

Quality Area 6: Collaborative partnerships with families and communities

“Collaborative relationships with families are fundamental to achieve quality outcomes for children. Community partnerships that focus on active communication, consultation and collaboration also contribute to children’s learning and wellbeing (NQS, 2009)”.

Reviewed 18/4/18

6.1 Enrolment and Orientation

National Quality Standards

Quality Area 6. Collaborative Partnerships with Families and Communities

- 6.1.1 Families are supported from enrolment to be involved in the service and contribute to service decisions.
- 6.1.3 Families are supported - Current information is available about the service and relevant community services and resources to support parenting and family wellbeing.
- 6.2.1 Continuity of learning and transitions for each child are supported by sharing information...

Objectives:

- Enrolment and orientation processes are planned and implemented.
- Due consideration is given to culture and language in undertaking processes.
- Documentation, including authorisations, are completed during the enrolment and orientation process.
- A thoughtful process is planned in consultation with families, to orient and transition a child and family to the education and care service.

All families who use BMOCCS have a right to know how the service operates and how their child will be cared for. Families should feel welcome and feel that they can visit the service, contribute ideas to the program and contribute personal talents and skills to the service, in collaboration with the BMOCCS educators. Blue Mountains Occasional Care aims to make the transition from home to care enjoyable and sensitive for children and families. Respectful, supportive relationships with families are developed and maintained through an effective enrolment and orientation process.

Requirements:

- * Parents/Guardians will complete the annual enrolment form prior to starting care.
- * Parents/Guardians can visit the service to obtain a tour of the service and engage their child in play time, prior to starting, to assist with transition to care (no charge). Appointments are encouraged and parents/guardian (including their child/ren) are asked to sign in as a visitor when visiting.
- * Parents will be informed that it is a requirement to provide their child’s ‘Up to Date’ Immunisation Certificate.

* Parents will be informed that the service is open:

Mon - Blaxland

St Johns Road Complex, St Johns Road
9.30am – 2:00pm

Tue Coordinators Office day - Confidential phone contact encouraged

Wed - Lawson

Mid-Mountains community Centre, New Street
9.30am - 2.00pm

Fri – Blackheath

Baptist Church Hall, Kubya Street
9.30am – 2:00pm

- ✿ Parents will be provided with a Service brochure that contains the following Information:
 - Service outline including phone no and email address
 - Service opening hours – day, venue, time, address
 - Outline of what to bring to care
 - Fees and charging arrangements
 - Booking information
 - Regulatory body
 - Enrolment forms – (see attached)
 - Childs personal details, emergency contact details, medical emergency details, consent for emergency medical care
 - A 'Healthy Lunch Box Ideas' brochure
 - 'Choose Water to Drink' brochure
 - BMOCCS Supplementary Enrolment Information form
 - Children's Routine form (children under 2 years)
 - MOCS Service 'Mud Map' of activities along the Mountains
 - Term Booking form (if requested)
 - Asthma or Allergy Plan proforma (if needed)
 - Management outline and contact details

- ✿ Parents will be informed that the Service is closed on Public Holidays and School Holidays, and that there will be no charge.
- ✿ Parents/Guardians are welcome to visit the centre at any time of the day and participate in the Service's activities.
- ✿ Parents will have the opportunity to look at and discuss:
 - Programs and Daily program
 - Policies and procedures
 - Meet educators
 - Parental Involvement
 - Newsletters
 - Enquire as to whether parents/guardians would like any material translated into a different language.
 - Ensure that an enrolment form is completed in full with all accompanying documents
 - View the environment and facilities. An orientation visit will be organised by Co-ordinator and Parent where parents are invited to stay to settle their children in, and make decisions about the length of that stay.

Bookings and Cancellations:

- ✿ Bookings are made at the venue or via the Service's mobile phone 0412 932 801; as per availability.
- ✿ Bookings for all age groups will need to be shared/alternated if spaces are limited, particularly with the under 2 years spaces, to ensure access.
- ✿ Bookings are a minimum of three hours depending on the age and routine of younger children – this will be changed accordingly and at the Coordinators discretion.
- ✿ Parents are not required to pay any fees or penalties for cancellations with notice. However, if a child is booked in and no notice of cancellation is received (prior to the start of service at 9.30am on the same day as the booking) this will be considered a "No Show" and a \$5 no show fee will be charged.
 - ✿ Please note that from January 1 2018, children who are not vaccinated due to parental objection cannot be enrolled in an Early Childhood setting including Occasional Care. This does not include enrolled children who re-enrolled for continued care in the following/subsequent year. This is done by a parent 'committing an enrolled child to continued attendance in subsequent years at the same early childhood service (sometimes known as 're-enrolment')

Fee Schedule:

Session Fees	Term Bookings	Casual
4 mths—24mths	\$30	\$35
24mths—36mths	\$30	\$35
3yrs	\$28	\$30
4 yr—5 yr	\$24	\$26
Discount		
All Siblings (*A.F.CH.)	\$20	\$22
Aboriginal Children	\$20	\$22
Enrolment Fee p.a.	\$20	

Parent input:

- ✿ Parents are invited to review policies at any time.
- ✿ Parents are invited to join the MOCS committee.
- ✿ Parents are invited to contribute ideas/suggestions to the program.
- ✿ Parents are invited to join in activities with further opportunities to contribute talents and skills such as: music, dance, art etc.
- ✿ A copy of the activity program is available at all times for parents to view or to contribute to.

Prior to formally commencing at the service:

1. Prior to the child's first day educators and staff will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.
2. The Nominated Supervisor will inform the educators and staff of the intended time for any pre-commencement orientation visits.
3. A family member will remain in the premises service during these orientation visits. The family must sign the visitors book/register on arrival and when they leave. The child cannot be left at the service until they have formally commenced at the service and are therefore not included in the ratios.
4. During the orientation process educators and staff will interact with the child and actively encourage them to engage in the service program and activities. They will also be available to the family to answer and questions they may have, whilst ensuring they are not compromising the supervision of other children or required ratios.

Upon commencement

On the child's first day of attendance educators and staff will welcome the family and the child, ensuring that there is a space ready for the child's belongings. Educators will reassure the family and assist with separation if required. Throughout the day, educators will contact the family to let them know how their child is settling. This is often done by photo message and text. Staff will encourage parents who may be feeling anxious to call during the day after receiving their photo message and text.

The Nominated Supervisor will undertake a final check of enrolment details, authorisations and information updates prior to the family departing the service.

Evaluation

Orientation assists families and children in developing a sense of trust in, and belonging to, the service community. It opens and helps maintain adequate communication between the service and children's home environment. The enrolment and orientation process encourages familiarity between service and family, supports the sharing of knowledge, cultures, interests and the ongoing relationships between the service, staff family and children.

Annex – Financial hardship application

Financial Hardship involves a crisis of inability. Financial hardship usually results from unforeseen factors, and involves a temporary increase in financial commitments or a decrease in financial capacity. Examples of hardship could include sudden uninsured loss, such as loss of a family business or income, loss of a family home and possessions by fire or flood, unexpected costs or loss of income resulting from an accident, life-threatening illness or death, or sudden loss of income resulting from theft or fraud. Financial hardship could include families who have no access to regular income because of refugee status.

Financial hardship does not apply simply because a person is in a life circumstance of low income that is shared by many other people and for which the Commonwealth Government provides various forms of income maintenance and support. For example, a person is not in financial hardship just because they are a pensioner, unemployed, or a sole parent. However, a person in categories like this may be more vulnerable to unexpected increases in costs or unexpected losses of income, which may make them eligible for financial hardship consideration.

If you are experiencing hardship, you can ask to enter into a private personal arrangement with us about your fees and payments for an agreed period with a review each 6 months.

Date: _____ / _____ / _____

Name of parent/guardian: _____

Name of Child: _____

We do not want any financial documents to support your application as you have a right to privacy that we respect. We would just like you to describe your situation for our consideration. (If you need more space than provided below please attach an additional page)

Signature: _____

6.2 Arrangements for the delivery and collection of children

Reviewed: 18/4/18

Quality Area 2: Children's Health & Safety

2.2 Safety: Each child is protected.

2.2.1 Supervision: At all times reasonable precautions and adequate supervision ensure children are protected.

Supplementary Regulations 2012: Div 2, Clause 73.1

The nominated supervisor of a centre based or mobile education and care service, must ensure that:

- (a) when a child arrives at the premises of the education and care service, a member of staff of the service or the home based service provider receives the child, and
- (b) when a child leaves the premises of the education and care service, the person who collects the child is a parent of the child or another person who is authorised in writing by a parent of the child to collect the child.

Objective: Children will be delivered and collected safely by parents/carers or a person authorised by the parent/carer.

Requirements:

- * A child will only be given into the care of a parent or person authorised by the parent (as per the enrolment form or via verbal authorisation – to be noted in message book and signed).
- * Notice by telephone or in person should be noted in the message book if someone else is picking up your child. If this notice is not given, and contact cannot be made with the parent, the child will not be permitted to leave the Service.
- * Discretion and common sense will be applied by the Service to ensure the safety and welfare of the child in the event of an emergency or unforeseen circumstance, when neither the parent, nor person authorised by the parent, can collect the child.
- * If the person collecting the child appears to be intoxicated or under the influence of drugs and staff feel that person is unfit to take responsibility of the child, they are to bring the matter to the person's attention before releasing the child into their care. Wherever possible such discussion is to take place without the child being present. Staff are to suggest they contact the other parent or emergency numbers from the enrolment care, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another authorised person, staff cannot prevent a parent from collecting a child but do have a moral obligation to persuade a parent to seek alternate arrangements if they feel the parent is in an unfit state to accept responsibility of the child.
- * Parents are required to let staff know when;
 - Someone other than the parent is picking up the child.
 - The child is sick
 - The child is going on holidays
 - Any allergies or health problems the child may have.
 - Custody/access arrangements have changed.
 - They are departing the Service with their child.

Signing children in and out:

- * Children must be signed in and out of the Service by the parent or person authorised by the parent.
- * Failure to correctly complete the sign-in book will be initialed by staff and brought to the attention of Parent/Guardian as a DET requirement.
- * Identification in the form of a driver's license will be asked for if the person collecting the child is unknown to the staff, but nominated as an Authorised Person on the child's enrolment form.

6.3 Collaboration and partnerships

Reviewed: 18/4/18

Quality Area 6: Collaborative Partnerships with Families & Communities

6.2.2 Effective partnerships support children's access, inclusion and participation in the program.

6.2.3 The service builds relationships and engages with its community.

- BMOCCS aims to provide a socially rich early childhood experience to young children while also supporting families by providing quality respite care in an early years learning environment.
- The expertise of families is recognised and we support families to share in decision making about their child's learning and wellbeing.
- We recognise that parents sometimes need a break from their children to refresh and have time to attend appointments, study, do shopping or complete other tasks. We recognise that taking a break is a healthy strategy for parents.
- An increasing number of our parents are working from home, or starting home businesses. At BMOCCS we support parents in these ventures, by providing flexible, shorter hours of care, being more affordable in contrast to full days at Long Day Care.
- At BMOCCS we aim to provide parents with ideas and strategies by modelling learning through play and fostering relationships.
- We invite parents to contribute to our program of activities as we foster collaboration and partnership.
- Parents can gain family focused support through Mountains Outreach Community Service, MOCS, and are invited to become involved in the MOCS overarching committee. We also aim to connect families with other services and appropriate community/cultural events in the Blue Mountains.
- BMOCCS, MOCS, and Paint the Town ReAd, all have individual Facebook pages, where information is cross posted about children's activities, parent groups, parenting courses, interesting snippets etc. Parents are encouraged to 'Like' our page, and react to the page.
- We regularly consult with Connect Child and Family Service (Mid to upper mountains), Lapstone Early Intervention Service (lower mountains), as primary intervention partners.
- MOCS and BMOCCS have close ties and relationships with the local Aboriginal community, and regular events include visits from Elders, cultural events, or by supporting them in passing on culture to the younger children of the Blue Mountains.
- BMOCCS has an ongoing relationship with their local community, including a local chicken farmer, to whom we deliver the children's food scraps.
- At the time of enrolment, all parents are given the MOCS Mud Map which outlines all children's activities provided by MOCS, along the Blue Mountains ribbon of villages.