



What Assistance Will I Receive from the Coordination Team In Starting Up My Child Care Business with Bayside Family Day Care?

What Assistance Will I Receive Before Starting My Child Care Business?

- Visits by Coordinators to discuss and support you in any matters relating to setting up and starting as a Carer with Bayside Family Day Care including:
 - Setting up your home as a learning environment for children
 - Safety requirements
- Visits to other Carers to see what other Carers do and how they conduct their family day care business
- Visit by our Accountant, Carlos Rodriguez, to advise you on how to maximize your income

What Help will I Receive in Setting-up my Child Care Business?

- Referral of families for placements of children
- Scheduled meeting with the Office Administrator to learn about the administrative aspect of being a Carer with the Bayside Family Day Care Service
- Provision of all information required to set up as a family day care provider in Queensland
- Provision of all forms required
- Training in calculating fees, completion and submission of timesheets
- Extra support from staff in the first two months

What Resources are Available to Me?

- Equipment such as strollers, cots, high chairs, car seats, etc.
- Extensive Toy Library
- Resource Library – Provision of books, puzzles, music
- Access to Aboriginal, Torres Strait, South Sea Islander, multicultural, developmental, and other resources through Bayside Family Day Care's membership of other resource libraries
- Professionally coordinated Playgroup for Carers, parents and children to learn from a variety of planned experiences

What Training Do I Receive?

- Provision of in-service training in early Childhood care & education
- On-the-job training
- Pre-service Training in the following areas:
 - Professional Approaches to delivering a child care service
 - Child Protection
 - Behaviour management
 - Programming and inclusion of children from diverse backgrounds
 - Quality Assurance requirements
 - Workplace Health and Safety
 - Administration Training
- The Coordination Unit facilitate the quality assurance process within the scheme and assists individual carers with ideas and observations

How do the Staff Assist Me in Providing a Quality Service

- Coordination unit support in working with children and families
- Referral to other agencies as appropriate
- Advice on management of child development and child related matters
- Coordinators will provide resources to assist you in providing a quality service to children and families

What On-going Support would I Receive from the Staff?

- Support through home visits by coordinators
- Advice and support in business management and professional conduct, including conflict resolution
- Administrative support

What Assistance is there from the Service with Marketing and Advertising?

- Yellow Pages, Local Newspapers and Website
- Provision of a template for developing a professional profile
- A half page profile including photograph is provided to families when being referred to the Carer
- The Carer maintains a more complete profile to provide to families at interviews
- The scheme provides business cards
- Staff advocate on behalf of the service and protect the good name and standing of the service within the community

What Help is provided with Fees?

- The Office Administrator will assist Carers to calculate fees at any time
- Child Care Benefit for families in care will be calculated by the Office Administrator and paid directly into the Carers bank account
- Guidelines for fee schedules
- Debt management policy – Support in following up with bad debts

What Happens if I am Sick or on Holidays?

- There is an on-call arrangement with staff after-hours. If you are sick, all you need to do is phone the on-call person and they will arrange alternative care for the children in your care
- When you decide to take holidays, the staff will arrange alternative care for the children in your care
- On call services
- Placement services

