



MISSION AUSTRALIA CHILDREN'S SERVICES - Tasmania

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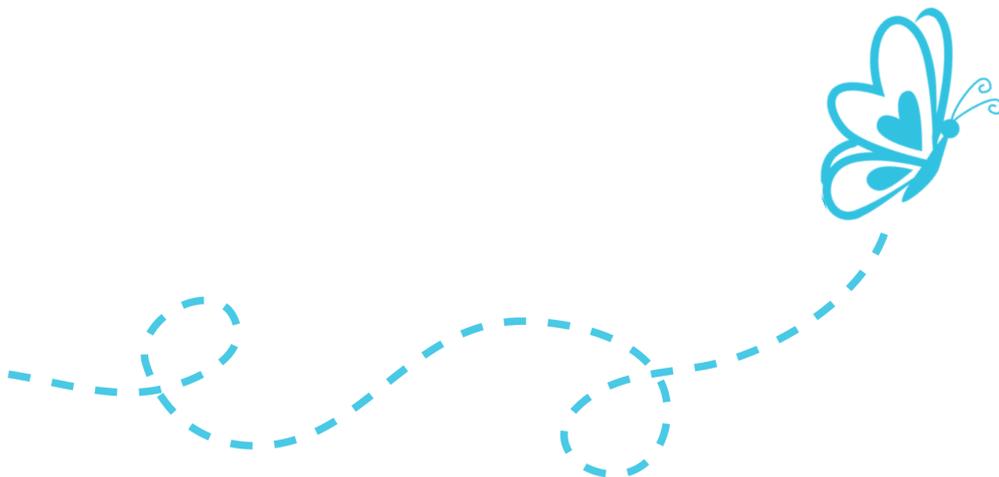
KENTISH CHILD CARE

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Welcome

Hello and Welcome to Mission Australia Children's Services (MACS). We are a community based, not for profit organisation delivering a range of children's services to all areas of Tasmania.

MACS is supported as part of the Mission Australia Early Learning national team. We have experienced and dedicated Educators to ensure the children of our future have the best outcomes through rich early learning environments, small groupings and familiar, homelike environments.

Our Educator team is supported with their professionalism and knowledge through a broad understanding of the National Quality Standard and Regulations. MACS can confidently ensure full compliance with embedded educational and programming practices for all children enrolled across our Family Day Care (FDC) and In Home Care (IHC) Programs.

MACS office is located on the North West Coast of Tasmania and delivers programs State-wide.
MACS team consists of:

Program Manager /Nominated Supervisor—Susie Mueller
FDC Educational Leader and Educator Support Officer/ Service Supervisor—Bridgette Dennis
FDC Educator Compliance and Support Officer/Service Supervisor—Kate Sherriff
FDC/IHC Educator Support Officer—Sharyn Roach
IHC Educator Compliance and Support Officer—Khalia McLaren
Customer Service Admin—Mel Appleby
Processing Admin—Jo-Anne Sullivan/Zoe Smith
Casual Admin Support—Rachel Campbell

MACS Programs include:

Family Day Care Education & care for small groups of children in the care environments of registered Educators—
with a minimum Certificate 3 in Child Care

Kentish Child Care A small, rural child care service, caring for up to 15 children.
Operates as Family Day Care with a maximum of two Educators

In Home Child Care Education & care for children within their own family home with a registered Educator—all
Educators currently training or minimum Certificate 3 in Child Care qualification

This booklet contains important information on how the fee structure operates, what forms are required for child
care and your responsibilities.

If you require further assistance please do not hesitate to contact us: 03 6424 4855

To nurture is in our nature.





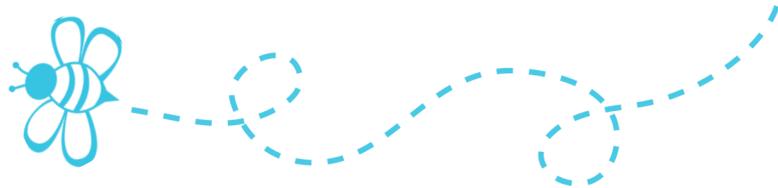
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Our Service Philosophy

Mission Australia Children's Services passionately strives for all children to achieve their full potential by offering the care and nurture they need to flourish and grow.

We believe each child is unique and special and has the right to learn in a rich, stimulating, safe, play based environment where their interests, strengths, needs and cultural beliefs are met. Learning begins at birth, and a child's learning and development at each stage of life forms the foundation for the next. We believe each child is a competent learner and we nurture every child's personal journey of change and growth, while celebrating their achievements and milestones.

We recognise the importance of supporting children to explore, have fun, experiment, discover and be creative as they solve problems, express ideas and investigate their surroundings. We believe this leads to the development of positive social skills, lasting relationships, and a strong sense of self-esteem, independence and agency. We encourage each child to see themselves as valued and unique, celebrating diversity and promoting equality.

We believe in protecting the rights of children, advocating for them and challenging bias. We also believe every child has the right to learn and thrive in a safe and healthy environment. Our Staff and Educators strive to provide a responsive, warm, trusting and respectful relationship with children that promote children's wellbeing, self-esteem, sense of security and belonging to the world around them. We promote working together peacefully and encourage understanding and social justice. We are a *Child Safe Service*, providing support and services to children, young people, families and Educators to ensure each child's wellbeing and safety and to prevent them from coming to harm.

We recognise the importance of families in the child's life and we strive to develop positive reciprocal partnerships with families as we believe our service is enriched through working collaboratively. We support families in their parenting role and respect the values, culture, beliefs and abilities of each family.

As a service, we value the connections we have with the greater community, recognising this as an evolving resource benefiting the Child, Family, our Service and Educators and the community.

We acknowledge the original custodians of this land. We believe in a positive and proactive approach to our environment and encourage Educators and Children to discover respect for the land, nature and animals. We continue our journey towards a sustainable future for the wellbeing of all in the community.

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All About Mission Australia Children's Service

Mission Australia Children's Service commenced operation as: Mersey Leven In Home/Family Day Care over 30 years ago. Mission Australia took over operation in August 2016, extending the service to a non for profit, community service support program.

MACS provides In Home Care and Family Day Care to over 600 families in Tasmania. We have a main office located on the North-West Coast of Tasmania, in Devonport, and a Southern office in Chigwell.

MACS also has a small Child Care Service located in Sheffield. This operates under a government approved waiver to offer Family Day Care in a unique, rural setting.

MACS team has a wealth of childcare experience, with well over 30 years of knowledge to support In Home Care and Family Day Care children and educators in Tasmania

Enrolment

Parents/guardians or Third Party Individuals are required under Family Assistance Law to have an enrolment. MACS enrolment process has four steps;

- The individual (parent/guardian) makes/lodges a claim for Child Care Subsidy (CCS) with Centrelink—www.my.gov.au
- MACS and the individual agrees on the care arrangements of a child with a : Complying Written Agreement.
- MACS submits the agreement
- The individual confirms the enrolment via MyGov

Information for families about Child Care Subsidy and Additional Child Care Subsidy is available on the Department of Human Services website at www.humanservices.gov.au

Families can call Centrelink about CCS and other family payments on 136 150, from Monday to Friday, 8am-8pm.

For information about contacting Centrelink with extra needs such as accessibility, languages, translations, hearing or speech impairment, see www.humanservices.gov.au

MACS Enrolment forms are updated annually, or when a family's circumstances change, to ensure information is current and correct.

Information is kept securely by storing records confidentially in a safe and secure area. Access to this information is available only to the relevant Educators, Mission Australia staff, parent/guardian and authorised Government Officers.

MACS Contact for support:

Customer Service Officer:

Mel Appleby

applebym@missionaustralia.com.au

Priority of access & vacancies

MACS may have a waiting list for childcare, and , the Australian Government has Priority of Access for prioritising children who are:

- A child at risk of serious abuse or neglect.
- A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

The Australian Government has available vacancy information available through the: mychild.gov.au website

Immunisation Requirements

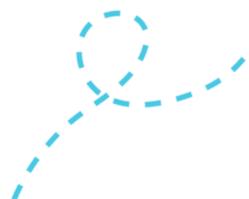
To be eligible for the Child Care Subsidy children must also meet immunisation requirements, according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule, or have an approved exemption from the immunisation requirements.

[beta.health.gov.au /](http://beta.health.gov.au/)
[1800 671 738](tel:1800671738)

A record of the child's current immunisation status is required as part of the enrolment process and information about the types of records that are acceptable are detailed in the Family Agreement. These details will be kept on file in accordance with the Public Health Act and updates will occur annually or as required.

Family Day Care

Children are provided with education and care in the care environment of the Educator. A maximum of seven children can be in care at any time and no more than four of those children can be preschool age or under. For more details on the National Law relating to Family Day Care (FDC), see the ACECQA website: www.acecqa.gov.au



In Home Care

Educators provide care in the family home. IHC is available to families unable to access Centre based Day Care, FDC and Outside School hours Care due to the families unique circumstances. No more than five children at a time may be in the care of each In Home Care Educator, and no more than four of the children can be preschool age or under. All children must be from the same family. If there are more than five children a second Educator may be engaged for education and care. In Home Care Support Agency Tasmania will assess the family's suitability for In Home Care, and match the family with MACS.

In Home Care Support Agency Tasmania: 1300 052 057
info@ihcsupportagencytas.com.au

IHC National Guidelines at:
www.education.gov.au/in-home-care

Additional Child Care Subsidy - Eligibility

Additional Child Care Subsidy (ACCS) (child wellbeing) provides additional child care fee assistance to an individual in respect of children at risk of serious abuse or neglect. It helps address cost barriers families may experience, so that children can either enter or remain engaged with child care.

Grandparent carers need to apply directly to Centrelink for Additional Child Care Subsidy (Grandparent).

Additional Child Care Subsidy (temporary financial hardship), if this is the families situation contact with Centrelink will need to be sought.

Additional Child Care Subsidy (transition to work), families will be advised to apply directly to Centrelink.

Harmony Web

MACS uses Harmony Web as our software for sessions of care, and all families/guardians/children/educators information is stored digitally.

FDC families/guardians are able to sign their child/ren into care digitally. Parents/Guardians will require their own individual email address and will receive their own pin to use.

IHC families will continue to use paper timesheets to sign child/ren in/out of care until Harmony Web software enables a process to support them in going digital.

It is a requirement that every child is signed in and out when they enter and leave a care environment each day.

Completion of this process will ensure an eligibility to claim Child Care Subsidy. These records are also essential for the safety of your child in an emergency.

If you cannot personally collect your child from child care you are required to notify the service and the emergency contact nominated to pick up your child will be asked to show photo identification upon arrival.

Collection of Children

Children are to be collected by parents/guardians or by persons authorised on the Family Enrolment form. If custody or contact orders apply, a copy should be provided to MACS on enrolment. Any changes to these orders are to be updated to the Service as soon as possible. Unless a custody and contact order applies, both parents/guardians are deemed to be authorised to collect their child. Proof and identification may be required.



Payments

Care can begin once families are linked with MACS and they have provided Centrelink with their activity and income information.

MACS submits session reports of child care to Australian Government—a calculation of CCS & ACCS entitlements occur—MACS receives payment and payment advice. Families receives statement of entitlement, and payment of child care fees as per invoice are required.

Sessions of care can be any length of time up to 12 hours. Each fortnight MACS submits a session of care for FDC & IHC alternatively.

Some absences are allowable without affecting payment of CCS. If a child/ren does not attend the session of care, or part of the session of care, MACS Educators are still taken to have provided the session and the CCS can still be paid, as long as the absence is allowable. An absence is allowable if the care was booked, a child can have up to 42 allowable absences a financial year.

Parents/guardians will receive a fortnight Statement of Entitlement from MACS (please note this is not an invoice). We encourage parents/guardians to also access their Centrelink online account regularly for any updates. To estimate family entitlements:

www.humanservices.gov.au/paymentfinder

MACS contact for Support:
Admin Processing Officers:
Jo Sullivan/Zoe Smith
sullivanjoa@missionaustralia.com.au



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Fee Information

FDC & IHC Educators are self-employed and contracted by MACS to provide quality child-care. Educators are reimbursed by MACS. Child care fees and the admin levy are all charged to families by MACS. MACS authorises Educators to provide invoices and receipts, and collects families' gap fee on behalf of MACS.

The cost of FDC & IHC depends upon the educator's independent hourly fee. Each Educator enters into an individual agreement in regards to the amount they charge. MACS then applies this to their family's accounts in Harmony Web. MACS requests payments fortnightly and fees are to be paid within one week of receiving an account.

Parents are able to request a fee estimate from MACS. This details the educators hourly rate, the admin levy and any sundry costs. Families are given a minimum of two weeks notice of any fee increase in writing.

Families will be required to pay any gap fee if the care costs are greater than the government Child Care Subsidy. The Educator is authorised to collect the amount on MACS behalf.

Additional Charges

Families using Family Day Care can be charged additional fees for children being picked up later than normal hours without prior notice and agreement/arrangements.

In Home Care Family Management Plans clearly outline the weekly hours of childcare and **cannot be altered/changed without confirma-**

tion and updated FMP from the In Home Care Support Agency Tasmania.

Educators may also charge for nappies/wipe/sunscreen/ meals These costs are clearly listed on the educator's fee schedule.

Family Day Care Educators can also charge for transport costs, excursions to and from school.

The usual fee will be charged for any absences when the parent has cancelled care.

When a public holiday falls on a permanent booked day, the absence is charged at the public holiday fee, or as per individual Educators schedule. Families are not charged if an Educator is sick or on holidays. Fees will not be charged if Mission Australia is unable to provide an Educator for any reason.

Family Admin Levy

Families are required to pay an Admin Levy Fee. MACS current Admin fee:

Family Day Care: 80 cents per child per hour and capped at 20 hours per week per child.

In Home Care: \$10 per family per week of child care. if you have any questions regarding admin levies please contact 6424 4855.

Debt Management

If a parent/guardian has an outstanding debt with MACS, they will not be able to access the childcare options or any other Mission Australia service until the debt has been cleared.

Ceasing Care

Two weeks written notice is required from educators or families ceasing care. In exceptional circumstances the Program Manager can waive the 2 week timeframe.

Accounts

All accounts will be emailed to the Harmony Web account holder, this is the most sustainable practice for our service.

Kentish Child Care (KCC) fees are to be paid on a fortnightly basis to Mission Australia Children's Services via bank transfer:

Bank: Westpac

Acc Name: Mission Australia

BSB: 032-005

Acc No: 148828

Quote: 14008 + surname

Family Day Care and In Home Care accounts must be paid to the Educator within one week of receiving your account.

For further information regarding accounts: 64248555

Eligible hours

The Department of Human Services (DHS) will inform/determine Families of eligible Child Care Subsidy hours per fortnight. It is important to note that eligible hours apply across all child care services (please contact DHS if you have any questions regarding this), please note families can nominate how the hours get split between services. Children of a Family Day Care Educator are not entitled to subsidies whilst using Family Day Care.

Complying Written Agreement

All families are required to enter into a written care arrangement, which clearly detail care hours. This is a requirement of the Australian Government Department of Education and Training. MACS will ask families to agree to their care arrangement at the commencement and anytime the arrangement changes.

Absences

Families are entitled to 42 allowable absences in a financial year (including Public Holidays) on which Child Care Subsidy is paid. Additional absences will be charged at full fee.

If a medical certificate is supplied for an absence (child too ill to be in care/parent or guardian illness) this will not be deducted from the 42 allowable absences.

If care is required for a rotating work roster or formal rostered day off please discuss this with the Customer Service Officer and potential Educator.

Last Day Absences

Children's eligibility for government subsidies cease the last day they physically attend care with MACS. Effectively this means if your child is absent on their last day of care they will be charged full fee's, and no CCS will be charged for any subsidies. It is a government requirement to be in attendance on the last day/s of care to receive the subsidy.

Educator Support

FDC Educators have availability to use an Educator in a relief capacity to provide childcare in the primary care residence.

Educators offering care in a relief capacity are required to undergo the same registration process as per all educators.

A continuity of care for children is adhered to with introduction/orientation processes, with families and children, programming requirements, and linking family agreements for the FDC educator to work in a relief capacity to occur.

Settling Children into Care

You can prepare your child/ren for care through talking positively – what to take and what the day is going to look like. Open communication and being positive will have a flow on affect to your child.

When it's time to leave – MACS Educators are professional in their daily practice. We suggest staying for one activity only. Be truthful and ensure you say 'goodbye'. It is important for your child/ren to recognise that saying 'goodbye' still means you will return. Educators will keep in contact with you to support the separation and it will get easier as time goes on.

Share any concerns with your Educator.

Use familiar language to your child/ren ,set phrases for when it's time to go. For example, "Mummy/daddy is going now. I will be back after rest time." It is good to give an accurate time frame of return e.g "afternoon tea" or "when the clock is at 4".

If your child/ren show fear, accept that fear. Please ensure that you acknowledge their sadness, but reassure them they will be fine and confirm when you will return.

If you have any concerns about settling your child into care please do not hesitate to talk to your Educator or the MACS team for support and further strategies.

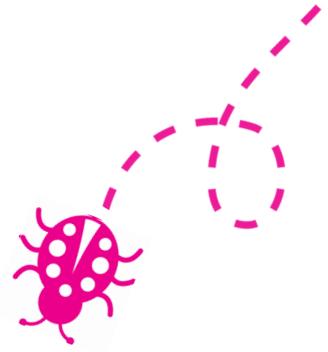
MACS

Educator Support Officers

childcaretas@missionaustralia.com.au

6424 4855

Your Child's Care



Curriculum and programming

Educators within Family Day Care plan and program under the Early Years Learning Framework (EYLF) and My Time Our Place (MTOPE) ensuring children receive an educational program that supports both small group and individual children's needs.

All FDC Educators implement the National Quality Standard into their programming and practices. This ensures Educators engage in an ongoing cycle of planning, documenting and evaluating children's learning.

Educators working in IHC have begun to implement new requirements in the In Home Care National Guidelines and plan children's care environments according to these.

Parents/guardians may ask an educator to see evidence of their child/ren's learning at any time.

Please speak with your MACS Educator or our Educational Leader for more information regarding planning for your child.

Routines

The key to maintaining consistency across home and child care is open communication between families, educators and children.

Routines are built around the regular events of the day.

For example: arrival, snacks and drinks, toileting/nappy change, main meals, washing, dressing, sleeping and departure.

Children need routines to help them settle and feel comfortable. Effective consultation provides a strong foundation upon which the service

can develop programs and routines that meet the abilities, needs and interests of your child and family.

Therefore, it is important for you to provide the service with current information about your child's experiences at home, as well as with information about any requirements that you have or issues that are affecting your child.

This will help your educator to understand what is happening with your child outside of care and to follow up on this during your child's daily experiences and routines during care. This information will be collected as part of the enrolment pack, and we encourage you to talk to your child's educator about any changes as they arise to keep everyone as up-to-date as possible about your child's needs.

Personal toys

While many children would like to bring toys to childcare, 'sharing' these with other children can be a difficult concept for a child to grasp, and this can cause distress for the child. It is also difficult for an Educator to keep track of each child's own toys and to ensure they will be sent home each night. It is better to leave personal toys at home. Please let your child bring a security toy only (i.e. dummy, rug, sleep teddy). Ensure these toys are clearly labelled with the child's name. Occasionally an Educator may ask children to bring a special toy that they may wish to share as part of the service's programmed activities.

We encourage parents/guardians and families to join in and share your special family or cultural activities with us.

Birthdays

Celebrating birthdays is great fun and can be an important social activity for children.

If you would like to bring a cake for your child's birthday, this is allowed. However, due to health regulations we ask that you supply a purchased cake in its correct packaging with a detailed ingredients list. Please discuss this with your child/ren's Educator prior to the day so they can account for any allergies.

Birthdays can also be celebrated with an activity or a game as an alternative to food.

What to bring to care

0 to 2 Years

One bag containing:

- Labelled bottles, formula, or breast milk as required, in appropriate sealed containers.
- A complete change of labelled clothing suitable for current weather conditions.
- A pair of shoes for children who are able to walk and should be worn on arrival and departure from the Educator's environment
- A labelled, broad-rim sun hat and sunscreen
- A named drink bottle for water only

Optional

- One labelled dummy in a sealed container.
- One labelled soft toy or item of comfort, such as a teddy or security item.
- Training pants/pull-ups and extra clothing if your child is toilet training.

2 to 3 Years

One bag containing:

- Two complete changes of labelled clothing suitable for current weather conditions.
- Pants and underpants (a minimum of 3 pairs) to allow for possible accidents (if toilet training).
- A pair of shoes that should be worn on arrival at and departure from the Educators environment.
- A labelled, broad-rim sun hat and sunscreen
- A named drink bottle for water only

Optional

- Training pants/pull-ups (minimum 6 pairs) and extra clothing when child is toilet training.
- One soft toy for rest time, such as a teddy bear or a security item.

3 to 6 Years

One bag containing:

- A complete change of labelled clothing suitable for current weather conditions.
- Pants and underpants (minimum 2 pairs) to allow for the possibility of accidents that can occur when children are engrossed in play.
- A pair of shoes that should be worn on arrival at and departure from the Educator Environment.
- A labelled, broad-rim sun hat and sunscreen
- A named drink bottle for water only

Optional

- One labelled soft toy for rest time and as a comforter, such as a teddy bear if you feel your child needs to bring this.

Older children

One bag containing:

- A complete change of clothes in the event of messy or wet play.
- A pair of shoes that should be worn on arrival to and departure from the Service.
- A labelled, broad-rim sun hat and sunscreen
- A named drink bottle for water only



Management of unwell children

If a child becomes unwell whilst attending childcare the parents/guardians will be notified and asked to take the child home. The child will be made comfortable away from the other children and supervised at all times until the parent/guardian arrives.

Infectious or sick children are not to be in care and an educator has the right to refuse care if they believe a child is unwell or ill. Please refer to: Staying Healthy in Childcare with your Educator as a guide to checking illness and information.

The Educator or MACS staff will call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact the parent/guardian or their nominated emergency contact people as soon as possible. All associated medical costs are the parent/guardian's responsibility.

Accident, injury and trauma

Accidents and emergency situations are dealt with efficiently and effectively. Every care will be taken to ensure that children, staff, Educators and parent/guardians are protected

When an accident which requires more than simple first-aid treatment occurs within a MACS service, the relevant Educator/staff person qualified in first-aid and CPR will:

- assess the injury and decide if the parent/guardian is to be contacted to collect the child or whether an ambulance should be called.
- provide the relevant information for the ambulance officer.
- ensure that any contact with the injured child's blood or body

fluids has been appropriately dealt with.

Educators must report accidents, incidents and events of trauma to the Program Manager and report the accident/incident/trauma on the appropriate form.

Educators will ensure that a parent/guardian of a child and MACS nominated supervisor are notified of any incident, injury, trauma, or illness as soon as is practicable, but no later than 24 hours after the noted incident.

Administration of Medication

FDC Educators, IHC Educators and staff at MACS are not medically trained and therefore cannot diagnose appropriate treatment.

Consequently, Educators will not:

- administer non-prescription medications to children without written or verbal parent/guardian authority.
- administer prescribed medication without written authority from a doctor.
- administer any medication unless a dose has been given to the child at least 24 hours prior to care taking place.

Medical Management Plans

In order to ensure children with on-going medical conditions receive effective care and health management, it is important that MACS and the Educator have appropriate, current information specific to your child.

Medical Management Plans (MMP) for children with specific medical conditions will be developed in consultation with families, prior to care beginning and are based on advice given to families by medical practitioners and are implemented

consistently. These MMP's inform staff and Educators how to manage a child's medical condition.

All children, educators and staff at MACS who have an active MMP require a colour, up to date photo (whole face) to be displayed for identification purposes. The name of the medication and expiry date will also be listed on this plan.

MACS staff will support your Educator complete a Risk Management Plan prior to commencement of care.

The medication outlined in the MMP will be stored in a location accessible to the educator but out of reach of children. A copy of the MMP will also be stored with the medication in case of evacuation.

Children who do not have their medication listed on the MMP, or if this medication has passed the expiry date, cannot be accepted into care.

All FDC & IHC Educators hold a recognised first aid, asthma and anaphylaxis management certificate approved by ACECQA.

If children are leaving the care environment for an excursion or routine outing, the Educator will take the medication with them and a risk management plan will be conducted for this.

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When a child shows symptoms that are consistent with the MMP, the plan will be followed immediately. In the event that the plan is enacted, the family will be contacted after the child's health is stabilised. If the child is not responsive to the medication an ambulance will be immediately called by your child's Educator.

Anaphylaxis

Families are to ensure clear communication of their child/ren with a diagnosis of anaphylaxis medical condition to MACS Service.

An Anaphylaxis sign displayed at your Educator's care environment identifying this is required.

The medication is required for care to take place, and needs to be in date and in its original packaging.

The child's doctor needs to update this information annually. A clear coloured photo is required for the plan.

Sun Protection

In Tasmania being Sun Smart is a whole-of-year approach. We use sun protection when the UV is 3 and above (mid-September to mid-April) and encourage safe sun exposure for vitamin D.

Sun Smart Strategies

MACS Staff and Educators are encouraged to check and record the UV Alert on a daily basis. To check UV levels, access the Cancer Council Tasmania Website: www.cancertas.org.au.

MACS Staff, Educators and children use the following sun protection measures when UV levels are 3 and above. In Tasmania average peak UV levels reach 3 and above **from mid-September to mid-April**.

If FDC/ IHC educators are unable to check UV levels on a daily basis, then apply these strategies from 1st September to 30 April. It is best practise and highly

recommended to check daily UV levels.

Clothing

- Staff, Educators and children are encouraged to wear appropriate clothing e.g. Tops that have long or three quarter length sleeves, preferably with a collar, and shorts, pants and skirts that are long or at least knee length.
- Clothing exposing large amounts of shoulder and upper torso e.g. Singlets, tank tops and strappy dresses are not considered suitable for outdoor wear and therefore are not recommended.



Sunscreen

- SPF 30+ (or greater) broad-spectrum water-resistant sunscreen is available for staff/Educators and children's use. Sunscreen is applied 20 minutes before going outdoors and reapplied every 2 hours.

Hats

- Children are required to wear sun-safe hats that protect the face, neck and ears when outside. Recommended sun-safe hats include legionnaire, broad-brimmed and bucket hats. Baseball caps do not offer enough protection and are not recommended.

Shade

- The availability of shade is considered when planning excursions and all outdoor activities.

Sunglasses

- Close-fitting wrap-around sunglasses that comply with Australian Standards AS1067:2003 (Category 2, 3 or 4) are encouraged but optional.

Children without a sun-safe hat or clothing must play in areas protected from the sun.

Advice for Babies

Infants under the age of 12 months should be kept out of the direct sunlight when UV levels are 3 and above, and always well protected with shade, clothing and hats. When necessary, sunscreen should be applied to small areas of skin not protected by clothing and hats.

When UV levels are low, sun protection is generally not required and a small amount of direct UV exposure is considered safe and healthy for infants. However, if spending longer periods of time outdoors during

low UV periods, it is recommended that your baby's skin be protected from UV exposure with clothing, shade and sunscreen when available.

Food and nutrition

MACS recognises the importance of healthy eating to the growth and development of young children and is committed to supporting the healthy food and drink choices of children in their care. Our Nutrition Policy recommends the provision of healthy food and drink while children are in care and the promotion of normal growth and development.

Any food provided by MACS will be healthy and nutritious, adequate in quantity, varied, and offered at frequent intervals respecting the individual needs and culture of the child and family.

Parents/guardians will be provided with information and support regarding healthy eating. Appropriate food choices and physical activity will be promoted.

Food is to be stored and handled in accordance with the Safe Food Handling Policy.

Grievances and complaints

MACS encourages discussion of any grievances in an environment that is open and responsive, aiming to resolve the issue independently. If this doesn't occur, the Program Manager of MACS will provide support. Any grievances will be handled confidentially (unless there are legislative requirements not to).

MACS operates with a strength based approach and aims to respond to concerns without any disruption to the child, or the relationships between Educators

and families.

MACS has a Grievance and Complaints Management Policy. Complaint feedback forms are available at the main office. Complaints requesting further investigation are unable to be anonymous.

If the issue cannot be resolved through informal resolution, Mission Australia Children's Services will follow the procedure outlined in the above policy.

Families are able to make complaints directly to external agencies;

- Education Care Unit
- Child Safety
- AGDoET
- ACECQA

All contact details are listed on the contact page 17.

Emergency Action Plan

Mission Australia Children's Services will plan for and respond effectively to emergency evacuations and invacuations. Mission Australia will acknowledge their duty of care to children, parents/guardians, educators and visitors who attend the Service.

Evacuation may be required in the event of fire, chemical spill, bomb threat, earth quake, gas leak, flood, bush fire or other emergency. Observing this policy will ensure that in the event of an emergency evacuation, all will be prepared and respond quickly and effectively.

Evacuation/Invacuation practices involving educators and children, will be practised every three months for FDC, and every six months for IHC.

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Educators will ensure that all children participate in the exercise. This may include implementing a practice on every day of the week in accordance with children's enrolled days.

Privacy and Confidentiality

Mission Australia Children's Service is subject to the Privacy Act 1988 and in order to operate responsibly and legally Mission Australia has a duty to keep adequate, clear and accurate records about educators, parents/guardians and children. MACS will protect the interests of children and their parents/guardians and the educators ensuring appropriate privacy and confidentiality.

Archived records will be stored in a safe and secure manner. The care children receive will not be negatively affected by the information collected about them.

Parents/guardians have the right to know what information is recorded about them and their children, and how their privacy will be maintained.

If you have any concerns about confidentiality, please discuss this with the Program Manager.

Mandatory Reporting

Children have the right to be safe. All staff, Educators and management share the responsibility of ensuring the safety and protection of children in care. To support this right MACS will follow procedures as Mandated Reporters; the wellbeing and safety of the child is of upmost importance when dealing with any allegations of abuse or neglect of children.

Educators are responsible for preventing child abuse, recognising indicators and

responding effectively if issues arise. Families are able to access child protection information from Educators or through MACS and the

Child Safety Support phone contact: 1800 000 123

Policies and Procedures

Parents/guardians have access to the MACS Policies and Procedures during office hours.

All FDC & IHC Educators have up to date digital access and can share these with parents and guardians, either in printed or digital copies.

The policy manual covers relevant state and national legislative requirements. Please contact the Program Manager for further information.

Non-Smoking Environment

All areas of MACS, including Family Day Care environments, and family homes when In Home Childcare is taking place, are to be non-smoking areas.

This includes all indoor and outdoor play areas and anywhere that is within sight of the children.

MACS requires all educators and parents/guardians and visitors to abide by this policy.

Code of Conduct

Mission Australia Children's Services provides an open, welcoming and safe environment. We believe that all parents/guardians, students and volunteers play a crucial and valuable role in the effective operation of our In Home Care and Family Day Care Services especially to enrich the children's lives.

A Code of Conduct provides guidelines for desirable and

appropriate behaviour of all members, and reflects the Values of MACS.

MACS Code of Conduct for will assist in ensuring the safety and wellbeing of children, families and the educators/staff. It does not provide all the answers, but is a broad outline of behaviour principles, expectations and ideals.

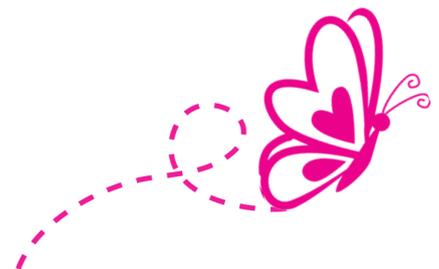
MACS has a responsibility to provide a safe and happy environment for all children and educators/staff attending FDC and IHC State-wide.

Ensuring we provide a safe workplace that is free from discrimination, bullying and/or harassment.

For any further questions and information please contact our state office: 03 64 24 4855

We aim to ensure you have all the information to gain the best start for your child in care.

Mission Australia Children's Services Team





Contacts

The Department of Education Tasmania: Education and Care Unit (ECU)

Phone:(03) 6165 5425

Website: www.education.tas.gov.au

Family Day Care Australia

Website: www.fdca.com.au

Phone: 1800 621 218

Australian Children's Education and Care Quality Authority (ACECQA):

Phone: 1300 422 327

Website: www.acecqa.gov.au

Australian government Department of Education and Training (AGDoET)

Phone: 1300 566 046

Website: www.education.gov.au

Centrelink /Department of Human Services

Phone: 13 61 50

<http://www.humanservices.gov.au/> www.my.gov.au

In Home Care Support Agency Tasmania

Phone: 1300 052 057

info@ihcsupportagencytas.com.au

In Home Care National Guidelines at:

www.education.gov.au/in-home-care

Early Years Learning Framework;

My Time Our Place

www.deewr.gov.au/earlychildhood

National Immunisation Register

Info line 1800 671 811 (resources and information)

Tasmania 1800 671 738

Tasmanian Child Safety

Ph. 1800 000 123

promoting the wellbeing and safety of children, young people and families,

Poisons Information

Ph. 131 126

There are many support agencies in Tasmania to assist families with their parenting roles. Listed below are a few of the services available.

Child Health Clinic

The Child Health Clinic hold open sessions for parents as well as specialist screening open afternoons.

Burnie Ph. 64346451

Devonport Ph. 64217800

Hobart Ph. 64307899

Parenting Centre

Burnie Ph. 64346201

Launceston Ph. 63266188

New Town Ph. 62332700

Playgroup Tasmania

Ph. 1800171882

Glenhaven Family Care

Devonport/Ulverstone Ph. 64217793

Gowrie Inclusion Agency

Ph: 03 64313026



To nurture is in our nature.

Updated January 2019: Susie Mueller—PM— Due for review

January 2020

