EASTERN REGION
FAMILY DAY CARE



FAMILY HANDBOOK

Shire of MUNDARING

August 2026

WELCOME TO OUR ERFDC COMMUNITY!

We look forward to being part of your child's education and care years and having a positive working relationship whilst you are enrolled with us.

Our Family Handbook offers information about our service, how we operate, fees, government subsidies, settling your child and daily policies or practices that will apply to your family.

Our team regularly visit family day care educators for booked and unannounced visits to learn more about your child and support educators with daily practice compliance and their planning for your child's development and learning within the Early Years Learning Framework or the Framework for School Age Children outcomes.

Family Day Care is a unique and wonderfully interactive education and care service which offers you, as parents, the opportunity to collaborate with your educator to support your child's wellbeing and learning. Emphasis on a natural play-based environment and strong relationships approach is promoted in our service.

Our team value and appreciate the opportunity to meet families and are always happy to make arrangements to see and talk with you about your child and care arrangement.



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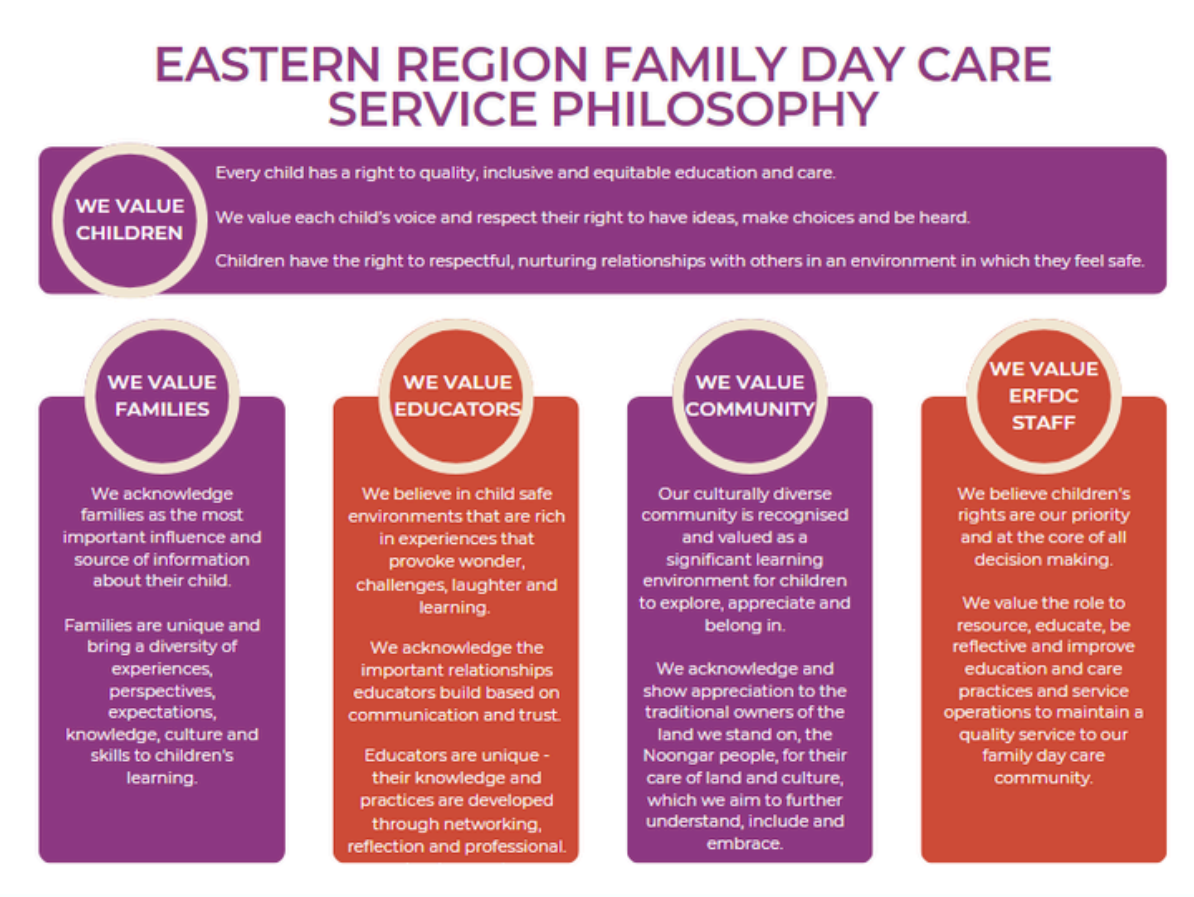
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CONTACTS

FOR ANY QUERIES OR CONCERNS, PLEASE FEEL WELCOME TO CONTACT OUR FRIENDLY TEAM

33 Wellaton Street, Midvale
PO Box 1010, MIDLAND DC WA 6936
(08) 9290 6822 children@mundaring.wa.gov.au
www.mundaring.wa.gov.au/fdc

ERFDC Service Office Hours: Monday to Friday 9:00am– 5.00pm
An emergency after-hours number is available to educators.

CCS Service ID: 190014259H
CCS Provider ID: 190001875C
Provider Name: Shire of Mundaring
ABN: 20 431 487 930 (Shire of Mundaring)

GENERAL INFORMATION



Eastern Region Family Day Care is the natural place to learn and play for children aged birth to 13 years. Children have fun, grow and develop through their engagement in play based learning that is enriched by knowledgeable educators, generally in their family home environment. Value is placed on care in small, mixed-age groups, allowing children to form nurturing relationships outside their immediate family and to grow and learn within a caring secure environment.

Qualified educators are registered with our service to provide families with flexible education and care arrangements and plan individual learning programs according to each child's development, wellbeing and interests.

We are rated as Meeting all areas of the National Quality Standard by the Education and Care Regulatory Unit, WA (ECRU). Education and care services are guided and mandated by the National Quality Framework (NQF), which comprises of the Education and Care Services National Regulations 2012, Education and Care Services National Law (WA) Act 2012 and National Quality Standard.

Educators undergo a registration and membership process and are selected to become members of Eastern Region Family Day Care; they operate as small business owners and work within the National Quality Framework, Eastern Region Family Day Care Service Policies, National Learning Frameworks and Early Childhood Australia Code of Ethics.

Educator : child ratios

Educators may provide care for a maximum of 4 children under school age or 7 children under the age of 13 years, including an educators own children in these age groups.Eastern Region Family Day Care has an additional policy that only one child under 12 months is to be cared for at a time to enable optimal interactions between educators and each child (exemptions may apply ie twins).

GENERAL INFORMATION

Enrolments

Child enrolments with educators are supported by family day care service staff. Educators are registered with our service to educate and care for enrolled children on our behalf.

For each child enrolling, a fully completed copy of a Child Enrolment form and a current Australian Immunisation Record (AIR) History Statement must be submitted, to our office, prior to care commencing. Children whose immunisation is not up to date (unless exempt) cannot commence care in an education and care service).

As any information or circumstances change please communicate and update immediately with your child's educator.

Apply for CCS and enrolment through MyGov or Centrelink

It is a requirement under Family Assistance Law for all children who attend an education and care service to have an enrolment notice regardless of their Child Care Subsidy eligibility status. For those eligible individuals and children, entitlement determinations will not occur without the correct enrolment in place. An enrolment links:

- the child
- the family (the individual) and
- the education and care service.

Eastern Region Family Day Care must submit an 'enrolment notice' in the Child Care Subsidy System (CCSS) to indicate when we have entered into an arrangement with an individual and a child is enrolled and report attendances.

There are four steps to enrol a child in the CCSS and no subsidy can be paid until all four steps have been completed:

1. The enrolling parent (you) make a claim for Child Care Subsidy with Centrelink. This can be done up to a year before your child commences.
2. A Child Enrolment form is completed with your child's educator, showing the agreed arrangement for care and submitted to the office.
3. The service submits an enrolment notice to CCSS. In order to claim CCS, Customer Reference Numbers (CRNs) for the enrolling parent and each child are required.
4. The enrolling parent confirms enrolment with Eastern Region Family Day Care through your MyGov account or by contacting Centrelink on 136 150.

**Non immunised children are not eligible for CCS payments, refer to Eastern Region Family Day Care Child Enrolment form.

GENERAL INFORMATION

Timesheets and actual attendance



Educators are legally required to keep accurate records of all children in care.

Parents (or Authorised Nominees) must sign children into care at the time of arrival and departure each day, and record all absences using Harmony Web software accessed on an educator's electronic device.

In addition, parents are required to sign weekly timesheets confirming the true record of days charged for that week (including charged absences).

Eastern Region Family Day Care are submit session reports weekly to the CCSS. These reports record booked and actual attendance times and absences charged. Child Care Subsidy will not be paid if timesheets and attendance times are not signed correctly and full fees will be payable as directed by the Department of Human Services.

Ceasing Care Notification

Written notice of leaving family day care must be given one (1) week in advance to an educator or one week's fee will be payable in lieu of notice. This applies to permanent and casual bookings.

Child Care Subsidy is NOT available on fees paid in lieu of notice as these are deemed absences at the end of care. Your child needs to attend care on the last day in order to receive CCS.

When ceasing care, we appreciate all feedback about your (and your child's) feelings about family day care, a Family exit interview form will be provided by your educator or emailed by the FDC service.

An educator is obliged to give parents a minimum of one (1) week's notice in writing. Children leaving care is often a very difficult time for educators and children as they have built up a strong bond. It is good to say good-bye.



GENERAL INFORMATION



Priority of access - prioritising vacancies

There are no mandatory requirements for filling vacancies, and educators can set their own policies for prioritising who receives a place. However, as vacancies in a service arise, educators are asked to consider prioritising children who are:

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.

Privacy Statement

The family day care service and educators will not collect sensitive information unless the individual has consented; there is a legal requirement to do so or in other special circumstances that have a bearing on the well-being of the child.

Every reasonable step will be taken to ensure personal information collected, used or disclosed is accurate, complete and current and stored for the required legal timeframe.

Every reasonable step will be taken to ensure that personal information held within the family day care service and educator's residences is protected from misuse, loss, and from unauthorised access, modification or disclosure.

All personal information requested through Freedom of Information (FOI) will be managed by the approved provider.

Personal information would not usually be transferred overseas and then only if it meets the requirements of the National Privacy Principle 9.



STATEMENT OF FEES GUIDE

TERMS	DETAILS
Fees	Morning tea, afternoon tea and lunch may be provided by your educator. Travel may also be included if a child is taken to or picked up from Kindy / School. Your fees incorporate a Parent Levy which is paid directly to our Service (Eastern Region FDC). This is a payment to the service to support the quality and day to day operations and is recouped during the Child Care Subsidy payment process. Families not claiming Child Care Subsidy pay full fees including the Parent Levy. Prior to your child commencing care, you will be issued two separate invoices, each equivalent to one week's estimated gap fee. - Holding Fee Invoice : This payment secures my child's booking. This amount will be credited towards my child's final week of care, provided all fees and charges have been paid and cease care notice has been received. - Gap Fee Payment: This will be for one week's estimated gap fee, payable in advance. This payment covers my child's first week of care. Both invoices must be paid in full by the nominated due date and prior to my child commencing care. Any remaining balance will be refunded to you. ***Note, full fees are payable until your child's CCS information has been received through our CCS portal (Harmony).*** Once your child attends care, you will be charged weekly via direct debit through the secure payment provider, redPAY. RedPAY will automatically deduct their transaction fees from your chosen account. The fees are: Bank account $0.70 Debit/credit card $0.70 + 1.9% Dishonour $8.00 + $0.70 ***Please note: Effective 31 August 2026, parents will no longer be charged redPAY transaction processing fees for direct debit payments, including bank account and debit/credit card transactions. However, in the event of a declined or dishonoured transaction, a dishonour fee of $8.00 will still apply and be charged to your nominated bank account/credit card***
Parent Levy	**2026/2027** Daily attendance: $2.00 per session hour charged To a maximum of: $85.00 per child p/wk or $120 per family p/wk includes before/after school care.
Age requirements for child	Children must be aged 13 years or under and not attend high school (secondary school). No CCS is payable for care provided to children who do not meet these conditions. An exemption may apply for some older children with a disability or children attending secondary school at a young age that may be eligible on a case-by-case basis if they have a legitimate need to access subsided care and cannot be left unsupervised. Contact the family day care team for further information. Centrelink will consider parent eligibility in respect of children based on information and evidence provided by the parent at claim or when updating circumstances.
Permanent Booked Hours	The days / hours of care nominated on the ERFDC Service Child Enrolment Form and confirmed in your MyGov account. (These may vary from time to time and are then a Temporary booking)
	If your care requirements change your educator will ask you to approve changes on the Services Harmony Web software.
Record of Care and Fees paid	Government legislation requires that Eastern Region Family Day Care must provide weekly Statement of Entitlement to parents of children eligible for Child Care Subsidy. Our Servicer will invoice you (parent) and issue receipts.

STATEMENT OF FEES GUIDE

TERMS	DETAILS
Child absence at the beginning or end of care	If your child is absent on the first or last day of care / or first or last day of the week CCS enrolment period, CCS is not payable and parents will be charged full fees for all absence days until your child physically attends/attended care.
Child Absence	Your usual parent fee portion is payable for normal booked hours when your child does NOT attend due to illness, holidays, occasional absence, public holiday, pupil free day. Each child is permitted 42 absence days (CCS eligible) per financial year.
Vacation Care School chn	Parents are required to book care in advance for each school holiday period. School children attending Vacation Care only, pay for booked days only, not Public holidays.
Kindy (4 year old)	A full session fee may be charged if your educator is responsible for delivering or collecting your child from the kindy program.
CCS Eligible Hours Per child / per fortnight	The number of hours of subsidised care families can access is determined by an activity test. Hours are allocated per fortnight, ranging between a minimum of 24 hours to a maximum of 100 hours. Any hours charged in excess of the maximum CCS eligible hours are charged at full fees.
Child Care Subsidy (CCS) & eligible hours	CCS % is a percentage of the hourly rate cap the government will pay towards the Child Care Fees (Income tested). The CCS eligible hours per fortnight are determined by an activity test. The parent with the lowest hours of activity per fortnight will determine the hours of CCS per fortnight.
CCS rate cap – 2026/2027 & withholding rate	$14.08 per hour. A 5% CCS entitlement will be withheld by Centrelink to reduce the likelihood of debt. This will be paid to the individual at Reconciliation time. Parents may request a higher withholding % from Centrelink if they wish.
Additional Child Care Subsidy (ACCS)	There are four different payments under Additional Child Care Subsidy (ACCS) for which individuals may be entitled to: • Additional Child Care Subsidy (child wellbeing) – to help children who are at risk of serious abuse or neglect. ERFDC can apply to Centrelink for up to 6 weeks for a Certificate and 13 weeks for a Determination. Centrelink may accept or reject the application. To be accessed for any of the following payments, the individual needs to approach Centrelink: • Additional Child Care Subsidy (grandparent) - to help grandparents on income support who are the principal caregiver of their grandchildren • Additional Child Care Subsidy (temporary financial hardship) - to help families experiencing financial hardship • Additional Child Care Subsidy (transition to work) - to help low-income families transitioning from income support to work.

STATEMENT OF FEES GUIDE

TERMS	DETAILS
Educator – unavailable	If your child is absent on the first or last day of care / or first or last day of 14 week CCS enrolment period, CCS is not payable and parents will be charged full fees for all absence days until your child physically attends/attended care.
	If you require alternative care while your educator is unavailable please contact the Family Day Care team and we will make every effort to offer an alternate educator.
Public Holiday	Your usual parent fee portion is payable for normal booked hours if not attending. If a child attends due to parent's work commitment the Public Holiday Fees applies – refer to your Educator's Statement of fees.
Additional Absence Days	If your child exceeds 42 absence days in a financial year (2024-2025), full fees are payable and CCS is only eligible for absences due to illness (with a medical certificate), Court order or parenting plan, Service closed – local emergency, Attendance at pre-school, Temporary school closure / Pupil Free Day
Overdue Fees	To ensure ongoing childcare, parents/guardians should discuss payment plan options with ERFDC staff within 1 week of fees becoming overdue. If a payment plan is not agreed to and followed, childcare may be discontinued without notice. ERFDC may also use a debt collection agency to recover unpaid fees.

ORIENTATION AND CARE

Separating and commencing an education and care service can, for some children and parents be a very stressful time.

It is a new environment, a new adult to trust and feel comfortable with and a huge change in familiarity of routine for everyone.

Children may express this unsettled feeling with tears, “don’t go” or a temporary setback in behaviours – ie toileting; for adults it may be guilt, uncertainty and tears. These are all normal reactions but with support and reassurance it does pass. Each child and family settles into care at their own pace.

The following suggestions may help the transition from home to family day care to be a positive experience for all your family.



Orientating children into care:

- Familiarise your child with an educator and their home before care begins
- Prepare and talk with children about where they are going, friends they will play with
- Educators are only too happy for you to visit and often recommend shorter days to begin with (1-2 days or weeks depending on you and your child)
- Be positive yourself – children pick up quite easily on a parent’s feelings of anxiety
- Generally children settle into care more confidently if routines are fairly similar and changes kept to a minimum so please discuss them
- Avoid introducing additional changes in your child’s routine ie weaning off bottles or dummies, toilet training until your child is settled
- Delaying your departure tends to upset you both. Settle your child, tell them you are leaving and coming back to pick them up. Say goodbye and go. Leaving without saying goodbye may work in the short term but long term can give a child a sense of distrust and uncertainty, often making them more clingy
- Arrive on time for pickup or advise an educator if you may be a little late so that your educator does not have them anticipating your arrival too early and be disappointed
- A comfort item (ie teddy/blanket/your t-shirt) may help your child feel more secure when you aren’t there
- Maintain open communication with your educator; discuss concerns no matter how small. You may wish to contact them and they you, throughout the day
- FDC staff visit and support educators with children whilst they settle your child

PARTNERSHIPS IN FDC

When your child starts family day care communication between you and your child's family day care educator is one of the most important aspects of successful care. It is important that you write down details on your Child Enrolment and All About Me form and the first interview go a long way in informing your educator about your child. As they develop and their routines, interests and needs change, it is so important to regularly discuss these changes.

Educators will also talk with you about your child's day and his/her experiences whilst in care. We believe the use of a two way communication book offers you and educators the extra reassurance of reminders and recording of daily routines, achievements, changes and valuable sharing about care arrangements for your child and family.

Routines

Discuss your child's routines and preferences with your educator. Ask what their daily routine is. Some educators may have regular commitments for outings. (ie play sessions – facilitated by the FDC service or other FDC educators, school drop off and pickups, visits to the local library for story telling).

Meals

Educators display a weekly menu outlining meals provided for morning and afternoon snacks and lunch (including drinks – water or milk). Any variations to the menu are generally recorded in your child's communication book or displayed menu. Children are encouraged to explore a variety of healthy food choices across all food groups and daily meals in care account for approximately 50% of a child's daily nutritional needs.

Please discuss with your educator your child's likes, dislikes and whether they have any allergies or intolerances to foods. (A medical action plan and service form – Medical Risk Management Plan is required for a child with a medical condition).

Clothing

When dressing your child please consider clothing and footwear which allows freedom of movement for climbing, running, painting and messy play. A sun hat (no caps) and sunscreen are essential all year as our sun protection policy requires sun protection at all times the UV is above 3 (refer to the Service Policy Manual for further details). Please provide at least one change of clothing every day.

PARTNERSHIPS IN FDC

Sleep/Rest Time

Discuss your child's sleeping routine with your educator – what to consider: darkened room, use of RedNose recommended sleeping bags, comfort blanket/teddy, bottle before bed (no bottles in bed permitted), cot/mattress, music, restful activities – puzzles/books... Look at where your child will be sleeping / resting and discuss.

Toileting

If your child is in nappies you will be required to provide adequate nappies each day. Discuss what stage your child has reached with their toileting so there is consistency between approaches at home and in care.

Family Background

Understanding a child and family's background (culture, religion, language, family dynamic and siblings) provides educators with knowledge that supports a child's sense of identity.

Behaviour – a positive approach

Our service encourages educators to use a positive approach when guiding children's behaviour so children are able to achieve an internal sense of what is right and wrong and self-regulate their own behaviour; to feel safe, secure and feel reassured by consistently reinforced boundaries.
Family expectations for children's behaviour vary greatly among different cultures and social groupings; we understand this and can assist with information on age appropriate behaviour and strategies to support desired behaviours that are acceptable in an education and care service.

What do you want your child to learn?

Each child is unique and has their own individual personality; you know your child best; their strengths, what they enjoy and are interested in at the moment, their developmental needs and character. We encourage you to share your knowledge of and goals for your child with educators to assist their planning for your child's learning, wellbeing and development.

Contact with the Family Day Care Team

It is important that you contact the family day care team if you have any questions, concerns, would like guidance regarding your child, care arrangements or fees. Most conversations will be initiated with your educator however if you feel you are still uncertain and would like to discuss further, we are here for you. Contact us on 9290 6822 or fdc@mundaring.wa.gov.au Like and follow us on social media for family day care news, current parenting and early childhood information.

OUR SERVICE

Our Team (Service Staff)



Our team is a friendly and dedicated group of qualified early childhood professionals and finance administrators employed by the Shire of Mundaring.

We:

- work in partnership with EDUCATORS to support, upskill and empower them in business; from play environments, daily practices, administrative and compliance responsibilities, to planning for individual children's learning and wellbeing in both group and one to one contact
- have regular contact with educators (phone, email, booked and unannounced personalised visits, Facebook group chat)
- register, mentor and train new educators to establish their own small business
- liaise with and inform Families; about your child, fees and current research and information relating to early childhood and parenting
- link educators with personal wellbeing and professional development opportunities
- ensure administration compliance and process family Child Care Subsidy payments
- facilitate group play based learning sessions/outings which provide children opportunities to socialise in larger groups and educators to share and professionally grow (ie play sessions, Community Garden, Spring Walk, Cubby building in the bush)
- promote Family Day Care at many community events throughout the year (ie Playgroup WA's - World's Biggest Playgroup, Meerilinga's – Children's Week Fun Day, National Families Week

As part of our ongoing reflection and continuous improvement we will be continuing the initiatives trialed last year. These include:

- pop up play sessions (bush parks) for children to understand and care for our natural environment
- mobile street library in the form of story baskets when visiting Educators

ORGANISATIONAL STRUCTURE

ACECQA
- National Regulatory Body

Education and Care Regulatory Unit (ECRU)
- WA's Regulatory Authority

Service Operator (Approved Provider)
Shire of Mundaring

Director Strategic & Community Svcs: *Megan Griffiths*
Manager Family & Children's Services: *Lisa Joy*

Eastern Region Family Day Care
(Approved Service)

Nominated Supervisor:	*Gabrielle Crosse*
Service Coordinator:	*Laura Greenway*
Education Support/Ed Leader:	*Julie Pongracz*
Education Support/d Leader :	*Kathy Crabtree*
Assistant Finance Officer:	*Yvonne Hart*

Family Day Care Educators

Families and Children

NATIONAL QUALITY FRAMEWORK

RATED MEETING NATIONAL QUALITY STANDARD

The National Quality Framework aim is to raise quality and drive continuous improvement and consistency in education and care services.

The Australian Children's Education and Care Quality Authority (ACECQA) www.acecqa.gov.au implements the National Quality Framework and a regulatory authority in each state and territory regulates, assesses and rates each education and care service against seven quality areas of the National Quality Standard.

Service ratings are published on the ACECQA website and must be displayed at each service.

The Early Years Learning Framework (EYLF), Belonging, Being and Becoming, guides educators to provide young children with opportunities to maximise their potential and develop a foundation for future success in learning. Emphasis is on play based learning and it recognises the importance of a holistic approach in a child's wellbeing and development towards five learning outcomes.

The Framework for School Age Care, My Time Our Place, guides educators to collaborate with children to provide play and leisure opportunities that are meaningful to children.

Both frameworks support children's need for Belonging, Being and Becoming and acknowledge the following outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators



SERVICE POLICIES

Delivery and collection of children

Children may only be collected by persons nominated (Emergency Contact /Authorised Nominees) in writing by the enrolling parent on the Child Enrolment form. A parent may authorise another person to collect their child only via SMS or email, however, if an educator has not met this person please advise them your educator will request their identification.

With electronic attendance records, an email address for each emergency contact is needed to send a PIN to sign your child out of care.

In times of emergency only a family day care service staff member or person an educator has deemed responsible may assist in the supervision of children.

A child must not be released into the care of a parent who is prohibited by a court "Parenting Order" from having contact with the child. (Educators and the FDC Service are able to comply if a copy of the order is provided).

Excursions

Written authorisation (including sighting of a Risk Assessment - Excursion) for your child to participate in an outing is required prior to it occurring. Service forms for your authorisation are provided by an educator detailing every outing (whether regular or a one-off).

Definitions are outlined below:

Regular Outings – means a walk, drive or trip to and from a destination that an educator visits regularly as part of the educational program and routine and where the circumstances relevant to the risk assessment are the same on each outing.

Excursions – means an outing organised by an educator that isn't a regular outing and where a risk assessment is required for each excursion.

Risk Assessment - Excursion (service form) – is a risk assessment specific to travel to/from and exploring the outing or excursion venue. It outlines how an educator will introduce controls to minimise risks to children's safety.

Educators must ensure transportation of children is in accordance with service policies ie current drivers licence, vehicle registration, children under 7 years to be in an appropriate child car restraint that is checked annually.

SERVICE POLICIES

Medical Conditions

If your child has a known medical condition, allergy, or other health care need, you are required to inform the service when completing a Child Enrolment form. Your educator may also require an action plan (from a Doctor) and Medical Risk Minimisation Plan (from the service) for your child, depending on the condition.

Your written authorisation is required for an educator to administer medication (including school age children self-administrating medication) prior to medication required. Ongoing medication may require 12 weekly authorisation.

In an emergency situation only, verbal authorisation may be given by you or an emergency contact person listed (authorised nominee) on the enrolment form.

Medication may only be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency. Emergency services will be contacted immediately and a parent of the child or emergency contact and family day care service must be notified as soon as practicable.

Illness

Children who are unwell

- Educators cannot care for children with an infectious illness or high temperature
- Unwell children will not return to care until fully recovered or no longer infectious
- Educators will retain the right to exclude any child who is obviously unwell or is regarded as a health risk to other children

Your child will be required to stay away from care or be collected from care if the following symptoms are noted:

- Any COVID-19 like symptoms
- Ear and/or eye discharge
- Undiagnosed rash
- Body temperature of 38°C or higher
- Persistent coughing episodes with difficulty in breathing
- Open sore with discharge
- Vomiting and/or continuous loose bowel episodes

Parents are asked to notify educators as soon as possible if a child has been diagnosed with any communicable disease or infectious condition, and

- If a child needs to be excluded due to an infectious illness, you will be notified to collect as soon as possible. Your child will be isolated where possible but not out of the sight of an educator until you arrive.
- Any diarrhoea, vomiting or high temperature must be clear for at least 24 hours before returning to care to prevent passing on infection to other children, educator or educator's household members.

In the case of a child requiring immediate medical attention, your educator will contact you (or your emergency contact person if you are unavailable). If immediate medical attention is necessary, an ambulance will be contacted.

SERVICE POLICIES

Infectious Diseases

You will be informed if a communicable disease has been diagnosed in an educator's household or amongst the children in care. A parent with a non-immunised child will be advised of their choice to exclude a child from care where the child shows no symptoms of the disease themselves.

Children diagnosed with a communicable disease will be excluded from care until they are no longer infectious. Our service follows the recommendations listed in the Western Australian Department of Health, Control of communicable diseases manual for exclusion periods. Each educator has a copy of these guidelines, available on the WA Dept of Health website.

A medical clearance from a Doctor is required before returning to care.

A form will be completed by your educator requiring your signature and submitted to the family day care service within 24 hours. It is a requirement of the family day care service to notify the Education and Care Regulatory Unit within 24 hours of a serious incident – illness.

Injury

Each educator and family day care assistant holds a current first aid and CPR qualification, including anaphylaxis and emergency asthma training.

In the case of a child being injured or requiring medical attention, a family day care educator will:

- Attend to the child immediately
- Give appropriate first aid treatment which may include medical assistance
- Call an ambulance if urgent medical attention is required
- Contact parents or an emergency contact (authorised nominee) on the enrolment form
- Remain with other children in care whilst the child goes in the ambulance
- Contact the family day care service as soon as practical or by the next working day if medical assistance is sought

A form will be completed by your educator requiring your signature and submitted to the family day care service within 24 hours. It is a requirement of the family day care service to notify the Education and Care Regulatory Unit within 24 hours of a serious incident – injury.

SERVICE POLICIES

Grievance / Complaints

What do you do if you have a grievance or concern?

- If you have complaint please discuss it first with the person concerned ie your educator.
- If the matter is not resolved to your satisfaction, contact and discuss with the Eastern Region Family Day Care Co-ordinator, Laura Greenway on 9290 6822 or fdc@mundaring.wa.gov.au (available Wednesday-Friday).
- If you have remaining concerns, please contact the Manager Family and Children's Services, Lisa Joy on 9290 6894 or mcs@mundaring.wa.gov.au (available Monday-Friday).
- If there is still no satisfaction, contact can be made to an officer at the Education and Care Regulatory Unit on 6277 3889.

A grievance/complaints procedure is in place to support and guide this process for resolution as we value positive relations between all parties. Our aim will be to address the grievance or complaint in a fair, prompt and positive manner.

Parental Involvement

Eastern Region Family Day Care values and encourages parent participation in all aspects of the service.

- You are kept informed about the service through access to service policies and procedures, newsletters, flyers, play session attendance, email, Shire of Mundaring website – Community/Children's Services and our Facebook page (Family Day Care - Eastern Region)
- The service invites you to contribute ideas and information that supports educators with experiences for children and planning for children's learning, wellbeing and development
- You are also encouraged to comment on the operation of the service and make any suggestions for improvement in service quality; and
- Surveys are carried out inviting feedback from you on all aspects of the service
- You will be advised by the service of policy changes prior to implementation

Visitors to a family day care residence

A visitor's book at educator's residences records visitors during the hours the family day care business is operating. An educator must not leave an enrolled child alone with a visitor.

Please remember to contact our team if you have any questions, concerns or would like a chat about your child or changes to your family circumstances.
We are here to support your family.

T: 9290 6822 E: fdc@mundaring.wa.gov.au