

What is a Customer Service Charter?

A Customer Service Charter displays your commitment to providing a flexible and responsive Child Care Service, within a Home Based Environment, having families and children as the focus for quality outcomes.

It also details your expectations for families/clients wishing to utilise your Child Care Service.

It gives participants an understanding of their commitments, in a successful partnership, prior to entering into a Care Agreement, with yourself and your Scheme.

Following is a sample of a Customer Service Charter to help you lay out your own to use in your business. Don't forget to give your Customer Service Charter a Front Page.

Page 1: Give the prospective Family a bit of information about you and your family here is a sample.

A little bit about the Mosca Family

(Ed, Leah, Connor and Logan)

It can be very daunting the first time you leave your child with someone you have never met.

I can sympathise with you, as both my children have been placed within this Scheme in previous years.”

I was born in Brisbane and my husband in Townsville; we have lived in Queensland, all our lives. Ed and I have been happily married for 11 years, this being my first marriage and Ed's second. We have two children together, Connor 10 years old and Logan 8 years old, they both attend Caboolture State School.

I come from a very family conscious background, with my parents still married to one another. I have two younger brothers and as a family we are extremely close. I attended Camp Hill State High School and completed year 12 in 1987. From there I enrolled in a traineeship, studying Office Procedures. Prior to finishing work to start a family I had stable employment in the Printing/Software/Accountancy industry for seven years.

Ed, Connor and myself moved to the Shire back in March of 1997 and have since purchased a house making Caboolture our HOME.

I am often asked why I do family Day Care and those who know me well, can see it's my passion. I have always found deep satisfaction from interacting with children, basically I love to play But realistically it was my need to work, my passion for children and a desire to be an at home mum for my boys that lead me to Family Day Care.

I currently hold my Diploma in Children's Services

PAGE 2: write a blurb about what your philosophies are about Children, education and Child Care. Here is a sample:

My Personal Philosophies about Children.

MY STATEMENT:

I believe children learn through interaction with others, varied forms of PLAY and they need experiences that guide their development, allowing them to grow emotionally, socially, physically and intellectually.

I believe that Parents, Grandparents, Friends and Carers, give children the security to explore new experiences and develop new skills, by offering positive experiences along with support and guidance.

I believe that young children feel secure in an environment that lends itself to the familiarities of their own home. I aim to create an environment for you and your child that is playful, creative, safe, child friendly and caring thus helping each child to develop their own special personality, traits and talents.

It is my desire to open my home to families who share my views about Home Based Care.

MY GOAL:

To provide High Quality Child Care that is supportive of the Primary Parenting Role, with the sole focus being on the children and their family.

MY COMMITMENT TO YOU:

I promise to keep parents up to date with reports on their child's day. To inform the parents of happenings within the Scheme and to be accessible at all times.



*My Commitment to
Children using my Care.*

FOR EACH CHILD I WILL:

- Provide an environment that is child focused and promotes learning through play and structured activities.
- Provide a variety of experiences for your child that is both stimulating and fun. These experiences will include FDC Playgroups, Excursions, visiting other Care Providers, interacting in the community and planned home based activities.
- Provide an environment that is safe.
- Give freedom to express their feelings and emotion.
- Provide opportunities for them to play in a group or in self-directed play.
- Support them with resources and materials that they can readily access.
- Provide consistent guidelines so that they can gain an understanding of limitations and boundaries while in care.
- Support them with positive Behaviour Management strategies.
- Offer encouragement, supporting their confidence, self-sufficiencies and independence.
- Help them to work as a team member, providing opportunities for interaction with others in a positive and co-operative manner.
- Respect them as unique individuals, praising their achievements and supporting their developmental needs so that they can flourish to their full potential.
- Celebrate special days in each child's life as the parent sees fit. eg: Birthdays or cultural celebrations

*My Commitment to
Families using my Service.*

FOR EACH PARENT I WILL:

- Support your “Primary Parenting Role” by working in collaboration with you.
- Ensure confidentiality is maintained at all times.
- Respect your right to an inclusive approach of your cultural and lifestyle background.
- Ensure my environment is safe, and focused on the well being of your child, protecting them through close supervision, consistent guidelines and strong health and hygiene practices.
- Respect the Scheme’s “Health and Hygiene Policy” with regards to my own children. Eg if my children are infectious I shall not offer care.
- Seek permission for Unplanned and Excursion Travel.
- Inform you as soon as possible of changes to the Care Agreement & actively seek to help secure care with alternative or relief care providers.
- Give notice two weeks notice of holiday leave.
- Include you in the day to day activities of the Service with written and verbal communications, for example:
 - Quarterly Basic Activity Calendar* (School terms)
 - Monthly Extensive Planning* (Parent Signature required)
 - Weekly Report of Activities* (Parents may read)
 - Weekly Observation & Evaluation*
 - Bi-Annually Developmental Profile* (Carers keep for future planning)
 - Bi-Annually Report Card* (Issued to Parents June & December for fun)

PAGE 5: Outline what you expect from parents using your service here is a sample.

*Families/Clients Commitment to
Their Care Agreement and Care Provider.*

PARENTS WILL:

- **Ensure they are on time to deliver and collect their child or will phone to notify me if there are changes.**
- **Notify me if there are changes in work commitments that required changes in Booked Hours on the Parent Agreement.**
- **Give two weeks notice prior to any Holiday Leave.**
- **Give two weeks notice in writing if care is needed during the School Holiday Period.**
- **Make Fee Payments promptly as per the Parent Agreement.**
- **Seek support from family and friends for times when Care Provider is unable to offer care. eg: When I am sick**
- **Support the limitations or guidelines required of the children during the day and extend these at delivery and collection time
eg: No child is permitted outside of the house unless accompanied by their parent/guardian.**
- **Supply a change of clothes for each child.**
- **Provide nutritious and adequate food in relation to the time their child is in care and the age of their child.**



Children's Activities

Activities that your child may engage in while in my care will depend on his/her age and development needs.

- Free Play (Indoors/Outdoors)
- Dress-ups/ Role Play
- Games
- Puzzles
- Craft
- Collage/Art
- Colouring in with various mediums
- Painting
- Music/Dance
- Stories/Reading
- Imaginative Play
- Blocks (Wooden, Duplo and Lego)
- Water Play
- Sand Play
- Playdough/Clay
- Swings, slides and monkey bars
- Playgroups (Family Day Care and Care Provider)
- Parks
- Parent Approved Outings

