

SCOPE

This policy applies to staff and educators of Clarence Family Day Care.

POLICY

The service aims to respond to requests for care in a timely manner and in conjunction with the requirements of the Child Care Subsidy System (CCSS).

PROCEDURE

- Parents/Guardians are invited to make a request for care to the Service. Consideration is given to the parents/guardians request for days and hours of care and are matched to educator(s) in their area that have vacancies that match the parent/guardian's request.
- Parents/Guardians shall be offered the choice of more than one educator should there be multiple vacancies that match the family's request.
- Where education and care vacancies within the service are limited, or are not available, parents/guardians are able to request that they are placed on the Services' waitlist.
- -In those circumstances that no referrals can be given at the time of enquiry the Parents details will be documented on the enquiry register and followed up in a timely manner. Educators will be emailed the request to ask if they can help with the required care and the request will be advertised on the CFDC educator Facebook page.
- The service keeps accurate records of current education and care use, including families waiting for placement, to enable the Service to:
 - identify trends in the need for education and care in the community
 - recommend future directions for service provision to the Approved Provider
- Educators may maintain their own waitlist and fill their vacancies from their own waitlist.
- Educators need to have vacancies in their education and care service filled as soon as possible to ensure consistency of income. Educators need to inform the service as soon as possible of their vacancies so that referrals can be made to them.

NATIONAL QUALITY FRAMEWORK

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	NATIONAL QUALITY AREA	NATIONAL QUALITY ELEMENT/STANDARD
-	6	6.1, 6.1.1
	7	7.1.2

REFERENCE & RELATED INFORMATION

- Education and Care Services National Law Act
- Education and Care Services National Regulations
- 'A New Tax System (Family Assistance) (Administration) Act 1999'
- Child Care Subsidy Secretary Rules Child CareSubsidy Minister Rules