



FAMILY INFORMATION BOOKLET

Adventure Patch
Provider Approval Number: PR-00005896
is the approved provider for APFDC North
Service Approval Number SE-00010000



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Welcome!

Thank you for making an enquiry with Adventure Patch Family Day Care North (APFDC North).

To get you started, we have summarised the key steps to enrol, in the pull-out Quick Reference Guide in the centre of this booklet. However, we do recommend that you find the time to read through this **Family Information Booklet** carefully and in its entirety, and if you have any questions please contact us on 6331 7455.

This booklet contains important information on fees and charging practices, the forms you may need to complete, and it explains your responsibilities in regards to signing your child in and out of care.

Also included is a list of suggested questions, which can be a handy prompt at the introduction meeting/s with your prospective educator/s.

Once we have provided you with the contact phone numbers of available educators, please make contact with them at your earliest convenience to arrange a time to meet them. After meeting with the educators and making your decision, you need to confirm your booking with the chosen educator, then advise us by calling 6331 7455.

Educator vacancies change constantly, and we cannot guarantee that vacancies will still be available if you delay contacting the educator/s.

If you have any further questions or we can be of any further assistance at this stage, please do not hesitate to contact us.



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What is Family Day Care?

Family Day Care provides quality child care and education for children, based in the homes of registered Family Day Care Educators. Adventure Patch Family Day Care North provide quality care and education for children (6 weeks to 13 years).

Family Day Care is just like being at home. Children are given the opportunity to participate in a variety of interesting experiences with a balance of indoor and outdoor, quiet and active as well as structured and unstructured play.

Siblings of different ages are cared for and educated in the same environment allowing children to also socialise with children from different families.

Educators will be responsible for no more than seven children at any one time (this does not include their own children who are 13 years and over). Limits also apply to the number of children in care that are not yet school aged. This small group size means the educator can give each child the personal care and attention which is vital to help young children develop new skills and interests.

Family Day Care Educators and their homes (or approved venue), must meet all of the criteria as set out in the Education and Care Services National Regulations, Education and Care Services National Law and APFDC North Policies as well as aspiring to the National Quality Standards.

Family Day Care Educators may be available to work evenings, overnights and weekends in some cases. Some educators can also provide before and after school care, school drop off and picks ups, along with school holiday care.

Want to know more?

If you have a question about Family Day Care that isn't answered here, please contact one of our friendly team members on 6331 7455.



Our Philosophy

Our philosophy underpins our work and our interactions and represents our desire to create a fun, adventurous and caring environment for your child.

Play is at the heart of childhood and is simply the most important thing we offer children.

Experience tells us that children learn and develop best when exploring their world, through stimulating and challenging play.

Embedded within this understanding:

- We use play to awaken each child's natural curiosity about their world, while creating an inclusive environment where every individual can feel safe, valued and happy.
- We provide opportunities for children to explore risk-taking and grow resilience while developing friendships, self-worth and a love of learning. We do so while promoting children's sense of belonging, independence, community and social conscience.
- We value each child, family, educator and staff member as unique, and respect their culture, customs, languages, values and beliefs. We value inclusion, sustainability and we care for our environment.
- We work as partners alongside families, to support their role as parents and share information which will help each child to grow in their development and wellbeing.
- We facilitate adventures in play-based learning.

Our professional educators and staff have a demonstrated commitment to quality. Educational programs and activities embrace input from families, foster both group and individual needs, and learning can be intentional or spontaneously evolving. Activities are both adult and child led.

Through play children learn to respectfully engage with the world and the people around them. In the natural environment, children develop and thrive through messy play, exploration and curiosity.

UPDATED MARCH 2020

About Adventure Patch Family Day Care

APFDC North commenced operating on the 28 of August, 2006 as Launceston Family Day Care (LFDC). In November, 2018 Adventure Patch took over as the Approved Provider of LFDC and the name was changed to Adventure Patch Family Day Care North in September 2021.

Adventure Patch is a community owned, not for profit organisation established in Blackmans Bay, Hobart in 1980, providing quality children's services for children birth to 13 years. Adventure Patch provide Long Day Care, OSHC and Family Day Care to over 1500 families.

Our staff consists of: An Carter (Manager), Kirsty Franklin and Maxine Burr (Educational Leader & Educator Support Co-ordinators), Mandy Schmidt (Educator and Administration Support Co-ordinator), Kylie Page & Rebecca Taylor (Administration Officers). Together, they have an extensive range of experience in the child care sector.

What is the role of Adventure Patch Family Day Care?

APFDC North is assessed by the state Education and Care Unit (Department of Education Tasmania).

APFDC North's role includes:

- Assisting families to obtain suitable child care;
- Recruiting and registering educators, along with providing them with ongoing support and professional development opportunities;
- Supporting educators and children by undertaking support visits, providing resources such as playgroups, play sessions, information, paints, glue, craft materials and toys;
- Providing social opportunities for educators, children and families;
- Meeting the Education and Care Unit's assessment requirements;
- Ensuring that educators, along with the service, meet the requirements of the Education and Care Services National Law and Regulations;
- Processing and monitoring of timesheets, to ensure compliance with The Australian Government Department of Education, Skills and Employment rules for administering child care subsidy.
- Ensuring each family has a **Complying Written Agreement**. The following documents 'make up' this required agreement – this Family Information Booklet, the Fee Schedule relevant to the educator, the APFDC North Enrolment Form, a written Care Arrangement and an electronic Enrolment Confirmation.

Would you like more information?

Your educator can provide you with access to the Education and Care Services National Regulations, the Education and Care Services National Law, Child Protection information and Adventure Patch Family Day Care Policies at their premises.

All of these documents are also available from our Launceston office. Please feel free to contact us if you would like further information. You are welcome to provide us with your feedback on our policies at any time.

Alternatively, information and documents can be obtained from the following sources:

Organisations

The Department of Education Tasmania

Education and Care Unit (ECU)

Website: www.education.tas.gov.au

Phone: (03) 6165 5425 (Education and Care Unit Reception)

Family Day Care Australia

Website: www.fdca.com.au

Phone: 1800 621 218

Australian Children's Education and Care Quality Authority

Website: www.acecqa.gov.au

Phone: 1300 422 327

Australian Government Department of Education, Skills and Employment

Website: www.education.gov.au

Phone: 1300 566 046

Access Documents Online

The Child Care Act 2001

www.thelaw.tas.gov.au

Education and Care Services National Law, Education and Care Services National regulations and Quality Standards (applicable to Family Day Care)

www.acecqa.gov.au/national-quality-framework/

Information on Fees

Family Day Care Educators are not employees of Adventure Patch, instead they are self-employed and are contracted by Adventure Patch to provide family day care. Your child care fees and the administration levy are all charged to you by the service. Your educator is remunerated by Adventure Patch.

We authorise our educators to provide invoices and receipts, and collect your gap fee on behalf of the service, which they must do in accordance with our policies and government requirements.

How much does care cost?

How much family day care costs, depends upon which educator you choose. This is because each educator enters into individual negotiations with Adventure Patch in regards to how much they will be paid. Adventure Patch then on charges this amount to each family, along with an administration levy of \$1.40 per hour.

As of the 10 September, 2021, the **all inclusive** hourly rates range from \$8.40 to \$12.40 per hour, with the average hourly rate being approximately \$10.65 per hour, per child. (Please note that care on weekends, overnight, public holidays and before & after school, may be higher than the capped CCS rate which is \$11.40 per hour for the 2021/22 financial year. Please contact the service for more information.

Families are liable for the full cost of care booked. If your government child care subsidy or other benefits are cancelled or reduced or you exceed your eligible hours at any stage, you will be expected to pay the educator the full amount owing, by the usual due date as listed on the **Schedule of Fees**. If your rebates are reinstated and backdated, you will be provided with the necessary refund.

Schedule of Fees

Families will receive a copy of the Schedule of Fees (this 'makes up' part of the Complying Written Agreement) which details the educator's hourly rate, the administration levy and sundry costs (see additional fees) the educator charges and any minimum hours' requirements. Some fees and charges may not be eligible for government rebates.

Families will be given a minimum of two weeks' notice of any fee increases, in writing. In most cases, notice will be given by the educator providing families with an updated Schedule of Fees.

Under child care subsidy, families are required to pay a gap fee. Our service has authorised our educators to collect the gap fee amount on behalf of the service.

Additional Fees

Families may be charged additional fees if payments are late or children are picked up late. Educators may also charge if they are required to provide items such as disposable nappies, food, or sunscreen. Many educators attend playgroups and go on excursions. The costs of these activities may be incorporated into the families' usual fees, or they may be charged as an additional expense. Additional fees can only be charged if the costs are **clearly listed** on the Schedule of Fees.

Some educators offer vehicle transport to families. Commonly, this includes school pickups and drop offs, however, this may also include transporting a child to and from the child's home, if the child's family does not drive. If transportation fees are not included in the usual fee, then they must be detailed on the Schedule of Fees.

Booked Hours

If child/ren are dropped off or collected from care outside of the booked/contracted hours families will be charged additional time based on the sign/pinned in and out times on the educator's attendance record, rounded up to the closest 15 minute interval. This occurs where there is a clear liability that the additional care has taken place (the parents have signed or pinned the attendance record).

First Day Absences

Your child's eligibility for government subsidies does not commence until the first day they physically attend care with our service. Therefore, if your child is absent from care on their first day (or days) of care, you will still be charged the fee and you may not be eligible for any subsidies.

Last Day Absences

Your child's eligibility for government subsidies cease on the last day they physically attend care with our service. This means, that if your child is absent from care on their last day (or days) of care, you will still be charged, however, you may not be eligible for any subsidies. Some families falsely believe that after giving the required two weeks' notice to cease care, they are not required to send their children to care during the notice period in order to be eligible for subsidies. This may not be the case and if your child does not attend on the last day of care, CCS may not apply for these absent days.

Debt Collection Fee

If families fail to pay their account in full by the due date this may result in the immediate suspension or cancellation of care. Unpaid debts may be lodged with a debt collection agency where an additional 33% will be added to the debt to cover the costs associated with debt recovery.

If you are struggling to pay for care, please contact the service to discuss structuring

a payment plan.

Child Care Subsidy (CCS)

Services Australia (previously Department of Human Services) is able to assist many families with the costs associated with child care. Please refer to the "How to register with Services Australia" (SA) section on page 14 of this booklet.

SA determines what percentage of Child Care Subsidy (CCS) each family receives based on the families combined gross income. The number of subsidised hours is also calculated for the fortnight is also calculated based on the families' job activity.

SA also determines the CCS rate for each financial year. To find out the current applicable CCS rate, please contact our service or refer to the SA website (www.servicesaustralia.gov.au). It is the CCS rate and **NOT** the hourly rate charged by the service, that your percentage is applied to which determines the amount of CCS you are entitled to.

We are always more than happy to provide families with a fee estimation prior to booking or changing your hours. Please contact the office.

Children Ineligible for Child Care Subsidy

Children of a Family Day Care Educator and their partner's children are not entitled to subsidies whilst using Family Day Care unless certain strict criteria are met. In this case, the child's family will need to pay full fee for care. If you are a Family Day Care Educator with another provider, please ensure you disclose this to our office during the enrolment process.

Children who are not **immunised** will not be entitled to rebates unless they have a medical exemption. Eligibility for rebates due to non-immunisation are assessed by Services Australia and not the service. Specific policies around management of infectious diseases also apply.



Care Arrangements

The Australian Government Department of Education, Skills and Employment requires all child care services to enter into a written care arrangement with families, which clearly detail the booked hours of care and the type of care. The written care arrangement together with the enrolment form, educator fee schedule and this information book makes up the **Complying Written Agreement** (CWA).

The service, will ask families to approve their care requirements at the commencement of care and again, at any point that arrangements change.

If a family or an educator wishes to change, reduce or cancel care, they must provide a minimum of two weeks' notice to the other party. If a family requires additional hours, this will be dependent on the educator having the space.

A child cannot be prevented from attending any part of a session of care for which the family has a permanent booking for, unless the child is sick or it is a public holiday.

Educators must remain available to families, for the duration of the booked hours, otherwise your fee must be discounted accordingly (excl. public holidays). Families are not charged if their educator is sick or on holidays.

If your educator is sick or on holidays, please contact the service and we will attempt to find your child/ren a suitable care alternative. Families should also have their own backup plan, in case an alternative educator is not available.

Families are expected to drop off their children **on or after** the booked start time. Likewise, families are expected to pick up children **on or before** the booked finish time. Dropping your child off early or picking up late, may result in penalty fees. It may also mean that the educator exceeds their ratio of children which is a serious breach of regulations and can jeopardise your ongoing care.

Families will be notified in writing of the departure time if the educator has a planned excursion. Educators are required to wait only 10 minutes past this time for late children, after which they can leave the care premises and the child will still be charged.

Ceasing Care

Two weeks written notice is required from educators or families wishing to cease care. Educators must give notice to families using the "Notice to Cease Care" form available from the service.

In exceptional circumstances the Manager has the right to waive the 2 weeks' notice (i.e. if there has been a break-down in care or a breach has occurred).

Absences

When a child is booked into care, but is absent, the family pays for that care as per normal. Government subsidies are paid on 42 absences per child each financial year. Once the initial 42 absences have been used, CCS may also be paid on additional absences such as illness with a medical certificate.

Educators can charge for public holiday absences provided the child is normally in care on that day and the educator worked their usual days either immediately before **or** after the public holiday.

Public holidays are as per those listed on the Workplace Standards website.
<http://workplacestandards.tas.gov.au>

The normal fee is payable if a child/family takes holidays.

First and Last Day Absences

IMPORTANT: Government subsidies MAY NOT be payable on any absences prior to a child's first physical day in care, or after the child's last physical day in care with our service unless exceptional circumstances apply.

Where a child does have a first or last day absence (or absences), families will still be charged however no subsidies will be applied.

Please call the service if you would like further clarification on this issue.



Illness

To protect the health and safety of the educator and other children in care, infectious or sick children are not to be in care. An educator has the right to refuse care, if they believe a child is ill.

If a child becomes unwell whilst in care, the educator will contact the family and ask them to collect the child.

Please refer to your educator's copy of ***Staying Healthy and also refer to Tasmania public Health Service*** for information on infectious illnesses and exclusion periods.

Completing the Attendance Record (online—Via Harmony Web)

Families or approved persons must use their individual pin number to sign the child/ren in and out of care, each time the child is dropped off and picked up from care. Families are also required to pin (their signature) on the timesheet at the end of each week, to certify that the timesheet that is being submitted has the correct information on it.

Completing the Attendance Record (Paper Timesheet)

Families are responsible for completing the Attendance Record on the fortnightly timesheet, which involves recording the exact times their children are in care with the educator. The following requirements must be complied with when completing the Attendance Record.

- Families must enter the exact time their child/ren arrive and depart the educator's premises and then sign under the recorded time. This must be done each time the child is dropped off or picked up.
- If the child's family is unable to sign the child in and out of care the educator may record the time and initial next to it. The family must then co-sign the entry next time the child is in care. This usually only happens when an educator drops a child at school or picks them up from school.
- When a child is absent from care an absence must be recorded on the Attendance Record. This is done by placing an 'A' in place of the sign in and out times (this also applies to public holidays). Either the educator or child's family can write the 'A', however the family need to sign it next time the child is in care.
- The Attendance Record must not be pre signed or signed in a block at the end of the week.
- Timesheets are legal documents and providing false or misleading information is an offence.

Registering with Services Australia

The family need to create or access their Centrelink online account via www.my.Gov.au to lodge a Child Care Subsidy Claim for their child. Centrelink will check and confirm the eligibility of the individual and child for Child Care Subsidy.

Families are responsible for updating Centrelink with any changes to their income, activity and other circumstances.

Please Note: Contacting Services Australia and supplying us with yours and your child/ren's Department of Human Services Customer Reference Numbers (CRN's) is an essential part of the enrolment process.

More information on Charging Practices and Rules

For more information please contact the service to view our policies or you can access the Child Care Provider Handbook on the Department of Education, Skills and Employment website

<https://www.education.gov.au/child-care-provider-handbook>

Placements

Where possible, we offer families a choice of educators to ensure that their needs and expectations are met.

Child Protection

Family Day Care educators, together with many other professionals within the community, are required by law to report suspected abuse or neglect of children to a statutory authority.

As Mandate Reporters, the welfare and safety of a child is the principle consideration and educators and staff have a legal and moral responsibility to make sure children are protected from abuse and neglect.

Educators have a child protection resource package which families are able to access, or if you would like further information, please feel free to contact the service.

Would you like to be involved?

The service has regular excursions, playgroups, professional development sessions and policy meetings which educators, children and families are most welcome to attend. Please note that not all educators undertake excursions and this is important to discuss with your educator prior to care commencing.

These sessions are advertised on the noticeboard of our website (www.lfdc.net.au) and on our Facebook page (www.facebook.com/LtonFDC) or for more information, feel free to contact the service or your educator.

We do ask that families and educators contact the office on 6331 7455 to book into all events.

Families are also encouraged to complete a General Feedback Form, as often as they wish. This form is available from the office.



What your child needs for care

Please discuss your child's needs for care with prospective educators at the introduction as what each educator requires and provides is different.

It is the families' responsibility to ensure that sufficient, nutritious food and drinks are sent to care. Please ensure that all containers are in good order and clearly named.

Children should be dressed in comfortable and appropriate clothing, keeping in mind they may undertake messy play, such as painting during the day.

A complete set of spare clothes is also recommended to be available to the educator in case they need to change children's clothing.

Sunhats and sunscreen are required for summer and warm hats and coats are required for winter.

Each educator has their own food policy and they are also able to offer healthy lunch ideas if you are after some added inspiration.

Complaints and Grievances

APFDC North promotes positive relationships based on honest reflection of any complaint made to the service about any aspect of its service. All parties with a dispute should attempt to resolve the issue independently. Where an attempt has been made and no resolution achieved, then the Manager will mediate.

The Manager will document and follow up any concern which the family discusses with them. If the concern is serious, i.e., a child protection or police issue, the Manager will contact the appropriate authorities.

Complaints will not be stored on file unless they have been followed up with the person/s involved. Feedback to all parties will be provided where applicable.

If the grievance is not settled then the Manager and the other party will appoint an appropriate third party who will be engaged to mediate/negotiate.

For more information, please refer to the Complaints and Grievances policy.

Families can also make complaints directly to external agencies such as the Education and Care Unit, Child Protection, Department of Education and ACECQA.

Forms

Educators have many forms that they must complete to cover all circumstances. Listed below are some commonly used forms:

Medical Management & Communication Plan - If you list on your enrolment form that one or more of your children suffer from a medical condition (such as asthma or allergic reactions), we will ask you to complete a Medical Management & Communication Plan. This provides your educator and the service with valuable information about your child's medication requirements and also indicates what to do in an emergency.

Excursion/Transport Authorisation Form - Educators must not take children on an excursion without prior written consent from a child's parent/guardian or someone who has been approved on the enrolment form, to sign an excursion/transport authorisation form. The only alternative to this is in the case of an emergency where the educator has been directed to leave the premises by emergency services.

Medication Form – Educators must not administer any medication to children unless the relevant forms have been completed and signed by the parent/guardian or someone who has been approved on the enrolment form. Herbal or homeopathic medications cannot be given unless prescribed by a medical practitioner.

Incident, Injury, Trauma and Illness Record – Educators are required to keep a diary

of any minor accidents (scratches or grazes). For a more serious injury (i.e. bump to the head, cut lip, child being bitten by another child) an Incident, Injury, Trauma and Illness Record must be completed and signed by the family, then submitted to the service. Copies of these forms, once reviewed by the service, will be returned to the educator, who will forward a copy to the family.

Notice to Cease Care - Families are strongly encouraged to give notice to cease care in writing, using a Notice to Cease Care form which is available from the service or from your educator.

Child Profile Form - Educators use Child Profile Forms to find out valuable information about the children in their care. Families are asked to complete a Child Profile Form for their child/ren shortly after commencing care. These forms should be updated regularly as children's interests and capabilities change.

Further information on the above can be found in the Adventure Patch Family Day Care policy folder.

Educational Program

Programming by educators should support our philosophy detailed in the front of this booklet.

Educators engage in an ongoing cycle of planning, documenting and evaluating children's learning which underpins the educational program and requires them to think critically about what is offered and why.

Your completed **Child Profile Form** will greatly assist the educator programming and planning for your child/ren's individual needs.

Relief Educators

From time to time, your educator may use a relief educator if they are unwell, have an urgent appointment or are having time off. Our relief educators are registered and meet all the same requirements as our primary educators. Prior to relief care being provided, the primary educator must notify the family and a written consent form must be signed.

Educator Assistants

Educator assistants are voluntary assistants who are approved by the service to assist the educator in the delivery of care (for short periods of time) and transporting of children etc. Educators must gain written consent from families prior to any care/transportation taking place. Please see the APFDC North Educator Assistant Policy.

Positive Behaviour Support

Positive behaviours need to be supported and encouraged, in a collaborative way between children, families and educators to foster a positive learning culture.

The ultimate goal is to support children to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.

One of the most common forms of guiding behaviour is to redirect the child to another activity or distract them by including them in helping the educator or another child.

Educators are mindful that challenging behaviour is reduced when children have opportunities to make choices, develop friendships, be leaders, take responsibility, be treated with respect, have their feelings supported and their frustrations attended to.

Please feel free to read APFDC North policy on Positive Behaviour Support, as well as various resource sheets which we have supplied to educators so that they are accessible to families. Alternatively, phone the service and we will be able to supply you the information that you require.



Introduction Question Suggestions

When you first meet a prospective educator they will explain to you how they operate their family day care business, what experience and qualifications they have and what hours and days they have available. They will also offer you a tour of the registered areas of their premises.

Families need to make sure that they feel comfortable with the educator so please make sure that you ask the educator any questions that you may have about the service that they provide.

For example you could ask them;

- What types of indoor and outdoor play or learning experience will you provide?
- If my child is unsettled how will you help him/her settle in?
- At what times of the day, if at all, do you have the television/video or DVD on?
- Do you transport children? If so, where to and what forms do I need to fill in if I agree to my child being transported?
- If my child is sick or has an accident how will you inform me, what forms will I be required to sign?
- How would you respond to my child if their behaviour was inappropriate?
- How do you support positive behaviour?
- How will you communicate information about my child's day, special outings, when you are taking holidays or events or meetings that I can attend?
- Can you please show me where my child will be sleeping, playing, eating, and toileting while they are in care?
- Do you have any special requirements in regards to the food I supply for my child? Where will the food be stored during the day?
- What pets do you have, and where are the pets when children are in care?
- Where do you keep the attendance records I'm required to complete?
- Do you use a relief care educator or educator assistant?



Community Services and Organisations

Asthma Foundation of Tasmania

1800 278 462

www.asthmatas.org.au

Autism Tasmania

1300 288 476

www.autismtas.org.au

Deaf and Hearing Impaired Services - North

C/- Northern Support School

6339 4913

Epilepsy Tasmania

1300 852 853

www.epilepsytasmania.org.au

Kidsafe Tasmania

0417 381 721

www.kidsafetas.com.au

Launceston City Council

FREE Immunisation Program

Every Wednesday at Customer Service Centre, Launceston Town Hall, St John Street. Between 10am and 11am
6323 3000

www.launceston.tas.gov.au

Migrant Resource Centre (Northern Tasmania)

6332 2211

www.mrc1tn.org.au

Oral Health Services Tasmania

Northern Dental Centre -
Kelham Street, Launceston.

1300 011 013

www.dhhs.tas.gov.au

Parent Line

24 hotline for parents of children aged 0 - 5 years with stressful parenting issues or concerns

1300 808 178

Speech Pathologist (Referrals may be needed)

Launceston General Hospital
6777 6777

St Giles Therapy Services

6345 7333

Free Call 1300 278 445

www.stgiles.org.au

St Giles Therapy Services assist up to 1600 children each year with:

- Occupational Therapy
- Physiotherapy
- Hydrotherapy
- Developmental delay
- Co-ordination or learning problems
- Mobility difficulties

Speech and feeding problems

Children from birth to 18 years of age are assisted, however infants to 8 year old children are treated as a priority through our pre-school services.

Walker House Parenting Centre

For parents experiencing difficulties and pressures associated with parenting 6326 6188

Women's Legal Service Tasmania

Free legal advice line 1800 682 468

www.womenslegaltas.org.au

How to enrol with our Service

Once you have decided on your educator and informed us you will need to enrol. To do this, you need to provide the following:

- Completed the online enrolment form (available on our website at www.lfdc.net.au)
- Include a copy of each child's immunisation record
- Details of kindergarten enrolment (if the child attends kinder)
- Medical Management & Communication Plan (on request)
- Confirm booking through an email sent by our service and also by going online and confirming the enrolment through MyGov.

Once the service has received all of the required paperwork, we will process your enrolment. Please note that care cannot commence until children are enrolled correctly. Your educator will be advised when care can commence.

Children must be registered for Child Care Subsidy with Services Australia. If you do not qualify or wish to register, please contact our service to discuss.

Accepted Immunisation Records:

- *Copy the immunisation record in your child/ren's 'blue book'*
- *Contact the Australian Childhood Immunisation Register on 1800 653 809*
- *Obtain the records online via your MyGov account*
- *Request a print out from your GP*
- *Complete a statutory declaration (available from the service)*



The Enrolment Form - FAQ

What is the Services Australia CRN?

This is the number that Services Australia uses to identify you. Your Customer Reference Number (CRN) has 9 digits followed by a capital letter e.g. 999 999 999 X. It can be located on certain government documents (i.e. Healthcare Card), by calling Services Australia on 136 150 or via your myGov account.

Why do you need my child's Medicare details?

It is a requirement under the Education and Care Services National Regulations that we have children's Medicare details on record in the event we need to access medical treatment in an emergency.

What is the definition of a Child with a Disability?

Services Australia has defined a child with a disability as a child that needs additional assistance in any of the following areas, compared to children of a similar age that is related to an underlying long term (lasting for more than 6 months) health condition or disability.

The categories include:

- Learning and applying knowledge
- Communication
- Mobility
- Self-Care
- Interpersonal interactions and relationships
- Other, including general tasks, domestic, social & community life

What is the definition of a Child with Special Needs?

Services Australia has identified a child with special needs are those from the priority groups listed below:

- Children from culturally and linguistically diverse backgrounds
- Children with a refugee background who has been subjected to trauma
- Indigenous children
- The child's place has been sought by a state protection worker
- The child is in the care of the state, or other forms of out of home care

Special needs may also include specific religious needs or requirements.

Do I have to list any Emergency Contact / Persons Authorised to Collect?

No, you do not have to list any emergency contacts, however this is preferred. Please provide their full name, address, phone number and email address. They will be asked for photo ID when collecting your child/ren and if your educator uses Harmony, they will require a PIN for signing children in and out of care. Persons not listed on your enrolment form are not permitted to collect your child/ren from care.

Why have you asked if my partner or I are currently providing care to children as a Family Day Care Educator?

If you are a currently registered FDC educator, you may not be entitled to receive subsidies whilst using FDC unless you meet certain eligibility criteria. Please discuss this with our office.

Why have you asked if my child attends another approved service?

Your allowable hours of care per fortnight must be split over all services your child is attending. If you are using more child care hours than you are eligible to receive, you may not receive child care subsidy for all the hours you use with the service and fees may apply.

Your question isn't listed here? Call us on 6331 7455

A space for your notes:

Contact Us



APFDC North

**23 Tamar Street
LAUNCESTON TAS 7250**

**P O Box 4055
INVERMAY TAS 7248**

**Business Hours: 03 6331 7455
Emergency After Hours: 0438 821 839**

**Opening Hours:
Mon - Thu 9.00am - 4.30pm
Friday 9.00am - 3.00pm**

**Email - lfdc@adventurepatch.org.au
Website - www.lfdc.net.au www.adventurepatch.org.au
Facebook - www.facebook.com/LtonFDC**

APFDC North aspire to be an extended family for your child. Open and effective communication between families and educators is fundamental to this partnership. In partnership with your family we can provide a quality early education and care experience for your child.