



Kath Dickson Family Day Care  
**PARENT HANDBOOK**

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# WELCOME

On behalf of our team, I would like to welcome you and your family to Kath Dickson Family Day Care.

By selecting Kath Dickson Family Day Care as your child care service, you have chosen a service that is flexible, affordable and of high quality. We look forward to being part of your family's journey and will endeavour to provide the very best care for your child.

The Kath Dickson Family Day Care philosophy is as follows:

- Our service believes that children and families are the cornerstone of our community.
- Children have the right to belong in safe, secure environments where they can develop a strong sense of identity.
- We believe in fair and inclusive practices that support culture, individuality and diversity.
- We promote language rich educational environments, with a variety of experiences that engage children in their own learning.
- The holistic development of children is enhanced as their needs and interests are responded to positively.
- We advocate strongly for the co-participation of children, families, educators, coordinators and members of the wider community to prepare children for their future in society.
- We endeavour to build strong relationships with all stakeholders and act as a role model to promote sustainability and an awareness of environmentally friendly practices.
- Together we believe we can make a difference as we continue to encourage our children, families, and community.

We look forward to welcoming you to the Kath Dickson family and sharing this journey with you. Please do not hesitate to contact our Family Day Care Coordination team if you have any questions relating to the care of your child.

## *Service Manager*

*Kath Dickson Family Centre*

## TOOWOOMBA & SUNSHINE COAST SERVICES

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# WHAT IS FAMILY DAY CARE?

Family day care is an approved form of child care that is provided in an educator's own home, under the guidance of a family day care service.

Family day care operates under the same National Quality Framework (NQF) as centre-based child care and parents are eligible for child care subsidies. However, rather than being in a centre, education and care is provided by an educator from their own home. This setting, combined with the small group size (maximum of four children under school age) provides a familiar, safe and secure learning environment in which young children can thrive

## FAMILY DAY CARE EDUCATORS

Your Kath Dickson Family Day Care educator is the primary carer of your child. All educators must hold, or be working towards, minimum of a Certificate III in Early Childhood Education and Care and have undergone a thorough recruitment and training process to become registered with us. They must also hold a current Blue Card (Working with Children), and undertake police check prior to commencement.

Educators are required to maintain and demonstrate consistent quality child care practices in accordance with the following: National Quality Framework;

Early Years Learning Framework and Framework for School Age Care

Education and Care Services National Law Act (2010) Education and Care Services National Regulations (2011) National Quality Standards

health and safety standards, and;

our service policies and procedures

Educators develop a program that contributes to the following outcomes for each child:

- 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

Educators are required to ensure their environment has:

- a safe outdoor play area including appropriate shade
- adequate fencing
- sufficient space available indoors
- access to sufficient furniture, common materials and developmentally appropriate equipment
- adequate ventilation and natural light and the environment is maintained at a comfortable temperature
- age appropriate resources
- appropriate sleeping facilities for each child
- an emergency evacuation plan in place and displayed prominently, which is regularly rehearsed
- met the service's Health and Safety Standards
- no smoking within 5 metres of the property.

### DID YOU KNOW?

Kath Dickson Family Day Care has been operating since 1975, making it Queensland's first and most experienced family day care service.

## FAMILY DAY CARE COORDINATORS

In order to operate a family day care business, educators need to be registered with a family day care service, such as Kath Dickson Family Day Care, which is responsible for approving, supporting, training and advising them.

Kath Dickson Family Day Care Coordinators are the initial point of contact between families and educators, and work closely with educators to ensure they maintain the high standards required for continued registration.

Coordinators provide educators with information, training and any other support needed to appropriately provide education and care in their service. They maintain regular contact through home visits and play sessions.

Coordinators are available during office hours Monday - Friday to discuss any concerns you may have arising from your child care arrangements.

Kath Dickson Family Day Care Coordination Units are based in the Toowoomba and Sunshine Coast offices of Kath Dickson Family Centre.

Feel free to give us a call on: 1300 336 345

After-hours number: 0458 580 519

## MANAGEMENT OF THE SERVICE

Kath Dickson Family Centre is the approved Kath Dickson Family Day Care service provider and licensee.

As a community based, non-profit organisation, Kath Dickson Family Centre is managed by a voluntary Board of Directors responsible for ensuring the service is operating effectively within the guidelines of the Federal and State Governments. The Service's Compliance History Log and Quality Improvement Plan is available upon request.

## BEFORE STARTING CARE

From now on you will be sharing the care and responsibilities for your child with someone else, your family day care educator. In order to promote a sense of security and belonging for your child it is important that both educators and parents show sensitivity, respect and understanding to each other's families, households and needs.

### SETTLING INTO CARE

Take time to get to know your educator and to visit the educator's home before leaving your child for the first time. This helps to establish trust and confidence for both your child and yourself.

You may like to discuss leaving your child for short periods of time to help them to get used to the idea that you will come back and collect them.

Family day care experiences have shown that parting is most successful when done in a positive, cheerful manner. Saying good-bye and indicating that you will come back later, will help reassure and settle your child.

Talk to your educator daily about how your child is settling and progressing. You are most welcome to phone during the day to see how your child has settled. Taking a favourite or familiar item and being regular with arrival and departure times will also help your child adjust to the new situation.

Share information with your educator about your child, such as their likes and dislikes and important people and events in their lives. Religious or cultural traditions and beliefs that guide the way you bring up your child may be unfamiliar to the educator. Sharing ideas will help the educator understand your values and meet the needs of your child.

### CLOTHING

With our very changeable weather, it will be necessary to provide for your child's comfort both indoors and outdoors, with clothes for both warm and cold days. Layers are best so that children are warm enough first thing on a colder morning, not too hot during the day, and the items are put back on later in the day when the temperature cools down. SunSmart standards of clothing are recommended for Queensland's climate.

Thought should be given to appropriate dress for play and outings. Children can become very distressed if they are the only ones not 'dressed' to go out, and also frustrated if they cannot join in play for fear of spoiling their clothes.

Hats need to protect the face, neck and ears; clothing should be loose-fitting and made of cool, densely woven fabric. Choose tops with elbow-length sleeves, higher necklines (or collars) and knee-length or longer style shorts and skirts. If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt / skirt to wear over this before going outdoors.

Before your child starts with Kath Dickson Family Day Care, please discuss with your educator which of the following you may need to provide:

- extra nappies
- Bibs
- shoes
- Bed linen
- a complete change of clothes
- Rainwear
- Hat and sunscreen

Having their own personal items can comfort the child while away from you and develop their sense of independence.



### KINDERGARTEN AND SCHOOL

Educators may be able to deliver and / or collect children from kindergarten and school for a nominated fee. Please refer to your educator's fee contract.

However, parent / teacher interviews, medical and dental visits, after school activities, sports etc. must remain the responsibility of the family.



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## CULTURAL AND LINGUISTIC DIVERSITY

Your educator should enhance children’s awareness of, and respect for, cultural similarities and differences, and instil pride for their own cultural heritage.

Some Kath Dickson Family Day Care educators are from culturally and linguistically diverse backgrounds. Talk to us about matching your child with an educator who speaks the same language as your family. If this is not possible, please discuss with a coordinator and your educator how to best communicate with your child. You may ask if anyone in the Service speaks your language, or ask to use the Telephone Interpreter Service (TIS) on 131 450.

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## BEHAVIOUR GUIDANCE

Parents have widely differing views regarding behaviour guidance, so it is vital to talk about your attitudes concerning this subject and how your expectations will be met in the family day care setting. Your educator will be responsible for providing for the needs of all the children within the group, and this must be considered.

Educators provide a positive guidance approach to behaviour, which builds children’s confidence and self-esteem and is based on the development of caring, equitable and responsive relationships. This positive guidance approach supports the needs of each child, which helps them to develop a sense of autonomy and take responsibility for their behaviour.

Please see our Policies and Procedures for further information regarding positive relationships.

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## PARENTS GRIEVANCE PROCEDURE

Kath Dickson Family Day Care has a commitment to quality improvement and promotes an organisational culture that is responsive to grievances. The service will provide an ‘arena’ which allows for a grievance to be heard in a fair, impartial and unbiased way. Independent mediation is also promoted.

In the first instance the grievance should be taken to the educator (if in relation to the care) or the Kath Dickson Family Day Care coordinator (if in relation to the service or care).

If unresolved, the grievance should then be taken onto the Chief Executive Officer of Kath Dickson Family Centre, who will attempt to reach a resolution with all parties concerned

Parents may go to the Kath Dickson Family Centre Board of Directors if the issue is unresolved at this stage, by:

asking the Chief Executive Officer to take their issue to the Board of Directors,

meeting with the Executive of the Board of Directors, or;

requesting a hearing with the Board of Directors

Parents have the right to take the complaint to the Department of Education, Skills and Employment.



## HEALTH AND WELLBEING

Your child's health and wellbeing are important to us. We have a comprehensive range of policies that guide all aspects of operation and quality of our service. We invite you to review these policies, to discuss them with your educators and to provide feedback. All policies are available upon request

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### ILLNESS

All stakeholders have a duty of care to ensure that a high level of protection against infectious illnesses and diseases is maintained. Children showing symptoms of illness that may affect the health of other children must not attend care. Infections, including diarrhoea, conjunctivitis, gastric upset and heavy colds, spread quickly. It is necessary for parents to notify their educators of any infectious diseases. The educator has the right to send home any child who they consider not well enough to attend.

If the child becomes ill while in care, the educator will contact an authorised parent or emergency contact person. The child may be separated from other children until you are able to arrange collection. Kath Dickson Family Day Care applies the standards recommended by the Australian Governments publications, Staying Healthy.

Communication through the parent portal/ wellbeing sheets/ forms will be used to promote open communication with families regarding the well-being of children in care.

### MEDICATION

Kath Dickson Family Day Care adheres to safe principles and practices to administer medication.

The safety and welfare of children remains the priority of our service and all medications are administered in accordance with legislative guidelines. No medication will be given to any child unless the authority to administer medication form is completed, and the medication has a pharmacy label for your child.

If your child has an ongoing medical condition your educator will develop a medical management/ Risk Minimisation plan with you.

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### SAFE SLEEPING

Kath Dickson Family Day Care adopts Red Nose safe sleeping practices when putting babies down for a sleep. This requires educators to:

- keep baby within sight and / or hearing when asleep
  - sleep baby on the back, not on tummy or side
  - sleep baby with face uncovered (no doonas, pillows, lamb's wool, bumpers or soft toys)
  - provide a smoke free environment
  - provide a safe sleeping environment
  - safe cot: AS/NZI 2172
  - safe porta cot: AS 2195
  - safe mattress: firm, clean, flat, right size for cot
  - safe bedding: soft surfaces and bulky bedding increase the risk of sudden infant death
  - remove teething necklaces and any other necklaces before children are put to sleep
  - maintain temperature control by adjusting clothing and bedding materials; and
  - perform and document regular sleep checks (recommended every 10- 15 minutes)
  - remove head coverings
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### SUN PROTECTION

Kath Dickson Family Day Care supports educators in providing a sun smart environment. The Service is committed to the need to protect children's skin and educate all stakeholders about sun smart behaviour, reducing the risk of skin damage from exposure to the sun. The Service will provide ongoing education that promotes personal responsibility for skin cancer prevention and early detection.

### CHILD PROTECTION

Kath Dickson Family Day Care is committed to ensuring the security and safety of children at all times.

If allegations have been made against an educator, or a member of the household, and an immediate risk exists, the educator's Certificate of Approval may be suspended until investigations are conducted

If harm, or suspicion of harm, has occurred outside the family day care environment, and can be identified through disclosure by an adult or child, it will be reported to the Department of Children, Youth Justice and Multicultural Affairs. Indicators of harm could include evidence of physical, mental, verbal or emotional abuse and/or neglect, and appropriate support agencies will be contacted and accessed when necessary.

Parents are to be aware that it is the educator's / service's duty of care to report any child protection issues to the relevant authorities.

Please refer to our Policies and Procedures for further information regarding child protection



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## TRAVELLING AND EXCURSIONS

Educators are encouraged to take children to play sessions and on outings. You will need to satisfy yourself about safety restraints and procedures used during outings. Discuss with your educator what range of activities they participate in throughout the year.

Forms for regular and irregular excursions are used by educators and you will be asked to sign these for all outings.

Educators must ensure that all children who travel in cars are restrained correctly in compliance with Queensland Road Traffic Regulations. Educators are required to obtain a car safety certificate and child restraint check annually.

Your educator will provide you with a schedule of fees for travel. Other relevant fees may be negotiated with your educator.





## FEE INFORMATION

Kath Dickson Family Day Care allows for independent fee setting parameters by educators. The educator will provide you with a fee contract and related paperwork in order to negotiate payment times and days. You will be provided with a confirmation of attendance records and receipts each week through our harmony software.

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### SERVICES AUSTRALIA

You can go to the Services Australia website (or your MyGov account) to register for, and find out more about Child Care Subsidy: [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

When a child starts attending care while a CCS claim is being assessed, any subsidy amounts payable for this period (noting that claims can be backdated up to 28 days) will generally be paid to the individual, not to the provider. During this time parents will be required to pay **full fees** until this has been approved. This is because it is expected that the parent will have already paid full child care fees to their provider for this period.

The child must be assessed for Child Care Subsidy (CCS) in the same name as the signatory on the family day care enrolment, including the application form. It remains the responsibility of the parent to maintain a current assessment for each child linked to Kath Dickson Family Day Care.

Parents need to give 2-weeks' notice and complete a Cancellation of Care form if they no longer require care. Parents must be aware that if they do not give notice or their child does not access care during their notice period then they will be required to pay full fee for that time. See Kath Dickson Family Day Care's Family Assistance Law (FAL) Policy in the Policy and Procedure Handbook for further details.

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### GRANDPARENT SUBSIDY

Being the principal carer of your grandchildren means that you look after them for at least 65 per cent of the time and you have substantial autonomy for the day-to-day decisions about the child's care, welfare and development.

Grandparents on income support, who are the principal carers for their grandchildren, will have access to subsidised care through Additional Child Care Subsidy (Grandparents). The subsidy will be equal to 100 per cent of the actual fee charged up to 120 per cent of the relevant hourly rate cap, for up to 100 hours of subsidised care per fortnight.

Grandparents who are the principal carer and who are not on income support will be exempt from the activity test (and able to access up to 100 hours of subsidised care per fortnight). However, their subsidy percentage will be determined by their Income.

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### CARE DEFINITIONS

- **Standard** is defined as care between the hours of 8 a.m. and 6 p.m., Monday to Friday.
- **Non-standard** care is outside standard hours.
- **Casual** care is accessed outside of the agreed booked hours.
- **Roster** care is determined by parents' work roster. These hours and days may change weekly.
- **Other**, as determined by the educator

### BOOKING REQUIREMENTS

Any changes to booking agreements need to be negotiated with your educator. Your educator will then submit a change-of- booking request via their Harmony software, for Kath Dickson Family Day Care administration staff to process.

Roster care needs to be organised in advance, to ensure the booking is processed before the sessions of care begin.

All bookings are to be rounded to the nearest half or quarter- hour

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### PAYMENT REQUIREMENTS

Fees are to be paid as per the hours in the active booking agreement, whether the care is used or not.

Care used in excess of booked hours will be charged at either a casual or standard rate, as set out in the educator's fee schedule.

Penalty fees may be applicable if care is used outside of booked hours without prior notification.

Parents must pay the fees recorded on the timesheet each fortnight to the educator.

A service administration fee of \$2.35\* per billed hour / per child, will be included each week on the timesheets.

At the beginning of each financial year, the amount the Government is willing to put towards your child care subsidy (CCS) may rise in line with the consumer price index (CPI). A child care usage statement will be issued to parents via e-mail or post.

Your educator will provide you with at least two-weeks' notice of any changes to their fee schedule

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## EDUCATOR ILLNESS

Fees are not required to be paid to an educator for days they are unable to provide care.

Parents are requested to contact Kath Dickson Family Day Care if alternative care is required. Please note that alternative care cannot be guaranteed

## CHILD ABSENCES

Each child is eligible for CCS for the first 42 absences from care across all approved child care services during each financial year. These absences can be taken for any reason and do not require supporting documentation.

All absences beyond the first 42 will only be paid as 'additional absences' if parents / guardians provide evidence that the absence has occurred under a permitted circumstance prior to the timesheet being processed

If you travel overseas for a short term, you'll get your subsidy for up to 6 weeks. But you must be paying for child care in Australia while you're overseas. After 6 weeks your subsidy will stop.

Your payment will also stop when you depart if all of these apply:

- you travel for more than 6 weeks
- you return to Australia
- you then leave again within 6 weeks of that return.

## ADDITIONAL ABSENCES INCLUDE:

- an outbreak of infectious disease when the child is not immunised
- any other absences due to sickness of the child, a parent or sibling, supported by medical certificates
- a temporary closure of a school or a pupil free day
- a period of local emergency, and;
- exceptional circumstances

Within any service, a child cannot receive CCS for absences that occur before their first physical day in care, or after their last physical day of care.

## ABSENCES FOR CASUAL BOOKINGS

All Casual Bookings must be done in writing so that Educators can confirm these hours. 24 Hours' notice must be given to Educators to cancel any Casual Bookings to avoid being charged.

## FAMILY HOLIDAYS

When planning your family holidays, please give your educator as much notice as possible, or as per the fee contract. A holiday booking form will need to be completed and returned to the Kath Dickson Family Day Care Coordination Unit. All school holiday arrangements need to be negotiated well ahead of time with your educator.

Please notify your educator as soon as possible if your child is to be absent from care. This is particularly important for children attending school when the educator is responsible for collecting the child.

## EDUCATOR HOLIDAYS

When your educator has holidays, you may contact Kath Dickson Family Day Care if you need alternative care.

A coordinator will make every effort to arrange alternative care for you, however, we cannot guarantee care in these cases.

**It is essential that families have some form of backup care for times when the service is unable to arrange care.**

With the exception of public holidays, if the educator is unavailable to provide care, no fees will be charged to you

## PUBLIC HOLIDAYS

For the purposes of CCS, a public holiday means 'a public holiday in the area in which the educator is operating'.

If care is not used, fees will be charged as per the normal booked hours. If care is used on a public holiday, fees will be charged as per the normal booked hours, but at your educator's public holiday rate, if applicable (see their fee schedule for details).

If not attended, public holidays will be counted as a normal absent day, and will contribute to the threshold of 42 CCS-eligible absences.

In the event that your educator is unavailable to provide care on a public holiday, and your child attends elsewhere, you will not be charged for the public holiday absence with your educator.

Parents are advised to check the availability of care with the educator in advance.

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## ATTENDANCE RECORDS

Attendance documentation is a mandatory requirement of the Federal Government for CCS-verification purposes, as well as satisfying insurance / public liability obligations.

Your educator's Harmony software will automatically record the exact time of arrival and departure when you use your PIN to sign your child in. A unique PIN will be generated for any person who is likely to collect your child. It is important that you do not share this PIN as it acts like a digital signature. For other members of your family who wish to collect your child from care, they can be given their own PIN.

### **PLEASE DO NOT SHARE YOUR PIN WITH ANYONE INCLUDING YOUR EDUCATOR**

Please ensure that the information on your timesheet is correct before you sign at the end of the week, as it is an offence under the Crimes Act to provide misleading information.

Educators may only sign attendance records on behalf of the parent in situations where they are required to take children to and / or from school.

## NOTIFICATION OF CHANGES

Under the Privacy Act, parents must notify Kath Dickson Family Day Care and the educator via the parent portal, of any changes to their personal information, such as home or work address, or phone numbers, emergency contacts etc.

## TRAVEL AND EXCURSIONS

This is charged as per the individual educator fee contracts





# REGULATORY FRAMEWORK

Family day care operates under the same National Quality Framework (NQF) as other forms of child care; incorporating National Regulations, National Quality Standards educational frameworks and an assessment and ratings process.

## NATIONAL QUALITY STANDARD

The **National Quality Standard** assists services to provide the best level of early childhood education and care. The National Quality Standard is underpinned by a national learning framework which recognises that children learn from birth.

The **Early Years Learning Framework**, which is Australia's first national early childhood learning framework, is designed to guide early childhood professionals in the development of their education programs. For the school age care sector, the **Framework for School Age Care** supports the delivery of quality, nationally consistent leisure and play-based programs across all school age settings for children in care before and after school, and during vacations.

The National Quality Standard includes seven quality areas important to providing quality early childhood education and care services. These are:

1. Educational program and practice
2. Children's health and safety
3. Physical environments
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership

## NATIONAL ASSESSMENT AND RATING SYSTEM

The National Assessment and Rating System provides clear and accurate information for families and services. It combines the seven quality areas with a five-point rating scale that describes the quality of early childhood education and school age care services that all families, services and the broader community expect to find in Australia.

Services will receive one of five ratings for each of the seven quality areas of the National Quality Standard along with an overall rating. The ratings indicate whether the service is meeting, exceeding, or working towards the National Quality Standard.

All services are required to prominently display their approval and rating information. Ratings will also be available on the website: [www.mychild.gov.au](http://www.mychild.gov.au)

## EARLY YEARS LEARNING FRAMEWORK

The Early Years Learning Framework has been developed to ensure your child receives quality education programs in their early childhood setting. This is a vital time for them to learn and develop.

The Framework's vision is for all children to experience play-based learning that is engaging and builds success for life. It is a guide for early childhood educators who work with children from birth to five years. They use the Framework in partnership with families, children's first and most influential educators, to develop learning programs responsive to children's ideas, interests, strengths and abilities, and recognise that children learn through their play.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming.

Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their family, community, culture and place.

Being is about living here and now. Childhood is a special time in life and children need time to just 'be'... time to play, try new things and have fun.

Becoming is about the learning and development that young children experience.

Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

**Play is learning:** Play is very important for children. Through play babies and young children explore and learn to understand the world around them as they come to communicate, discover, imagine and create. When children play they are showing what they have learned and what they are trying to understand. This is why play is one of the foundations of the Early Years Learning Framework. By using this Framework, educators will guide your child's play by carefully designing learning activities and stimulating indoor and outdoor learning environments.

**Relationships are key:** It is well known that children learn best when they have secure relationships with caring adults. When children from a very early age develop trusting relationships, they feel more confident and able to explore and learn. In early childhood settings, when children feel emotionally secure they learn through play to develop the skills and understandings they need to interact positively with others and gradually learn to take responsibility.

**How does it work?** Educators use this Framework to ensure that your child receives a high-quality experience. The Framework focuses on your child's learning. Educators will work with you in order to get to know your child well. They will create a learning program that builds on your child's interests and abilities, and keep you informed of your child's progress.

**Watching your child's progress:** Using the Early Years Learning Framework, our educators observe your child's learning so they can extend upon it. They do this by listening, watching and talking to your child. They will keep in touch with you regularly to discuss your child's progress. They may use photos or keep a folder of your child's work to show what your child is learning, how they are developing and what particular learning interests them. Before your child starts school, educators will prepare information about your child's learning and development to share with their new teacher. This will help ensure that your child's new school is well prepared to continue your child's learning.

**Working together:** By working together, parents and educators can enhance a child's learning and wellbeing. As the most important person in your child's life, you can make a difference by talking regularly with your educator and asking about their learning. Information you provide allows educators to link your child's experiences at home with the time they spend in care.

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## PRIORITY OF ACCESS

The Australian Government funds child care to meet the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support. The Australian Government has priority of access guidelines for allocating places in these circumstances.

These guidelines apply to centre-based long day care, in-home care, family day care and outside school hours' care services. They set out the following three levels of priority, which child care services must follow when filling vacant places

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: 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 3: any other child

Within these main categories' priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold, or whose partner is on income support
- children in families with a non-English speaking background
- children in socially isolated families, and;
- children of single parents

There are some circumstances in which a child who is already in a child care service may be required to leave the service. When a service has no vacant places and is providing care for a child who is a priority 3 under the priority of access guidelines, the service may require that child to leave the child care service to provide a place for a higher priority child.

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## LIMITS ON NUMBERS

An educator must not care for more than four under school age children at any one time (including the educator's own under school age children). If the educator has four under school age, then the educator can only care for three school age children. The maximum number of children under the age of 13 must not exceed seven.

Homes are approved under the licensing requirements of the Office for Early Childhood Education and Care (ECEC) to ensure hygienic, safe and appropriate play environments.

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## DUTY TO DISCLOSE

Our service must ask an 'eligible individual' (i.e. the person who is entitled to child care payments for a child enrolled for care by an eligible Family Day Care service) if they, or their partner, are a current family day care educator. We also request to be informed if the eligible individual or their partner later becomes a family day care educator.

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## ADVISORY PROCESS

A Kath Dickson Family Day Care forum is held regularly and is open to all stakeholders. Parents, educators and interested community members are invited to participate in forums to provide guidance and advice to the Kath Dickson Family Day Care Coordination Unit.

This process will include the formulation of recommendations on issues affecting family day care, and input into developing appropriate policies and procedures. Recommendations of the forum members may need to be ratified by the Board of Directors.

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## MEET MISS KATHLEEN DICKSON

The inspirational woman behind our organisation was an influential and tireless advocate for children throughout her career as a teacher and principal.



Born in 1910, Miss Kathleen Dickson's early childhood was spent on their property outside Tenterfield. The family later moved to Warwick, and Kathleen was one of the first pupils to attend the Presbyterian Ladies College in this town. The family moved to Toowoomba and Kathleen continued her education at Fairholme College where she was head girl and dux of her year in 1927.

Having decided to enter the teaching profession, she was one of the first groups of teachers to graduate from Teachers' Training College in Brisbane, spending her early days in the far west of Queensland.

When World War II began, Miss Dickson was on the staff of the Toowoomba South Girls and Infants School. She joined the V.A.D.'s, that later became the Australian Army Medical Women's Service, and rose rapidly to the rank of Captain.

With the return to civilian life, Miss Dickson resumed her teaching profession and was appointed Principal of the Infants' School at Mackay West, followed by the role of Principal at the Rockhampton Central Girls' School. In 1960, Miss Dickson returned to Toowoomba as Principal of the South Girls and Infants School where there was an enrolment of nearly 800 children.

For the next 15 years, Miss Dickson played an important part in the education of children in the city of Toowoomba. She recognised children's needs over and above academic accomplishments, and encouraged a love of music and art in her young students. Extra curricula activities involving her natural initiative and drive saw Miss Dickson emerging as a figure of great compassion in the community.

The 1960s and 1970s brought with them the emergence of 'latch key' children in the community. This was of concern to Miss Dickson who voluntarily extended her own working hours in order to provide interests and, in turn, protection for these children.

Retirement in 1975 coincided with the emergence of the Family Day Care Scheme introduced by the Whitlam Government. Miss Dickson was instrumental in establishing family day care in Toowoomba and the surrounding region. Today, more than 1,000 children on a daily basis receive child care through the Kath Dickson Family Centre, Queensland's first family day care service.

For the next 17 years, Miss Dickson worked tirelessly in a voluntary capacity to maintain the high standard of care available through the Kath Dickson Family Centre.

Kath Dickson died in November 2003 aged 93.

Today, thanks to her vision and determination, the Kath Dickson Family Centre has earned a reputation as 'leaders of excellence' and now manages Queensland's first family day care scheme as well as operating three early education centres, running community programs including playgroups and a toy library, and training the future generation of educators through the Kath Dickson Institute.



# KATH DICKSON FAMILY CENTRE PHILOSOPHY

**KATH DICKSON FAMILY CENTRE WAS FOUNDED IN 1975 BY MISS KATHLEEN DICKSON,  
A WOMAN DEDICATED TO THE NEEDS OF CHILDREN AND THEIR FAMILIES.**

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## OUR VISION

KDFDC provide the community with affordable, flexible, quality child care in a nurturing family environment to advance the education and wellbeing of children, educators and families.

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## OUR PHILOSOPHY

P1: Our service believes that children and families are the foundation of our community.

P2: Children have the right to belong in safe, secure environments where they can develop a strong sense of identity.

P3: We believe in fair and inclusive practices that support culture, individuality and diversity.

P4: We promote rich educational and play-based environments, with a variety of experiences that engage children in their own learning. P5: The holistic development of children is enhanced as their needs and interests are responded to positively.

P6: We advocate strongly for children, families, educators, coordinators and members of the wider community to participate in preparing children for their future in society.

P7: We endeavour to build strong relationships with all stakeholders and act as a role model to promote sustainability and an awareness of environmentally friendly practices.

P8: Together we believe we can make a difference as we continue to encourage our children, families, and community.



## OUR VISION

To advance the education and wellbeing of children, individuals and families.

## OUR MISSION

Empowering children, individuals and families through:

### EDUCATION

Creating confident and curious learners.

### CONNECTION

Connecting with community, culture and each other.

### ENGAGEMENT

Community participation and collaboration.

### SUPPORT

Demonstrating compassion, care and encouragement.

### LEADERSHIP

Inspiring others to achieve greater things.

## OUR VALUES

### INTEGRITY



We are trustworthy and honest in everything we do.

### WELLBEING



We are committed to the wellbeing of ourselves and others.

### BELONGING



We welcome and include each individual with respect.

### LEARNING



We embrace curiosity and continue to learn every day.

### RESILIENCE



We grow stronger in the face of adversity.

# Time Out

Keeping your child and other kids healthy!



Information for a number of infectious conditions that may require<sup>1</sup> exclusion of children from school, education and care services.

- *Additional public health recommendations that apply to children and adults.*

To assist medical practitioners, schools, preschools and childcare facilities to meet the public health requirements<sup>1</sup> and recommendations.

## Person with the infection

<b>*Chickenpox (varicella)</b>	<b>EXCLUDE</b> until all blisters have dried, and at least 5 days after the onset of symptoms. <sup>1</sup>	<b>EXCLUSION MAY APPLY</b> <b>EXCLUDE</b> non-immune pregnant women and any child with immune deficiency or receiving chemotherapy. Advise to seek urgent medical assessment. <i>Contact your Public Health Unit for specialist advice.</i> Also see Shingles information below.
<b>Cold sores (herpes simplex)</b>	<b>NOT EXCLUDED</b> if the person can maintain hygiene practices to minimise the risk of transmission. Young children unable to comply with good hygiene practices should be excluded while sores are weeping. Sores should be covered with a dressing where possible.	<b>NOT EXCLUDED</b>
<b>Conjunctivitis</b>	<b>EXCLUDE</b> until discharge from eyes has ceased unless a doctor has diagnosed non-infectious conjunctivitis.	<b>NOT EXCLUDED</b>
<b>*COVID-19<sup>2</sup></b>	<b>EXCLUDE</b> those who have symptoms and relevant contacts. <sup>1</sup> See latest Queensland Health guidance for exclusion periods and criteria. <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
<b>Cytomegalovirus (CMV)</b>	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor.
<b>Diarrhoea and/or Vomiting including:</b> <ul style="list-style-type: none"> <li>• amoebiasis</li> <li>• campylobacter</li> <li>• <i>crvntosnoridium giardia</i></li> <li>• rotavirus</li> <li>• salmonella</li> <li>• *gastroenteritis</li> </ul> <b>but excluding:</b> <ul style="list-style-type: none"> <li>• *norovirus</li> <li>• shigellosis</li> <li>• toxin-producing forms of E.coli (STEC)</li> </ul> <b>See advice for these specific conditions below</b>	Exclusion periods may vary depending on the cause. <b>EXCLUDE</b> a single case until the person, has no symptoms <sup>1</sup> (includes vomiting if applicable), is feeling well and they have not had any loose bowel motions for at least 24 hours or if the person has confirmed norovirus exclude for at least 48 hours. <sup>1</sup> <b>EXCLUDE</b> all persons who prepare or serve food until they have not had any diarrhoea or vomiting for 48 hours. <b>NOTE:</b> If there are 2 or more cases with diarrhoea and/or vomiting in the same location, which may indicate a potential outbreak OR a single case in a food handler, notify your Public Health Unit. <b>Diarrhoea:</b> 3 or more loose stools or bowel movements in a 24 hour period that are different from normal and/or escapes a child's nappy.  <i>See information below if norovirus is confirmed or considered likely as the cause of diarrhoea and vomiting.</i>	<b>NOT EXCLUDED</b>
<b>*Enterovirus 71 (EV71 neurological disease)</b>	<b>EXCLUDE</b> until written medical clearance is received confirming the virus is no longer present in the person's bowel motions. <sup>1</sup>	<b>NOT EXCLUDED</b>
<b>Fungal infections of the skin and nails (ringworm/tinea)</b>	<b>EXCLUDE</b> until the day after antifungal treatment has commenced. (No exclusion for thrush).	<b>NOT EXCLUDED</b>
<b>Glandular fever (mononucleosis, Epstein-Barr virus)</b>	<b>NOT EXCLUDED</b>	<b>NOT EXCLUDED</b>
<b>*German measles (rubella)<sup>2</sup></b>	<b>EXCLUDE</b> for 4 days after the onset of rash <sup>1</sup> or until fully recovered, whichever is longer.  Pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor.
<b>*Haemophilus influenzae type b (Hib)</b>	<b>EXCLUDE</b> until the doctor confirms the person is not infectious and has completed 4 days of appropriate antibiotic treatment. <sup>1</sup> <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
<b>Hand, foot and mouth disease</b>	<b>EXCLUDE</b> until all blisters have dried.	<b>NOT EXCLUDED</b>
<b>Head lice</b>	Exclusion is not necessary if effective treatment is commenced before next attendance day (i.e. the child does not need to be sent home immediately if head lice are detected).	<b>NOT EXCLUDED</b>
<b>*Hepatitis A2</b>	<b>EXCLUDE</b> until at least 7 days after the onset of jaundice; <sup>1</sup> OR for 2 weeks after onset of first symptoms, including dark urine if there is no jaundice. If a person is asymptomatic <i>contact your Public Health Unit for Specialist advice.</i>	<b>NOT EXCLUDED</b> <i>Contact your Public Health Unit for specialist advice about vaccination or treatment for children and staff in the same room or group, children transferring to another centre and new enrolments.</i>



Condition	Person with the infection	Those in contact with the infected person <sup>2</sup>
Hepatitis B and C	<b>NOT EXCLUDED</b> Cover open wounds with waterproof dressing.	<b>NOT EXCLUDED</b>
Hepatitis E	<b>EXCLUDE</b> until at least 2 weeks after the onset of jaundice.	<b>NOT EXCLUDED</b>
Human immunodeficiency virus (HIV/AIDS)	<b>NOT EXCLUDED</b> Cover open wounds with waterproof dressing.	<b>NOT EXCLUDED</b>
Influenza and influenza-like illness	<b>EXCLUDE</b> until symptoms have resolved, normally 5–7 days.	<b>NOT EXCLUDED</b>
Measles <sup>4</sup>	<b>EXCLUDE</b> for 4 days after the onset of the rash.  <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b>  Vaccinated or immune contacts <b>NOT EXCLUDED</b> . <b>EXCLUDE</b> immuno-compromised contacts (including those receiving chemotherapy) until 14 days after the appearance of the rash in the last case. <b>EXCLUDE</b> non- or incompletely vaccinated contacts, without evidence of immunity. <i>Contact your Public Health Unit for specialist advice.</i>
Meningitis (bacterial)	<b>EXCLUDE</b> until well and has received appropriate antibiotics.	<b>NOT EXCLUDED</b>
Meningitis (viral)	<b>EXCLUDE</b> until well.	<b>NOT EXCLUDED</b>
Meningococcal infection <sup>4</sup>	<b>EXCLUDE</b> until 24 hours of appropriate antibiotics have been completed. <i>Contact your Public Health Unit for specialist advice<sup>5</sup>e.</i>	<b>NOT EXCLUDED</b> <i>Contact your Public Health Unit for specialist advice about antibiotics and/or vaccination for close contacts<sup>5</sup>.</i>
Molluscum contagiosum	<b>NOT EXCLUDED</b>	<b>NOT EXCLUDED</b>
Mumps	<b>EXCLUDE</b> for 5 days after onset of swelling. Pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> Pregnant women should consult with their doctor.
Norovirus	<b>EXCLUDE</b> until there has been no diarrhoea or vomiting for 48 hours.	<b>NOT EXCLUDED</b>
Roseola, sixth disease	<b>NOT EXCLUDED</b>	<b>NOT EXCLUDED</b>
Scabies	<b>EXCLUDE</b> until the day after treatment has commenced.	<b>NOT EXCLUDED</b>
School sores (impetigo)	<b>EXCLUDE</b> until 24 hours of appropriate antibiotics have been completed. Cover sores on exposed areas with a waterproof dressing until sores are dry, and encourage handwashing.	<b>NOT EXCLUDED</b>
Shiga toxin-producing E.coli (STEC)	<b>EXCLUDE</b> until diarrhoea has stopped and two samples have tested negative. <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
Slapped cheek syndrome, fifth disease (parvovirus B19, erythema infectiosum)	<b>NOT EXCLUDED</b> Pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> Pregnant women should consult with their doctor.
Shigellosis	<b>EXCLUDE</b> until there has been no diarrhoea or vomiting for 48 hours <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
Shingles (herpes zoster)	<b>EXCLUSION MAY APPLY</b> If blisters can be covered with a waterproof dressing until they have dried <b>NOT EXCLUDED</b> . <b>EXCLUDE</b> if blisters are unable to be covered and until no new blisters have appeared for 24 hours.	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice, including advice for pregnant women and any person who is immuno-compromised (including receiving chemotherapy).</i>
Streptococcal sore throat (including scarlet fever)	<b>EXCLUDE</b> until 24 hours of appropriate antibiotics have been completed.	<b>NOT EXCLUDED</b>
Tuberculosis (TB) <sup>4</sup>	<b>EXCLUDE</b> until written medical clearance is received from the relevant Tuberculosis Control Unit.	<b>NOT EXCLUDED</b>
Typhoid and paratyphoid fever	<b>EXCLUDE</b> until diarrhoea has stopped and two samples have tested negative. <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
Whooping cough (pertussis) <sup>4</sup>	<b>EXCLUDE</b> until 5 days after starting appropriate antibiotics or for 21 days from onset of cough. <sup>5</sup> <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> for those in contact with the infected person. <i>Contact your Public Health Unit for specialist advice regarding exclusion of non- or incompletely vaccinated contacts.</i>
Worms	<b>EXCLUDE</b> until diarrhoea has stopped for 24 hours and treatment has occurred.	<b>NOT EXCLUDED</b>

Some medical conditions require exclusion from school, childcare centres and other settings to prevent the spread of infectious diseases among staff and children.



Use this QR Code to access a digital copy of this poster or visit [www.health.qld.gov.au/public-health/schools/prevention](http://www.health.qld.gov.au/public-health/schools/prevention)

**For further information or advice about diseases or conditions not listed here:**

- Contact your nearest public health unit at: [www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units](http://www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units)
- National Health and Medical Research Council publication: Infectious diseases in early childhood and education and care services, 5th edition [www.nhmrc.gov.au/guidelines-publications/ch55](http://www.nhmrc.gov.au/guidelines-publications/ch55)
- For factsheets about various communicable diseases visit the Queensland Department of Health website at: <http://disease-control.health.qld.gov.au>





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