



# In Home Care

*Parent Handbook*





## VISION

Excellence and leadership in services  
for the community, families and children

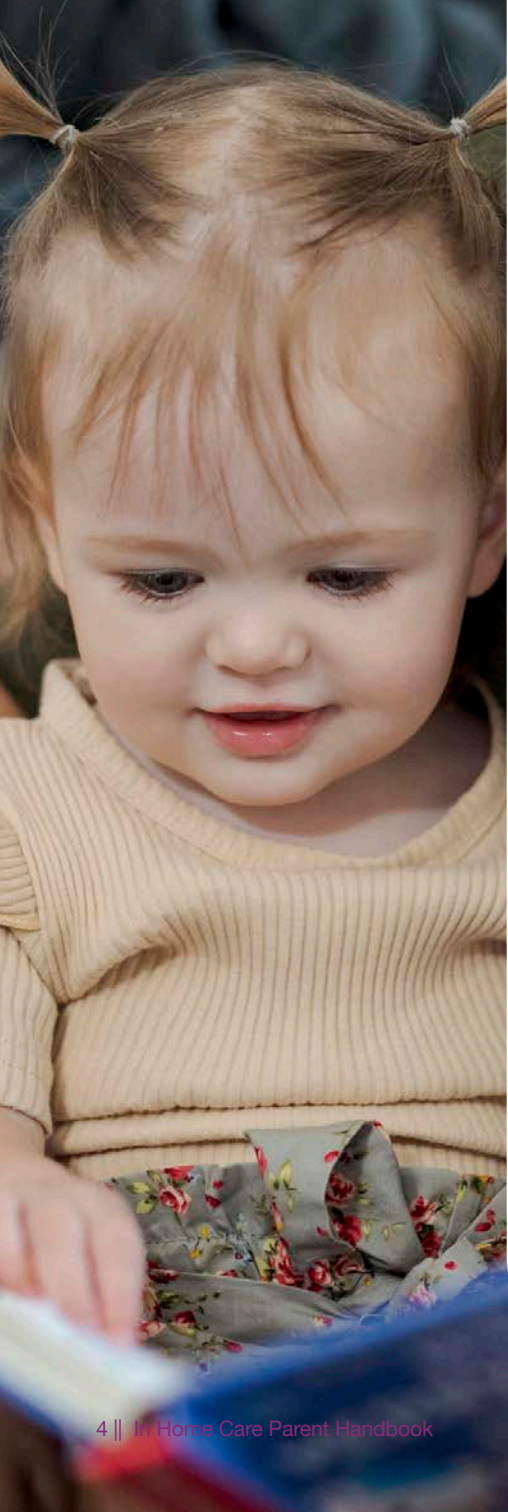
## MISSION

Wanslea promotes community, family  
and individual development through  
partnerships and services

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## Wanslea – A Brief History

Wanslea is a not-for-profit organisation that was founded over seventy five years ago by Florence Hummerston, a well known Perth identity committed to serving the community.

In 1941 Florence became the Founding President of the Women's Australian National Service (WANS) War Fund and was also instrumental in the establishment of Wanslea two years later. During the war years, the WANS provided care for children whose mothers were ill and fathers overseas with the war effort. At the end of the war, the WANS continued to offer a service that cared for children in need.

Florence Hummerston was the first woman elected to the Perth City Council, on which she served for 18 years. She was a life member of the Children's Protection Society and was awarded an OBE in 1960 for her work with women and children in Western Australia. Mrs Hummerston died aged 94 in 1984.

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Over the years, Wanslea has touched the lives of thousands of West Australians in times of family need, resulting in significant good will and respect for the organisation

## Welcome

This booklet is designed to provide you with important information about how Wanslea In Home Care operates and what is required of people who use the service.

We hope that this information helps to provide a positive In Home Care experience for you and your child. The information in this booklet will assist you in settling your child into care and will answer many of the questions you may have.



## Committed to the safety of all children

We place the safety of children and young people at the forefront of our operations and are always seeking to strengthen our child safe culture across programs and services.

Some of the ways we do this include:

- Requiring all paid and unpaid staff to adhere to our Code of Conduct
- Ensuring that all relevant staff have a current Working with Children (WWC) card
- Requiring all staff to undergo police checks and additional screenings based on program requirements
- Continuously identifying areas for improvement in our services and encouraging our staff, foster carers, volunteers, families and children to report any ideas, concerns or feedback
- Having clear policies, procedures and systems to ensure that children are kept safe and that anything that could harm a child is reported and actioned
- Valuing diversity and inclusion, and taking action to encourage participation and prevent discrimination

## Wanslea In Home Care

In Home Care is a flexible form of early childhood education and care that provides care by an approved educator in the child's own home.

Each child is given care that is safe, nurturing, stimulating and builds upon their individual needs and interests.

We endeavour to meet the needs of any family, complementing and being sensitive to their values, beliefs and responsibilities.

Forming partnerships with families and strong networks with the wider community is paramount.



Our goals are to:

- Deliver a quality service that honours cultural diversity, complements each family's expectations and requirements, and meets the individual needs of the children
  - Provide home-based early childhood education and care that is individual, flexible and responds to the changing needs of families
  - Support educators to provide a secure, caring and stimulating home environment, that provides for each child's social, physical, intellectual and emotional needs and interests
- Create a professional atmosphere where parents, educators and staff form a collaborative team and work together for the benefit of the children and their families
- Create a working environment where staff and educators are supported to strive for professional growth and development
- Promote and demonstrate equal opportunity in all aspects of our service

Children are unique individuals and should be allowed to progress at their own pace.

In Home Care programming is based on each child's individual needs, interests and abilities. It caters for physical, social and emotional, language and cognitive development.

## Why Use In Home Care?

Children in In Home Care have the advantage of being able to remain in familiar surroundings and to be cared for together with their siblings. Educators often develop very close relationships with the children in their care and the rest of the family.

In Home Care offers flexible hours, including full- time, part-time or casual. It can cater for families who work irregular hours or live in regional or remote areas and find it difficult to use mainstream early childhood education and care. Some educators are available overnight and on weekends.

With the appropriate permission from parents, children in In Home Care can have broader learning experiences by going on outings or excursions. They can enjoy the opportunity to mix and socialise in larger groups when they attend playgroup sessions that Wanslea offers.

In Home Care is different to the work provided by a nanny or a baby sitter. In Home Care educators do not undertake domestic duties like cleaning or washing and their work involves more than child-minding. It is a specialised early childhood education and care service that pays attention to meeting the unique development needs of each child in care.

Educators are skilled at meeting the needs and day-to-day demands of children and will develop sensitive, responsive, consistent and secure relationships with the children and families.







## Who Is In Home Care For?

In Home Care is available to families who can demonstrate that the other types of approved early childhood education and care are not suitable or available. Families applying for In Home Care must be eligible for the Child Care Subsidy and one or more of the following criteria must apply:

- Parents or carers are working non-standard or variable hours, outside normal early childhood education and care service hours
- Parents or carers are geographically isolated from other types of approved early childhood education and care, particularly in rural or remote locations
- The family has challenging or complex needs, including challenging situations, and other approved early childhood education and care services are not able to meet the needs of the child or the family

Families accessing In Home Care because of challenging or complex needs may have circumstances that include one or more of the following:

- A child with additional needs or a disability whose early childhood education and care requirements cannot be catered for in another approved child care setting, or through other government funded or community-based services
- A parent undergoing treatment for a serious illness
- A complex family situation that prevents them from accessing other approved early childhood education and care types

## Guidelines

Wanslea In Home Care operates in accordance with the National Guidelines, the In Home Care Handbook and Wanslea's policies and procedures.

The Guidelines and Handbook for In Home Care outline the minimum requirements necessary to ensure safe, nurturing and early childhood education and care, as well as administration and record keeping requirements.

Please speak to your educator or the Wanslea In Home Care Early Years Team for more information.

## Policies and Procedures

Wanslea has policies and procedures. You may ask the Early Years Team for a copy.

This Parent Handbook provides a snapshot of policies and procedures that may be subject to change, as they are evaluated and reviewed regularly.

We encourage your input, thoughts and ideas. You may provide feedback to Wanslea formally in writing or informally through contact with your educator or by speaking to members of the Early Years Team.







## Quality

Wanslea is committed to providing quality care.

Educators who become members of our service are required to provide care in accordance with the Standards for In Home Care and Wanslea policies and procedures.

Wanslea's Early Years Team has a responsibility to ensure that these standards are maintained. Educators have a responsibility and duty of care to ensure that all children receive the very best care at all times.

The Early Years Team's trained and experienced staff visit educators regularly, by appointment, to support, advise and resource the educator and to monitor standards of care. They hold regular educator meetings and training programs, and respond to individual educator needs.

Providing quality care goes far beyond just meeting the children's physical needs and requires educators to meet the children's social, emotional, language and cognitive development needs, as well as their interests.

Wanslea requires that:

- The educator always relates to the children in a warm, responsive and respectful manner
- The educator knows the children well and is responsive to their needs
- The educator assists children to make the transition from parent to educator and to reunite happily with their families

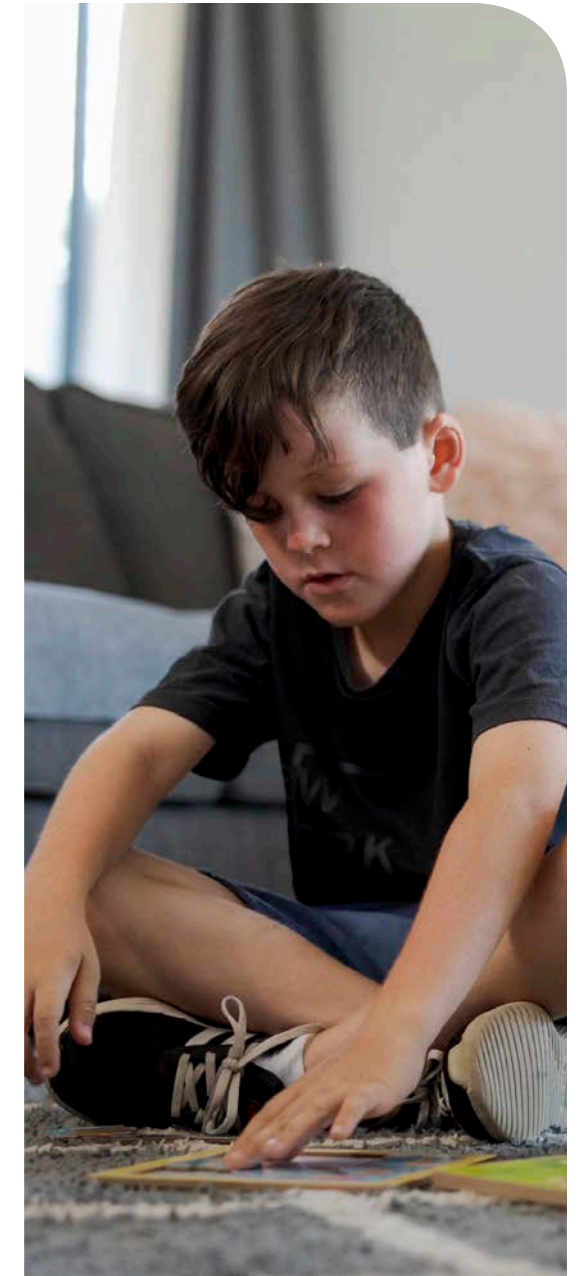
## Communication

Good communication is essential to providing a quality early childhood education and care service and we are open to all suggestions and new ideas.

Our main focus is to provide a quality early childhood education and care setting where your child can grow and develop in a warm and caring environment. We trust that your association with any Wanslea service will be a positive experience for you and your child.

**It is important that there is good communication between you and your In Home Care educator**

Many educators keep a diary or communication sheet that will tell you about your child's day. You also need to communicate information to the educator that will help your child's day run smoothly. For example, it is helpful if the educator knows whether your child has had enough sleep, or whether they ate breakfast. Please use the diary, if available, to jot down things that you think your educator should know.







## Enrolment

Before care may commence, you must complete the enrolment pack, that includes your Parent-Educator Agreement and Wanslea will complete a home safety and risk assessment.

Emergency contacts are required. Take special care to ensure that your educator may reach you or your emergency contacts at all times.

It is your responsibility to keep this information up-to-date and notify your educator and Wanslea's Early Years Team of any changes to your enrolment and care details.

Educators will complete an individual daily home safety checklist prior to each early childhood education and care session and take steps through the day to ensure the health, safety and wellbeing of the children in their care.

You must advise Wanslea and the educator of any proposed renovations or other changes that may affect the education and care provided to children.

## Family Management Plan

The In Home Care service Wanslea provides to your family is based on the Family Management Plan agreed between you and the In Home Care Support Agency. The purpose of your Family Management Plan is to:

- Identify your family's unique circumstances and child care requirements
- Identify if your family may be eligible for additional assistance through other relevant support programs
- Develop a strategy to transition your family to other approved early childhood education and care service types over time, where available and appropriate

Your Family Management Plan and eligibility status are reviewed every three months by the In Home Care Support Agency. You must inform Wanslea In Home Care or the In Home Care Support Agency if any of your circumstances change.



## Fees and the Child Care Subsidy

The Child Care Subsidy helps with the cost of approved child care for eligible families. The Australian Government pays it directly to your early childhood education and care provider to reduce your fees.

For more information and eligibility requirements please visit [www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy](http://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy)

Each educator sets their own fees and will provide you with their Fee Schedule. Wanslea charges a Parent Levy each week per family.

You pay your gap fee (after the Child Care Subsidy is applied) weekly or fortnightly directly to Wanslea via direct debit. Wanslea In Home Care then pays your educator.

You must have an active MyGov account to access your details. It is your responsibility to keep your income and activity details up to date with the Family Assistance Office.



## Absences

The Federal Government approves a set number of absences each financial year for which the Child Care Subsidy will be paid. There are specific reasons for which an absence may be claimed such as holidays, occasional days off or sick days (child, sibling or parent). Your educator can advise you of the maximum number of absences. You will need to advise the educator as early as possible if an absence is to occur.

**Please note: fees are payable for absences and public holidays**

## Attendance Records

You must always sign your child in and out of care. The attendance records are legal documents required by the Federal Government. They are also very important in times of evacuation or emergency. It is a joint responsibility between you and your educator to ensure that your child's attendance records are filled in correctly and signed.

Wanslea's Early Years Team will not process incomplete attendance records. This means that the service cannot pay the Child Care Subsidy to your educator and you may have to pay full fees.



## Settling Your Child

Starting early childhood education and care can be an emotional experience for both you and your child.

Children can often experience some difficulty settling, particularly if they find it hard to separate from family or familiar caregivers.

Here are some suggestions to help support your child:

- If possible, start with shorter or fewer days then gradually increase the time
- Spend some time settling your child into a favourite activity before you leave

- Inform the educator about what comforts your child and discuss how you manage activities or times of the day they find unsettling. For example, does your child have a toy or blanket that helps them to settle?
- Show your child that you feel secure about leaving them with the educator. Say 'goodbye' confidently, and reassure them that you will be back later. While it may be tempting to leave while they are engaged happily in play, it can be very distressing for your child to realise you have left without saying goodbye

You should feel that you can contact the educator at any time to check how your child is settling. The educator should provide you with sensitive, honest feedback.





## Grievance Procedures

If you are unhappy with any aspect of the In Home Care service, please let us know so we can make changes or improvements.

Please discuss any concerns about your child's care with your educator as soon as possible. If you do not feel comfortable raising an issue with your educator, you may contact the Early Years Team.

Wanslea will take appropriate action on any report of a serious offence that constitutes a breach of policy or puts children in danger.

The Early Years Team can mediate between you and the educator to seek a resolution suitable to all. If you still do not feel that your grievance has been resolved, you have the right to appeal directly to Wanslea's Chief Executive Officer.

Wanslea's formal grievance procedure is set out in a document that you may obtain from your educator or from the Early Years Team.



## Excursions

In Home Care is a unique early childhood education and care service that can provide regular opportunities for children to explore their local community. Excursions play an important role, as children learn from a broad range of experiences and environments.

At the parent interview, your educator will outline the visits away from home that form part of the normal day. These may include, for example, picking up children from school and visits to the park.

Educators are encouraged to ensure that all excursions are child-focused. If your educator wishes to take your children on an outing that has not been specified, you will need to authorise their attendance by signing an Excursion Form and Risk Assessment.

Outings usually involve various means of travel that must be undertaken in a safe manner at all times.

Educators are required to use a suitable children's car restraint.

Educators are required to carry a First Aid kit and details of emergency contacts with them when on excursions and are strongly encouraged to take a mobile phone.





## Positive Guidance

Wanslea's focus is on the importance of respect and dignity for your child, acknowledging and accepting your child's feelings and encouraging these feelings to be expressed. We recognise and understand that your child's behaviour may be affected by a range of factors and your educator will work closely with you to support your child's individual needs.

Wanslea encourages the use of a variety of positive guidance strategies to support appropriate behaviour and build positive relationships.



## Health and Safety

A safe and secure environment for the children is a top priority. You and your educator must work together to ensure that the child's safety and wellbeing are not put in danger. Vigilant supervision, maintenance and general upkeep of your home are vital.

## Immunisation

Education and Care Services National Regulations require your child's current immunisation status to be kept on our record. You will be asked to provide your child's immunisation history statement, and subsequently provide us with the updated versions as applicable.

Your child cannot be accepted into the service until approved documentation has been provided that confirms that your child is fully immunised for their age or has a medical reason not to be immunised.







### Children Who Are Unwell

Please do not leave your children with the educator if they are not well.

### Medication

Your educator may administer medication to your child only in the following circumstances:

- Prescription medication with the original label on the container that details the child’s name and the required dosage
- Over-the-counter medicine that is appropriate for your child’s age and that you have authorised

Before any medication may be given to your child, you must:

- Sign the ‘Authority to Administer Medication’ form
- Personally hand over the medication to the educator

Medications should be stored in a location inaccessible to children. You may be asked for authorisation from a doctor for your educator to administer non-prescription medications.

Medication for chronic complaints (e.g asthma, epilepsy and anaphylaxis) will require completion of a plan, verified by a medical practitioner, that outlines the condition, correct dosage and how the condition is to be managed.



### Accidents

Your educator’s vigilant supervision will reduce the incidence of accidents. Please be reassured that, if an accident happens, your educator holds a current First Aid Certificate.

If your child is taken ill or has a serious accident in care, the educator will contact you immediately. If you can’t be reached, the educator will ring the emergency contact person you have listed.

It is absolutely essential that you keep emergency contact, allergy and health information up-to-date at all times





## Nutrition

Children need a nutritious diet for health and wellbeing.

Children who do not have adequate food and fluids do not perform to the best of their ability and are more prone to accidents caused by tiredness and irritation.

Educators are encouraged to discuss with you your child's cultural, religious or health-related dietary needs, to determine the best way to meet them.

## Child Safety and Wellbeing Concerns

Wanslea gives top priority to protecting children in its care.

All In Home Care educators are required to attend child protection training every three years, conducted by an approved provider.

Educators must also comply with Wanslea's policies and guidelines on child safety and wellbeing.





In Home Care is available in:

WESTERN AUSTRALIA

E: [inhomecare@wanslea.org.au](mailto:inhomecare@wanslea.org.au)

T: 1800 444 262

TASMANIA

E: [inhomecaretas@wanslea.org.au](mailto:inhomecaretas@wanslea.org.au)

T: 1800 444 262

For more information visit: [www.wanslea.org.au](http://www.wanslea.org.au)

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*Wanslea acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to elders both past and present.*

