



THE LAW SOCIETY
OF NEW SOUTH WALES

McArthur

The Law Society In Home Childcare Service

McArthur Management Services

March 2008



Why McArthur Management Services

Company Profile

McArthur Management Services is a multi-specialist consultancy that provides recruitment and human resource services on behalf of our clients. We specialize in permanent and temporary staff placement across a range of disciplines – these include law, para-medical, accounting, local government, the commercial sector and human services comprising children’s services and allied health.

Established in 1969, McArthur has earned an unchallenged record for quality of service and an unfailing reputation for delivery as undertaken. The business operates from Sydney, Melbourne, Brisbane and Adelaide and employs over 75 consultants and support staff.

McArthur’s commitment to quality assurance, continuous improvement and long term client relationships is best highlighted by the fact that our first ever client in 1969 is still a client.

The McArthur Children’s Services Team

The McArthur Children’s Services Team specialises in the recruitment of permanent and temporary children’s services personnel. We understand the challenges confronting early childhood programs and the necessity of providing good quality children’s services to families. Established to specifically provide staff across the range of early childhood programs – McArthur Consultants have applied this experience and knowledge to the development and operation of the In Home Care Scheme. The relief staff pool comprises the full range of early childhood staff.

Benefits of McArthur Management Services

- Suitably qualified and experienced staff – one telephone call away
- 24 hour – 7 day service
- Immediate – efficient and effective response to your needs
- No joining fee
- Access to a team of enthusiastic and committed staff with skills in education and care
- All staff are interviewed personally and extensively screened
- Working with Children Employment Checks are completed for all staff
- All staff are McArthur employees - we are responsible for payroll, superannuation, Workcover and insurance
- Access to our team of dedicated consultants

Proven Performer

Fifteen years experience specializing in the placement of children’s services staff for local government, community managed and privately owned services.

Market Knowledge

Extensive knowledge and understanding of family and children’s services, and well versed in the complexities of service delivery and challenges facing the sector.

Dedicated Team – comprising early childhood and allied health professionals who have:

- a sound working knowledge of the sector;
- a comprehensive understanding of the statutory/legislative requirements;
- experience in direct service delivery;
- a commitment to quality practice; and
- expertise in the assessment and placement of children’s services staff.

Demonstrated Quality Practice

Extensive Screening – prior to allocating staff to our temporary staff children’s services team all candidates are appropriately screened, interviewed methodically and reference checked to ensure all legislative requirements under the Child Protection (Prohibitive Employment) Act are met. Staff capability is also assessed to ensure that staff are able to perform the standards of work required by us for our clients.



Induction – an induction program is undertaken by our specialist consultants to ensure our staffs are fully aware of on-the-job responsibilities and our professional expectations of them.

Staff Training – the McArthur Essential Training Module is an integral part of the induction program. The module provides staff with initial training, children's services information and advice necessary to effectively perform the role of a temporary children's services worker. In addition, McArthur provide training delivered by recognised children's services training institutions, with certificates of attendance being provided.

Service Delivery – McArthur's experience in staff assessment, adherence to proven selection processes and well established service delivery practice, from our fast booking system through to our evaluation process ensures successful outcomes in the placement of staff.

On-going Evaluation – an on-going staff assessment quality control procedure is undertaken to ensure satisfactory performance standards are met.

Performance Guarantee

McArthur confidently guarantees the performance of each temporary staff member. McArthur can do this because of our commitment to documented recruitment and staff evaluation and review procedures.

If there exists the slightest concern with a temporary staff member immediate solutions are offered. This means that at any time during an assignment McArthur will replace a temporary employee whose performance or productivity is deemed unsatisfactory, and credit the Client for any working hours, mutually agreed to be unacceptable. This is a unique guarantee and provides for up to four hours work.

Commitment

To Staff – demonstrated through our candidate care and recognition initiatives and staff development opportunities.

To Our Clients – demonstrated through the establishment of sound working relationships that focus on a high level of customer service and continuous improvement.

To the Sector – genuine commitment to the on-going development and viability of the Family and Children's Services Sector:

- reflected through our sponsorship support of early childhood organisations such as ECA and Kindergarten Parents Victoria;
- participation in children's services organisations such as Community Child Care and NACBACS;
- sponsorship of events and conferences hosted by the Institute of Early Childhood Studies, Macquarie University and other early childhood organisations;
- Partnership with Early Childhood Australia to sponsor a leadership scholarship for a practitioner and a new graduate.



Policies and Procedures

Confidentiality – M^cArthur Management Services will treat all information received in a professional manner to protect the privacy and confidentiality of families and individuals within our organisation. In addition to the completion of a 'Confidentiality Agreement' by Carers, we request that families using our service also respect the privacy and confidentiality of their carer and our service.

Complaint Handling – M^cArthur Management Services has a complaint handling procedure in place. Families who have concerns regarding the M^cArthur In-Home Care Service or concerns regarding their child's care should contact **Bernadette Dunn, National Manager - Children's Services Division, M^cArthur Management Services**.

Excursions and Outings – Excursions are an activity carried out for recreational or educational purposes under the supervision of a carer, which does not happen on a regular basis. Ratio: 1 Carer : 2 Children. Individual permission forms are required for each excursion with relevant adult / child / location information stated.

Transportation of Children – If Carers are required to transport children in care, the following details must be on file with M^cArthur Management Services, prior to any transportation:

- ① Carers current driving license;
- ① Registration details of the vehicle to be used;
- ① Details of the fully comprehensive insurance cover for the car to be used;
- ① In situations where the carer is required to use the family car written permission must be given;
- ① Child restraints fitted that are appropriate for the age of the children in accordance with the Australian Safety Guidelines AS1754.

Children From Other Families / Visitors – Children from outside the registered household cannot be cared for by the M^cArthur In-Home Carer.

Smoking – To ensure the health and safety and welfare of all children in care we require parents and Carers to ensure that the indoor areas of the home remain a smoke free environment during the periods of In-Home Care.

Sun Safety – It is recommended that Carers and parents provide adequate shaded area in the outdoor play space and ensure that children receive appropriate sun protection: hat; clothing; and sunscreen, whilst outdoors, on outings and excursions. It is recommended that children do not play in direct sunlight between the hours of 10.00am – 3.00pm (daylight saving and 10.00am – 2.00pm EST).

Swimming – No swimming is permitted for children unless parental written permission has been obtained, a minimum of two adults need to be present at all times – one being the carer the other being an approved visitor or adult family member. Swimming is only permitted in swimming pools that have been Council approved.

Pets – Contact with pets can provide children with positive learning experiences and can develop a sense of responsibility within children.

Parents and carers must ensure that every domestic pet, farm animal or any potentially dangerous animal that is kept at the parent's home during periods of care is made inaccessible to children unless the children are under the close supervision of the carer.

Parents must ensure that every bird or animal is kept in a clean and healthy condition, regularly wormed, checked for fleas etc.

Water Play – Water play is permitted for children in an In-Home Care situation provided there is adult supervision at all times. Sprinklers, hoses and wading pools may be used as long as the level of water is no higher than the knees of the smallest child. (Remember children can drown in less than 5cm of water). Any wading pool or container used must be emptied immediately after use. Other areas that may present a water safety hazard include nappy buckets, fishponds, fountains, pet or stock drinking vessels.



The Law Society In-Home Care Service

Family Registration

It is strongly recommended that Law Society member families register with McArthur to enable them to easily access the service in emergency situations. Registration packs can be obtained from the Law Society Reception, Level 1, 170 Phillip Street, Sydney or visit www.lawsociety.com.au/care. The parent contacts McArthur directly to discuss the registration process.

Firm sponsored or personal use?

Prior to making the booking for a staff member the decision should be made whether the situation warrants firm payment of the service.

Contact McArthur

The parent contacts McArthur - **(02) 9277 7050 and / or 1300 853 589**.
Main line – (02) 9277 7000

Care requirements

The parent provides details of the care requirement, including whether firm or personal use. For firm sponsored payment of service, the parent faxes the firm approved request form to McArthur (available to be downloaded at www.lawsociety.com.au/care)

In-home carer contacted

McArthur contacts the in-home carer.

Confirmation of carer

McArthur confirms the carer with the parent.

Parent provides carer with information

☞ Daily routine ☞ Likes/dislikes ☞ Snacks/meals/activities ☞ Sick Child Report

Carer provides parent with information

☞ Overview of day ☞ Care issues ☞ Snacks/meals/activities ☞ Sick Child Report

Parent and carer check

McArthur contacts parent and carer to follow up service.



Booking Procedure

Contact McArthur on 02 9277 7050 or 1300 853 589

- ☉ Booking Consultants:
- ☉ Amy Menhennitt
- ☉ Leonie Coxon
- ☉ Michelle Blazley

Booking Information Required

- ☉ Name of family requesting the booking
- ☉ Contact telephone number
- ☉ Residential address
- ☉ Date and time of assignment
- ☉ Special information

All bookings will be confirmed by one of our consultants

Firm Sponsored Usage

Where a law firm is paying for the In Home Care Service, the Firm must register as a McArthur client and for each care assignment booked a signed approval must be received by McArthur to confirm the booking.

The approved booking form needs to be completed and faxed to McArthur on **02 9277 7001**. A copy of this form can be found in your folder or on the Law Society Internet - www.lawsociety.com.au/care.

Payment and Billing

Timesheets

Temporary staff are required to accurately record their hours of attendance for work on a McArthur timesheet. These timesheets will be presented to you or other nominated family member for checking and authorising. The timesheet should reflect the hours of work and will form the basis for billing the family / law firm. We have included extra sheets in your folder should our staff require them.

Invoices

McArthur invoices are issued weekly and contain details of all staff engaged during this period. Invoices identify temporary by name, period worked, location, hours worked, charge rate plus Goods and Services Tax (GST) and total cost.

Wages

McArthur Management Services Childcare Temporary Staff are paid in-line with either the Miscellaneous Workers – Kindergartens and Child Care Centre's (State) Award or with the Teachers (Non-Government Early Childhood Service Centre's other than Pre-Schools) (State) Award 2002.

McArthur Consultants are always pleased to answer any questions you may have in relation to care concerns for your child or temporary staff administration.



Family Registration Form

Parent One:	Parent Two:
Name:	Name:
Address:	Address:
Postcode:	Postcode:
Place of Work:	Place of Work:
Telephone: (work)	Telephone: (work)
(home)	(home)
(mobile)	(mobile)

Are there any custody orders affecting the custody of your child? Yes* / No

*(A photocopy must be attached. Notify McArthur Management Services immediately if circumstances change)

Health Information

It is important to keep this information current at all times

Family doctor:	Telephone:
Address:	
Postcode:	
Medicare number:	
Does your child have any allergies?	
Is your child on medication?	
Has your child been immunised?	

General Information

Do you have any pets? Yes* / No *Please specify:

Do you have a swimming pool? Yes* / No

To ensure the safety of children whilst the children are the responsibility of the McArthur In Home Carer, NO child will be permitted to swim unless there is prior written parental consent and a minimum of two adults need to be present at all times – one being the carer, the other being an approved visitor or adult family member. Swimming is only permitted in swimming pools that have been Council approved.

Other children in the family

Name:	Age:
Name:	Age:
Name:	Age:
Name:	Age:

Signed: _____
(Parent/Guardian)

Date: _____



Child Enrolment Form

Child's family name:	Child's name:
Date of birth:	Gender:
Address:	
Place of birth:	Language/s spoken:

In the case of emergency, if we are unable to contact you, please indicate two people in order of preference who may act on your behalf:

Name:	Name:
Address:	Address:
Postcode:	Postcode:
Telephone:	Telephone:
Relationship:	Relationship:

Approved contacts for the leaving of messages / or to provide direction re changes in daily care routine.

Name:	Name:
Address:	Address:
Postcode:	Postcode:
Telephone:	Telephone:
Relationship:	Relationship:

Usual care arrangements – NANNY / CHILDCARE / SCHOOL

Contact name:
Address:
Telephone:



Daily Routines

Toileting (please circle)

Is your child:

In nappies Being toilet trained Needs reminding Independent

What word does your child use when asking to go to the toilet?

.....

Sleeping

Does your child require a sleep or rest during the day?

Yes No Sometimes

If so, what time:

How long:

.....

Does your child need a nappy, dummy or bottle at sleep time?

.....

Any special toys or objects?

.....

Does your child have a special routine for sleep time?

.....

Any important language to use at this time?

.....

Diet

Does your child have any dietary requirements (vegetarian, medical, religious) restrictions?

.....

Is your child allergic to any food?

.....

Is there any food your child particularly likes?

.....

Or dislikes?

.....

Does your child feed him / herself?

.....

Are there any particular requirements at meal times?

.....



General Needs

Does your child have a special toy or object during the day (apart from when resting / going to sleep)?

.....
.....

Does your child have any fears (loud noises, darkness)

.....
.....

Are there any words that we need to know that has special meaning for your child?
(please translate if appropriate)

.....
.....

Is there any further information, which you feel, may assist us in providing the best care for you and your child
(e.g. religious beliefs, family situation, recent significant events)?

.....
.....

Signed: _____
(parent/guardian)

Date: _____



Daily Diary

Child's Name:

Date:

Time	Parent Plan	Carer Plan
6.00am		
6.30am		
7.00am		
7.30am		
8.00am		
8.30am		
9.00am		
9.30am		
10.00am		
10.30am		
11.00am		
11.30am		
12.00noon		
12.30pm		
1.00pm		
1.30pm		
2.00pm		
2.30pm		
3.00pm		
3.30pm		
4.00pm		
4.30pm		
5.00pm		
5.30pm		
6.00pm		



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Daily Menu

Week beginning:

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast					
Morning tea					
Lunch					
Afternoon tea					
Snacks					
Dinner					



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Medical Administration Authority

- ☉ All medication must be current
- ☉ Prescribed medication must have the child's name and dosage on the bottle / packet
- ☉ Medication prescribed for another family member will not be given to the child
- ☉ Incidental medication (eg cough syrup) is in the original container, which lists contents and age appropriate dosage
- ☉ Homeopathic / naturopathic medication can only be administered by a parent or with written GP approval
- ☉ Medication forms must be complete

Date	Child's name	Medication name	Dosage	Time to be given	Comment	Storage instructions	Parent signature	Carer signature



Injury Report Form

Child's name:	Injury date:	Injury time:
Gender:	Date of birth:	
Time the parent(s) were notified:		
Location where the injury occurred:		
Equipment or product involved:		
Describe the cause of injury:		
Parts of the body injured:		
Type of injury:		
Was First Aid given:		
Action taken by doctor / dentist:		
Diagnosis follow-up plan:		
Carer Signature:	Date:	
Parent Signature:	Date:	



Home Safety Checklist

Check through your home one room at a time. Write down anything you need to do to make your home 'Kidsafe'

Throughout the home:	What must I do to make my home Kidsafe:
Are the floor coverings sound?	
Are there barriers near stairs to stop falls?	
Are there railings children could climb?	
Do I need power point covers?	
Can I have safety switches installed?	
Are there ceiling fans?	
Other things I have noticed:	

Kitchen:	What must I do to make my home Kidsafe:
Do I have a fire blanket or a wool blanket handy?	
Do I have a lockable cupboard for poisons?	
Is the stove firmly fixed?	
Are knives and matches out of reach?	
Do I need power point covers?	
Can a child reach the kettle?	
Is the high chair stable?	
Does it have a harness?	
Other things I have noticed:	

Living Room:	What must I do to make my home Kidsafe:
Has the heating an appropriate guard?	
Do power points need covers?	
Can electric leads be shorter?	
Has the furniture sharp corners?	
Can the furniture be re-arranged to avoid collisions?	
Will hot drinks be placed down low?	
Do glass doors or large windows need safety film?	
Do I use table mats rather than cloths?	
Other things I have noticed:	



Home Safety Checklist

Bedrooms:	What must I do to make my home Kidsafe:
Have I installed a smoke detector?	
Do I have pills beside my bed?	
Is my handbag / briefcase kept down low?	
Is the cot too near the window?	
Are the curtain cords too near the cot?	
Does the cot meet Australian Safety Standards?	
Is everything I need close to the changing table?	
Do bunk beds have strong rails?	
Are toys kept within reach – minimising climbing?	
Are the toys kept in good condition?	
Does the furniture have sharp corners?	
Can the furniture be re-arranged to avoid collisions?	
Is there a nightlight?	
Other things I have noticed:	

Bathroom and Laundry:	What must I do to make my home Kidsafe:
Can I turn down the hot water service?	
Can I fit child resistant taps?	
Are poisons within a child's reach?	
Do I need a lockable medicine cupboard?	
Can razors and hair dryer be stored up high?	
Can cosmetics be stored out of reach?	
Has my nappy bucket a firm lid?	
Can it be stored off the ground?	
Do I use an electric floor heater here?	
Other things I have noticed:	



Home Safety Checklist

Outside:	What must I do to make my home Kidsafe:
Can the shed and garage be locked?	
Are there drowning hazards?	
Is the play area separate from the driveway?	
Is the play equipment stable and in good condition?	
Is there a soft surface under it to cushion falls?	
Are the pathways clear?	
Do branches hang at a child's eye level?	
Do all entrances / exits have secure closure mechanisms?	
Other things I have noticed:	

To help support the prevention of injury to children, the Kidsafe web-site has many more Kidsafe Information Sheets including Toy Safety, Bringing Baby Home and Safe Sleeping.



Parent Agreement

M^cArthur Management Services
Level 2, 1 York Street
SYDNEY NSW 2000
Phone: (02) 9277 7050
Fax: (02) 9277 7001
Email: sydney@mcArthur.com.au

I / We agree to the following conditions as set out below:

- I will abide by the terms of the fee schedule and agree to settle my account within 7 days of receiving the invoice for care. Payment will be, cheque or money order (made out to M^cArthur Management Services).
- I will notify M^cArthur Management Services as soon as possible if I need to cancel a booking. If less than 3 hours notice is given, I understand a cancellation fee is payable.
- I give permission for an approved staff member of M^cArthur Management Services to access my premises at times to be agreed when childcare is being provided. The purpose of these visits is to monitor and assess the provision of care.
- I agree that a carer registered with M^cArthur may relieve my chosen carer in an emergency situation.
- If I am using care for a child with a condition requiring specific treatment, I will supply a Doctor's certificate and a written management plan.
- I understand any outings will be undertaken only with my approval.
- I agree to maintain my home in accordance with 'Kidsafe' home safety recommendations as agreed with McArthur and the home safety hazard management plan.

Name.....

Address.....

Signed..... Date.....

Parent/Guardian



Carer Confidentiality Agreement

Attention: National Manager Children's Services Division

M^cArthur Management Services
Level 2, 1 York Street
SYDNEY NSW 2000

STATEMENT OF CONFIDENTIALITY AND AGREEMENT TO WORK TO REFLECT THE EARLY CHILDHOOD ASSOCIATION (ECA) VOLUNTARY CODE OF ETHICS

I agree that I will not disclose or remove information from the family home without permission from M^cArthur Management Services and the family.

I agree that I will not make public any information with regard to the internal organisation of M^cArthur Management Services which is confidential to clients of the company.

I will only discuss personal issues regarding the families using McArthur Management Services in a professional manner with the National Manager Children's Services at M^cArthur Management Services. I will not enter into any gossip or any discussion about families that could in any way be considered defamatory by or to any person. If I encounter any gossip, I will take action to stop it.

I have read and understood this statement of confidentiality and agree to be bound by it.

I have read the attached copy of the **ECA Code of Ethics** and will use it to guide my professional practice.

Signed..... Witness.....

(McArthur Representative)

Date..... Date.....



Firm Sponsored Booking Form

Please send a copy to McArthur management Services by facsimile.

Fax Direct 02 9277 7001

Firm payments of In Home Care requires partner / supervisor approval

Partner / Supervisor name:		
Partner / Supervisor signature:		
Employee name:		
Employee address:		
Telephone:		
Employee Department	Employee Position	Employee office location
Day, date and time of care commencement:		
Approximate duration of booking:		
Names, dates of birth of children	1.	2.
	3.	4.
McArthur staff member responsible for the booking:		
Date:		