



Questions to ask Family Day Care Services

ENGLISH



Australian Government
Department of Education and Training



NSW FAMILY DAY CARE
ASSOCIATION INC.

FAMILY DAY CARE EDUCATOR TOOLKIT:

Questions to ask Family Day Care Services

If you are thinking of becoming, or have been approached to become, a Family Day Care educator you must register with an approved Family Day Care service.

Family Day Care educators are people who provide approved early childhood education and care to mostly young children in the educator's own home.

A Family Day Care service engages educators as either employees or as small business contractors to be part of their service. The service is the approved child care provider under both the National Law and the Family Assistance Law, although the educators are the ones who look after the children.

Choosing which Family Day Care service to register with is an important decision – you need to make sure you register with one you trust and that will provide the support and assistance you need.

What do Family Day Care services do?

- ▶ They ensure you are a suitable person to educate and care for children.
- ▶ They assess your home to ensure it is safe and secure for children in your care.
- ▶ They have policies and procedures that you can follow to help make your work as an educator easier and to make sure you are doing what the law requires you to do.
- ▶ They check to make sure you have the insurance, qualifications and certificates you need as an educator.
- ▶ They provide you with induction training when you start to work as an educator.
- ▶ They visit you on a regular basis to ensure you are caring for children properly.
- ▶ They help you to continually improve the quality of education and care you provide to children.
- ▶ They administer the Australian Government's child care fee assistance on behalf of the eligible families you provide care for.
- ▶ They charge families the fees for the education and care you provide to children.
- ▶ They pay your wages, or if you are working on a contract basis, your invoices.

- ▶ They provide ongoing professional development (training) for you.
- ▶ Above all, they should help ensure you are following the National Law and Regulations and are compliant with the Family Assistance Law as a Family Day Care educator.

How can you work out the best Family Day Care service to register with?

Because there are a number of Family Day Care services you could choose to register with, you need to make sure you are happy with the one you decide on.

To help you choose the best one for you, ring or visit each of the services. Ask them questions to work out how they can assist you and what they expect from you as a Family Day Care educator. Talk to other educators registered with the service. Does the service have a good reputation? What is the service's quality rating? (Ask them or you can check on the internet at www.startingblocks.gov.au/find-child-care)

What sorts of questions should you ask Family Day Care services?

Questions to help you decide which Family Day Care service you should register with include:

- ▶ Will you be **employed** by the service or **sub-contracted** by them?
- ▶ What fees and levies do they charge their educators and families?
- ▶ How many educators are registered with them and how many coordinators do they employ? (The coordinators are the service staff that will support you as an educator.)
- ▶ Will they support you to get a qualification?
- ▶ How high is their turnover of educators? (If educators stay longer it is a sign they are happy with the Family Day Care service.)
- ▶ What professional development and support do they offer educators?
- ▶ How often will they visit you?
- ▶ Do they offer additional benefits such as playgroups, where you can bring the children in your care to play with other children?



MAKE SURE THEY FOLLOW THE LAW!

Has someone invited you to become a Family Day Care educator and to register with their service? It is important you know what you are agreeing to. If the Family Day Care service breaks the law or commits fraud you could be held responsible as one of its educators. Make sure any Family Day Care service you register with is honest, not breaking the National Law and is compliant with the Family Assistance Law.

Important points

- ▶ When you start your own Family Day Care business you must register with an approved Family Day Care service.
- ▶ Family Day Care educators work under the guidance of a Family Day Care service.
- ▶ Sometimes educators are self-employed but sometimes they are employed by the service.
- ▶ Which Family Day Care service you register with is one of the most important decisions you will make in setting up your Family Day Care business. It is important to ask lots of questions to make sure you are happy with the service you choose.
- ▶ Family Day Care services should offer a range of supports to the educators registered with them. These include induction training, ongoing professional development and regular support.
- ▶ Some Family Day Care services may offer lower administration fees and charges but may not offer the support you need. Don't just register with the cheapest service.
- ▶ Do not sign up with a Family Day Care service that you suspect may be breaking the National Law and Family Assistance Law. This could put you at risk of breaking the laws as well.
- ▶ The best way to ensure that you are supported in your work as a Family Day Care educator is to sign up with a Family Day Care service who supports you and who you trust.

FREQUENTLY ASKED QUESTIONS

Do I have to sign up with a Family Day Care service?

Yes. To become a Family Day Care educator you must be registered with an approved Family Day Care service.

Are there different types of Family Day Care services?

Yes. Some are non-profit organisations. Some are businesses. Some are run by local governments or charities.

How should I decide which service to register with?

Consider things such as:

- ▶ What support they will offer you.
- ▶ What sort of training they offer when you start.
- ▶ What fees or levies they charge educators and families.
- ▶ What professional development/training they offer.
- ▶ How often they will visit you.
- ▶ What the service's quality rating is. (You can check this at www.startingblocks.gov.au/find-child-care)
- ▶ How well you think they follow the National Law and Regulations and the Family Assistance Law regarding the child care subsidies they administer on behalf of eligible families from the Government.



TIP OFF LINE

If you are concerned about fraud occurring, you can contact the Australian Government Department of Education and Training tip off line with the specific details on 1800 664 231 or email tipoffline@education.gov.au You can remain anonymous if you want to.



FREQUENTLY ASKED QUESTIONS CONTINUED

Where do I find more services?

To find services near you, go to www.fdca.com.au and click the 'find childcare' tab.

What should I be concerned about?

Be concerned if you think a service is breaking the National Law and Family Assistance Law.

Be concerned if what they are offering you seems too good to be true.

What laws and regulations cover Family Day Care?

There are a number of laws that govern how Family Day Care services and educators operate.

The most important laws are the:

- ▶ Education and Care Services National Law
www.acecqa.gov.au/national-law
- ▶ Education and Care Services National Regulations
www.acecqa.gov.au/national-regulations
- ▶ Family Assistance Law:
www.education.gov.au/family-assistance-law-0

FIND OUT MORE

Interested? Find out more by going to these websites:

- ▶ www.education.gov.au/compliance
- ▶ www.fdcsupport.org.au
- ▶ www.fdca.com.au
- ▶ www.acecqa.gov.au

or by going to a Family Day Care service near you. (To find your nearest service, go to www.fdca.com.au and click the 'find childcare' tab.)

This brochure has been produced in 11 languages: Amharic, Arabic, Assyrian, Dari, Dinka, French, Hazaragi, Nuer, Somali, Sudanese, and Swahili. To find the brochure in your language please go to www.fdcsupport.org.au

Amharic	በራሱም ቋንቋ በራራ ወረቀት ከሚገኙት www.fdcsupport.org.au ድረ ገጽን ይመልከቱ
Arabic	لإيجاد الكتيب بلغتك، يُرجى تصفح موقع الويب www.fdcsupport.org.au
Assyrian	لإيجاد كتيبك بلغةك، يُرجى تصفح موقع الويب www.fdcsupport.org.au
Dari	برای دریافت جزوه به زبان خودتان، لطفاً به www.fdcsupport.org.au وبسایت مراجعه کنید.
Dinka	Tè kəor yin kitap nè thoŋdu kitam tō wēlthin ke yin lo nè www.fdcsupport.org.au .
French	Pour trouver la brochure dans votre langue, veuillez visiter le site www.fdcsupport.org.au .
Nuer	Ke yöö bi nəc jiek rey waregaka/ kie majale ke thuok du, göa ε en yöö bi wä kä www.fdcsupport.org.au .
Hazaragi	برای دریافت این بروشور به زبان خودتان، لطفاً به www.fdcsupport.org.au وبسایت مراجعه کنید.
Somali	Si aad ugu heshid buugyaraha luuqadaada fadlan booqo www.fdcsupport.org.au .
Sudanese	لإيجاد الكتيب بلغتك، الرجاء تصفح موقع www.fdcsupport.org.au
Swahili	Ili kupata brosha hiyo kwa lugha yako tafadhali tembelea tovuti www.fdcsupport.org.au .



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