

KIDZONE FAMILY DAY CARE

Affordable + Quality Care



Educators Handbook
2024



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Welcome to Kidzone Family Day Care

ABOUT US

We Kidzone Family Day Care provide a quality daycare – a truly innovative and affordable concept in childcare and preschool education through qualified and experienced educators in nurturing home environments.

Kidzone Family Day Care is a government- Approved Provider, who employs a Nominated Supervisor, Educational Leader and Coordinators that coordinate the Scheme. Kidzone Family Day Care has been operating since 2016.

OUR TEAM

Ahmed Ibrahim, Director

Sharmeena Jaweed, Nominated Supervisor

Yasmin Hussain, Educational Leader

Coordinators

Erum Sohail, Hamdi Gabow and Yasmin Hussain

OUR CONTACTS

Address: Shop 2/ 324-326 William Street Kingsgrove, NSW 2208

Phone: 02 9787 8310

Email: admin@kidzonefdc.com

Website: www.kidzonefdc.com.au

EMERGENCY PHONE SUPPORT

24-hour Emergency Phone support is available to all our Educator whilst children are in care. This is to provide you with support and guidance at all times. Educators are advised to keep this number in their mobile phones and to provide this to household members. In the event of an emergency involving the educator whilst children are in care. The household member should contact the office or the 24-hour emergency phone.

The emergency phone is not to be provided to families Please do not hesitate to contact on: **0470 507 668**

In the event of Medical Emergencies or require immediate help.

Call: **000**

PHILOSOPHY



KIDZONE FAMILY DAYCARE PHILOSOPHY 🌟

At Kidzone Family Daycare, we focus on helping children grow and learn in a cozy and caring home environment. We want to thank and show respect to the people who took care of the land before us, the traditional custodians of the land. 🏠 🌳

Here's what we believe in:

🧸 **Play is Important:** We think children learn best when they're playing. Playing helps them be creative, solve problems, and make friends.

👨👩👧 **Friends and Family:** We think it's important for children to have good relationships with their family, friends, and the people around them. Feeling like they belong helps Children learn and grow.

🌟 **Everyone is Unique:** Every child is special and has their own talents and interests. We want to help them be the best they can be.

🌈 **Children Can Do Anything:** We believe in giving children choices and letting them make decisions for themselves. This helps them feel confident and independent.

❤️ **Happy and Healthy Children:** We prioritize the well-being of children in every aspect – their physical health, emotional well-being, cognitive development, and social interactions. Our aim is for children to thrive, feeling content and physically fit, and fostering positive relationships with others.

🛡️ **Safe and Sound:** Keeping Children safe and secure is our top priority. We have rules and plans to make sure they're always protected.

🌍 **Take Care of Our World:** We want Children to know how important it is to take care of the Earth. We teach them about recycling, conserving, and being kind to nature.

🌺 **Respect for Aboriginal Culture:** We respect and acknowledge the rich culture and heritage of Aboriginal peoples. We strive to incorporate Aboriginal perspectives, stories, and traditions into our programs to promote understanding, respect, and appreciation among children.

👪 **We're All in This Together:** Families and caregivers work as a team to help children learn and grow. We listen to each other, share ideas, and support one another.

🌈 **Everyone is Welcome:** We celebrate all the things that make us different – our cultures, backgrounds, and abilities. We want everyone to feel valued and included.

📖 **Always Getting Better:** We're always learning and trying new things to be even better at what we do. We want to give Children and families the best care and education possible.

We adhere to the principles outlined in the Early Years Learning Framework (EYLF) and the My Time, Our Place (MTO) to ensure that our practices align with the best interests of children. These frameworks guide our curriculum planning and programming, helping us achieve positive learning outcomes for every child. 📖 ✨

INTRODUCTION

Welcome to Kidzone Family Day Care, a quality daycare – a truly innovative and affordable concept in childcare and preschool education. This handbook introduces and an overview of Family Day Care. It provides you with the information you need to know to become a Family Day Care Educator.

FAMILY DAYCARE OVERVIEW

Family day care is a unique form of Childcare where a trained and qualified educator provides education and care for children in the Educators home creating a family like environment. As an Educator you have a chance to form a real connection with the children and be part of a caring community.

Family day care educators are self-employed and run their own business while being registered to Kidzone Family Day Care. They receive continuous professional support, compliance monitoring from Kidzone FDC team.

The Coordination unit is responsible for the effective operation of all components of family day care, including recruiting, training and supporting FDC Educators, monitoring care provision and providing advice, support and information for parents and families. They assist parents to select an appropriate FDC Educator for their child.

A family day care service can provide flexible care including all day care, and part-time or casual care. For families who are on call or work shifts, care may be available overnight or on weekends. Services may provide respite care and other non-work-related child care in line with our Priority of Access Guidelines.

Family Day Care service guides its practice through the National Quality Framework, so the parents using our service know that their children are receiving quality care.

OUR SERVICE GOALS

At Kidzone Family Day Care we are aware that each child is unique in both their abilities as well as way in which they learn. We therefore tailor specific support for each Educator in order for them to provide the best possible experience for all children in their care. We celebrate equality and diversity among not only the children enrolled in our service but also among Educators. We respect all individuals irrespective of culture, race, religion, physical/intellectual ability or socio-economic and family background.

OUR STAFF

The Kidzone Family Day Care staff is committed to assisting Educators in providing quality care to families. Our responsibilities include the following:

- Pre-service home safety checks and training of all Educators
- Assisting Educators in meeting qualification requirements
- A range of in-service training and development sessions throughout the year
- Frequent home visits by professional support staff
- Adherence to National Quality Framework Standards
- Adequate insurance cover for all Educators
- Assisting Educators in adhering to required standards involving thorough inspections of homes and safety/hygiene requirements
- Additional support service such as organising playgroups and equipment loans
- After hours on-call emergency

Nominated Supervisor

The Nominated Supervisor is responsible for the overall management and direction of the Scheme. They ensure that the scheme adheres to government requirements, that all Families/Educators grievances are handled in a timely and appropriate manner and ongoing quality care is provided within the service. The Nominated Supervisor is available to discuss any issues and can be reached via appointment with administration staff at the service.

Educational Leader

The Educational Leader assists Educators and Coordinators in the development of quality programs for children registered with the service.

Coordinators

The Family Day Care Coordination Unit is committed to supporting educators in providing quality education and care to families and children and are responsible for:

- The coordination of the FDC services in accordance with national guidelines, regulations, standards and the Early Years Learning Framework
- Recruiting, selecting the registration of FDC Educators
- Development and review of policies and procedures in consultation with FDC Educators and parents/guardians and stakeholders
- Support with the provision of relevant training to promote the professional development of each FDC Educators
- Promotion of Kidzone FDC Scheme
- Maintaining a waitlist of children
- Completing the enrolment process
- Support Educators to monitor the children's care and developmental needs through regular support visits and Individual Learning Plans
- Support and resourcing of FDC Educators, through both regular visits as

- above, and scheduled visits when required,
- Provision of support and information to parents/guardians using care,
- Training FDC Educators on individual levels to meet the needs of each educator; is completed during visits.

Approved Provider

Hayat Business Services Pty Ltd is an Approved provider by the Department of Education and Early Childhood and Development (NSW) and Educators are registered with the Scheme. The scheme is approved under the Education and Care Services National Regulations 2011 and the Education and Care Service National Law 2010.

National Quality Framework

The National Quality Framework (NQF) is the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children using education and care services.

The NQF introduces a new quality standard to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care.

ACECQA

The Australian Children's Education and Care Quality (ACECQA) is the National body responsible for ensuring consistency and guiding the states and territories in implementing the National Quality Framework.

The national Legislative Framework is founded in the Education and Care Services National Regulations 2011 and the Education and Care Service National Law 2010, and is approved, monitored and assessed by a regulatory authority in each state/territory.

The NSW Regulatory Authority is the Department of Education and Early Childhood Development (DEECD). It is the responsibility of DEECD to monitor the fulfillment of the National Quality Standard in NSW.

National Quality Standard

The National Quality Standard (NQS) is a key aspect of the NQF and sets a national benchmark for early childhood education and care, and outside school hours care services in Australia. It is divided in to seven Quality Areas including:

1. Educational program and practice
2. Children's Health and Safety

3. Physical environment
4. Staffing arrangements
5. Relationships with Children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

These Quality Areas are linked to the following National Learning Framework:

- Belonging, Being and Becoming: The Early Years Learning Framework (EYLF – from birth to 5 years of Age)
- My time, Our Place V2.0 (2022): Framework for School Age Care in Australia (FSAC- from 5 to 12 years of age)

BECOMING AN EDUCATOR

Our educators are passionate about your child's happiness and growth and provide a safe, nurturing environment that cultivates self-esteem. This is more than a job for our teachers. It's an opportunity for them to share their passion for life while they inspire, engage, and awaken the wonder inside each and every child.

Being a registered Educator with Kidzone Family Day Care you benefit from qualified, professional Coordination Unit staff who are experienced in supporting and training Educators in areas of child development, quality care and education along with business management and administration.

The primary focus of our Educators is a genuine interest in children and the motivation to learn and strive to provide high quality education and care for young children. Educators must at a minimum hold a Certificate III in Education and Care.

Educators are approved to provide care and education for a maximum of 7 children (no more than 4 children under school age).

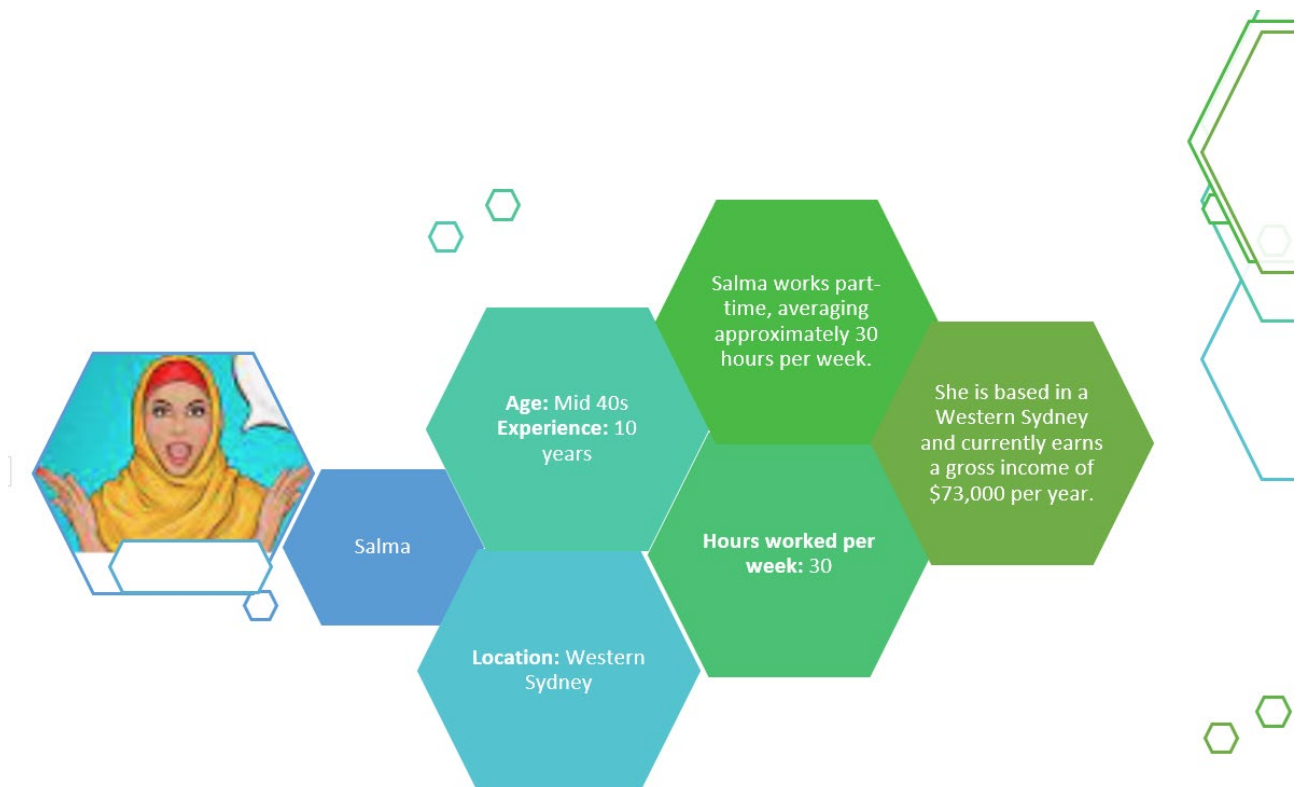
Small groups of children allow Family Day Care Educators to deliver a personal experience that covers all aspects of a child's development.

As an Educator with Kidzone FDC you will:

Work according to the Education and Care Services National Law and Regulations, National Quality Standards and National Curriculum Frameworks. Participate in the Munch & Move, Be You, and Smiles for Miles programs. Be required to participate in a minimum of 3 professional development sessions per registration year.

Earning potential

Educators are self-employed, small business operators. As a small business owner, you can work flexible hours that suit you and your lifestyle and have the capacity to boost your income as an early childhood and care professional based on your preferences. Here are some examples of how Family Day Care Educators structure their business and take charge of their earning capacity.



Business expenses are tax deductible so it's essential to keep good records. You can also claim a proportion of costs that are used both in your Family Day Care business and your private life, e.g. electricity, cleaning products and mortgage interest.

It is recommended that careful consideration is given to planning your business. A number of resources exist to assist Educators in this planning including 'My Home My Business - a Business Handbook for Family Day Care Services', which can be found at:

<https://www.childdaustralia.org.au/wp-content/uploads/2017/02/Family-Day-Care-Business-Handbook-My-Home-My-Business-good.pdf>

Promoting your service

Our Coordination Unit will endeavour to ensure the recruitment of Educators is based on community need, however no guarantee can be made about providing referrals to an Educator.

Promotion and marketing to families is done in partnership between Educators and Kidzone FDC. Kidzone FDC will field enquiries about Family Day Care and will match families with Educators; families are then referred to an Educator for an interview. Should the educator wish to market their services independently they are allowed to do so.

There are a lot of factors that influence the effectiveness of your marketing, however planning, execution and timing are always crucial. We find that your marketing is most effective when working together with Kidzone FDC. In doing so you're able to deliver coordinated and consistent messages.

HOW IT WORKS

If considering a Family Day Care business from your home, it is essential to discuss your application with family members who live at home. All family members over the age of 18 years that reside in the premises where education and care is provided will need to complete a Working with Children Check, Police Check, Child Protection training and sign a household members agreement. Kidzone FDC will provide guidance and advice on these requirements. Kidzone FDC encourages active participation of family members as it adds to the 'family' experience of the service.

As is the case with all children, it is expected your home may experience a little wear and tear. Furthermore, all Educators are required to ensure that their homes are and continue to be hygienic and safe for children. This will be formally assessed by the coordination team during an initial and annual home safety visit, as well as informally on subsequent regular visits.

Most importantly, a Family Day Care environment must be alcohol, illicit drug and tobacco free. The need for regular prescription medication needs to be flagged in the Educator Registration Form and should not impair your capacity to provide care.

Child Safe Code of Conduct

We will:



Actively promote cultural safety and inclusion



Listen to and value children and young people's ideas and opinions



Report any conflicts of interest



Treat everyone with respect and honesty



Advocate the rights of the child and always prioritise their needs



Where possible, have another adult present or in sight when coaching



Remember to be a positive role model



Set clear boundaries about appropriate behaviour



Respect the privacy of children and their families



Follow organisational policy and guidelines for the safety of children



Report or raise concerns with management if risks to child safety



Gain consent from parents or carers when situations need to be safely managed

We won't:



Overlook or participate in illegal, unsafe, or abusive behaviour towards children



Do things of a personal nature that a child can do for themselves



Develop any 'special' relationships with children



Ignore or disregard any concerns or suspicions or disclosures of child abuse

Educational Programs

From 1 January 2012, the National Quality Standards set a new benchmark of quality for all mainstream child education and care services across Australia. A national body oversees the quality assurance and rating: Australian Children's Education and Care Quality Authority (ACECQA). More information is available at their website: www.acecqa.gov.au

Each service must undergo assessment and compliance visits on a regular basis to measure the quality of the service. The assessors spend time visiting educators chosen at random and assessing the coordination unit.

Services are assessed on the educational programs they provide for children, the relationships they form with children, families and communities, the standards of health and safety, and the physical environment.

Programs are based on the Early Years Learning Framework (EYLF) - the national early childhood curriculum for children prior to starting school - and My Time Our Place (MTOP) for school age children.

Each Educator must offer a professional, planned program for each individual child and the groups of children in their care. The Framework curriculums are based on childhood educational theory and research and are based off the basic needs of belonging, being and becoming.

The Framework is based on the following five outcomes:

- 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

More information can be found on the EYLF and MTOP by visiting <http://education.gov.au/>

Child Ratio Policy

Educator to child ratio allows Educators to give more individual care and attention and contributes to better social and learning outcomes for children. Educators are able to develop more effective and meaningful relationships with children, resulting in more engaged, happy and relaxed individuals.

Currently Educators in Family Day Care can provide care for up to 7 children (1:7 ratio) including the Educator's own children and any other children who will be present at the residence during times of care.

Educator to child ratio:

- No more than 7 children under the age of 12 years. Ratio includes the educator's own children younger than 13 years of age if there is no other adult to care for them.
- No more than 4 children preschool age or under

Figure 1: Mixed age group ratios in practice



HOW CAN YOU JOIN US

All applicants must demonstrate their suitability through the following process:

1. If you have any questions regarding our Educator Handbook contact the nominated supervisor who will arrange a time to meet with you; this can be completed at your home where an obligation-free home safety can occur.
2. Complete and return the Educator application along with the following required documentation:
 - Minimum Certificate 111 in Early Childhood Education and Care
 - Current Registration Certificate
 - Current First Aid HLTAID004 or HLTAID012 / CRP Training.
 - Current public liability insurance
 - Medical certificate stating they are fit to care for children
 - Annual home compliance/safety check
 - Current Working with Children Check and criminal check for educator and all household members 18years and over
 - Current WHS training / Child Protection training
 - Current RMS Child Restraint
 - Glass Check Certificate
 - Fire Equipment
 - Driver's License
 - Hot water regulator
3. Attend an interview where our Coordination Unit staff will be able to assess your knowledge and skills.
Interview topics will include: Child development knowledge, Curriculum

planning (with reference to the appropriate Frameworks), behaviour management techniques, and health, safety and wellbeing. The outcome of the interview will be communicated through a written letter of either successful or unsuccessful.

4. It is a requirement that all registered educators have access to a laptop/ PC or iPad.
5. It is a requirements that all educators and eligible household members be vaccinated for COVID-19 or have a letter of exemption.

If successful.....

- There may be the need to attend some work placement with an established Educator (this will be communicated within your letter)
- Attend face-to-face service induction training
- Register with PRODA (online identity verification and authorisation system)
- Complete final home safety risk assessment with Coordination Unit staff

ADMINISTRATION GUIDELINES AND BEST PRACTICE

With increasing compliance and administration demands on Family Day Care Services, it makes good business sense to use the tools available that Harmony software system.

Kidzone Family Day Care requires all Educators to subscribe to Harmony and use the programme in accordance to Family Assistance Law, Education and Care National Regulations and Kidzone Family Day Care Policy and Procedure.

What is Harmony for Educators?

Harmony for educators is a software programme that is fully integrated between Kidzone FDC and all our educators. This will allow:

- Educators to view family/child information that has been recorded by Kidzone FDC staff. Eg: Parents/guardian and Authorised persons detail, Medical conditions etc.
- Educators to view Family Child Care Subsidy details updates and absences.
- Records parent payments and issue receipts.
- Kidzone FDC Policies, Procedures and Programs
- Issuing invoice, receipts and family statements
- ESI: Electronic Sign In/Out

OUR RESPONSIBILITY

Kidzone Family Day Care is responsible for:

- Provide initial training as part of the Prospective Educator Orientation process and ongoing support to all Educators through focused visits, information guides, etc
- Notify Educators to updates/issues that may potential effect their daily operations practices.
- Provide accurate and current information to families upon enrolment with the Service.
- Update bookings and maintain current family records in Harmony
- Inform Educators with updates from Department of Education Skills and Employment

YOUR RESPONSIBILITY

- Provide accurate information and guidance to parents and authorised person with the e-signature
- Attendance record functions. (Refer to Harmony system)
- Provide permanent changes to booked care in writing to the coordination unit prior to the effective date. (admin@kidzonefdc.com)
- Accurately record and submit to the co-ordination unit all attendance details including cancelled care, absent days, and temporary change to booked care.
- Provide written requests to amend attendance records prior to staff “resubmitting” such information.
- Remain confidential with family information including PIN numbers
- Submit weekly vacancies by Monday morning 8:00am
- Contacting the coordination unit, if there is any technical issue you are having during your working hours.

Recording Attendance Information E– Signature :(PIN numbers)

- PINS cannot be shared between families and Educator
- Parents are responsible to sign in/out and mark sessions absent when care is not attended.
- The Educator may use their PIN when:
 - Signing children in and out upon delivery and collection from school.
 - Marking a session as “Absent” when it is the child's last day of care for the week.
 - Signing children in/ out of care where there are unforeseen technical issues (internet/software)

Updating and checking “timesheet” details:

- Details of each child's “timesheets” should be updated/checked at the end of each week.
- This may include:
 - Mark a session absent for each session where the child was not in care.
 - Changing booked days/hours for additional temporary days/hours.
 - Cancelling a session of care where a fee is not being charged.
- Service closed on <day/s> no charge for care
- Additional-swapped day/hours for day/s
- Educator used own PIN for explanation.
- Parent actual arrival time/ actual collection time (if the e -signature reflects otherwise)

Attendance Record Information

When should my attendances be submitted for processing?

- Attendance Harmony are viewed, updated, calculated and submitted by the Educator on a weekly basis. Kidzone Family Day Care staff will continue to process, submit to the department and make payments to Educators on a fortnightly basis.
- Attendances to be submitted through Kidzone Family Day Care at the end of each fortnight (this may subject to change), by Monday morning 8.00 am

Fees

- FDC Educators have their fees deregulated, meaning that they set their own fees based on what other services around their area may charge and where possible allowing competitiveness.
- FDC Educators have an obligation to charge the ‘same fee for service’ to all families (no special rates).
- Educators needs to give 4 week notice in writing to families in their service and the co-ordination unite before changing fee.
- Fess can be changed once a year

Termination

- Two Weeks Notice must be given to the Educator by the parents when terminating care. If a Child it permanently relocating to another Educator no notice is required.
- The termination E-form must be completed by the parent when a child

is leaving your service and must be emailed to coordination unit at admin@kidzonefdc.com

Gap Fee

- From 1 July 2023, it is legislative requirement that Gap Fee must be paid electronically (NO CASH). Educators may collect the Gap Fee on behalf of Kidzone Family Day Care until the service transitions fully to electronic payments.
- Families must pay the gap fee to receive childcare subsidy under family assistance law (CCS).
- Educators who collect gap fee must provide copies to each family and the Coordination unit weekly/Fortnight.

Children who attend your service during the school term and vacation care

- Identify which children are using vacation care and confirm the days/ hours required with the parents
- Request a temporary Booking Change Request to:
 - a) You may choose to update the schedule for the days/hours of care for a given week.
 - b) You may wish to request the administration office to create the booking days/hour sessions on the child schedule for the week agreed with the parents
- Children who attend your service for the school term but not vacation care.
- Remove the booked days from your timesheet for that particular week

COMMONLY ASKED QUESTIONS

What should I do if a child is absent on all booked days or the last booked day of the week?

- Go into the child's time sheet and mark the day absent. Request the parent to approve the day/s as "absent" on the e-signature section on their return to care the following week.

What should I do if I have closed my service for a day?

- Contact the office to advise us that you are closing your service.
- Go into each time sheet that would be effected for the day.
- Remove the schedule day from the timesheet

What should I do if I cannot access Harmony to record attendances?

- On parents arrival/departure ask parents to write on a attendance sheet provided by Kidzone FDC - Child name - date and time and sign in the children who have been in attendance. At the end of week scan page and emailed to office (admin@kidzonefdc.com).
- Once you are able to access the system sign the children in/out using your own PIN and noting of the actual arrival/departure time.

Why would the parent entitlements be different in week one to week two when the care arrangements and % have not changed?

- Parent eligible hours of eligible care is calculated over a fortnight across all services. Should their eligible hours reach their limit in week one or absorb more than half their hours in week one, this will affect their entitlement for week two.

EXAMPLE:

- Amelia has 50 eligible hours of care per fortnight and uses 4 days totalling 40 hours per week. He received 40 hours of his CCS % for the first week.
- He receives only 10 hours of his CCS% for the second week. This means that the gap fee payable by the parent will be greater for week two.
- This may also relevant to where the child attends multiple services

Do I get Child Care Subsidies for Public Holiday?

- Absences on public holidays can only be submitted in line with the families CWA (Complying Written Agreement). The Child Care Subsidy paid will depend on the routine session as per the CWA

What should I do if child feels sick during the care and parents cannot be reached out in 30 minutes?

- First notify the office and call the emergency contact listed in the enrolment form.

What should I do if child and family travelling overseas and want to return to care?

- Obtain the itinerary of the family, check that the absence are enough to cover the period that the child is absent from the care and forward the itinerary to our office.

What should I do if my relative want to stay with me in short visit whilst care is taking place?

- Any person staying during the care regardless of the situation is required to have Working With Children Check.
- Copies of travel documents and WWCC must be provided to the office.

CONFIDENTIALITY

Family members/residents may invariably view or hear information regarding families attending FDC. This information is strictly confidential and cannot be discussed with anyone else.

As an Educator, you are the primary person responsible for communicating with families about their children and FDC issues. If an issue arises, family members/residents should discuss this with the FDC Educator.

The educators must ensure that they protect the privacy, dignity and confidentiality of individuals by ensuring that all records and information about individual children, families, are treated with discretion and kept secure in accordance with our Legislative responsibilities.

Information is only accessible or disclosed to authorised people who require the information to fulfil the responsibilities of their role at the service or have a legal right to know. Educators will discuss any request for information with the coordination unit staff prior to any disclosure.

EDUCATORS AGREEMENT

Each year as part of the compliance process, and to ensure continued Registration with our FDC Scheme. Each Family Day Car Educator needs to read over, understand and sign the Educators Agreement.

This is the legal agreement between the self-employed FDC educators and Hayat Business Services as Approved Provider of Kidzone Family Day Care (the “Approved Provider”). The agreement outlines the legal responsibilities and obligation for FDC educators.

RECORD KEEPING

Information that is collected and kept as a record as required by the National Regulations will not be communicated (either directly or indirectly) with anyone other than:

Educators and or relevant staff who require the information for the education and care of the child. Medical personnel who require the information for medical treatment of the child. The parent/legal guardian of the child that the record relates to, or The Regulatory Authority or an authorised officer.

In addition, information may be communicated if authorised or required under any other Law, or if the person who provided the information gives written permission.

For example, a parent may give written permission for the service to share information about their child with a support agency such as Inclusion Support.