



# Coastwide Child & Family Services Inc.

## QUARTERLY NEWSLETTER for PARENTS

### MESSAGE FROM THE MANAGER

Dear Parents,

Welcome to our new look parent newsletter I hope you find the new format easy to read. We have had a busy 3 months with a lot of new families joining us for the first time. We have had our Quality Assurance validation visit and also launched our new website which we are very pleased with, the details are included in this newsletter.

Kellie McNamara, Manager CC&FS

#### QUALITY ASSURANCE

Last month Gosford Family Day Care was visited by a National Childcare Accreditation Council validator. Over a 4 day period, the validator visited 7 of our Carers & the co-ordination office. Overall the visit was successful & we are expecting to get our results by the end of this month. We will notify you of the results in the next newsletter.

The validation visit process caused some Carers stress & feedback from a few parents indicated that it was the fault of the office for causing this stress. We would like to reassure you that Quality Assurance is a directive of Children's Regulations as set by the Government & that ALL approved Childcare Services are required to meet these standards. Myself & the staff were very proud of our Carers that were visited as part of the Accreditation process, as we are equally proud of all our Carers & the professionalism & quality of care they provide. We believe we all will be very pleased when the results are received & be reassured this is a

direct reflection on their hard work in partnership with the co-ordination unit staff.

#### WEBSITE

Our new website is up & running, [www.ccfdc.com.au](http://www.ccfdc.com.au). The website gives an overview of the programs facilitated by Coastwide Child & Family Services, with links to other sites & copies of current & previous issues of our parent newsletters. We will be updating information regularly on the site, please have a look.

#### EXCURSIONS

To comply with Child Regulations a permission note must be signed on every excursion occasion. Please ensure you sign the appropriate form as supplied by your Carer.

#### POLICIES

Every month we review a number of policies as part of our requirement to review each policy of Gosford Family Day Care every 18 months. Policies that are currently under reviewed are displayed at your Carer's service. Input from Carers & Parents on changes to policies is most welcome.

April 2009

Coastwide Child & Family Services  
Sponsoring:  
\* Gosford Family Day Care  
\* Supported Playgroups Gosford  
\* Brighter Futures  
\* MyTime  
P.O. Box 4235  
East Gosford 2250  
Ph 4340 1111  
Fax 4340 0888  
[admin@ccfdc.com.au](mailto:admin@ccfdc.com.au)  
[www.ccfdc.com.au](http://www.ccfdc.com.au)



- Enclosed with this Newsletter
- *Quarterly Usage Statement*  
Jan - Mar 2009
  - *Child Observations*

We ask that if you have any feedback on policies under review to please contact the co-ordination unit. The policies being reviewed this month are - Child Protection & Reporting a Child at Risk; Arrival & Departure of Children; and, Carer Leave Policy. Please check the policies under review with your Carer each month.

## RECEIPTS

Please ensure you receive a receipt for any money that you give your Carer. For the most part this will be on your copy (blue) of your child's attendance record.

## USAGE STATEMENTS

With this newsletter we have enclosed your quarterly Usage of Childcare Statement. In future this statement will be mailed out monthly to meet Government requirements. The statement summarises your cost of care & the Child Care Benefit received. Our software provider is currently looking at a more streamlined process to enable us to easily email statements to parents. We are hoping this will be up & running in the new financial year. If you haven't already done so please send off a quick email to [admin@ccfdc.com.au](mailto:admin@ccfdc.com.au) to let us know of your email address, this will not only cut down on paper usage but also help with plans to email future newsletters. You can also view your childcare details online through the Centrelink website, [centrelink.gov.au](http://centrelink.gov.au), on the 'View Child Care Attendance Online Service Facility'. To access this online service you will need to

register through Family Assistance Office on 136150.

## OBSERVATION NOTES

Our Child Development Officers now have access to small observation notes & will leave these &/or visit cards when they have visited a Carer's service. This initiative was brought about to promote our Scheme as a partnership between all stakeholders & for you as parents to know that our staff are in contact with the children on a regular basis.

## INTERNET RESOURCE

The federal government has launched a new website for families, [www.mychild.gov.au](http://www.mychild.gov.au). The site is about children with the main focus on early childhood learning and child care.

## ROLE OF THE CO-ORDINATION UNIT

Survey feedback received as part of our Quality Assurance process highlighted that many parents were unsure as to the role of the Co-ordination Unit. As such provide you with the roles of our CDO's & re-print the role of the Co-ordination Unit:-

- Provide placement for children in registered Family Day Care homes.
- Assess and meet family needs and offer continued support.
- Oversee each child's placement and monitor their care and development.

- Recruit, train and support carers through home visits, interviews, telephone/email contact, newsletter and mailouts.
- Ensure the maintenance of quality care.
- Monitor hygiene and safety of the care environment.
- Provide play sessions for the carers and children in care.
- Arrange outings and excursions for carers, children and families.
- Maintain effective, accurate and confidential administration systems.
- Administer childcare benefit and payments to carers on behalf parents.

## CDO's ROLES

Vicki - Senior Child Development Officer:

Policy reviews: Policies are under review every 18mths. As the policies are due, staff will investigate any new standards/recommendations and seek advice from the appropriate source. Often the policy is sent to relevant sources and changes made as recommended. Each policy under review will be displayed in the foyer of the Co-ordination unit. The changes will then be made and sent to management for approval or comment. Once management have accepted the policy it will then be sent to carers for further comment or acceptance. Changes will be visible in red.

When the policy is complete the carers and staff will be issued with up to date policies.

New Carers: Host new carer information sessions held at the end of each month. Follow prospective carer through paces of pre-registration including paperwork, interviews, home inspections and registration. Visit the new carer for 3 months until they have successfully completed their induction period.

Lisa - Placement Officer

The placement officer's role involves: Offering carers' placements; Interviewing parents; Maintaining carers' cards with up to date vacancies and current placements; Maintaining the waiting list; Reporting at weekly meeting re new children in care/visited etc; Organising back up care.

Joyce:

My role in Family Day Care is the Annual Risk Assessment person. This means that if a Carer's Risk Assessment is due in a particular month I will email the Carer to remind them of it. I will then turn up unannounced as in a visit to complete the form. The Carer will then be given 2 weeks to comply with any areas of non compliance. I will visit a second time to sign off on these areas of non compliance.

My other role is New Carer Training. I have been training the new carers for a while now so will still continue to do so.

Barb:

My role in FDC means my days mostly involve visiting carers, (which is the fun part of my job). A new

initiation is excursion organiser which I will be. If Carers provide an excursion for the children in their care & need an extra pair of hands or assistance with transport I am the person to contact. Carers need to give plenty of planning time & the person that will assist them may not necessary be me. I will also be monitoring all Routine & Non-Routine excursion forms from Carers. Last but not least I am assisting Sharon with playgroup & leading it every fortnight.

Sharon:

I am the Brighter Futures Support Worker. This role involves placing Brighter Futures children, supporting Carers through visits, training, resources, excursions and hands on assistance. ensuring quality care and liaising with families and caseworkers.

My other roles are working with Barb to facilitate Playsession [including coordinating the Bus roster], Toy Library and assisting Vicki with New Carer Information session held each month.

## CONTACTING THE CO-ORDINATION UNIT

As mentioned both myself and our Child Development Officers frequently visit carers homes, building relationships with the children. Please feel free to contact the co-ordination unit on the above number to discuss any matters concerning your child's care and development. If you would like to pass on feedback regarding any aspect of our service again, please phone us or alternatively email us.

"quote of the day"

"A three year old child is a being who gets almost as much fun out of a fifty-six dollar set of swings as it does out of finding a small green worm"

Bill Vaughan