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Initial Parent Enquiry Information

Thank you for contacting Bright Futures Children's Services. We know that sometimes it can be a big decision placing your precious one into child care. Rest assured we will do everything we can to make it a smooth journey for you and your child.

Bright Futures Children's Services is part of a nationwide sector of dedicated, committed professionals who believe in delivering a flexible and consistent family-focused service in the homes of registered educators. These educators undergo a "Fit and Proper" registration process as required by the Education and Care Services National Regulations (2012) and attend induction training with us before being offered membership with our service. Once a member they must also follow our policies and procedures, some of which are over and above national regulations. We want to make sure you feel confident that your child is safe.

Our educators provide care in a natural home environment that is warm, safe and nurturing and reflects the diversity of family values and cultures within the community. They are monitored through predominantly unannounced visits by our educator support professionals and undergo membership reviews every two years. We are very proud of the commitment, dedication and success of our qualified educators, some of which have won national awards for excellence in family day care.

All of our educators work within the Early Years Learning Framework. This framework encompasses the following five learning outcomes:

1. Children have a strong sense of identity;
2. Children are connected with and contribute to their world;
3. Children have a strong sense of wellbeing;
4. Children are confident and involved learners;
5. Children are effective communicators.

By meeting these learning outcomes, children will become confident individuals who are socially and environmentally responsible members of our community. We empower our educators to work in partnership with parents, acknowledging your role as the primary carer in your child's life. Our educators place great importance in knowing what will make your child feel safe and cared for.

Attached to this letter is a Guide to Interviewing Educators. We hope this will be useful in finding the right educator for you and your family. Feel free to ask the educator any other questions that you may have. The educator may have questions for you too. The more information you can give them about your needs and the needs of your child, the better relationship you will have and the better experience your child will have in their care.

Our commitment to you is to strive to provide excellent home based education and care. Should you have any questions regarding anything mentioned above, please feel free to contact our office. We look forward to a wonderful relationship with you and your child.

Yours sincerely

Andrea Harold
Service Manager

A Guide to Interviewing Educators

Families should interview an educator in order to meet them and to see the environment their child will be cared for in. These questions and discussion suggestions will be helpful to families to get to know their potential educator.

Both the family and the educator should know about what their obligations to each other are. Educators will also have their own policies and procedures that you should read before care commences. Bright Futures Children's Services' Policies and Procedures can be viewed on our website www.brightfuturesfamilydaycare.com.

Interview Questions to Ask

Motivation

What prompted the educator into operating Family Day Care?

Why does the educator enjoy working with children?

Qualifications and Experiences

Does the educator have their own children?

What experience has the educator had in caring for children?

Has the educator completed any child care courses or qualifications?

Nurturing Qualities

How will the educator comfort your child if they are upset or don't settle?

What happens if your child gets sick?

Philosophy and Policies

Each educator has a written philosophy and policies about how they operate their service. Ask to read them.

Programmes

What will your child do during the day?

Will these activities enhance your child's development?

What equipment is available? Are there opportunities for a variety of play activities (i.e. dramatic, messy, musical). A written programme of activities and experiences should be displayed by the educator.

Will the educator's routine suit your child's individual needs? Educators incorporate into their programme stimulating activities that are developmentally suited to the ages of children in care. This will also keep you informed about what your child is doing each day.

Please share any ideas and suggestions about what your child enjoys doing and any special events or interests so that your educator can incorporate those ideas into their planned programme of activities.

Cultural and Religious Background

Please discuss any cultural and/or religious practices that are important to you and your family. Educators can incorporate these into their planned programme too.

Outings

Does the educator take the children out? If so, where do they usually go, how often and for what length of time?

What type of vehicle will be used and are there enough seats?

What type of car restraint will be used to keep your child safe in the car?

Has the educator had a Child Car Restraint check in the past 18 months?

Flexibility

Is the educator able to provide you with all the care you may require?

Do you need care on public holidays, school holidays, occasional early starts or late finishes?

If you are unavoidably late, what impact will this have on the educator?

Guiding Children's Behaviour

How will the educator deal with your child if they misbehave?

How does the educator deal with any child who displays inappropriate behaviour?

Television

Does the educator allow the children to watch television?

If so, are you happy with the types of programmes and length of time your child may view television?

Food

Educators will display a written menu and must be varied, nutritious and appropriate to the individual needs of the children including specific cultural, religious or health requirements.

Will the menu suit your child's dietary needs?

Does the menu promote low fat, low salt and low sugar meals with a minimum of processed and pre-packaged foods?

What does your child enjoy to eat?

Sleeping Arrangements

Where will your child sleep and for how long?

What will your child do if they do not sleep during the day?

Other Children and Adults in the Home

Who are the other children in care and what are their ages?

Are other members of the household likely to be involved with your child? If so, to what extent?

Animals

What animals are in the home? Ask to see the educator's Animal Policy.

Fees

How much will the care cost?

Will there be any late penalties?

Does the educator charge for excursions?

What happens if you are on holidays or your child does not attend due to illness?

What happens if the educator is ill?

Method of Payment

How will the educator preferred to be paid? (cash, direct debit) and on which day?

Does the educator charge a payment in advance? If so, how much?

Clothing

What will the educator require you to bring each day with your child? (hat, shoes, jacket etc).

Holidays

When is the educator expecting to take holidays?

Communication with the Educator

It is important that communication lines remain open between parents and educators so that the needs of the children can be met. Some questions to ask may be:

What communication method does the educator use? i.e. Communications book, newsletter.

How will you know what your child has been doing during the day?

How long will the educator wait until they advise you that your baby/child is distressed?