

## How Can I Help?

As the parent or guardian, you make a valuable contribution to assist carers provide the best possible care for your child. Information you need to provide your child's carer includes:

- Up-to-date enrolment and emergency contact information;
- Immunisation records;
- Authorisations for excursions, collection of your child by another person, and to administer medication
- Dietary needs, including allergies.

You are also asked to 'sign' your child in and out of care each time you deliver and collect him or her. This is essential for a number of reasons, including ensuring your child's safety in any event requiring evacuation, such as a fire.

## What If I Have A Concern?

If you have a concern it is important that you speak to your child's carer/s, or to the person in charge at the service, as soon as possible. Together you may be able to promptly address and deal with issues. All child care services are required to have a complaints and grievances procedure. The process must be readily available to all parents and carers using the service.

The Child Care Unit is responsible for managing complaints concerning a service's non-compliance with the Act or the Licensing Standards. Please refer to the Child Care Unit's contact details if you wish to follow up on any query.



Tasmania  
Explore the possibilities

Licensing of child care services is the responsibility of the Department of Education, through the Child Care Unit. Licensing officers from the Child Care Unit can assist you to understand the *Child Care Act 2001* and the Centre Based Care Standards.

The registration of home based carers is the responsibility of an approved registration body (Family Day Care Scheme). Staff from their co-ordination unit will be able to assist you, and will have a copy of the Act and the Home Based Care Standards available at their office.

Contacting the Child Care Unit  
All enquiries to the  
Child Care Unit,  
Department of Education,  
GPO Box 169,  
Hobart, 7001  
Local Freecall: 1300 135 513  
Telephone: (03) 6233 5676  
Facsimile: (03) 6233 6042  
Email: [childcare.comment@education.tas.gov.au](mailto:childcare.comment@education.tas.gov.au)

# The Child Care Unit - working with you to provide quality care and education for your children



Child Care Unit  
Department of Education



Tasmania  
Explore the possibilities

# What does the *Child Care Act 2001* mean for you and your children?

As a parent you need to be assured of the safety and wellbeing of your child while he or she is being cared for by somebody else.

The *Child Care Act 2001* came into effect on 1 September 2003. Under the Act, the following child care services are required to be licensed or registered - centre based care (long day care, play centres, occasional care, child care provided in schools, vacation and outside school hours care), family day care, and nanny agencies. The licensing and registration of services maintain the high level of safety and quality care for Tasmanian children.

Other forms of care, although exempt from licensing, will be required to meet certain conditions – this includes adjunct care (ie child care offered whilst the parent remains on the same site as the child, eg neighbourhood house programs and gyms). Babysitting is exempted from the requirement to be licensed.

To be licensed, a child care service must demonstrate that it meets the licensing standards, which cover staffing, children's programs, facilities, excursions and transport, play and sleep space, bedding, food and nutrition, health and hygiene, safe environment, fencing, first aid, and emergency procedures.

Similar standards are in place for carers who work in premises registered or licensed for home based care.

Carers and services continue to work co-operatively with the Child Care Unit to ensure that the licensing standards reflect current knowledge and understanding of the needs of children in care, and current child care practice.

## Child Care Licensing Standards

In relation to carers and staff supporting carers, standards include:

- Safety screening of all carers and people over 18 years of age who are in regular contact with the children in care, to make certain they are fit and proper;
- A staff member with a current first aid qualification and CPR is available in a centre at all times; or, in home based care, each carer is to have current first aid and current child CPR;
- Clearly identified carer to child ratios to ensure the safety of children at all times, and the high quality of care;
- The presence of qualified carers to ensure that an appropriate developmental program is in place.

Other standards relate to administration practices, for example:

- Having appropriate policies, records and insurances in place
- Having procedures such as completing the attendance sheet/register, and noting when you authorise another person to collect your child.



Carers and services work hard to provide a safe, well maintained environment both indoors and outdoors, and the licensing standards contain clearly stated 'health, safety and hygiene' requirements to ensure this continues.

To ensure that carers and services are responsive to children's individual and developmental needs, there are standards dealing with programming, behaviour guidance, and relationships between children and their carers.

Policies and procedures and other relevant information should be clearly displayed, or easily available to you, including:

- A copy of the current licence/registration;
- Contact address and phone number of the Child Care Unit or the Approved Registration Body;
- The philosophy, and programs being provided;
- The carer's/service's policies and procedures;
- Operating times and fees payable; and
- The *Child Care Act 2001* and the appropriate Licensing Standards.