



# Greater Shepparton Family Day Care HANDBOOK



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# PHILOSOPHY

## PRINCIPLE

*“As leaders in our community we will strive to deliver inclusive early childhood services that support all children and their families so that they can become active and effective members of our community”*

### **Our Mission Statement is:**

*“We are innovative, visionary, passionate and effective leaders in the community, advocating for and committed to giving children the best possible start in life.”*

## Guidelines

- We acknowledge the importance of the child's family as the first and most significant influence in their child's life.
- We respect and value the experience, skills and commitment of our team of professional early childhood educators.
- We believe and work within the Declaration of the Rights of the Child. (1959)
- We are guided by the National Quality Framework.
- We believe in and are guided by the Early Childhood Code of Ethics in its entirety.
- We work in conjunction with Greater Shepparton Council Plan 2009-2013.
- We work by the values of Greater Shepparton City Council – Leadership, Integrity, Respect, Innovation and Team Work.
- We abide by the Education & Care Services National Regulations 2011 and Education and Care Services National Law Act 2010
- We believe in striving for best practice in all we do

### **Greater Shepparton Family Day Care's Commitment**

We will support all children;

- To make meaning of their world and develop and define their own identities
- To recognize their sense of belonging through maintaining strong and healthy relationships

We support each other our families and the community we live in by;

Building strong connections and being the best we can be.

\* Collaborating \* Learning \*Participating \* Reflecting

### **Sources and Reference Tools**

- Belonging, Being and Becoming: The Early Years Learning Framework for Australia
- Victorian Early Years Learning and Development Framework: For All Children from Birth to Eight Years
- Australian Early Childhood code of Ethics
- Declaration of Rights of the Child 1959
- Greater Shepparton Council Plan 2009-2013
- Education & Care Services National Regulations 2011
- Education & Care Services National Law Act 2010
- My Time Our Place

Reviewed August 2015

Dear Parent/Guardian,

Welcome to the Greater Shepparton Family Day Care Service ☺

This is your Family Day Care Parent Handbook. It has been designed to give you an overview of the Family Day Care Service and assist with answering your questions.

Please read this handbook carefully. The handbook is yours to keep for an easy reference should you have any questions about the day-to-day operations of the Service.

**Thank you for choosing Greater Shepparton Family Day Care!!**

## **WHAT IS FAMILY DAY CARE?**

Family Day Care is regulated under the National Law Act and the Education and Care Services National Regulations 2011. We are an approved service registered to provide Child Care Benefit & Child Care Rebate.

We provide quality childcare in educator's homes by abiding by the National Quality Standards. We are funded by the Department of Education.

Our curriculum is derived from the Early Years Learning Framework which we consider to be embedded in our practice.

Greater Shepparton Family Day Care is one of a range of services provided by the Greater Shepparton City Councils Children and Youth Services Department.

## **EARLY YEARS LEARNING FRAMEWORK**

Belonging, Being, Becoming

**Outcome 1:** Children have strong sense identity

**Outcome 2:** Children are connected with and contribute to their world

**Outcome 3:** Children have strong sense of well being

**Outcome 4:** Children are confident and involved learners

**Outcome 5:** Children are effective communicators

Educators will maintain detailed observations and analysis of your child/children's learning. You are welcome to view these whenever you wish.

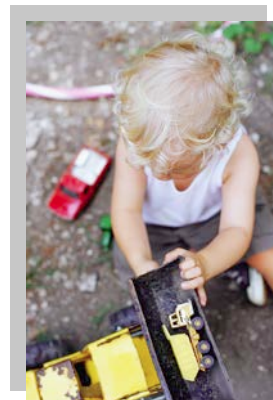
## **HOW DOES FAMILY DAY CARE OPERATE?**

Family Day Care consists of a coordination unit and a team of approved educators who provide education and care to children from home. Our educators are independent contractors that are registered with Greater Shepparton City Council.

### **The Coordination Unit**

The coordination unit is made up of qualified Early Childhood Educators, who in conjunction with City of Greater Shepparton Children & Youth Services Management, work to ensure that Commonwealth Government funding conditions are met, regulations are adhered to, policy and procedure requirements are met and national quality standards are observed.

The coordination unit approves the registration of educators and regularly visits the educators' homes to monitor and support the care arrangements. The coordination unit also provides a resourcing role for the educators, children and families.



## **The Educators**

The educators operate their own business at home providing quality childcare to small groups of children in a friendly, secure, family environment and aim to enhance all areas of development.

### **HOW ARE EDUCATORS SELECTED?**

The quality of care and the safety and wellbeing of the children is our first priority. Educators are carefully selected through interview and reference checking procedures, using comprehensive selection criteria and then attend an in depth 3 part orientation procedure.

All educators are required to:

- Provide current Criminal Record Checks for themselves and every member of their household aged 17 years and over.
- Provide a Working with Children Check for themselves and every household member aged 18 years and over.
- Maintain current First Aid, Asthma & Anaphylaxis Certificate and annual CPR updates.
- Maintain current Family Day Care specific public liability insurance to cover all aspects of their family day care business.
- Allow their homes to be checked annually by the coordination unit using the service's "Safety and Hygiene check" and be welcoming to regular scheduled and unscheduled visits.
- Be enrolled in a minimum of Certificate III in Children's Services and consistently working towards completing.
- Attend all initial orientation sessions and attend ongoing compulsory training to meet service standards and those set out within the National Quality Framework.

### **POLICIES AND PROCEDURES**

Educators are required to work within the guidelines of the service as outlined in the Children's Service's Policy, Practice and Procedural guidelines. Copies of individual policies are available to parents on request from the Family Day Care office or from your educator.

### **HOW MANY CHILDREN ARE ALLOWED IN CARE?**

The number of children in care is limited to "seven children, four of whom are under school age" (this limit includes the educator's own children under 13 years of age). This means that there are a maximum of 4 pre-school aged children in care during school hours and a maximum of 7 children out of school hours e.g. before/after school, school holidays.

### **FLEXIBLE HOURS OF CARE**

Family day care is a wonderful childcare option for all families, especially those who need childcare outside the time limits provided by other approved childcare services. Family Day Care is available Monday to Sunday across 24 hour periods.

### **HOURS OF OPERATION**

The Greater Shepparton Family Day Care Service is open every day of the year. Educators set their own hours of operation according to their individual circumstances.

The Family Day Care office is open 8.15am – 5.00pm Monday to Friday all year except for public holidays and the week between Christmas and New Year.

## PROFESSIONAL DEVELOPMENT

Every year we encourage the educators to participate in at least 2 professional developments. We believe that we can all learn new skills and support our educators to continue to learn and develop their skills.

## WHAT ARE THE BENEFITS OF FAMILY DAY CARE?

- Same group care for siblings
- Play sessions
- School delivery and pick-up
- Flexible hours of care
- Outings/excursions
- A quality educational program
- Flexible routines
- Kindergarten delivery and pick-up
- Care during school holidays.
- Small groups
- Personal space
- Participation in the community



## ENROLMENT FORMS, PLACEMENT AGREEMENTS & FEE CHARGES

Your enrolment form is located in your enrolment pack. We have a regulatory requirement to ensure all children in our service have a fully completed and up to date enrolment form.

Enrolment forms will be renewed annually to ensure the coordination unit has current information about the children in care.

All children's records are stored confidentially.

Parents/Guardians may access their child's records, including observations taken by the fieldworkers on visits to the educator's home, on request.

A placement agreement is also included for you to read and sign and return with your enrolment form to the office. This outlines your agreement for care with Greater Shepparton Family Day Care on behalf of your chosen educator. A copy of the fee schedule is also included outlining all fees and charges. A booked hours form is also included.

Before commencing care, you are required to prove your child is up to date with their immunisations with an Immunisation History Statement. This can be obtained from Medicare either in person, via telephone request or downloading online at [mygov.com.au](http://mygov.com.au)

## HOW MUCH DOES FAMILY DAY CARE COST?

Each educator is set on a fee schedule in conjunction with the coordination unit according to their experience, qualifications, environment and services they offer.

Coordination unit staff can assist in fee estimates after you received the educator's fee schedule.

## WAITING LIST/PRIORITY OF ACCESS

Family Day Care staff aim to place all children in care. However, when demand exceeds supply they are obliged to allocate spaces available to those families with the greatest need for childcare support. The Commonwealth Government has provided the following guidelines for determining the priority of access of care.

Priority One:                    **Children at risk** - A child at risk of serious abuse or neglect

Priority Two:                    **Work Related Care** - a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the "A New Tax System (family Assistance) Act 1999".

Priority Three:        **Any other child.**

Within the three categories priority should also be given to the following children:

- Children of Aboriginal or Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families with culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

**WHAT HAPPENS AT THE PARENT/EDUCATOR INTERVIEW?**

The aim of the interview between the parent and educator is to determine whether the childcare placement will be suitable for both parties involved.

The interview gives the educator and the parent the chance to meet and discuss the details of care required. The parent also has the chance to see the care environment and observe how the educator (and their family) relates to the child.

Parents should use this opportunity to ask the educator about the care:

- What activities are provided?
- What are the routines?
- How is children's behaviour managed?
- Where will the child play and sleep?
- Who will provide the food?
- Who lives in the household?
- What are the educator's fees and conditions of payment?
- Does the educator have minimum booked hours?



Parents should also discuss their expectations of care, the child's needs, diet, likes, dislikes and routines. They should discuss any allergies, medical requirements or particular needs.

It is also important to discuss whether or not an infant is being breast fed and how they intend to manage the feeding of the infant in care.

If the parent's cultural background or religious beliefs are different from the educator they should discuss relevant cultural practices with the educator.

During the interview parents will determine whether the educator is suited to their family's needs and the educator will assess his/her ability to provide appropriate care for the child whilst meeting the routines and needs of other children in their care.

If the educator and the parent are both satisfied with the placement the educator will complete a booked hour's form.

If it was determined by either party that the placement would not be the best outcome for the child then coordination unit staff would refer the parent to other available educator/s.

**Please note:** It is important that parents allow time for the child/ren to become familiar with the educator before care begins and an appropriate orientation program can be discussed with the educator.

## **COMMUNICATION AND COOPERATION WITH THE EDUCATOR**

Once your child/children begin care it is important that parents/guardians form a partnership with the educator to provide individualized, quality care for your child/children.

Parents/Guardians should:

- Clearly establish precise hours and days that care is required.
- Communicate openly to the educator about your child.
- Notify the educator if you are going to be later than usual to leave or collect the child.
- Be prepared to accept responsibility for the child's actions when you are present.
- Encourage the child to respect the educator's property.

## **RESPECTING THE EDUCATOR'S PRIVACY**

Educators are required to keep all matters relating to children and families completely confidential. It is also very important that parents/guardians protect the educator's privacy by keeping personal and family details confidential.

**Do not give out your educator's phone or address details. Please refer anyone interested in commencing family day care to the coordination unit.**

## **WHAT TO PROVIDE FOR THE CHILDREN?**

The coordination unit requires parents to provide children with:

- Comfortable casual clothing and shoes so that children can move freely and safely indoors and out. Provide clothing that the children will not be afraid to get dirty during messy play.
- A full change of clothes.
- Our Sunsmart policy requires all children to wear hats that protect a child's face, ears and neck as well as sunscreen whenever the UV level reaches 3 or above. Please assist us to protect your child from skin damage due to harmful UV rays by providing an appropriate hat and SPF 30+ broad spectrum, water resistant sunscreen. Protective clothing and sunglasses are also encouraged.
- We also encourage active outdoor play during winter so please provide a coat, a warm hat and waterproof shoes.

## **WHAT SHOULD PARENTS PROVIDE FOR BABIES AND TODDLERS?**

1. Parents are responsible for the supply of nappies. Educators will place soiled clothes in a plastic bag for parents to take home and launder.
2. Parents should provide any special creams, ointments, powder or medication that the child/children may need, and ensure they fill out required authorization forms.
3. Special foods or formulas should also be provided by the parent.

***Please ensure that you provide sufficient nappies, plastic pants, bottles, dummies, formulas etc. for the time your child is in care.***

## **FOOD AND DRINK**

Family Day Care promotes nutritious, healthy food for growing bodies. We actively follow recommendations of the Australian Recommendations as described in Get Up and Grow.

If the educator provides the child's meals and snacks a weekly menu will be displayed. If the parent provides meals/snacks for the child, the parent must prepare enough nutritious food to sustain the child through a busy day.

Please note: the educator may charge for extra food if insufficient food is provided by the parent.

If the child is on a special diet or has food allergies, the parent should inform the educator and provide appropriate alternative foods.

***Family Day Care also recognizes the importance of breast feeding to the health and wellbeing of the infant and encourages breast feeding where ever possible.***

If you breast feed your child, please communicate openly with your educator about your needs.

- Do you plan to return to your educator's home and breast feed your child throughout the day?
- Do you intend to express milk so that the baby can be bottle fed in care?
- Are you planning to wean your child before care begins?

Whatever method you choose we do encourage you to establish this method as a regular part of your child's routine before care begins. Then your child will be used to the method of feeding and more likely to settle in care.

## **CELEBRATIONS**

Educators welcome celebrations of children's birthdays or special events. If you provide a cake or special food for all the children in care to share, please provide a list of ingredients to the educator if homemade, or keep it in the original packaging with the ingredients available.

## **IF YOUR CHILD IS GOING TO BE ABSENT**

Please contact your educator as soon as possible if your child is not attending care due to illness, annual leave or if you have a rostered day off. This allows for the educator to plan their day and alter excursions or activities as required.

## **WHAT WILL THE CHILDREN DO IN CARE?**

Family Day Care educators provide a wide range of planned and spontaneous activities and experiences.

### **Inside the home**

The children will be offered a variety of activities, books, craft, music, messy, intentional and spontaneous learning experiences that are appropriate to their age and interest. They also have the opportunity to experience simple household tasks e.g. preparing food or setting tables, drying dishes. These build a child's self-esteem and sense of belonging, sense of contribution and self-reliance.

### **Outside the home**

The educator will enhance the child's health and wellbeing by providing activities, games and free play tailored for the individual child as well as group activities. The children may also be involved in simple gardening activities or other outdoor tasks with the educator.



## **Outings/Excursions**

One great advantage of family day care is that children are not confined to one building during their hours of care. Family day care children are able to experience their local community whilst being safely supervised in a small group by their educator.

- **Routine Excursions** – The educator will discuss outings (routine excursions) with the parent at the initial interview. These are outings which commonly occur as part of the educators routine e.g. walks, visits to the local park, play sessions, supermarket, post office etc. Parents will be required to sign a routine excursion form annually. The coordination unit will keep a list of all routine destinations for each educator updated annually.
- **Non-Routine Excursions** – Are excursions which do not occur as commonly as routine excursions. Written consent is required from the parent and each non-routine excursion will be discussed with the parent before it occurs. 24 hours' notice will be provided before any non-routine excursion.

**Please Note: The educator is required to follow the service's policies and procedures and to actively supervise the child/children at all times. Risk assessments are completed before every excursion.**

## **CONSENT TO GIVE MEDICATION**

No medication, cream or lotions can be given/applied to the child unless written authority is provided. If the educator is to administer medication, parents are required to complete a **Medication Authorisation Form** with relevant details and authorized signature. Educators are not to give a child the first dose of any medication. This is in case an allergic reaction occurs.

***If a child does require medical attention whilst in Family Day Care, parents will be responsible for all related costs.***

## **TRANSPORT**

Individual arrangements are made between the educator and parent regarding travel arrangements whilst the child is in care. If the educator is required to drive a child to or from school or kindergarten or to a particular venue or event, a fee will be charged. (Refer to educator's fee schedule) Children may only be transported by car if appropriate restraints are available.

## **NON-AUTHORIZED PERSONS**

If the parent or an authorized person (i.e. a person recorded on the enrolment form) is unable to collect a child the parents must advise their educator of the person to collect the child. The person collecting the child will then be required to provide photo identification (e.g. driver's license) before the educator may release the child into their care.

## **CHANGING BOOKED HOURS AND DISCONTINUING CARE**

If your circumstances change and you need to change your booked hours, please speak to your educator and they will assist you to fill out a new form. 2 weeks' notice must be given to educators if you are needing to cease care. Children must attend on their last day of care to be eligible to receive CCB. If your child does not attend on the last day, full fees will be charged.

## **PARENT PARTICIPATION**

The Family Day Care service emphasizes the importance of informing and consulting with parents and educators regarding the policies and procedures and the day-to-day running of the service.

This is done through regular newsletters, coordination unit surveys of parent opinions and satisfaction levels throughout the year and regular phone calls or emails.

Family day care field leaders will also contact you after visiting your child/ren in the first few weeks of care commencing and will keep you informed about your child's progress and wellbeing in care through emails and phone contact.

Parents are encouraged to share any talents they may have with their educator 😊😊

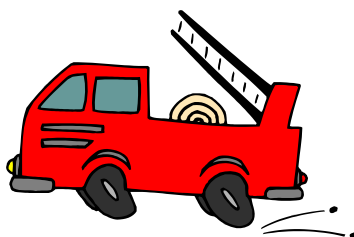
### **CHANGING EDUCATORS**

If you need to change educators you must fulfill your contract agreement with your current educator, e.g. give two weeks' notice and pay your fees for this period.

If starting care with a new educator within the two week period of giving notice you will be required to pay the full cost of care with no rebate to the second educator.

### **FIRE SAFETY**

Upon recommendation from the CFA and Department of Education, individual educators may cease care on catastrophic fire danger days in accordance with their individual fire plans.



### **EDUCATOR'S FEE SCHEDULES**

Each educator will provide their fee schedule during the initial interview with the parent.

Each educator will apply their fee schedule consistently and equitably to each parent using their care.

### **FAMILY DAY CARE PARENT ADMINISTRATION LEVY**

The service charges parents/guardians a levy of:

\$21.00 per child per week for all children under school age

\$10.50 per child per week for before and after school care attending 1-3 days per week

\$21.00 per child per week for before and after school care attending 4-5 days per week

\$21.00 per child per week if they are school age attending for a full day of care or school holidays

This levy is added to the parent fee and collected by the educator on behalf of the family day care service.

**In cases of temporary financial hardship due to exceptional circumstances, families can contact the Family Day Care Service Leader for assistance.**

### **TYPE OF BOOKING**

Booked hours are the hours of care negotiated between parents and educators. Family Day Care offers two different types of bookings:

- **Regular Bookings**
- **Casual Bookings**

**Regular bookings:** Are on-going bookings that are booked in advance on a Booked Hours Form.

**Casual Care:** Any separate period of care that is not a regular booking is considered to be casual care and is charged at a higher rate.

If a parent/guardian gives adequate notice of cancellation (up to the night before care is required) no holding fee will be charged. If casual care is cancelled on the day it was required a 100% holding fee will be charged. Casual care is booked as required.

For example, if a parent has a regular booking from 8.00am – 5.00pm but asks to extend to 6.00pm, the extra hour would be considered a casual booking and may be charged at the casual rate.

For more information regarding casual care please refer to your educator's fee schedule.

## **HOLDING FEES**

If a child has a regular booking and is absent from care a 100% holding fee will be charged.

Parents/guardians are expected to keep to the times specified on the booking form. If they are unable to do so, parents must notify the educator in advance. If the educator is unavailable it is the parent's responsibility to ensure that their child is collected at the booked time.

### **Holding Fee And Absence Explanations:**

*Holding Fees are fees charged to reserve a child's place when that child is absent on a day he/she would normally attend.*

### **Absent Days:**

*Child Care Benefit is only available to eligible families for a total of 42 absent days per financial year. Additional absences will be charged at the full fee rate. Additional absences can be approved with appropriate documentation, such as medical certificates. Please contact the coordination unit for more information.*

### **Before and After School Care (School Term Only)**

- *Before and After School Care fees will be charged on an hourly basis e.g. if your child is in care from 3:30pm – 5:00pm, or from 3.20pm – 5.05pm, then 2 hours may be represented on the booked hours form.*
- *Children are deemed to be school age as from 6 years and are charged accordingly. If your child is at school earlier or a late school entry it is your responsibility to inform the FAO on 136150.*
- *If a child is regularly booked for Before and After School Care during the school term then a holding fee will be charged for non-attendance.*
- *Curriculum Days, School Camp and Public Holidays during term are considered nominated school days and a holding fee will be charged.*
- *No Before and After School Care holding fee may be charged in a school holiday period.*
- *If parents require the child/children to walk/bus/ride or be otherwise unaccompanied by the educator between school and the educator's home an unaccompanied travel form must be completed*

**Kindergarten Attendance:**

The educator is entitled to charge for the time a child is at kindergarten. Child Care Benefit is available to the parent for the time a child is at kindergarten if:

- the educator is available to care for the child should the educator be contacted whilst the child is at kindergarten, and
- the educator charges the family a fee for the time child is at kindergarten and the child would be in the educators care if he or she were not attending kindergarten.

**24-Hour Care:**

For more information on 24 hour care please speak to Family Day Care Coordination Unit staff.

**Late Arrivals:**

- Parents are required to notify the educator if their child will be arriving late. Educators are not expected to be available if the child arrives more than an hour later than the booked time without notice.
- A holding fee will be charged for booked hours that day.

**HOW DOES THE FAMILY DAY CARE PAYMENT SYSTEM WORK?**

Every fortnight the educator and Parent/Guardian complete a timesheet for each child in care. Parents/Guardians will need to;

- Sign and time the exact arrival and departure times each day as they occur

Timesheets are processed fortnightly and the Child Care Benefit and if nominated, the Child Care Rebate component of the parent fee is paid to the educator. Parents are required to pay the educator the out of pocket cost.

**PAYMENTS:** Payment must be made to each educator in accordance with the placement agreement. Educators will notify the Family Day Care office if payments are not made and cease of care and debt collection processes will follow according to the Fee policy.

**MULTIPLE CHILD PERCENTAGES FOR CHILD CARE BENEFIT:** A family with more than one child attending care across other services can receive Child Care Benefit at a multiple child rate if we are appropriately advised by the parent.

***Parents must notify the coordination unit by completing the section on the timesheet fortnightly if their child/children are using other services for the multiple child percentage to be applied.***

**RECORD OF PAYMENT:** Parents/Guardians will be asked to initial a record of payment for any cash transactions with their educator. EFT and direct debit payments can be identified through bank records.

The coordination unit will issue a statement of Child Care Benefit and Rebate every quarter to your nominated mailing address on your enrolment form.

***If a family's circumstances change at any time, it is the parents' responsibility to notify the Family Assistance Office.***

## **CHILD CARE BENEFIT (CCB) & CHILD CARE REBATE (CCR)**

CCB helps with the cost of approved or registered care.

CCR covers up to 50% of out of pocket child care expenses for approved child care, up to an annual limit per child, in addition to any other child care assistance.

*To find out your entitlements please contact Family Assistance on 13 61 50 or visit the website on [www.humanservices.gov.au](http://www.humanservices.gov.au)*

## **WHAT IF MY FAMILY DAY CARE EDUCATOR IS UNABLE TO PROVIDE CARE ON A DAY MY CHILD ATTENDS?**

There may be times when your Family Day Care Educator is unavailable to provide care, possibly due to annual leave, sick/family leave etc. Parents may contact the Coordination Unit if care is required. While all attempts will be made by the Coordination Unit to find alternative care, this cannot be guaranteed.



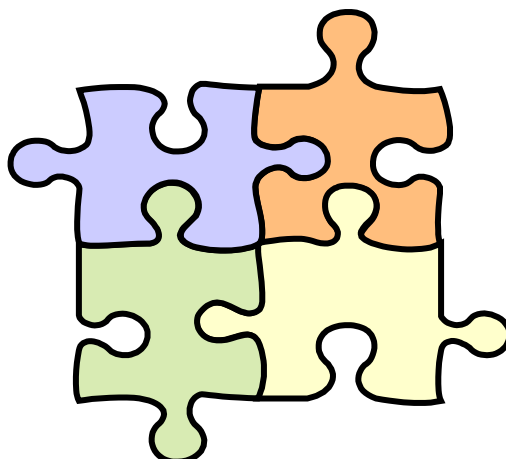
## **ANAPHYLAXIS & ASTHMA MANAGEMENT**

***Anaphylaxis Management Plan Notice & Asthma management – to be updated annually.***

Greater Shepparton City Council's early childhood services have a number of practices as part of their anaphylaxis management plan and asthma management. These include:

1. An extensive medical conditions policy that is available to families at the service and educators homes.
2. Asking parents upon enrolment whether their child has:
  - Allergies and consequently is then at risk of anaphylaxis.
  - Asthma
3. Completing a risk minimization plan for each child to assess and minimize risks of anaphylaxis and asthma.
4. Notifying all parents, families and visitors at the services that child/children at risk of anaphylaxis attends the service by displaying action plans.
5. Ensuring an open communication plan that:
  - Facilitates ongoing communication between the early childhood service and families of the child at risk of anaphylaxis so all parties have up to date information and risks of anaphylaxis are minimized.
  - Informs all families, staff, relief staff, volunteers, students and visiting early childhood professionals of the anaphylaxis management plan and anaphylaxis policy of the service.

Please feel free to read the services Medical Conditions policy at any time if you have further questions.



**GREATER SHEPPARTON CITY COUNCIL  
AGED AND CHILDREN'S SERVICES**



**PRIVACY STATEMENT**

Greater Shepparton City Council believes that the responsible handling of personal information is a key aspect of democratic governance and is committed to protecting and respecting the privacy of your personal information. Please refer to Council's Information Privacy Policy held at all Children's Services for more information.

The Council is committed to full compliance with its obligations under the Information Privacy Act 2000 (Vic) and Health Act that establish the benchmark for how personal information should be handled. Council Services will comply with the Information Privacy Principles contained in these Acts. These principles have been embraced by Family and Children's Services as part of our standard service delivery procedures.

This means that all personal information that enters our service is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times. Council will endeavor to maintain a secure system for storing personal information.

Technological and operational policies and procedures are in place to protect information from misuse and loss from unauthorized modification or disclosure. This includes storing sensitive information regarding children, parents, staff and educators in a secure location. It also means that Council services will dispose of personal information, where it is no longer necessary to fulfill the purposes for which the information was collected or as required by law, in an appropriate manner.

In order to provide early childhood services, we ask you to provide information including child and family names, child's age (date of birth), address, next of kin information, developmental and health information. Other information required such as your country of birth and languages spoken at home is also required to assist in delivering services and is a part of Council's accountability with funding bodies. Council may also hold limited financial in relation to fees, fundraising etc.

Council may, from time to time, disclose some of this personal information to the State and/or Federal Government or their agencies. This will be done for the purposes of funding accountability. Generally this information is non-identifying. The State and Federal Governments are also subject to laws dealing with privacy and have policies that are designed to safeguard your personal information.

If you have any queries or concerns about the handling of your personal information please contact your Centre or Council's Privacy Officer on 5832 9871.

If you believe that your personal information is inaccurate, incomplete or out of date, you may request the Council to correct the information. Your request will be dealt with in accordance with the Act.