Fairfield City Council
Family Day Care

FAMILY HANDBOOK 2023

FairfieldCity BEST START Education & Care

Fairfield City Celebrating diversity

OUR VISION

Through partnerships, all children and families have access to educational opportunities that strengthen knowledge, ability, and resilience to build foundations for future success

WELCOME, OUR VISION, OUR SERVICE

Welcome to Fairfield City Council's Children & Family Services

As your service provider of choice, we would like to extend a warm welcome to your family and thank you for entrusting us to work in partnership with you to support your child's education and care.

As one of the largest NSW local government providers of early education and care, we are proud of the quality and standard of care and Education delivered to the local community.

This handbook will provide you with key information and help you understand the way Family Day Care operates.

Please read this booklet carefully before your child starts.Our staff are also available to answer any questions you may have at your upcoming enrolment.

You are welcome to drop in and see your child, or speak with your FDC educator at any time. You can also join in our programs - your participation is valued.

FAMILY DAY CARE: OUR SERVICE

We are the leaders in quality education and care for young children in the Fairfield City LGA, with our service rated as Meeting National Quality Standards.

Our children and families are at the heart of our service. Our commitment ensures we take the time to invest in our services and the community, so they can best support, nurture, and empower your child. Doing this goes a long way to ensuring that the children in our care can reach their full potential.

Our services operate with strict adherence to the Education and Care Services National Regulations, the National Law and the National Quality Standard (NQS). For more information about this, please go to www.acecqa.gov.au or ask your FDC educator or staff to discuss these with you.

Our service has been issued a Service Approval (sometimes referred to as a licence) by the NSW Department of Education. Fairfield City Council is the approved provider of this service.

A copy of our Service Approval, Provider Approval and current NQS Rating is on display at the Coordination Unit Office and on every Family Day Care educator's notice board.

Information about our Responsible Persons and Educational Leader of the Service are also on display on our educator's service notice boards.

FDC Statement of Philosophy

"Fairfield City Family Day Care recognise the original owners of the land, the Cabrogal of the Darug Nation. We pay our respects to the Elders of the Darug Nation, past present and emerging. We believe authentic community engagement supports all children to develop feelings of belonging and a meaningful connection to country and community. Authentic community engagement supports all children in developing feelings of belonging and security.

We recognise the high degree of cultural diversity with over fifty-two per cent of the Fairfield Local government area are born overseas from one hundred and thirty-three different countries - our service encompasses the city motto "Celebrating Diversity."

We are committed to supporting children, young people, educators and families within our learning community to achieve their best possible mental health. Through our focus on continuous improvement, and our

policies and practices, we work towards building and maintaining a positive, inclusive and thriving learning community for all.

We respect and value our:

Families by:

Embracing cultural diversity and traditions within our Family Day Care Service by listening to our families, understanding their needs whilst responding in a professional, equitable and timely manner.

We believe that it is beneficial to for children, when families, the Coordination unit, staff and Fairfield City educators work in partnership on aspects of the Scheme and Fairfield City educators program. This reinforces the link between home and the FDC experience.

We believe providing opportunities for family involvement. Through the Coordination unit actively seeking information and feedback, to assist in making the Coordination unit as relevant as possible to all families, educators and children.

We believe positive relationships with families are based on openness and trust, providing a sense of belonging and inclusion

“Children are more likely to be confident and involved learners when their family and community experiences

are recognised and included in the early childhood setting. This assists them to make connections and to make sense of new experiences (EYLF, 2009)".

Children by:

"In early childhood settings, children develop a sense of "belonging" when they feel accepted, develop attachments and trust those that care for them. Through using a holistic learning approach children develop their sense of identity, they explore different aspects of it (physical, social, emotional, spiritual, cognitive) through their play and relationships." (Early Years Learning Framework)

We believe developing secure, respectful and reciprocal relationships facilitates genuine connections with children, encouraging meaningful and sustained learning. Relationships are a core principle of the early years learning framework and an important foundation in Family Day Care.

Inclusive learning environments allow children to become more resilient, aware and understanding of each other's unique differences. We believe all children have individual holistic needs. The coordination unit collaborate with families and educators to ensure educators feel

supported to meet these needs of the children and families. When required we collaboratively work with allied health services to ensure children receive appropriate support.

We believe that children should have a voice through expression of choice, valuing opinions, acknowledging feelings and emotions. This fosters the development and understanding of social development, democracy, independence, resilience, self-esteem and confidence.

We believe that children learn best through play experiences and need opportunities to explore. Through the guidance of the "Early Years Learning Framework" MTOP, NQF 8 Ways of Learning, the coordination unit guides and supports educators to foster children's joy in learning and an eagerness to discover new things.

Environments by:

We believe physical environments are an integral part of the curriculum and act as the 'third teacher'. In relation to **the Reggio Emilia approach** guides and inspires the Family Day Care Coordination unit, an environment should invite initiation and acknowledge children's views and interests.

We believe environments with rich and diverse learning opportunities with a focus on stage appropriateness, allow children to be active contributors to their learning.

Engaging with natural environments supports children in developing stewardship and respect for the environment, while also becoming environmentally responsible.

We believe the home like environment appropriate for various ages and stages; assist in children's learning and development. The coordination unit researches and guides educators to create appealing and engaging physical and social learning environments to positively impact on children' learning.

The coordination team facilitates and supports educators to develop environments that best meet the changing needs of their children.

"When educators create environments in which children experience mutually enjoyable caring and respectful relationships with people and the environment, children respond accordingly." (EYLF)

Fairfield city educators by:

We believe that educators work towards building good relationships with strong communication and consistency in practices. This is with all stakeholders who are accessing or seeking to use the FDC Scheme. Fairfield city educators offer support to families, by sharing information as needed or requested.

The Coordination Unit believe in being positive role models, while respecting the knowledge, experience and skills all educators within the scheme in a professional manner.

We believe supporting and guiding Fairfield City educators to have access to continually seek ways to build professional knowledge and develop learning communities to meet changing needs of the children and families within their service. Educators become co-learners with all stakeholders and value the embedding of Aboriginal and Torres Strait Islander Elders practices and ways of learning to encourage reconciliation within the community.

We believe Fairfield city educators and Coordination unit staff need to continually reflect on our performance against the National Quality Framework to ensure that we are challenging ourselves as Early Childhood Professionals; this leads us to continually improving our practices, relationships, policies and procedures.

Community by:

We believe Fairfield Family Day Care play a vital role within the community by providing support and information to a vast number of families within the Local Government Area and beyond.

For the Scheme to be part of the wider community we believe there should be networking between other community organisations e.g., schools, to include transition to school programmes, community, health services such as psychologist and dental health, libraries, family welfare, fire and police services, etc.

In regard to the FDC Team:

We work closely together as a team to increase the effectiveness of robust communication and promote equality and cooperation. This includes supporting each other professionally, sharing skills, ideas, and knowledge.

We value the experience each member brings to the team with respect and listen to each other's voices. We

collaboratively work together to develop our skills and knowledge.

We value the qualities of being professional, inclusive, consistent, flexible, supportive, and resourceful, creating an authentic rewarding work environment for all.

We believe the use of reflective practice allows for ongoing learning with the intention to gather information and gain insights that support, inform and enrich decision-making.

BENEFITS OF FAMILY DAY CARE

Family Day Care (FDC) educators are early childhood education and care professionals who engage in the principles and practices of the Early Years Learning Framework (EYLF) and My Time Our Place (MTOP) and work within the requirements of the National Quality Framework. They share a commitment to provide the best possible learning environments for children in their care, acknowledging that an investment in early childhood education is the foundation for success in school, career and life.

The benefits of FDC:

- Provide early education and care in a nurturing, natural and flexible home learning environment
- Offer the opportunity for children to form genuine long-lasting bonds with their qualified and passionate early childhood educator
- Can offer care during standard hours, evenings, before/after school, during school holidays and in some cases overnight and weekends
- Offer individualised learning programs for the children they care for
- Can provide education and care for babies and children up to 13 years of age; offering the possibility for siblings to be cared for together, all in one location
- Provide experiences which reflect the diversity of your community
- The Coordination Unit staff are available to assist you with any questions on 9725 0367.

OUR PROGRAM

Our educators offer your child a curriculum guided by the Australian Early Years Learning Framework, which is informed by best practice, current research and underpinned by the importance of nurturing strong relationships with families, children, and the community.

School Aged Care - Our FDC educators that provide school age care use the My Time, Our Place framework. The framework is designed to inspire conversations, improve communication, and provide a common language about children's play. Our educators that provide school aged care have the skills and understanding about the many facets of the children's lives and what it means to support their learning, and care for them in a school aged setting.

The early years are fundamental to a child's emotional, cognitive, and social development.

Research suggests that a quality early childhood education sets a child up for success throughout their school years and even later in life. That is why we are focused on providing our families with quality educational programs to support children's learning and development from birth right through to school age.

In our Progressive Documentation Statement we recognise the individuality of each service and of each child.

Through collaboration of all stakeholders who invest in children's learning we capture the learning of each child through Individual Learning Programs (ILPs), their knowledge, abilities and growing resilience as a reflection of who they are in each learning moment and their unlimited potential for future success.

Creativity and compliance guide the documentation cycle which brings together all aspects of planning into a unified process.

Reflections, observations, ILPs and evaluation of our programs are available each day for families to read, respond to and share.

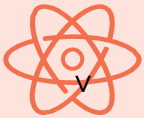
The fundamental components of our program include:

The concept of wellbeing and belonging

Numeracy and literacy

Communication

The visual and performing arts



The sciences and technology

Principles of social justice and equity

Inclusion

The diversity of families

Diversity of ability

The importance of nutrition and physical activity and fitness

POLICIES AND PROCEDURES

As an organisation Fairfield City Council is committed to high quality early childhood education and care, and as such we have several policies and procedures that guide and support staff and educators in their work with children and families as well as the overall management of the services.

All policies and procedures are available for you to read at our services. When an existing policy is updated or a new one is developed, it is circulated to staff, educators, and families for their feedback. We encourage and welcome your feedback and value your input into the development and review of them too.

If you would like any copies of the policies, please speak to your educator or the Coordination Unit Team.

Policy Name/ Number	What are the key things this policy covers?
Enrolment and orientation policy QMPOL-CS-012	• Priority of access guidelines • Enrolment and orientation process • The importance and process to orientation visits
Fee policy QM POL-CS-015	• Requirements for fee payments and bonds; and updating your enrolment • Outstanding fee account
Incident, Injury, Trauma and Illness Policy QMPOL-FDC-076	• Our legal responsibilities to you and your child if they are involved in an incident, injury, illness or trauma • Our reporting obligations under the legislation in the event your child is involved in a serious incident
Safe Sleep and Rest Policy QMPOL-FDC-105	• Catering for the individual needs of children • Catering for children who do not sleep or rest
Child Protection Policy QMPOL-CS-005	• Mandatory reporting explained • Information about court or parenting orders
Delivery and Collection of Children Policy QMPOL-FDC-079	• Responsibilities of families during drop off and pick up times • Procedures in place for late collection of children

Policy Name/ Number	What are the key things this policy covers?
Nutrition Policy QMPOL-FDC-085	• Menu planning and safe food handling • Promotion of healthy eating • Children with allergies or cultural dietary requirements
Medical Conditions Policy QMPOL-FDC-002	• The administration of prescribed and non- prescribed medication and lotions • Management of asthma, anaphylaxis and other medical conditions
Children's Clothing Policy QMPOL-CS-006	• Recommended for appropriate clothing and footwear for children
Sun Protection Policy QMPOL-CS-033	• Sun safe practices in our services
Supervision Policy QMPOL-FDC-090	• Practices and procedures in place to maintain staff to child ratios throughout the day • Ensuring all educators are aware of responsibilities to meet legislative requirements
Acceptance and Refusal of Authorisations Policy Included in: Enrolment and Orientation Policy QMPOL-FDC-081	• Guidelines in place which allow staff to accept or refuse authorisations

ENROLMENT AND ORIENTATION

Enrolment Procedure via HubWorks

1. An enrolment request is submitted

2. Families are e-mailed an offer of enrolment with the link to complete the enrolment form on HubWorks. They are also require to upload documents such as the birth certificate, Medicare care and immunisation statement. All sections of the enrolment marked with a red asterisk (*) is mandatory

3. A confirmation of enrolment is e-mailed to families and they are requested to contact the FDC office to book an appointment for an enrolment interview.

4. During the interview staff discuss the enrolment requirements checklist.

5. After the interview, families will be e-mailed the checklist to sign and return to the office.

6. A copy of the checklist will be e-mail to the educator and care can start.

7. A $40.- registration is also applicable before the commencement of care. Payment can be made by contacting the administration team on 97250393

Orientation visits and settling your child

Your educator will discuss the importance of orientation visits for your child before they start. We encourage you and your child to visit the service at an agreed time before commencing enrolment.

Educators will offer comfort and reassurance to each child in a way that is suited to the child during separation from their family. Families are encouraged to stay with their child for as long as they choose during the settling-in period and on an ongoing basis.

Please understand separation anxiety is completely normal when children first start. Arrangements can be made with your educator that support continuity of care between home and the service. The settling-in process is tailored to meet the needs of individual children and families.

SERVICE PROCEDURES

Signing in and out with Electronic Sign in (ESI)

It is a legal requirement that all children are signed in when arriving and signed out again when they leave the service at the end of the day.

If someone new will be dropping off or picking up your child, please ensure they are aware of the sign in procedure.

Only authorised persons nominated on your enrolment form will be allowed to sign a child in or out at the service. Please let them know we will ask for their photo ID at the time they arrive to collect your child, and will verify their information with what is recorded in the child's enrolment form.

If an authorised person other than yourself will be attending the service to collect your child at the end of the day, you must advise your educator as soon as possible.

If the educator has not been informed, and one of your contacts arrives to collect the child, we will contact you to confirm the arrangement.

Under no circumstances will children be released to:

- any person who does not have photo ID and is unknown to the educator
- a person who is not listed as an authorised person on the enrolment form
- a parent/guardian who is not permitted access according to their child's court orders or
- a parent/guardian whereby the court order limits the parent/guardian's access to the child and the attempted access is not permitted within these orders
- anyone aged under 18 years who is not the parent of the child

Absences

If your child is going to be absent, please ring your educator and let them know as a courtesy.

Excursions and routine outings

Excursions are a valuable experience for children, families, staff and educators as they provide the opportunity to expand and enhance children's experiences, explore different environments and engage in meaningful ways with their communities.

Excursions undergo appropriate planning and risk management to ensure the safety and overall enjoyment of the experience for all.

In the event of an organised excursion or in-service excursion (called incursion), notification is always given to families and permission slips must be signed at least 7 days prior to the excursion date.
On these occasions we welcome the additional help of any family members who wish to join us.

Your educator will discuss any regular outings that may occur for example school drop-off and pick up and library or park visits.

Change to your enrolment on HubWorks

If families wish to change the contract of day/hours at their service one weeks' notice is required to the FDC educator.
Families will be e-mailed the link to complete the Change in Enrolment Days form online
If families wish to withdraw from the service, two weeks' notice is required. Families will be e-mailed the link to complete the Withdrawal of Enrolment Request form online.

* If you have applied to receive child care assistance for the cost of your fees, and are receiving Child Care Subsidy, your child must attend their first day of care for your subsidy to be paid from the starting date stated in your enrolment confirmation. Also, if your child does not attend the last day after giving formal notice to withdraw, no Child Care Subsidy will be paid for any days after the child's last physical attendance at the service.

* This is enforced by a federal government policy, not a Council policy.

FEES AND SUBSIDIES

Security Deposit/Bond

You are required to pay a bond equivalent to two weeks full fees for each enrolled child. Please retain your receipt.

This is held by the educator (not Fairfield City Council) for the duration of your child's enrolment.

This will be adjusted if there are any fee changes, or if your child increases or decreases their days. When days are reduced, the difference in bond is refunded to you by the educator. Bonds are only refunded AFTER your child leaves the service, provided there are no outstanding fees. Your educator will determine the bond amount payable.

Payment of Fees

All educators set their own fees and charges, please discuss this with your educator prior to enrolment.

A fee schedule outlining fee charges will be provided by your educator.

Should your child/children require relocation to another educator, please note that the fees charged may be different.

BEST START

Fees paid to your educator include an administration levy payable to the Co-ordination Unit for administration of the scheme.

The Family Day Care scheme will be deducting the administration levy from the Child Care Benefit paid to your educator.

Fees are payable for every day the child is booked into care. This includes each day a child is not able to attend care due to sickness, holidays or unforeseen circumstances. Fees are not payable when the service is closed.

You are required to keep your fee account up to date at all times.

Non-payment of fees will lead to a termination of the enrolment. If you are having difficulty paying your fees, please discuss this with your educator who may offer a payment plan.

If you fail to pay your fees, the educator reserves the right to take further action to collect the outstanding fees. This may involve giving your personal details to others involved in collecting the fees owed.

If you owe any fees at a Fairfield City Council service, you cannot transfer or enrol your child at another Council service until the outstanding fees are paid. We will also exercise the right to circulate the names of all debtors to all our centre directors and coordinators.

Child Care Subsidy (CCS)

CCS is paid directly to providers and passed onto families as a fee reduction. In order to receive the CCS, you must first be assessed for eligibility.

Three factors determine a family's level of CCS:

1. Combined annual family income
2. Activity test
3. Service type

Please note: Parent 1 on the enrolment form needs to be the one who is assessed for CCS

Full fees are payable until CCS is confirmed. For more information about CCS, please go to www.education.gov.au/child-care-subsidy-1

Late collection fees

Families must ensure that their children are collected from the service before closing time. All services apply a strict policy regarding late collection of children, with continual lateness placing a child's position in jeopardy.

In the event that you or the emergency contact of your child cannot collect your child and are uncontactable, the police will be contacted to collect your child after a 40 minute period.

Relocations

Coordination Unit staff make every attempt to relocate your child to another FDC educator where required. If you relocate permanently to another Fairfield City FDC educator – you do not need to give notice, however we request as a courtesy to your educator that notice is provided. You will need to advise the Coordination Unit to arrange for the relevant paperwork to be provided to your new educator prior to commencing care. Families need to discuss fees with the relocation educator as charges vary.

Relocations may be organised for the following reasons:

- Your current educator does not suit your child's needs
- Your educator is sick
- Emergency care is required.

SAFETY

Safety guidelines

Each FDC educator is required to implement and evaluate an emergency evacuation drill every three months. The drills are performed with the children to help them understand the reasons why evacuation may be needed, as well as their role in an emergency.

Evacuation drill procedures and floor plans are located at each emergency exit point. Fire extinguishers, fire blankets and smoke detectors are also in each service and their locations are depicted on the evacuation floor plan. Please read the evacuation procedure and floor plan so you are aware of the process and the steps we take to ensure your child's safety in the event of an emergency evacuation.

Please remember to sign your child in and out each day as this will assist us in the event of an emergency evacuation.

Educator's requirements

All educators registered with Fairfield City Council FDC will have the following:

- Current Registration Certificate
- Current first aid, anaphylaxis, asthma and CPR training
- Current public liability insurance
- Medical certificate stating they are fit to care for children
- Annual home compliance/safety check
- Current Working with Children check and criminal check
- Family members 18+ years must have Working with Children check and criminal check
- Unannounced visits from the Coordination Unit staff who monitor and support the educators.

HEALTH, NUTRITION AND WELLBEING

Medical and health issues

To assist in managing any medical conditions with your child, we ask that parents:

- Provide proof of immunisation from Medicare. Please note proof of immunisation is required for enrolment
- Keep your child at home when suffering from a heavy cold or possible infectious disease or virus
- Notify the educator immediately if your child is sick or contracts a contagious illness (including head lice)
- Provide a doctor's clearance certificate upon return to the service
- Observe the recommended exclusion periods as set down by the NSW Department of Health
- If your child has had diarrhoea and/or are vomiting they cannot attend the service until all symptoms have subsided and are not present for at least 24 hours
- Observe all of the children and family service health policies and procedures. If you would like a copy please request this from the educator or staff.

When children become ill

If a child becomes ill whilst at the service, the educators and staff will decide an appropriate course of action. If it is determined that the child will need to go home, we will request the child be collected as soon as possible.

A doctor's clearance certificate is required before returning to the service if your child is sent home sick.

First aid treatment

In the event your child experiences an injury, the educator will apply first aid in accordance with their training. The educator will document any first aid treatment which will be need to be signed by you or an authorised person when collecting the child.

For any injuries sustained to a child's head you will be contacted as a courtesy. The child will be monitored closely for any changes in their behaviour.

The educator or staff may seek urgent medical, dental or hospital treatment or ambulance for your child if deemed necessary.

Asthma and anaphylaxis

All staff and educators will have an approved Asthma and Anaphylaxis Management Training (ACECQA) certificate in order to be able to recognise and effectively manage an emergency, and administer medication.

All children with a diagnosed medical condition requiring medication must have

- An allergy or asthma risk minimisation and communication plan in place at all times
- An Asthma Care Plan or Anaphylaxis Action Plan.

Medications

Educators will ensure that any medication being administered
to children has the required documentation completed and the administration is authorised. Any prescribed and non-prescribed medications and lotions must only be administered when
a Medication, Lotion and Consent Dispensing Form is completed.

In the interest of children's safety and well-being, the educator will only administer medication if it is in its original container with the dispensing label attached listing the child as the prescribed person; strength of drug and the frequency it is to be given.

This form applies to all medications, regardless of whether they
are non-prescribed (such as teething gels; nappy creams; cough medicines, etc.) or prescribed (antibiotics etc.); homeopathic; naturopathic or over the counter.

Educators will not administer cough medicines at all to a child unless a letter from the child's doctor is provided.

Infectious diseases

The educator will inform you as soon as practicable if they become aware of any outbreak of a specific infectious disease which has affected or is likely to affect children at the service.

Any outbreaks at the service of an infectious illness will be communicated to families by displaying a notification in a prominent area along with an informative fact sheet on the infectious illness from the book Staying Healthy in Child Care. Procedures in dealing with infectious diseases will be adhered to for the prevention of any outbreaks.

We ask families to:

- Inform your educator if your child has been unwell at home in the past 24 hours, particularly in relation to temperatures, vomiting and diarrhoea
- Assist the educator in reducing the spread of infection by keeping children at home if they appear unwell
- Present a doctor's certificate to the educator if the child is sent home, or recovering from an infectious illness
- Ensure your educator is advised if your child has

Food and nutrition

Some educators provide food within their service. The menus follow the Australian nutritional standards for young children and cover 50 percent of your child's daily nutritional needs. Menus are on display for your information and we would welcome your feedback.

If your child has any specific dietary requirements including allergies, intolerances, behavioural or cultural/ religious, please advise your educator immediately to assist in creating modified diet plans. Please note all services are nut-free zones

Food brought from home

Some educators require families to provide morning tea and lunch for their children. If this applies, the educator will:

- Provide you with information on recommended food and drink for lunch boxes
- Encourage children to eat the more nutritious foods first, i.e. sandwiches, fruit, cheese, and yoghurts
- Discourage the provision of processed foods high in fat, salt and sugar.
- Discard any leftover food
- Store food in the fridge
- Recommend water for drink bottles - juice and milk are not acceptable. Water is available at all educator services.
- Information relating to healthy eating habits are shared with families at enrolment.

What to bring each day

Please bring a bag with 2-3 changes of clothes. Clothing should be appropriate to the season, non-restrictive and suitable for messy play.

We recommend that you label every item of clothing including hats and shoes so that any lost items can find their way back to the rightful owner. If you want to write your child's name on their bag, for child safety, please ensure you write their name on the inside of their bag, and not on the outside where it is visible.

Food should be packed fresh each day in your child's lunch box and placed in the fridge provided.

What NOT to bring

We discourage any toys being brought from home. Please discuss any comfort toys with your educator, and how these might be accommodated.

Sun Protection

Our Sun Protection Policy requires all children (and adults) to always wear a hat during outdoor play. Sun safe hats are provided upon enrolment.

We ask you to apply sunscreen at home or on arrival at your service. It will be re-applied before children participate in outdoor experiences. If families wish to provide their own sunscreen then they must provide it to the service clearly labelled with their child's name.

We ask that you dress your children in sun safe clothing, particularly in the warmer months. Singlet or strap tops/ dresses are not considered sun safe.

Supporting children with additional learning needs

The enrolment interview is a good opportunity to discuss the individual needs of your child, what strategies are successfully used at home, and what supports may be needed to put in place whilst at the service.

Children with additional learning needs are encouraged to fully participate in the program, and a variety of supports can be offered to help achieve this.

Where eligible, funding is also available to provide additional supports to children's learning environment through the federal government's Inclusion Support Programme (ISP). In order for us to provide appropriate education and care we may also request for current and relevant information and reports about your child and any assessments completed by specialised professionals.

Fairfield City Council also has an early intervention service called Fairstart. Fairstart is a registered provider under the National Disability Insurance Scheme (NDIS).

For further information, please call Fairstart on 9725 0114.

PROTECTION AND PRIVACY

Child protection

The safety and wellbeing of every child is paramount therefore we develop policies and practices to ensure this is maintained.

All of our educators and staff are mandatory reporters. This means they are legally bound by the law to make reports to the Department of Communities and Justice of children who are deemed to be at risk of significant harm.
In NSW, mandatory reporting is regulated by the Children and Young Persons (Care and Protection) Act 1998 (the Care Act) and mandatory reporters are guided by the NSW Mandatory Reporter Guide.

Privacy

All Council staff have a responsibility to protect the privacy of children, families and their work colleagues, and are bound by both state and federal legislation. Fairfield City Council staff will not disclose personal information relating to children and families to a third party unless the use or disclosure is required or authorised under the law. A copy of Council's Privacy Policy is available from your FDC Team Leader if you would like more information.

FEEDBACK

Children & Family Services values feedback from families to improve our service delivery and to ensure that we continue to meet your needs.

Feedback may be taken in the form of compliments, suggestions, enquiries, concerns, or complaints.

In the event of a complaint being made, families:

- Are encouraged to speak to their educator or the FDC Team Leader, Sue Skrabanich before contacting Children & Family Services management
- Will receive information on the grievance process via the orientation process, family handbook, via newsletter or noticeboard
- Are asked to adopt a positive approach and empathise with the other person's perspective. If the issues are complex, or there are a number of factors being raised at once, it may be beneficial to make notes or provide the grievance in writing
- May handle grievances directly in person or indirectly via phone or a letter addressed to the FDC Team Leader if a parent/guardian is unhappy with the result reached, concerns may be directed towards Children & Family Services management on 9725 0393.

We hope this booklet has informed you as much as possible, please speak to FDC staff if you have any other questions on 9725 0367.

CHILDREN AND FAMILY SERVICES

CHILDREN AND FAMILY SERVICES

GENERAL ENQUIRIES 9725 0393
cfsadmin@fairfieldcity.nsw.gov.au

LONG DAY CARE

CABRAMATTA
EARLY LEARNING CENTRE
50 Eurabbie Street (corner Sussex Street), Cabramatta
9725 0207

CANLEY VALE EARLY LEARNING CENTRE
1 Pevensey Street,
Canley Vale 9725 0264

ST JOHNS PARK
EARLY LEARNING CENTRE
41 Canberra Street,
St Johns Park 9725 0227

WAKELEY EARLY LEARNING CENTRE
24B Humphries Road,
Wakeley 9725 0270

WETHERILL PARK
EARLY LEARNING CENTRE
Stockland Town Centre,
561-583 Polding Street,
Prairiewood
9725 0342

PRESCHOOLS

FAIRFIELD PRESCHOOL
Fairfield Public School, Smart Street, Fairfield 9725 0128

MARLBOROUGH STREET PRESCHOOL
50A Marlborough Street, Smithfield 9725 0212

BOSSLEY PARK PRESCHOOL Bossley Road, Bossley Park
9725 0202 | 0418 667 556

SMITHFIELD WEST PRESCHOOL
Smithfield West Public School Wetherill Street, Smithfield West
0437 145 805

MOBILE PRESCHOOL
Cabramatta Public School, 7 Levuka Street, Cabramatta, Monday-Wednesday 0418 202 678 Cabravale Leisure Centre Broomfield Street, Cabramatta, Thursday to Friday 0418 202 678

MULTIPURPOSE SERVICES

BONNYRIGG EARLY LEARNING CENTRE
28 Bonnyrigg Avenue, Bonnyrigg 9725 0297

JANICE CROSIO EARLY LEARNING CENTRE
27 Belfield Road, Bossley Park 9725 0346

BONNYRIGG HEIGHTS EARLY LEARNING CENTRE
Corner of Simpson Road and Chopin Close, Bonnyrigg Heights
9725 0234

TASMAN PARADE EARLY LEARNING CENTRE
74 Tasman Parade, Fairfield West 9725 0238

FAMILY DAY CARE

FAIRFIELD CITY FAMILY DAY CARE (HOME-BASED CARE)
1 Pevensey St, Canley Vale NSW 2176
fdc@fairfieldcity.nsw.gov.au
9725 0367

FAIRSTART EARLY INTERVENTION

FAIRSTART EARLY INTERVENTION (NDIS)
fairstart@fairfieldcity.nsw.gov.au
9725 0114

SUPPORTED PLAYGROUPS
playgroup@fairfieldcity.nsw.gov.au 9725 0116

We have over 35 experienced Family Day Care educators located within the Fairfield LGA, please call the Coordination Unit for locations on 9725 0367.