive relationship with parents/educators and work in partnership with them to provide a high quality environment for all children.
- Empower educators to build relationships with children to support their resilience and wellbeing.

We Belong FDC is committed to:

- Listening and responding to the views and concerns of all involved with We Belong Family Day Care.
- Encourage all educators to provide a program of activities and experiences that is interesting, educational, stimulating, fun and guided by children's interests through the provision of spontaneous planning and reflective conversations.
- Working within the perimeters of a Relationship Model that includes continuous improvement and critical reflection embedded into all aspects of service operations.

Within the Service's Philosophy Statement we:

- Value Family Day Care as a unique education and care choice for families where educators, staff, families, children and community members collaborate to create a safe, challenging learning environment for children that is play based, to build their sense of belonging, being and becoming.
- Recognise how extended families, kinships, educators, community and guardians are important in children's lives. We value and respect the partnership involved to create a supportive service for children, families, educators, staff and others accessing the service.
- Encourage an environment that scaffolds and facilitates children's strengths and capabilities, where children are able to play and learn in a home environment that is welcoming, responsive, safe and nurturing. Learning environments that support, encourage, give choices to explore and problem solve and that includes risk taking that builds upon skills at their own individual pace.
- Strive for all children, families, educators and staff to develop respect for each other and their environment. We value our sense of 'community belonging' and strive to build mutual supportive relationships within the service's surrounding community.
- Value the significant role educators' play in the education, nurturing and development of children.



References:

Kidsafe NSW - <https://www.kidsafensw.org/playground-safety/challenging-play-risky/>

Nature Play - Learning Outdoors: Benefits/Risks

<https://www.natureplayqld.org.au/programs/embedding-outdoor-learning>

ECA Code of Ethics - <http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

Pathways to Resilience - Wings To Fly <https://pathwaystoresilience.org/programs.php#im2>

ROLES AND RESPONSIBILITIES

The Approved Provider

KBCC Pty Ltd aims to provide a quality education and care program and operates according to all legal requirements and recognised best practice. We ensure there are appropriate governance arrangements in place at all times (as per Quality Area 7.1). There will be ongoing process of review and evaluation and all relevant information will be readily available to stakeholders.

The governing document of the organisation will be the We Belong FDC Policy Manual, the National Law and Regulations and KBCC PTY LTD ATF The Learning Centre Trust Company Constitution that deals with the key legal requirements for running the business.

For the purpose of Regulations KBCC PTY LTD ATF the Learning Centre Trust is the Approved Provider.

KBCC as the Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement the We Belong Family Day Care Service Philosophy.

KBCC Pty Ltd, as Approved Provider, will ensure that a copy of the current policies and procedures required under Regulation 168 is available for inspection at We Belong Family Day Care Service main office at all times (as per Regulation 171).

The Coordination Unit

The Service's coordination unit is comprised of:

Field Officer: Community Support (Educational Leader)

Field Officer: Educator Support

Field Officer: Administration Support

Field Officers must have a broad understanding of early education and care, community development and welfare issues, support services, community education and service administration. Field Officers must hold an appropriate qualification in accordance with the Education and Care Services National Regulations 2011.

The role of the Coordination Unit is to:

- Recruit, assess and select applicants who apply to be educators;
- Monitor care and provide educators with training, resources and support;
- Assist parents/carers to choose a suitable educator who can meet their families' needs;
- Liaise with educators on a regular basis to ensure a high standard of education and care practices are maintained in accordance with the National Quality Framework;
- Support educators in their role through regular home visits, phone contact and through the provision of regular Play Sessions;
- Keep abreast of current child care information and promote educators' professional development by offering training opportunities;
- Supervise students and volunteers who participate in the activities of the service;
- Administer the service, ensuring that all Government and Licensing requirements are met, including regulations, policies, subsidies, benefits and National Standards.

The majority of the Field Officers' time is spent in fieldwork and includes:

- Training & support for Educators
- Monitoring quality of care to children through regular visits to Educator's home
- Liaising & networking with other agencies in the Community
- Marketing We Belong Family Day Care as a quality inclusive service that caters for all family's needs.

The service is available to support you during office hours (8.00am-3.30pm).

A Field Officer can be contacted after hours for emergencies, whilst care is being provided, on the service's mobile telephone 0475771399. A Community phone list for essential services and departmental contact numbers is included. (See Appendix 1)

We Belong Family Day Care has developed an approach that is relationship based.



The Educator

An educator must:

- Be warm and responsive to children and their families;
- Be physically and emotionally able to care for young children;
- Have a commitment to on-going professional development;
- Be able to respond appropriately in a medical or other emergency;
- Be able to communicate in a positive way with adults & children;



- Be aware of and sensitive to the needs of children and their families, in particular, children of different cultures and religions, and children with special needs;
- Be enthusiastic and display a commitment to the care of young children and their learning;
- Role model appropriate behaviour and language in all areas outlined in policy.
- Maintain and clean all **equipment and all the areas used for care**.
- Provide a Medical Clearance before commencing and then annually or as requested by the service
- Provide a National Police Check before commencing and then as requested by the service

ROLE MODELLING OF EDUCATORS AND FAMILY MEMBERS

Early Childhood Australia's Code of Ethics informs and guides our service's understanding of the importance of the relationships we have with families and each other and is an essential document for all Educators and their families to be aware of. Family members should also be alert to their responsibilities relating to the family day care home. It is important that positive environments, which promote inclusion is provided. It must be stressed that registered educators are responsible for the children placed in their care and need to ensure appropriate behaviours of others in their home, including visitors.

Download the Code of Ethics at:

<http://www.earlychildhoodaustralia.org.au/wp-content/uploads/2016/07/ECA-COE-Brochure-2016.pdf>

YOUR FAMILY

It is the right of your children and family members to have privacy within their own home. It is therefore vital to set up some parameters around the areas of your home that are considered out of bounds, (making Family Day Care families aware of these areas). It is important to give your own family time and space, remember it is their home as well as your workplace.

EDUCATOR ASSISTANTS

The educator assistant is an adult nominated by the registered educator to provide care for children on an irregular basis when the regular educator is not available and for no longer than 4 hours at any one time. The educator assistant is to hold a current senior first aid, CPR, asthma and anaphylaxis certificate, current blue card and undertake child protection training, fire safety training and food safety training and provide the service with a Medical Clearance before commencing, then annually and as requested by the service.

The main purpose of using the educator assistant is to support the care of family day care children when the educator has to be absent for a short time for something that cannot be organised outside care hours e.g. doctor/dental appointment, own child's parent/teacher interview or to drop off/collect children from their home, school or other education and care service.

Parents have the right to make alternative arrangements for care and not be charged by the regular educator, if the educator is unavailable. Written permission from parents is required prior to the use of an educator assistant and the coordination unit advised.

DUTY OF CARE

Educators and staff have a legal responsibility to ensure each child's safety. This 'Duty of Care' includes setting rules for children, constant supervision, careful planning of 'safe' activities, foreseeing risks and eliminating them and ensuring all occupants and visitors to the home or venue do not pose a risk to children.

POLICIES AND PROCEDURES

It is vital that all educators familiarise themselves and their family members with policies provided by our service. The educator has a responsibility to ensure that family members abide by the Education and Care Services National Regulations 2011, Education and Care Services National Law Act 2010 and National Quality Standards, as well as Service Policies and Procedures.

NATIONAL STANDARDS ASSESSMENT & RATING PROCESS

The Approved Provider, Educators and Coordination unit staff are alert to the ongoing need to strive to provide a high quality education and care service. All educators registered with the We Belong Family Day Care Service must comply and be actively involved in the National Standards Assessment & Rating process. This process is a Commonwealth Government initiative and is linked to parents' CCS entitlements. The aim of the National Standards Assessment & Rating process is to ensure quality education and care is available to every child within Australia.

CHILD AND EDUCATOR PROTECTION

It is the responsibility of educators and household members to provide safe environments for children. Educators must provide home environments which support the education and care of children in a professional manner.

Protective behaviours for children are encouraged and include: "Safety Networks" and "Safety is my Right" programs run by the Qld Police. (Refer Child Protection Policy and Child Protection information located on the service's website).

Please Note:

The guidelines, policies, and procedures of this service are put in place as safeguards to minimise the risk to you and your family in the unlikely event of allegations of inappropriate care.

REPORTING OF SERIOUS INCIDENT/INJURY/ILLNESS OF A CHILD

Educators are responsible for reporting any incidents, injuries and/or illnesses which occur to children during their time in care. The service has a Child Incident /Injury/Illness Report which needs to be filled in as soon as practical and forwarded to the coordination unit. Educators are asked to phone the coordination unit for all incidents, injuries and/or illnesses that may have an impact on the service and to seek advice as to what procedures need to be taken.

In the event that a child requires medical attention due to an incident which has occurred whilst in care, and/ or a complaint is made to the service, or any significant situation that may impact on the service a Notification will be sent to the Approved Provider and ACECQA.

In the event that an Educator is to report harm or suspected harm to a child the coordination unit needs to be contacted immediately.

❖ ***"Harm" to a child is any detrimental effect of a significant nature on a child's physical, psychological or emotional wellbeing. Harm can be caused by physical, psychological or emotional abuse or neglect or by sexual abuse or exploitation (see section 9 of the Child Protection Act 1999).***

RENEWAL OF BLUE CARDS

Blue Cards are to be renewed every 3 years. The service provides renewal forms and information on when these are due, 10 weeks prior to the expiry date. All applications must be signed by a Field Officer of the We Belong FDC Service who will upload the form to the office of the Public Safety Business Agency.

Educators, adult members of the household, and frequent visitors, MUST ensure their applications are sent to the service at least **30 days prior** to the expiry date of the blue cards.

❖ **'Frequent visitors' can be defined as a person over the age of 18 who is not a parent or guardian of a child, whom holds a contract with that educator, and/or who visits the FDC home on a regular basis. (There is no cost for blue cards for adult occupants or visitors)**

QUALIFICATIONS AND CERTIFICATES

The We Belong FDC Services is required to retain copies of educator's, educator assistant's and staffs: First Aid, CPR, Asthma & Anaphylaxis certificates, relevant Education & Care Qualifications and Positive Blue Card Notices. These documents must be valid and in date.

POLICY AND PROCEDURE SNAPSHOTS

Safe Environments

It is important that educators' homes adhere to strict safety guidelines. Storing of hazardous materials and equipment must meet recommendations outlined in service policies. Equipment must be clean, well maintained and replaced or repaired as needed and not pose a risk to children. Nursery equipment used directly with children should be cleaned and maintained consistently at a high standard, used as outlined by the manufacturer and meet the requirements of Australian Standards.

Supervision

This is perhaps one of the most important roles you have as an educator. Children must remain in sight and/or sound of educators at all times. Supervision away from the home must also be a priority with educators constantly aware of the risks and dangers that strangers and environments can pose to young children. Completing Risk Management Worksheets will reduce the level of risk while taking children in care on outings and excursions.

Changes to Your Care Environment

Educators are required to notify the coordination unit in advance with regard to any structural changes, when moving house, making renovations or when additional household members come to live or visit. The coordination unit must be informed immediately, so that the situation can be assessed and risk management put into place to ensure safe environments for children.

No Smoking, Alcohol or Drugs

The service has a strict No Smoking policy that extends to drug taking and consumption of alcohol. Educators and family members are to refrain from smoking or drinking whilst children are in care. The taking of drugs by any family member will not be tolerated.

Minimal Use of Toxic Products

The service actively empowers educators to use alternatives to toxic products for use around the home. Storage of toxic products MUST be kept out of reach of children in line with service policies and procedures, and outlined on educator's annual audit.

Pets

Pets must not pose a risk to children or affect their health, safety or wellbeing. A separate area must be maintained for all pets. Risk Management must be put into place and reassessed annually or as risks change.

Poisonous Plants

It is a state regulation that plants, which are deemed harmful, be inaccessible to children or removed. A resource to help identify toxic and poisonous plants can be found at: <https://www.childrens.health.qld.gov.au/chq/our-services/queensland-poisons-information-centre/plants-mushrooms/>

Health and Hygiene

Educators are to ensure that they wash hands, both their own and those of the children, frequently throughout the day. All attempts to minimise cross infection should be undertaken, with the use of gloves recommended when dealing with any body fluids (including nappy change and toileting).

Educator's homes should be kept clean, smoke free, uncluttered and well maintained, both indoors and outdoors.

As an educator, you have the right to ask parents of children who are unwell, to obtain a doctor's clearance letter for care to continue. If you or a family member is unwell, you must also adhere to exclusion times and notify families and the coordination unit as soon as practically possible.

For exclusion times in education and care:

<https://www.nhmrc.gov.au/sites/default/files/documents/attachments/ch55-staying-healthy.pdf>

Immunisation of educators is recommended (please discuss with your GP what is recommended). Immunisation may include:

- Hepatitis A
- Measles, Mumps and Rubella
- Varicella (Chickenpox)
- Pertussis (Whooping cough)

(Please refer to Staying Healthy in Childcare 5th Edition)

Bedding and Overnight Care

Children must be provided with individual bedding for sleep and rest. Whilst children may use separate sleeping areas, educators should ensure that they are able to monitor rest through the use of baby monitors or by keeping doors to sleep areas ajar, and checking on children regularly. (Refer Sleep and Rest Time Policy)

Nutrition and Food Safety

The service has a comprehensive Nutrition and Food Safety Policy. The policy provides details on preparation, storage and safe food handling, as well as nutritional guidelines.

Educators are encouraged to work with parents in relation to supporting healthy eating with the children they care for. Strict food handling guidelines should be followed for food storage.

Food Safety Training must be completed at least every 3 x years and can be found at:

<https://www.imalert.com.au/foodsafety/>

*If meals are provided by educators a weekly menu must be provided to families.

Sun Protection

Educators are required to:

- Role model safe sun practices at all times when working with children by wearing appropriate clothing, hats and sunscreen,
- Discuss with children sun safe practices,
- Ensure children wear appropriate hats, clothing and sunscreen before going outdoors to play,
(You may provide sunscreen for children however we advise that you gain written permission for the particular product used)
- Provide appropriate shaded areas for children to play

Fire Evacuation / Lockdown

Educators are required to perform fire evacuation/lockdown drills with children in care at least quarterly. These should be carried out at various times of the day, and are to be documented and evaluated after each practice.

Fire Safety Training must be completed at least every 3 x years and can be found at:

<https://www.imalert.com.au/firesafety/>

Travel and Excursions

Some child restraints are available through the service, however these will be phased out as they expire. Car restraints need to be checked annually by an authorised restraint fitter.

Risk Management Worksheets need to be completed by educators prior to excursions taking place and approved by the coordination unit.

The details of all trips and excursions need to be documented and signed by parents, giving prior written permission before children are taken on any outings/excursions. The service provides Transport/Excursion and Regular Transport/Excursion Permission Forms for this purpose. This ensures all parents know where their children will be at any time, and is a requirement of State Regulations.

Cars must be maintained and in a good roadworthy condition, educators are to provide a Safety Certificate annually to the service if using their cars. Drivers must hold a valid driver's licence, current Insurance, Registration and road side assist.

Educators must have an Emergency Contact Card visible inside their car on all excursions. During Excursions/Outings educators must carry emergency contact files of all children in care on any given day and a working mobile phone.

***Children must not be left unattended in cars.**

****Travel and Excursions/Outings include: Car, walking or public transport.**

Daily Safety Checks & Annual Audits

Daily safety checklist is provided by the service and undertaken by educators each day.

Thorough safety checks of the educators' homes are completed annually in line with reregistration and monitored during Field Officer visits.

CULTURAL AWARENESS

The service prides itself on the diverse nature of educators within the service. We recognise Australia's multiculturalism and support educators from all nationalities, cultures and religions to apply.

We recognise the need to be accepting of differences in families and appreciate the uniqueness of each. This awareness is reflected in the activities provided for children at Play Sessions and is encouraged in programs within educators' homes.

In particular the We Belong FDC Service recognises the Aboriginal & Torres Strait Island people as the first custodians of the land and pay respect to elders past, present and future. Educators are encouraged to embed Aboriginal & Torres Strait Islander perspectives into their everyday program.

PROFESSIONAL DEVELOPMENT

The service will provide at least 5 training sessions per year for educators, including one compulsory child protection training session that in particular reinforces the Child Protection Policy and current legislative procedures around mandatory reporting. The service will provide information, if requested, to educators on training organisations that can provide training for the mandatory qualifications such as Certificate 111 in Children's Services, First Aid, CPR, Asthma and Anaphylaxis Training. Educators are required to participate in a minimum of four face to face training sessions & three online webinars/training sessions per registration year

which may encompass service provided training or sourced elsewhere. (This does not include compulsory training such as First Aid, CPR, Asthma & Anaphylaxis, Food Safety, Fire Safety or Child Protection).

There are also opportunities for educators to pursue formal studies whilst working as an educator in Family Day Care. For more information on this, please speak with your Field Officer or phone the office.

TAX INFORMATION

Educators are viewed as self-employed and should apply for an ABN from the Australian Taxation Office (ATO) on registering as an educator. It is highly recommended that you contact the Taxation Office or an accountant in relation to tax advice.

INSURANCE

Education and Care Services National Regulations 2011 Regulation 30 states: each family day care educator engaged by or registered with the service holds insurance against public liability with a minimum cover of \$10 000 000.

Family Day Care Australia has a range of insurance products including public liability insurance, car, home and contents, income protection and legal services.

Educators are advised to notify their household and vehicle insurance (if using vehicle for FDC) companies that they are conducting a Family Day Care business to ensure adequate cover.

EDUCATOR HOLIDAYS AND LEAVE

The We Belong FDC service asks that they be contacted in relation to any leave undertaken by educators. The office will assist parents, wherever possible, to place children in alternate care. Educators are required to provide a minimum of 1 weeks' notice to parents and service in relation to holiday leave. For sick days, it is anticipated that educators would inform parents at their earliest convenience and direct them to the office for assistance if required.

****Please note the public holiday allocated for the Brisbane Exhibition is Monday for the Logan region- The Office will be closed for this public holiday, however a Field Officer will be on call for those Educators who have care that day.***

EDUCATOR PORTFOLIOS

Educators are encouraged to prepare and keep up to date, a portfolio to share with families as new care is arranged. Portfolios might include:

- Certificates of qualifications (including first aid, CPR, anaphylaxis and asthma)
- References
- Photos of the care environment eg: children participating in varying play experiences
- Details of daily routines
- Fee schedule
- Brochure of service offered
- Forms for families to complete on the child's likes and routines, how they settle to sleep.

PARENT AND EDUCATOR INTERVIEWS

When parents visit for the first time, educators should outline their fees and conditions and provide parents with all information on the service provided: transport commitments, program, food etc. Information gathered from families at this time will assist with the settling in of children to their new care setting.

All families are required to participate in an interview with the service to complete the necessary enrolment forms before care can commence. This enables Educators or Field Officers to give families information on health & hygiene practices within FDC and who to contact regarding any concerns with the care provided. There is an enrolment fee for all families registering with the service with an additional cost for siblings.

COMMUNICATION WITH PARENTS

Parents should have daily opportunities to talk to their educator about their child's day. A communications booklet, which gives details of rest, food eaten, and activities provided for each child, can be used between home and the care environment to share elements of the child's life. A notice board on display is also an ideal way to provide information on what happens on a day-to-day basis in the education and care environment or messages to families written on educator's weekly planner.

If delicate matters arise that need to be discussed with families in a confidential manner a phone call after hours may be the best solution.

FORMS

Enrolment Forms and Variation to Hours

Families booked hours can be found on Harmony, if needing to change these days/times then a new CWA must be completed. Please maintain any changes to relevant information such as address, phone numbers, emergency contacts and signatories' updates and send copies through to the office. Enrolment forms will be sent via email to educators.

Additional Forms

All forms are provided to educators on the service website for printing as required; alternately forms may be emailed to educators if required.

Attendance Records

Parents and/or authorised persons are required to electronically sign children in and out daily at the educator's home. (*Attendance Records are used to determine the hours or sessions of care for which CCS & Additional CCS can validly be claimed*).

FEES/ CONDITIONS/ PAYMENT INFORMATION

Educators within this service set their fees and conditions independently and are deemed self-employed. The service provides a blank pro-forma as a guide to assist in this process. It is the responsibility of educators to collect all monies owing and provide families with receipts outlining payment. Fee schedules and any changes must be approved by the service before implementing.

RECORD KEEPING AND CONFIDENTIALITY

A folder for each child's enrolment forms, medication forms and incidents should be maintained and filed in a confidential manner. This could be in hard copy or a file created on your computer. Information on confidentiality can be found in the service's Confidentiality Policy.

EDUCATOR PROMOTION

The service encourages educators to promote themselves, their vacancies and the We Belong FDC service. The service will provide information on how to market your business during business/admin training, which includes links to FDCA for promotional material.

Educators may also register their details and vacancies on the *Care for Kids* website, parents are able to access childcare vacancies through this site. Educators must include the name of the service they are registered with on any promotional material and/or websites and be approved by the service prior.

NEWSLETTERS

The service provides an informative newsletter to all educators and families of the service on a quarterly basis. (Input into this is sourced from educators and families throughout the year). Newsletters provide dates for upcoming training and events and should be retained for ongoing reference and referral.

INVITATION TO PLAY BOXES & RESOURCE LIBRARY

We Belong FDC service provides a small selection of car restraints, toys, books and resources to assist educators in their role in family day care. Educators may borrow any day of the week, during office hours. Please ensure that all items are cleaned thoroughly when returned and are in good repair.

Equipment such as cots and prams are not supplied by the service. Educators, when purchasing nursery equipment, should look for items that meet Australian Standards (Refer to The Sleep and Rest Policy).

PLAY SESSIONS

Play Sessions operate every Wednesday of the school term (subject to change). Places are limited so educators are required to contact the Play Session Field Officer to arrange set days to attend. A small cost is involved in attending Play Sessions.

BUDDY LIST

The service maintains an updated contact list of all the educators in the We Belong FDC service and provides this to educators, once registered. This enables educators to support one another. This list changes regularly so we ask that if you require up dated information, you contact the office.

SOCIAL EVENTS

The service hosts a number of social opportunities throughout the year. (See Facebook page for dates).

WORKING IN PARTNERSHIP

We Belong FDC Service encourages open and honest communication between the service and educators. We have developed an approach based on shared decision making, collaborative responses to the functioning of the service, feedback regarding policy and procedures, as well as regular networking meetings. The ongoing success of this service is reliant on this happening.

(See relationship Model- Page 6)

MEMBERSHIPS

We Belong Family Day Care believes that being active members of the early education and care sector we can advocate for the rights of the child and assist to improve family day care as a part of that sector.

We are members of many organisations, networks and advocacy groups. We will keep you informed via email of all new developments, issues and challenges in the sector and through our Facebook page. The two major associations that represent Family Day Care of which We Belong FDC is a member are:

- **Family Day Care Australia (FDCA)** is the national peak body for Family Day Care (FDC). FDCA plays an important role by representing all FDC services and educators. They are a voice to advocate and promote FDC as a quality child care choice on behalf of the FDC community. Services offered include memberships, insurances, legal services and business resources for members. For more information, phone 1800 658 699, www.familydaycare.com.au
- **Family Day Care QLD:** also a peak body for FDC services in Qld, membership and merchandise is available through FDCQ at: www.fdcqld.org

GRIEVANCES

Educators and Educators' families are directed to address any concerns to the service.

If concerns are not dealt with satisfactorily, educators and/or families may contact the Approved Provider at kbcccommunity@gmail.com

If the issue is still not resolved you can make a complaint to:

Early Childhood Education and Care- Gold Coast (Hope Island) office

Telephone: (07) 5656 6688

Email: southeastregion.ecec@det.qld.gov.au

If your concern is in relation to discrimination you can contact the Anti-Discrimination Commission Queensland
Ph.: 1300 130 670

Website: www.adcq.qld.gov.au

For matters concerning Child Care Subsidy; Go to:

<https://www.dss.gov.au>

For matters concerning Child Safety go to Department of Communities, Child Safety and Disability Services:

<http://www.communities.qld.gov.au/childsafety/protecting-children/reporting-child-abuse>

ATTENTION

Please Note: This Information Booklet provides only a brief outline of the expectations of the We Belong Family Day Care Service.

Each educator is required to use this booklet in conjunction with the:

- Education and Care Services National Regulations 2011, Education and Care Services National Law Act 2010 and Education & Care National Quality Standards
- CCS Childcare Services Handbook (as amended)
- We Belong Family Day Care Service Policies and Procedures
- We Belong Family Day Care Service Parent Information Booklet
- ECA Code of Ethics

We Belong Service invites feedback on all Policies and Procedures, in an effort to ensure an ongoing partnership exists between all stakeholders of the service.

Appendix 1

<i>Listing</i>	<i>Phone Number</i>	<i>Listing</i>	<i>Phone Number</i>
EMERGENCY – Ambulance, Fire, Police	000	Logan Radio Station (101FM)	3808 8101
EMERGENCY – From Mobile Phones	112	LOGAN HOSPITAL	3299 8899
Aboriginal & Torres Strait Islander Community Health Service	3240 8900	MEDICINES LINE	1300633424
Alcohol & Drug Information Service	1800177833	MENTAL HEALTH ASSOCIATION	1300729686
Breastfeeding Helpline	1800686268	Multicultural Affairs QLD	13 7468
CRIMESTOPPERS	1800333000	Parentline	1300301300
CHILD SAFETY AFTER HOURS SERVICE CENTRE (formerly CRISIS CARE)	3235 9999 1800177135 (Freecall)	POISONS INFORMATION	13 1126
Child Safety Services' Enquiries Unit (formerly Department of Child Safety)	3224 8045 1800177135 (Freecall)	POLICE	
Disability Information Service	3224 8444 1800177120	POLICE LINK (to report non-urgent incidents)	13 1444
Domestic Violence Phone Help		Calamvale Police Station	3131 7377
Dvconnect Womensline (24hrs, 7 days)	1800811811	Crestmead Police Station	3803 9555
Dvconnect Mensline (9am to midnight, 7 days)	1800600636	Hyperdome Police Beat	3801 5522
Office for Early Childhood Education and Care (Formerly Dept of Communities)	Hope Island Office 56566688	Logan Central Police Station	3826 1888
Early Childhood Information Service 24 hrs	1800637711	Loganholme Police Station	3451 6366
ENERGEX		Loganlea Police Beat	3451 6899
Loss of Supply	13 6262	Loganlea Police Beat	3809 5222
Emergencies	13 1962	Springwood Police Station	3208 2394
General Enquiries	13 1253	Springwood Police Beat	3808 3744
Health and Community Services Info Line	3837 5986	Woodridge-Kingston Police Beat	
Department of Housing Service Centre (Woodridge)	3384 9800	QUEENSLAND AMBULANCE SERVICE	
After Hours Emergency	1800808107	Non-emergency calls	13 1233
DEPARTMENT OF HUMAN SERVICES (formerly Family Assistance Office)	13 6150	General Enquiries/First Aid Courses	13 7468
INCLUSION SUPPORT AGENCY	1300855508 http://www.inclusionsupportqld.org.au/	Beenleigh Station	3287 8500
KIDS HELPLINE	1800551800	QUEENSLAND FIRE SERVICE	
LIFELINE (24hr Crisis Counseling)	13 1114	Beenleigh	3384 8290
Linkup QLD Aboriginal Corporation	1800200855	Loganlea	3884 2550
LOGAN CITY COUNCIL		West Logan	3884 7660
General Enquiries	1300156426	Woodridge	3441 8101
After Hours Emergency Service	3412 3412	Queensland Health – 13HEALTH	13432584
Animal Management Centre	3412 5397	Salvo Care Line 24 hrs crisis counselling	1300363622
Flood Information Line	3412 5222	Sexual Assault Service Brisbane Helpline	3636 5207 1800010120
Water Enquiries (to report leak/fault)	3412 5494	STATE EMERGENCY SERVICE	
We Belong FDC	32080463	Floods/Storms	13 2500
Emergency Mobile Number	0475771399	Other Assistance (South East Region)	55473100
		State Government Department General Enquiries	13 7468
		TRANSLATING & INTERPRETING SERVICE	13 1450
		Women's Infolink	1800177577
		LEGAL SERVICES	
		Aboriginal & Torres Strait Islander Legal Services	3025 3888
		Dispute Resolution Centre	3239 6007
		Family Mediation (Relationships Australia)	1300364277
		Legal Aid QLD	1300651188
		Women's Legal Service	3392 0670
		Approved Provider:	kbcccommunity@gmail.com
		KBCC Pty Ltd ATF Learning Centre Trust	www.kbcc.com