

# POLICY MANUAL 2023



Early Years Care  
FAMILY DAY CARE

Version 09/2023







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# CONTENTS

Philosophy statement	<b>2</b>	Governance and management of the service policy statement	<b>45</b>
Definitions	<b>3</b>	Incident, illness, injury and trauma policy statement	<b>51</b>
Purpose of policies	<b>5</b>	Infectious disease policy statement	<b>54</b>
Scope of policies	<b>5</b>	Interactions with children policy statement	<b>57</b>
Application and responsibilities	<b>5</b>	Maintaining a register of family day care educators and educator assistants and coordinators policy statement	<b>59</b>
References for each policy	<b>5</b>	Medical conditions policy statement	<b>60</b>
Authorisation	<b>5</b>	Monitoring, support and supervision of family day care educators and educator assistants' policy statement	<b>63</b>
Code of Conduct	<b>8</b>	Nutrition policy statement	<b>66</b>
Administration of first aid policy statement	<b>9</b>	Participation of students and volunteers' policy statement	<b>68</b>
Approval and reassessment of approved family day care homes/venues policy statement	<b>11</b>	Payment of fees policy statement	<b>70</b>
Assessment of educators, educator assistants and persons residing at the family day care home policy statement	<b>14</b>	Providing a child safe environment policy statement	<b>79</b>
Authorisations – acceptance and refusal policy statement	<b>17</b>	Provision of information, assistance and training to family day care educators and educator assistant's policy statement	<b>82</b>
Code of conduct policy statement	<b>19</b>	Sleep and rest policy statement	<b>84</b>
Complaints and grievances policy statement	<b>22</b>	Staffing policy statement	<b>89</b>
Confidentiality policy statement	<b>24</b>	Sun protection policy statement	<b>91</b>
Confidentiality policy procedures	<b>24</b>	Visitors to family day care residences policy statement	<b>93</b>
Coronavirus (COVID-19) Policy	<b>26</b>	Water safety policy statement	<b>95</b>
Delivery and collection of children policy statement	<b>30</b>		
Dental Policy	<b>32</b>		
Determining a responsible person policy statement	<b>34</b>		
Emergency and evacuation policy statement	<b>36</b>		
Engagement and registration of family day care educators and educator assistants' policy statement	<b>38</b>		
Enrolment and orientation policy statement	<b>40</b>		
Excursions policy statement	<b>43</b>		



Early Years Care  
**OUR PHILOSOPHY**

At Early Years Care we believe:

Children are active and valuable citizens of our world and deserve to learn through life experiences and the community to give them a voice with rights and responsibilities.

Providing a safe, inspiring, inclusive and loving environment whereby children can simply be themselves without fear or judgement, learn at their own pace and build confidence and resilience is the best way to thrive.

Children should have opportunities to experience the arts, science, language and maths in unique and holistic forms that set them on a pathway of confident learning for life.

Educators are an important and integral part of a child's early childhood life experiences and can make a difference each and every day. Our educators are highly valued and experienced professionals.

Children should be given opportunities to develop culture, friendships and form a relationship with their environment and the land we live on – it takes a village to raise a child.

Children learn and thrive best through strong attachments and relationships.

Its is important to continue learning and conversing about reconciliation to encourage understanding about our community.

Families are a childs first teacher and it is vital that we establish and build resilient partnerships in care.

Play based learning enriches children and educational programs.

Celebrating our land, our history and our future creates strong relationships and wellbeing within our community.

**“The wider the range of possibilities we offer children, the more intense will be their motivations and the richer their experiences”**

**Loris Malaguzzi**



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## DEFINITIONS

**Adrenaline Auto injector:** Device for administering measured adrenaline in the event of an anaphylaxis reaction.

**Auxiliary employee's:** Workers employed or contractually engaged by the family day care service, although may not work directly with children (ie. administration or maintenance workers).

**Behaviour guidance plan:** A documented plan with an agreed set of strategies between the family day care service and the family to assist the child in their learning, when managing or redirecting undesired or disruptive behaviours.

**Behaviour guidance:** Strategies to assist children gain understanding and learn about managing their own behaviour in a positively way.

**Challenging behaviour:** Behaviour that is disruptive to one's optimal development, others, or the environment and is repetitive and/or predictable and impacts the child's learning or is disruptive, risky or confronting to other children.

**Child Centred Practice:** Engaging in practices and strategies that position the child as central in decisions, practices and considerations.

**Child Study:** A child that is being observed for the advancement of the student's knowledge; written authorisation from families is required.

**Child's file:** Required documentation in accordance with 'National Quality Framework' and may include; Custody Orders, Parenting Plans, Medical Management Plans (MMP), relevant information to administer the Child Care Management System (Harmony) and any additional information determined relevant by the family day care service.

**Code of conduct:** A set of behaviours that dictate the expected behaviours of stakeholders.

**Communicate effectively:** Listen and respond fairly and equally, share information and seek assistance if concerned.

**Complying Written Arrangement:** prescribed information setting the terms and conditions of enrolment.

**Continual Improvement:** A commitment to improve on current practice. Contractors: a persons or business engaged to fulfill a requirement of a 'set Job'.

**Dispute resolution:** The method used to resolve complaints, disputes or matters of concern through an agreed resolution process.

**Individual/Claimant:** person responsible for payment of fees.

**Families/family/family's:** Biological mother and/or father; legal guardian as determined by a court of law; step-mother; step-father, with signed authority; foster parent, in accordance with the Department of Human Services (DHS); adoptive parent, as determined by a court of law; any individual delegated responsibility to make decisions on the family's behalf (authorised nominee).

**General complaint:** A raised concern that may relate to any aspect of service delivery (ie, lost clothing or fees).

**Grievance:** A grievance is a formal complaint and may require the implementation of a formal grievance procedure in the attempt at achieving a resolution.

**High level supervision:** Maintaining a distance between yourself and the child no more than arm's length.

**Identified unsafe person:** A person who may pose a risk to the health, safety or wellbeing of any child attending the service, or whose behaviour or state of mind may make it inappropriate for him/her to be on the premises or to remove a child from the premises (even if authorised) e.g. a person suspected of being under the influence of drugs or alcohol.

**Inclusion support facilitator (ISF):** Works with the family day care service to ensure that children are included and supported in all aspects of the program and environment.

**Infection:** The invasion and multiplication of microorganisms either bacterial or viral in body.

**Infestation:** The lodgement, development and reproduction of arthropods (i.e. insects) either on the surface of the body or persons or clothing, such as head lice.

**Kids' alive do the 5 Water Safety Program:** A water safety program aimed at ensuring children are safe around water.

**Management team:** Approved provider, Nominated Supervisor, Educational Leader, Director.

**Medication:** Drugs that can be used to prevent or treat a particular illness, disease or alignment.

**Metered dose inhaler (puffer):** Device used to administer asthma medication.

**Near Miss Incidents:** an unplanned event that did not result in an injury, illness, incident or emergency, but had the potential to.

**Parenting order:** A set of requirements, actions or decisions determined by a court of law as to how the parenting arrangements and parenting decisions are to be conducted.

**Parenting plan:** A set of conditions and agreements as determined by the family as to how the parenting arrangements and decisions will be made to care for the child.



**Privacy breach:** An act or practice that interferes with the privacy of an individual.

**Provider Digital Access (PRODA):** a system to authenticate a person's identity so that they can interact with government digital on-line systems.

**Provider Entry Point (PEP):** part of the child Care Subsidy System through which providers can apply for provider and service approval. PEP enables them to access information, add or remove a service, make notice of a change in their circumstances, and give enrolment notices and session reports for Child Care Subsidy.

**Relevant Arrangement:** an agreement of enrolment that does not meet the full requirements for a Complying Written Statement.

**Serious Incident:** (a) Death of a child (1) while being educated and cared for by an education and care service or; (2) following an incident occurring while that child was being educated and cared for by an education and care service; (b) any incident involving serious injury or trauma to a child occurring while that child is being educated and cared for by an education and care service, (1) which a reasonable person would consider required urgent medical attention for a registered medical practitioner or (2) for which the child attended, or ought reasonably to have attended a hospital or (c) any incident involving serious illness of a child occurring while that child is being educated and cared for by an education and care service for which the child attended, or reasonably, attended a hospital (d) any emergency for which emergency services attended; (e) any circumstance where a child being educated and cared for by an education and care service (1) appears to be missing or cannot be accounted for (2) appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations, or (3) is mistakenly locked in or locked out of the education and care service premises or any part of the premises .

**Spacer device:** A device used to increase the efficiency of delivery of asthma medication.

**Stakeholders:** Any individual, group or organisation that has an interest in the family day care service and its operations.

**Standing Item:** A topic that is re-occurring on the meeting agenda.

**Students/volunteers\*:** Students studying a related early childhood qualification/accredited course requiring a practical placement in a licensed early childhood education and care service. Students are required to hold the appropriate safety checks in accordance with the 'National Quality Framework'.

**Supervisor/Mentor:** Person allocated responsibility for students and visitors.

**Training and Professional Development:** A course, information session or materials that is targeted to a specific area and enhances skill development and or knowledge of skills.

**Training Institution/Registered Training Organisation (RTO):** is an organisation providing Approved Training leading to qualifications or statements of attainment.

**Volunteers\* are individuals that attend a family day care service, undertake approved tasks in the scope of the educator's role in accordance with the 'National Quality Framework' without remuneration.**

\*Require 'Direct Supervision' of the Educator or family day care service representative in accordance with the Education and Care Regulations 2011.



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## Purpose of Policies

- Provide an Approved Family Day Care Education and Care Service that meets the requirements of the Education and Care National Quality Framework and Family Assistance Law.
- Support and inform each stakeholder of their roles and responsibilities under NSW legislation.
- Ensure consistency in practices and decision making across the service and provide guidance.
- Advocate and promote family day care services as a quality child care option.
- Meet obligations under the education and care and family assistance legislation
- Require staff monitoring educators and educator assistant's maintain appropriate records in relation to compliance and quality indicators.
- Ensuring educator and educator assistant's accredited training and certifications are current (First Aid, CPR, Anaphylaxis, Asthma, Child Protection and Food Safety) and certified copies remain on file.
- Reviewing monthly reports from educational leaders/ support officers, in relation to outcomes of home visits and develop training and or professional development accordingly.
- Developing performance review and training plans to be implemented annually.
- Being contactable by telephone whilst children are registered for care and education.
- Leading the development and implementation of continual improvement programs including but not limited to, the National Quality Standards Quality Improvement Plan (QIP).
- Leading the development and implementation of educational programs for children being educated and cared for ensuring the Approved Learning Frameworks are being implemented.
- Role modelling professional behaviours, compliance and quality practices at all times.
- Ensuring regular training and information is offered to educators and educator assistant's at least monthly
- Ensuring regular training and information is offered to residents, staff and visitors at least quarterly
- Ensuring confidentiality at all times.
- Developing, implementing and encouraging ongoing communication between families and their child's educator and families and the service.
- Providing opportunities for stakeholders to contribute to policy review and suggestions for service operation and improvement through the circulation of policies under review and engagement in quality improvement programs.
- Welcoming and supporting students and volunteers.
- Undertaking a safety and performance review within 24 hours of a serious incident

### SCOPE OF POLICIES

This policy and its procedures relate to:

- Approved Provider
- Nominated Supervisor
- Educational leader's
- Educator's
- Educator Assistant's
- Families (refer definition)
- Visitors, including employees, students and volunteers

### APPLICATION AND RESPONSIBILITIES

Implementation, amendments, monitoring and version control will be documented and stored for reflection and version control. The approved provider of the service is responsible to ensure policies remain current, are circulated and available to stakeholders and are followed and implemented in accordance with the education and care regulations r.170 (Policies and procedures to be followed).

#### Approved Provider is responsible for:

- Ensuring each home or venue is operating and implementing the:
  - Education and Care Services National Law 2010
  - Education and Care Services National Regulations 2011
  - National Quality Standards
  - Approved Learning Framework/s
  - Family Assistance Legislation

This will be achieved through the provision of training and supports such as:

- Communicating the Service's Statement of Philosophy
- Implementing sound recruitment and induction processes
- Ensuring policies and procedures is available, circulated and communicated to stakeholders
- Monitoring the implementation of the service's policies and procedures
- Ensuring children's files are current and communicated to the educator at all times
- Coordinating visits to educators' home or venue based on individual program needs and risk assessment and management outcomes

#### Educators and educator assistants are responsible for:

- Ensuring compliance with the National Quality Framework.
- Complying with all policies and procedures and the service's statement of philosophy.
- Participating in any service promoted quality improvement program including the National Quality Standards Quality Improvement Plan (QIP).
- Utilising the National Quality Standards for service improvement.
- Ensuring children's health and safety at all times.
- Ensuring accredited training and certifications are current and certified copies provided to the service.
- Developing and/or informing the educational program to support children's overall learning in accordance with the Approved Learning Frameworks



## Early Years Care

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- Maintaining accurate records, confidentially and in accordance with all relevant legislation in particular Family Assistance Legislation

### **Families are required to:**

- Comply with service's policies and procedures and statement of philosophy.
- Provide relevant and current information to educators and educator assistants about their child including authorisations, medical conditions and management plans and information to support the development of the educational program.
- Comply with Family Assistance Legislation when claiming for Child Care Subsidy

### **Visitors, including auxiliary employees, students and volunteers are required to:**

- Comply with the National Quality Framework.
- Comply with service's policies and procedures and statement of philosophy.
- Communicate effectively and work under the direct supervision of the educator, educator assistant, support officers, educational leader, approved provider, nominated supervisor or person in day to day control, following the management and reporting structure of the service.

## **REFERENCES FOR EACH POLICY**

Australian Government Department of Education

<https://www.education.gov.au/>

Australian Children's Education and Care Quality Authority (ACECQA)

<http://www.acecqa.gov.au/>

Belonging, Being & Becoming – The Early Years Learning Framework for Australia

<https://www.acecqa.gov.au/nqf/national-law-regulations/approved-learning-frameworks>

My Time, Our Place – Framework for school age care in Australia

<https://www.acecqa.gov.au/nqf/national-law-regulations/approved-learning-frameworks>

Early Childhood Australia – Code of Ethics

<http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

Early Childhood Australia

<http://www.earlychildhoodaustralia.org.au/>

JPS Family Day Care Advisers (Family Day Care Specialists)

<http://www.jpsadvisers.com.au/>

<https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653#sec.102C>





# AUTHORISATION

These policies and procedures are accepted:

By Marie Armstrong (Approved provider)

on behalf of Early Years Care

Signed

on this day 1st February 2023

## REVIEW AND EVALUATION

Policies and procedures will be reviewed annually or in the event of an incident or in the instance an individual or family's needs are not or no longer being met. Changes to legislation, education and care or family assistance will prompt an immediate review.

Policies and procedures will be reviewed to assess whether the purpose, responsibilities and procedures have been achieved.

Policy review will follow appropriate process, including circulation, feedback opportunities and final draft approval prior to acceptance and implementation.

Next review date 1st March 2024

## NON-COMPLIANCE

Stakeholders not complying with service policies and procedures will be offered an opportunity to rectify identified issue within 24 hours; the approved provider will offer support and training with the goal of rectification. Stakeholders not adhering to policies and procedures may have their place in the service monitored, modified or terminated.

Immediate suspension will be implemented in the event:

- A child's health and safety is at risk
- Fraudulent claims are submitted for payment



Early Years Care

## CODE OF CONDUCT

It takes a village...to belong and grow  
A village to raise a child

Our community is stronger when everyone finds belonging. We believe there is strength in diversity and togetherness. We believe that everyone has unique abilities and something to contribute to early years care and education. We believe that learning and growth continues over a lifetime but needs to need strong in life the first five years set the foundations for learning for life. These are important years and our educators value their role in this integral part of a child's life. What we do matters and it matters forever. Children need strong and loving attachments and a safe inspiring environment for learning. Early Years Care aim to do this each and every day. We will be out in the community, supporting the community creating opportunities for all to learn, grow and belong.

Creating our village for children and families that is safe, honest, appropriate and supportive by following a strict code of conduct. Our Code of Conduct outlines the standards for the way we work, as well as the actions, behaviours and conduct expected from educators and staff.

We are serious about our moral and social responsibility in regards to children and their lives and will keep learning ways to create best practise opportunities for educators and better outcomes for children.

### We will

- Be truthful, fair and consistent in our dealing with the public, families, other Educators and staff

- Be positive and enthusiastic in how we work together and aim to offer continuous improvement
- Model appropriate behaviours
- Speak to everyone with respect
- Respect confidentiality at all times
- Acknowledge and support differences that Educators and staff bring to our program
- Be innovative and creative. Always questioning our 'why', following our philosophy
- Ensure safe and healthy working conditions for ourselves and others
- Always provide adequate supervision of children
- Provide a responsive, effective and efficient service to the community
- Provide a child safe environment by:
  - Treating children with respect and being a positive role model in our conduct with them.
  - Communicating with children in an age appropriate and realistic manner.
  - Setting clear boundaries about appropriate behaviour between ourselves and a child.
  - Only have physical contact with a child in ways which are appropriate to my professional or agreed role and responsibilities.
  - Be willing to listen and respond appropriately to a child's views and concerns.
  - Respond quickly, fairly and transparently to any serious complaints made by a child or related to a child.
- Abide by my reporting obligations in relation to the employer's Incident Register.
- Abide by the mandatory Code of Practice as part of the Children and Young Persons (Care and Protection) (Child Employment) Regulation 2015.
- Comply with all regulations, policies, procedures and legislative requirements of the Education department and Early Years Care
- Observe safe work practices so as not to endanger ourselves or others
- Adhere to our contracts and the professional standards set by Early Years Care
- Always consider what is best practise care for children

### We will never

- Subject a child to any form of corporal punishment, social isolation, immobilisation, sexual suggestion, offence or misconduct.
- Intentionally breach a regulation or policy
- Provide an unsafe environment
- Communicate with a child in ways that are likely to humiliate, frighten or distress the child.
- Use tobacco products or possess or be under the influence of alcohol or illegal drugs at any time while working with children.



# Administration of First Aid Policy

## INTRODUCTION

The administration of first aid assists in the treatment of minor injuries and illnesses through to life saving first aid treatment following an accident-causing injury or risk to life.

It is vital when being responsible for children in an education and care service, educators be trained, prepared and rehearsed in the administration of first aid and maintain an accessible fully stocked first aid kit.

## STATEMENT

At Early Years Care Family Day Care, we are committed to providing a safe and healthy environment for children attending our service.

We acknowledge our responsibility in providing first aid for the immediate and appropriate treatment of injuries and illnesses and will achieve this by ensuring our educators hold a current and approved first aid qualification (in accordance with Education and Care Services r.136 First Aid Qualifications). We will also ensure educators are familiar with all procedures including documenting and reporting incidents appropriately and are committed to risk management strategies to reduce any risk of injury and illness to children.

## LINKS TO LEGISLATION AND POLICIES

National Quality Framework

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 167, 172, 173, 174, 175	12, 85, 86, 87, 88, 89, 97, 136(3), 161, 162, 168, 174, 176	2	2.1.1, 2.1.2, 2.1.2, 2.2.2,

## ADMINISTRATION OF FIRST AID POLICY PROCEDURES

**Approved Provider or Nominated Supervisor are responsible for:**

- Ensuring educators hold current approved first aid qualifications in accordance with Education and Care Services National Regulations 2011 r.136. by verifying currency (sighting original document and maintaining certified copies on the educator's file) prior to commencement. A database of expiry dates of certifications (First Aid, CPR, Anaphylaxis, Emergency Asthma Management and Food Safety) will be maintained. The service will provide ONE reminder to the educator in relation to pending expiration of credentials two weeks prior via email. Confirmation of updated credentials including sighting the original document and a certified copy will be required to continue to provide

education and care. If updates not received one week prior to expiration (confirmation of registration for course will suffice as long as attendance date is prior to expiration). Families will be offered alternate care arrangements with another educator one week prior to expiration if an update of credentials is not received.

- Ensuring the educator maintains children's files in accordance with the National Education and Care Regulations 2011 including requirements for incident, illness, injury, and trauma record r. 87. and ensuring required authorisations are signed by authorised persons on the child's enrolment form. Children's files will be checked for currency regularly, at least every 6 months. Families will be sent a reminder via email, to confirm currency of children's records every 6 months. Feedback or changes will be updated on the child's file and copies will be forwarded to educator to print and update the child's file. Educators will be required to update files within 24 hours of receipt of email and notify the service by return email, that files have been updated.
- Providing the approved home or venue with record templates, including incident reports, medication, attendance, etc.it is the educator's responsibility to ensure there are enough copies available to deliver the education and care program, a minimum of five blank copies of prescribed information is to be kept at all times by the educator, this will be checked during the home assessment visit every month.
- Providing Medical Management Plans to educators prior to children commencing care, or upon diagnosis, and reviewing quarterly with any changes or amendments to be updated and communicated to the educator immediately - within 24 hours in accordance with medical conditions policy.
- Requiring educators take every reasonable precaution to protect children from harm and hazards that are likely to cause injury. Educators will be required to implement the home safety check list quarterly and ensure areas accessible to children are safe prior to children arriving. Daily checklists are to be conducted and available for the service to verify at all times.
- Ensuring educators have a suitably equipped, readily accessible and recognisable first aid kit that complies with Education and Care Services National Regulations 2011 r.89 to be checked by the service every 3 months and documented on the emergency evacuation drill record.
- Ensuring that educators are conducting a risk assessment prior to any excursion or regular outing in accordance with the Excursion policy and procedures.
- Notifying the regulatory authority within 24 hours of a serious incident



**Educators and assistants are responsible for:**

- Maintaining approved First Aid, Anaphylaxis and Emergency Asthma Management training ensuring updates are in place prior to expiration and providing the original credential to the service to sight along with a certified copy for the service to place on file. The educator will also be required to maintain a current file of their credentials for the service and regulatory authority to inspect at their home.
- Ensuring a resuscitation flow chart (CPR) is displayed in a prominent position in the indoor and outdoor environments of the home at all times education and care is being provided including the sleep and rest area
- Ensuring all children's Medical Management Plans (MMP) are up to date and displayed in accordance with medical conditions policy.
- Ensuring a suitably equipped, readily accessible and recognisable first aid kit that complies with Education and Care Services National Regulations 2011 r.89 including a portable suitably equipped first aid kit (for excursions) Ensure this checked quarterly and restocked accordingly and recorded on the evacuation drill record
- Apply first aid and ensuring families are notified as soon as practicable, within 24 hours in accordance with Incident, illness, Injury and trauma policy.
- Ensuring that families are notified within 24 hours if their child is involved in an incident, illness, injury or trauma at service and record details (including the administration of first aid) on the Incident, illness, injury or trauma record, requiring the person collecting the child to sign the incident, illness, injury or trauma record and notifying the Approved Provider or Nominated Supervisor of any serious or notifiable incident as soon as practicable (within 12 hours) by telephone.
- If an ill or injured child requires further medical attention or hospitalisation (transferrable to hospital) continue to ensure that all children in care are adequately supervised. This can be achieved by:
  - Contacting ill/injured child's family to arrange for them to travel from educators' home to the hospital in ambulance with child.
  - Immediately arrange for assistance (contact approved provider to advise and support you) to care for children in care while you travel with ill/injured child in ambulance.
  - If unable to provide alternative supervision for attending children signing injured child into paramedic's care to be met at hospital by family or approved provider.
- Ensuring near miss incidents are rectified, documented and communicated to the approved provider as soon as practicable within 48 hours (near misses as per the definitions can be documented on an incident record clearly labelled near miss) with all sections completed.
- Debriefing with children after any incident, illness or trauma to support their understanding of the events and provide a chance for questions and answers. Seek support officer's support if debriefing is required for the educator or educator assistant.

**Families are required to:**

- Notify the service, upon enrolment or diagnosis, of any medical conditions and/or needs, and any management procedures to be followed with respect to that condition or need. Providing a medical management plan to the service and the educator including a photo of the child signed by a registered medical practitioner
- Ensure documentation/authorisations are completed and signed on the child's enrolment form prior to commencing or upon changes by notifying the educator or service, completing documentation including authorisations to ensure children are receiving appropriate care and attention in accordance with their needs or MMP.
- Ensure all records are completed, acknowledged and signed (accident, illness and incident records) upon request by the educator or service.
- Ensure any changes to children's health status is communicated promptly to the educator or approved provider by communicating directly with the educator either face to face at drop off and collection, telephone or email.
- Provide medication directly to educator (do not leave medication in child's bag).
- Being contactable, either directly or through emergency contact details listed on child's enrolment form, in the event of an incident that requires the administration of first aid.
- Fund all expenses payable for medical/dental treatment or ambulance trip incurred.

**REFERENCES AND RESOURCES**

Staying Healthy, Preventing infectious diseases in early childhood education and care services (5th edition)  
<https://www.nhmrc.gov.au/guidelines-publications/ch55>

Asthma Australia  
<http://www.asthmaaustralia.org.au/vic/home>

Australasian Society of Clinical Immunology and Allergy  
<http://www.allergy.org.au/patients/about-allergy/anaphylaxis>

Immunisations Australian Government  
<http://beta.health.gov.au>

<http://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653->

Version 9/2023



# Approval and Reassessment of Approved Family Day Care Homes/Venues Policy Statement

## INTRODUCTION

An approved provider is obligated to ensure the family day care home is compliant with the National Quality Framework (NQF).

In order to ensure homes/venues are compliant and safe for children and other stakeholders, the approved provider is required to establish methods and processes that ensure educators, educational leaders, support officer's and staff meet their obligations in accordance with:

- Legislation
- quality standards
- statement of philosophy
- service policies and procedures
- relevant individual arrangements, contracts and/or agreements

Ensuring compliance can be particularly challenging for family day care services as educators are remotely located and this requires the approved provider to possess skills, abilities and processes to assess homes and venues initially and ongoing for safety, suitability and legitimacy.

## STATEMENT

At Early Years Care Family Day Care we are committed to ensuring family day care homes and venues are checked thoroughly and are suitable for the care of children and young people. We achieve this by auditing the home prior to children commencing care and at least annually with regular reviews for home safety. Non-compliances will be recorded on the educator's record and a period of 24-48 hours for rectification will be imposed – imminent threats to children are rectified immediately or children are removed. Educators with consistent non-compliances may be required to undergo further training, be closely monitored and mentored or have their contract suspended or even cancelled. Cancellation of agreement will take place for continual non-compliances where children's health and safety is deemed at risk or fraudulent Child Care Subsidy claims have been substantiated.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 166, 167, 168, 169, 170, 171, 172, 173, 175	26, 63, 75, 97, 116, 163(3), 163(2), 169	7	7.1.1, 7.1.2

## APPROVAL AND REASSESSMENT OF APPROVED FAMILY DAY CARE HOMES PROCEDURES

### Approved Provider and/or Nominated Supervisor are responsible for:

Carrying out an initial 'Home Safety Check' for suitability of home or venue to provide education and care programs to children and young people prior to registration or commencement and at least annually by visiting and undertaking an assessment at the proposed education and care location.

Attend the proposed home to conduct the check in accordance with the attached checklist and make a judgment for allocation of children with considerations to the home and its capacity to meet the needs and abilities of children and their families.

The home safety check will be undertaken in accordance with the following Regulations:

- r.103 Premises, furniture and equipment to be safe, clean and in good repair
- r.104 Fencing f r.105 Sufficient Furniture, materials and equipment
- r.106 Laundry and hygiene facilities
- r.109 Toilet and hygiene facilities
- r.110 Ventilation and natural light
- r. 117 Glass

To ensure children being cared for and educated are exposed to a clean well-ventilated environment, that has sufficient equipment (toys, activities, art and craft etc), space and safety measures allowing for children to move freely and independently throughout the approved home or venue whilst maintaining their own hygiene needs where appropriate and respect to their individual needs for rest, sleep and privacy.

## OUTCOMES OF HOME SAFETY CHECK

1. Home with identified unacceptable risks in accordance with the safety matrix will not be accepted into the service;

### Unacceptable risks will include (but not limited to):

- Backyard pool or spa in accordance with Water safety policy
- A yard with no or incomplete fencing
- Door and gates that do not latch
- A recognised dangerous breed of dog without a secure dog friendly location for the dog to be placed (dog run) whilst children are in attendance and (consideration of other animals)
- A resident of the home with convictions relating to children and/or assault in accordance with Providing a child safe environment policy



- A home where the physical layout may impede adequate supervision of children (bedrooms/sleep area located too far away from activity/play/outdoor area/cannot provide adequate supervision whilst preparing meals)
  - Unprotected glass accessible to children
2. Homes/venues with identified moderate to low risks in accordance with the Risk Matrix will not be approved for the care and education of children until; rectified and/or a risk management plan is developed in conjunction with the approved provider, **however the approved provider holds the right to refuse home approval if more than 3 moderate risks are identified and cannot be rectified or risk managed effectively.** Dependant on moderate risks educators may be allocated smaller groups of children, children with developmental capabilities i.e., walking or older children.

**Moderate to low risks may include:**

- Glass door and windows (locations 0.75 or less – requires safety glass or anti-shatter treatment) will require rectification before the home can be approved for education and care
- Accessibility to bathroom - how can children access bathroom facilities whilst the educator maintains adequate supervision for all children? This may require the development of a supervision plan and may affect the allocation of children (only older children)
- Physical layout to allow children to move freely through the approved home, remain under the supervision of the educator or educator assistant and choose rest or sleep i.e. Is the lounge where children may rest able to be supervised from the kitchen?
- Animals – consideration to breeds, age and temperaments and children's accessibility to animals for safety of children and animals
- Plants and gardens, may need to be considered for possible allergies or trip hazards and may need to be removed or rectified prior to children commencing
- The likelihood of a successful evacuation, ages and abilities (e.g. all non-walking children may not be allocated to a person in high rise accommodation as this may impede evacuation)
- The environment for the child, including: Nappy changing arrangements - Considerations around if children in nappies are to be accommodated how this will take place in relation to:
  - Age, social and emotional development of child
  - Ability of child
  - Privacy and modesty of the child
  - Supervision of the individual child and other children
  - Ability of educator to cater for older or larger children requiring nappy changing facilities

**HOME APPROVAL /RISK MANAGEMENT PLANS**

In accordance with the above, low to medium risks – homes/venues will not be approved until the approved provider in conjunction with the educator undertakes:

- A Risk Analysis that is documented
- Risk Management plan is developed in conjunction with the approved provider and educator in consideration of individual home identified risks prior to children commencing
- The risk management plan must be displayed and easily implemented by families, educators, educator assistant's, staff, students and volunteers
- Copies of risk management plans are to remain on the educator's file and any updates are to be updated on the educators file and approved by the service
- Risk management plans updates or changes are to be communicated to the service, families, staff, volunteers and students within 24 hours

**CERTIFICATES OF CURRENCY / APPROVAL TO OPERATE FAMILY DAY CARE BUSINESS**

- Obtain a certified copy of certificates of currency of insurances to remain on the educator's file and updated prior to expiration (the service must sight original document)
- Create a database of expiry dates of certificates of currency for the management and leadership team to access and monitor to remind educators or pending expiry and ensure currency to continue to offer education and care
- Ensuring educator's residing in a rental property, provide written permission from the landlord or agent allowing the operation family day care service – copy to remain on the educator's file

**CONDUCTING ANNUAL REASSESSMENT OF EACH HOME IN ACCORDANCE WITH 'HOME SAFETY CHECKLIST'**

- Carry out an annual safety audit within 4 weeks of anniversary date in accordance with 'Home Safety Checklist' and in accordance with any risk management plans the educator may have in place.
- Breaches to established risk management plans will have 24 hours to rectify and may result in counselling or termination of contract, repeated breaches to established risk management plans will result in home approval being revoked



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### **NON-COMPLIANCES AT ANNUAL REVIEW ARE TO BE RECTIFIED:**

1. High risk – 24 hours
  2. Moderate risk – 48 hours
  3. Low risk – 7 days
- Rectifications not adhered to in allocated time frames may result in home approval being revoked or cancelled (children not being allocated, or children being delegated to another educator).
  - All and/or any non-rectifications/non compliances will be recorded on the educator's file for monitoring by the approved provider.
  - Continual non-compliances (repeated or 3 per annum) will result in permanent loss of home approval.
  - Educators with risk management plans will attract a minimum of 4 unannounced visits annually conducted by the approved provider or nominated supervisor as well as regular visits by the support officer as per risk management plan (may be fortnightly or weekly) until all risks are managed effectively.
  - Maintain home safety checklists on educator's file

### **THE APPROVED PROVIDER REQUIRES EDUCATORS TO:**

Provide information via email to the approved provider of any proposed renovations to the home that may have an impact on:

- Suitability of nappy changing facilities
- Water hazards
- Animals (children's accessibility)
- Ability and ages of children attending or likely to attend
- Appropriate, safe sleep and rest practices and spaces
- Glass requirements in accordance with Education and Care Services National Regulations 2011 r.117

Proposed renovations will be considered by the approved provider, dependant on proposal of renovations the approved provider may suspend education and care being offered from the premises if children's health and safety or hygiene is impeded in any manner. A risk assessment will be conducted based on the proposed renovations; the educator will be notified in writing of the outcome. Parents will be offered alternate care within the service if the approved provider deems the premises may be unsafe or unfit for children.

### **OPERATE IN ACCORDANCE WITH DEVELOPED RISK MANAGEMENT PLAN AT ALL TIMES BY:**

- Conducting independent safety audits quarterly and providing a copy to the approved provider
- Implement daily safety checks, water hazards (buckets), gates and doors in working order, bathroom and meals preparation clean and hygienic, safe from clutter, exits clearly labelled etc.
- Being contactable by telephone whilst children are scheduled to be in attendance at the service
- Undertaking professional development if non-compliance is identified in relation to education and care services national regulations within 7 days of direction from the approved provider
- Ensuring that the home is maintained in a safe and hygienic manner in accordance with the Staying Healthy: Preventing infectious diseases in early childhood education and care services

### **REFERENCES AND RESOURCES**

Red Nose

<http://rednose.com.au/>

<http://legislation.nsw.gov.au/view/pdf.asmade/si-2011-653>

Staying Healthy, Preventing infectious diseases in early childhood education and care services (5th edition)

<https://www.nhmrc.gov.au/guidelines-publications/ch55>

Version 9/2023



# Assessment of Family Day Care Educators and Persons Residing at Family Day Care Residences Policy

## INTRODUCTION

Family day care education and care services differ from centre-based services in that they are operating from a home where family members and residents in the home of the educator are also required to be considered when establishing and maintaining compliance. Educator assistants and residents are required to hold prescribed credentials to illustrate being fit and proper to be in the presence of children in accordance with r.163.

Family day care also differs in that educators are contracted to the family day care service and maintain their own budget and business operations including completing time sheets and attendances in direct relation to the Child Care Subsidy System. It is the Service's responsibility to ensure that all claims being submitted to the family assistance office (The Secretary) are verified for accuracy to ensure the claim is in accordance with the Family Activity Statement and agreed care arrangements.

## STATEMENT

At Early Years Care Family Day Care, we are committed to ensuring the health and safety of children and the protection of Commonwealth funds. We make all attempts to ensure educators, educator assistant's, employees and people residing at educator's homes are fit and proper to be in the company of children and educators document and submit accurate claims for commonwealth funding. We achieve this by, screening and ensuring those who are working or residing with children obtain the required clearances prior to the commencement of care and education to children.

We also require educators to alert us to any changes within the home. We will undertake regular and unannounced checks of each educator's home to ensure we are aware of any. The service will also undertake an audit of claims submitted at least annually to ensure accuracy. We require educators be prepared for an audit at all times as we randomly audit four educators claims against corresponding internal documents monthly. Educators not prepared for audit may result in termination of contract.

## LINKS TO LEGISLATION AND POLICIES NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
167, 170, 171	119, 127, 136, 144, 168, 169	7	7.1.2

## ASSESSMENT OF EDUCATORS, EDUCATOR ASSISTANTS AND PERSONS RESIDING AT THE FAMILY DAY CARE HOME PROCEDURES

**Approved Provider or the Nominated Supervisor is responsible for:**

- Ensuring the educator and educator assistant is at least 18 years of age and hold a current, recognised first aid certificate r.136, anaphylaxis and emergency asthma management training in accordance with the Engagement and registration of family day care educators, educator assistants and support officers' policy.
- Assessing the suitability of educators, educator assistants and persons residing at the family day care home upon registration (prior to children's commencement) and annually (within 4 weeks of anniversary date) to determine fit and proper in accordance with Education and Care Services National Regulations 2011 r.163 by:
  - Considering the educator, educator assistant and residents over the age of 18 years of age, history of compliance with the National Law and other relevant laws (any decision under the law to refuse, suspend, refuse to renew, or cancel a licence, approval, registration, certification or any other authorisation granted to the person). Findings will be considered and placed on the educator's file. Findings that indicate an educator assistant is not fit to be in the presence of children will not be registered with the service, residents over the age of 18 years with findings that indicate they may not be fit to be in the presence of children will result in the educator not being registered with the service whilst the resident remains. If the educator assistant is also a resident of the family day care home the educator will not be registered to provide education and care with the service.
  - Ensuring the educator has or is actively working toward a minimum Certificate III in Early Childhood Education and Care in accordance with the Engagement and registration of family day care educators, educator assistants:
    - When assessing ongoing suitability of educators working towards a certificate III in early childhood education and care there must be evidence of competency from the registered training organisation, provided to the service at least quarterly.
    - Re-allocating children elsewhere within the service if a person or persons residing at the family day care residence, over 18 years of age does NOT continue to meet the fit and proper (initial assessment or reassessment) requirements after which time a full safety check may be conducted in accordance with Providing a child safe environment policy.





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- Educators and educator assistants found to be no longer fit and proper will NOT be approved to carry out the care and education of children in accordance Providing a child safe environment policy and will be notified in writing
  - Ensuring the educator, educator assistant, residents over 18 years hold a current working with children screening, national police check and sign in agreement to the Code of conduct policy and procedures V11.11.2021 (evidence of currency and acceptance to remain on the educators file) by maintaining a data base of educators in accordance with Engagement and registration of family day care educators, educator assistants and support officers' policy to include residents over the age of 18 years.
  - Implement the induction program to educators and educator assistants over a four-week period by attending the educator's home and ensuring the educator and educator assistant is displaying knowledge and commitment to the National Quality Framework, statement of philosophy, policies and procedures and Family Assistance Legislation by maintaining records of compliance and discussions during home visits (to remain on the educators file).
  - Consider induction outcomes when determining ongoing suitability, repeat induction if necessary or terminate the educator and/or educator assistants' contract within the three month induction period if deemed not suitable to deliver an education and care program in accordance with the National Quality Framework and policies and procedures – by reviewing documentation and anecdotal information will remain on the educators file to support the approved providers decision and the educator will be notified in writing, via email, if deemed not suitable including date of termination of contract and reasons for termination.
  - Ensuring educators are informed of their obligation to notify the approved provider within 24 hours if any person aged over 18 years of age (includes those turning 18 years) is residing in the family day care home through the educator handbook or contract r.163
  - Take reasonable steps to ensure that each educator and educator assistant maintain adequate knowledge and understanding of the provision of education and care to children through regular training (4 per year), including but not limited to Child Protection, national Legislation, developing educational programs, compliance with education and care and family assistance legislation etc. in accordance with Provision of information, training and assistance to family day care educators policy.
  - Ensuring educators are aware of their ongoing responsibilities under The Family Assistance Legislation by holding a minimum of 2 information sessions per year in relation to completing claims for Child Care Subsidy in accordance with Engagement and registration and re registration of educators, educator assistants and support officers' policy.
  - Educators found to have repeated 'false, misleading or incorrect claims' minimum three, in the year leading into reassessment will be considered high risk and a risk management plan will be developed and implemented (may include increased monitoring, support officer completing claim forms, grievance procedure being implemented and documented on educators file or; termination of contract)
- Educators are responsible for:**
- Holding current insurance of Public Liability – minimum \$10 million and displaying certificate of currency whilst operating the education and care program, this is the educator's responsibility and will be monitored at each home visit. Families will be offered alternate care arrangements if their allocated educator's insurance should expire.
  - Maintaining current accreditations including approved first aid, anaphylaxis and emergency management of asthma by attending required training prior to credentials expiring and providing originals (at least 24 hours prior to expiration) for the approved provider or nominated supervisor to sight and certified copies for filing.
  - Completing documentation for claims for Child Care Subsidy accurately in accordance with Payment of fees policy.
  - Advising the approved provider or nominated supervisor of any persons aged over 18 years of age that are currently (or commenced – including turning 18 years of age) residing at the family day care residence as soon as practicable, within 24 hours and ensuring they have a current working with children screening and National Police Check.
  - Notifying the approved provider or nominated supervisor immediately as soon as practicable, within 24 hours of becoming aware, if an educator assistant or person residing at the home no longer meets the fit and proper to in the presence of children.
  - Actively working towards or hold a minimum Certificate III in Early Childhood Education and Care (must provide evidence monthly of activity toward gaining competency)
- Educator Assistants are responsible for:**
- Maintaining current certifications including approved First Aid, Asthma, Anaphylaxis, Child Protection awareness and Food safety and provide original and certified copy to approved provider or nominated supervisor (within 24 hours of expiry).
  - Maintain a current working with children screening and National Police Check provide original and certified copy to approved provider or nominated supervisor (within 24 hours of expiry)
- Residents are responsible for:**
- Maintain a current working with children screening and National Police Check provide original and certified copy to approved provider or nominated supervisor (within 24 hours of expiry).
  - Follow the directions of the educator or educator assistant whilst present during the delivery of the education and care program and never remain alone with enrolled children.
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## Early Years Care

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This policy was developed and sourced with consideration to:

- Australian Children's Education and Care Quality Authority (ACECQA)
- Guide to the Education and Care Service National Law and the Education and Care Services National Regulations,
- ECA Code of Ethics
- Guide to the National Quality Standard
- Revised National Quality Standard

Version 9/2023



# Authorisations - Acceptance and Refusal policy

## INTRODUCTION

Working with families has its challenges and without authorisations services would be unsure of what to do in certain situations or circumstances and families may not be aware of the requirements and standards educators are obligated to meet ie. discipline, safe sleeping etc. Authorisations are for a range of reasons to ensure families and educators have a shared understanding of the education and care program being provided.

Authorisations play a vital role in guiding service delivery, behaviours and expectations for both families and the service. Authorisations are one of the cornerstones to safety and professional practices in early childhood education and care.

## STATEMENT

At Early Years Care Family Day Care, we recognise the importance of ensuring authorisations are discussed, negotiated and have agreed outcomes including signatures on the child's file prior to the child commencing care.

We guide and assist educators to ensure authorisations are current by regularly reminding families to check authorisations for currency and accuracy.

## LINKS TO LEGISLATION AND POLICIES NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161-175	92, 93, 99, 102, 160, 161, 168	2	2.2.1, 2.2.2, 2.2.3

## AUTHORISATIONS - ACCEPTANCE AND REFUSAL POLICY PROCEDURES

**Approved Provider, Nominated Supervisor, Educators and Educator Assistants are responsible for:**

- Ensuring that, children who require medication to be administered by an educator; administration of medication is authorised in writing, signed and dated by parent/guardian or authorised nominee on the child's medication record in accordance with medical conditions policy.
- Medication will not be administered by an educator or educator assistant if medication is not in its original container or passed expiry date in accordance with the Education and Care Services National Regulations 2011 r.95, the parent/guardian or authorised nominee may be contacted to replace or administer the medication or to collect the child.
- Ensuring that, children requiring medication that can be self-administered; authorisation for the self-administration of medication is obtained in writing, signed and dated by parent/guardian or authorised nominee on child's medication record in accordance with the medical condition policy. If the educator is unsure of the child's ability to self-administer, an authority from a medical practitioner may be required in accordance with Education and Care Services National Regulations 2011 r.96 or the parent/guardian or authorised nominee may be contacted to supervise the administration of medication
- If additional training is required for an educator or educator assistant to administer or supervise the administration of medication, training costs will be covered by the parent/guardian or authorised nominee on the child's enrolment record.
- Ensuring that parents/guardians or authorised nominees are informed; complete and sign consent to the medical treatment on the child's file to enable treatment from a registered medical practitioner, hospital or ambulance service, if required. This may also include transportation of the child by an ambulance service in accordance with the, medical condition policy; Incident, injury, illness and trauma policy and Emergency and evacuation policy.
- Requiring educator's provide information and permission forms to parents/guardians or authorised nominees for excursions and regular outings prior to excursion or regular outing taking place and are completed and signed in accordance with the Excursion policy. A parent/guardian or authorised nominee can provide authorisation or not for a child to participate in an excursion or regular outing in accordance with Excursion policy. If an excursion or regular outing is refused, alternative care may be offered or the child may be requested to remain at home, fees may still apply in accordance with the Payment of fees policy. If a parent and educator cannot agree on a regular outing or excursion the approved provider will be notified and both parties will be supported to find a resolution.
- Allowing a child to depart from the service with a parent/guardian or authorised nominee, or with authorisation of one of these; except in the case of a medical or other emergency in accordance with Delivery and collection of children policy and Emergency and evacuation policy.
- Ensuring parents/guardians are informed of their requirement to complete and sign the authorised nominee section of their child's enrolment form in accordance with the Enrolment and orientation policy prior to commencing care and education through confirming who can collect the child, authorise the administrations of first aid or whom to notify in the event of an emergency etc. The child's enrolment form will be completed in accordance with Enrolment and orientation policy.
- Gaining written permission from families for the use of an educator assistant in the education and care program prior to children attending or upon the engagement or registration of an educator assistant, to remain on the child's file.



- Refusing the removal of a child by a parent/guardian or authorised person from the service if the service feels, in accordance with Education and Care Services National Regulations 2011 r.99 (another parent/guardian or authorised person will be contacted to collect the child) if: – the person is unfit (e.g. inebriated) – not capable of caring for the child (unwell or impaired) or – an authorised person gives permission for the child to walk home and the service feels the child is not capable or the environment they will be alone in is considered unsafe – The siblings or older children to take the child outside the service does not appear to be capable.
- Ensuring families are informed of their right to refuse authorisations and the impacts of a refusal (alternate care, attending the service or collecting the child).
- Ensuring that educators are aware of the authorisation requirements in accordance with Engagement and Registration of family day care educators, educator assistant's policy.
- Be contactable by telephone whilst children are in attendance at the service (this includes whilst on excursions and outings and out of nominated office hours).
- Ensuring any received updates to authorisations are communicated to the child's educator and/or service (approved provider) within 24 hours with a signed acknowledgement form – to be placed on the child's file.
- Reviewing Medical Management Plans (MMP's) quarterly with any changes or amendments to be updated and communicated to the child's educator and/or service (approved provider) within 24 hours with a signed acknowledgement form - to be placed on the child's file. Families will receive a notification every 6 months to review their child's medical management plan for currency.
- Reminding all parents twice per year to review authorisations for currency and update accordingly (changed jobs etc)

**Families are required to:**

- Ensure the Care Agreement is entered into between the service and family, NOT educator and family, with all required authorisations fully completed, signed and dated for the treatment of medical needs, delivery and collection, excursions etc. prior to commencing care in accordance with Enrolment and orientation policy.
- Ensure any changes to children's information or status is communicated promptly to the educator or approved provider within 24 hours or as soon as practicable.
- Ensure all daily or required records are completed (attendance / illness, accident / medication etc.).
- Provide medication in its original container, not surpassed its expiration date and handed directly to the educator.
- Contact the approved provider or nominated supervisor if you feel they educator has not adhered to the signed authorisations on your child's file.

**REFERENCES AND RESOURCES**

Red Nose

<http://rednose.com.au/>

Immunisations Australian Government

[http://beta.health.gov.au/health-topics/immunisation?utm\\_source=immunise\\_australia\\_program&utm\\_medium=redirect&utm\\_campaign=digital\\_transformation](http://beta.health.gov.au/health-topics/immunisation?utm_source=immunise_australia_program&utm_medium=redirect&utm_campaign=digital_transformation)

<http://legislation.nsw.gov.au/view/pdf.asmade/sl-2011-653>

Version 9/2023



# Code of Conduct Policy

## INTRODUCTION

The way in which people conduct themselves has a direct impact on the family day care service and although it is accepted that people come from a range of backgrounds and experiences that contribute to their values, standards, ideas and communication, a code of conduct will guide behaviours for building effective and cohesive working relationships for all stakeholders of the education and care service.

## STATEMENT

At Early Years Care Family Day Care, we understand that management, educators, staff and families in most cases work very effectively together for the care and education of children, although sometimes we can communicate or behave with differences which may lead to misunderstandings.

In our commitment to ensuring stakeholders are informed of their expected behaviours and communication styles whilst representing or being in attendance at the service, this code of conduct is designed to facilitate a collaborate working relationship.

## LINKS TO LEGISLATION AND POLICIES

### National Quality Framework

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 166, 167, 169, 170, 173, 174	83, 155, 156, 157, 168, 175	1	1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.2.2, 1.2.3, 1.3.1, 1.3.2, 1.3.3
		2	2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.2.3
		3	3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.2.3
		4	4.1.1, 4.1.2, 4.2.1, 4.2.2
		5	5.1.1, 5.1.2, 5.2.1, 5.2.2
		6	6.1.1, 6.1.2, 6.1.3, 6.2.1, 6.2.2, 6.2.3
		7	7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.2, 7.2.3

## REFERENCES AND RESOURCES

Child Safety Standards

<https://dhhs.vic.gov.au/publications/child-safe-standards>

Red Nose

<https://rednose.com.au/>

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## CODE OF CONDUCT POLICY PROCEDURES

### RELATES TO ALL STAKEHOLDERS

#### In relation to children:

- **UNDER NO CIRCUMSTANCES** – ignore or disregard suspected or disclosed abuse by notifying any reasonable belief to the regulatory authority.
- **UNDER NO CIRCUMSTANCES** – will a child be smacked, physically restrained or degraded.
- **UNDER NO CIRCUMSTANCES** – will a child be made to feel scared, humiliated or isolated (including time out) as a behavioural management strategy.
- **UNDER NO CIRCUMSTANCES** – Enter into a care arrangement directly between educator and family without explicit service approval.
- **UNDER NO CIRCUMSTANCES** – falsify records and documentation.
- **UNDER NO CIRCUMSTANCES** – provide false or misleading information.
- **UNDER NO CIRCUMSTANCES** – are children not enrolled into the service to remain on the premises without a parent or guardian present.
- Ensure the environment is safe at all times.
- Not discriminate against a child or their family due to race, religious beliefs, sexual orientation, job or disability.
- Regard children equally with respect and dignity, encourage children's efforts, show empathy if they are hurt, sad, angry, jealous etc.
- Respect the confidential nature of information gained, or observed while participating or attending the program.
- Not engage in on-line relationships with children outside of the family day care service without the explicit consent, knowledge and written approval of the family and approved provider – including electronic such as social media (e.g., Facebook).
- Not enter into relationships or have contact with children and families outside of the service without the approved provider's knowledge.
- Implement safe sleeping practices (develop a safe sleep plan for children under 3years of age).
- Inform children if physical contact from you is required (self-help, hygiene, first aid) seek permission, understanding each child's non-verbal abilities.
- Never do things of a personal nature for a child that they can do themselves; i.e., helping them go to the toilet or changing their clothes.



- Speak to children respectfully, avoid using labels (darling, cutie, sweetheart - and especially negative labels – lazy, feral, naughty etc).
- Always speak in an encouraging and positive manner, get down to the child's level as often as possible, listen (to their opinions, views, ideas and suggestions) and answer accordingly to extend their knowledge and understanding and make them feel respected, welcomed and appreciated.
- Engage with non-verbal children's body language – make them feel understood (pointing, laughing, grunting, smiling) respond accordingly.
- Seek children's input and suggestions into the program and what they would like, accommodate where appropriate – explain to children if not appropriate – why it is not possible.
- Undertake professional development at least annually to ensure currency of skills and knowledge.
- Never be affected by drugs or alcohol whilst children are being educated and cared for.
- Respect children's right for privacy.
- Be a positive role model at all times.
- Be aware of routines and guidelines for children within the service (hand washing, sunscreen, risky play etc.) seek advice and guidance from the educator (or person responsible for the program).
- Give encouraging and constructive feedback rather than negative criticism.
- Managing and guiding children's behaviour is the responsibility of allocated educators, matters or concerns related to children's behaviour should be referred directly to the educator and concerns relating to the educator's management of children should be raised immediately with the approved provider or nominated supervisor.
- Smoking is prohibited on the service's property at all times children are being cared and educated (this includes approved residences outdoor and indoor spaces).
- Smoking indoors at the home is prohibited at ALL times you are registered with an approved education and care service.
- The home will remain alcohol and drug free whilst children are being cared for and educated.
- Take reasonable steps to ensure that each educator maintains adequate knowledge and understanding of the provision of education and care to children.
- Avoid approaching the educator to discuss a child whilst other children are in attendance. Seek an alternative time and make an appointment for a time when the educator is free from supervisory duties.
- Be aware of emergency evacuation procedures, follow directions if implemented.

### In relation to other adults:

- **UNDER NO CIRCUMSTANCES** should a child, parent/guardian or member of staff be approached directly in a confrontational manner - raised voices or aggressive verbal or body language is not acceptable in an education and care service.
- **UNDER NO CIRCUMSTANCES** should a parent raise an issue with another parent, they should seek guidance from the educator or implement the grievance procedure with the support of the approved provider.
- Approved Provider will consider educators history of compliance with the National Law and other relevant laws, any decision under the law to refuse, suspend, refuse to renew, or cancel a licence, approval, registration, certification or other authorisation granted to the person under the National Law and other relevant laws) this relates to any findings of fraud or dishonest behaviours. Educators will not be registered if there are findings of non-compliance.
- Educators will ensure; educator assistants, students, volunteers and house guests are informed and sign agreement to adhere to the behaviours outlined in the Code of conduct policy.
- Assist families to better understand early childhood development and the education and care framework including Practice Principles and Learning Outcomes.
- Always use courteous, respectful and encouraging verbal and non-verbal communication.
- Respect the rights of others as individuals and their opinions and choices.
- Refrain from the use of profane, insulting, harassing, aggressive or otherwise offensive language.
- Refrain, at all times from gossiping (talking negatively behind their back) or public criticism about any stakeholder or the service. If an issue occurs seek to debrief with your immediate supervisor or implement the grievance procedure.

### In general:

- This code of conduct will be verbally communicated during induction and orientation and signed copy will remain on:
  - The educators file
  - The staff members file
  - The approved providers file
  - The student's file
  - The volunteer's file
  - The family's file
- Educators are required to notify approved provider of: a serious incident, any complaint alleging a serious incident has occurred or is occurring at the service, any complaint alleging the National Law or National Regulations or Family Assistance Legislation have been contravened; or is being contravened; any new person aged 18 and over residing at the residence; any circumstance that may affect whether a person residing at the home continues to be fit and proper to be in the company of children; any renovations or other changes to the family day care home that create a serious risk to the health, safety and wellbeing of children attending or likely to attend.



- The approved provider will notify the Department of Education if a serious incident including the death of a child; a child cannot be located; or has left the service with an unauthorised person; a child requires medical attention or any requirements in accordance with the Education and Care Services National Law 2010 and Education and Care Services National Regulations 2011 and the Family Assistance Law 1999.
- The service will welcome the regulatory authority and respond to requests for further information or responses within the allocated timeframes.
- Educators will ensure they are fully informed of their obligations to ensure legislation is adhered to at all times by participating in induction and other training programs as well as reading of regular newsletters and subscriptions circulated by the service.

**In relation to Claiming Commonwealth Funding:**

- Educators will ensure documentation relating to federal funding is accurate and completed appropriately.
- Family members will only sign for claims for federal funding for care that has actually taken place.
- Educators and families are to notify the service of absences of children (sick, holiday etc) monitor claims and notify the approved provider of any discrepancies.
- Support Officer's will monitor claims for federal funding at all times for accuracy against enrolment and other supporting documentation, discrepancies will be reported to the approved provider or nominated supervisor for investigation.
- Approved Providers will monitor and ensure accuracy of claims at all times through regular monitoring, audits and comparisons between documentation and software reports at least annually (false or misleading claims will result in the implementation of the grievance procedure – and may result in termination of contract).
- Repeat false or misleading claims (minimum 3) will be reported to the Department of Education Fraud tip-off line upon termination of contract.

\*\*Raise any issues or grievances in accordance with the Complaints and grievances policy

Version 9/2023



# Complaints And Grievance Policy

## INTRODUCTION

People, working together bring a range of benefits, celebrations, challenges and sometimes, disappointments, not everyone sees situations the same or may feel they have been treated unfairly in some manner or instance.

In almost all of cases, issues can be resolved through willingness to work together, backed with honest communication. However, in some cases the parties involved may need tools and/or assistance to resolve complaints and grievances.

There are also times and/or incidents where people feel the need to complain either about someone, or something. In the interest of children’s health and safety, we encourage stakeholders to raise concerns with the educator or approved provider in accordance with the Code of Conduct.

Complaints and grievances, if dealt with professionally and timely and with appropriate strategies and communication techniques, such as putting the child first, listening and seeking resolution for all involved, are opportunities for services to improve.

**Grievance:** two or more parties are unable or unwilling to come to a conclusion.

**Complaint:** (written or verbal) that something is unacceptable, children’s health, safety and/or wellbeing may be at risk, or as a client you did not get what you agreed to.

## STATEMENT

At Early Years Care Family Day Care, we understand and recognise that ALL stakeholders have a duty of care to ensure the safety of each other, particularly children.

We recognise that at times there may be reasons and circumstances that lead to grievances and the need to express concerns and/or complaints.

We aim to treat any and all concerns or complaints with respect, fairness and acceptance and will aim to seek a resolution to suit all parties involved and implement procedures outlined in this document to ensure fairness and equity.

Training and support will be offered to educators in the management and handling of complaints and grievances annually.

## LINKS TO LEGISLATION AND POLICIES

### National Quality Framework

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
162, 171, 172, 173, 174	168, 171, 173, 175, 176	7	7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.3

## REFERENCES AND RESOURCES

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## COMPLAINTS AND GRIEVANCES POLICY PROCEDURES

### Approved Provider and delegates are responsible for:

- Ensuring the name and telephone number of the person at the service to whom complaints and grievances should be addressed is displayed in the registered office and at each educator’s home r.173 (2)(b) by providing the educator with current information via email weekly or upon changes to person in day-to-day charge.
- Ensuring that the address and telephone number of the Authorised Officer of the regulatory authority is displayed for stakeholders at the primary office and also the educator’s home
- Where the complaint is in relation to a child protection issue, the complaint must be directed to the approved provider and procedures followed in accordance with Code of conduct policy and relevant child protection agency.
- Any complaint that alleges a serious incident has occurred or is occurring whilst a child is in care in accordance with r.175(2)(d) (e) in accordance with Incident, illness injury or trauma policy should be reported to the regulatory authority as soon as practicable within 24 hours
- Notifying the regulatory authority within 24 hours of a serious incident or a complaint alleging legislation was breached in accordance with Education and Care or the Approved Provider becoming aware of the incident in accordance with r.176 (2)(b) Notify the regulatory authority of suspected fraud is taking place through the National Tip Off Line





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- Responding to all complaints and grievances (even anonymous ones) raised in the most appropriate manner and at the earliest opportunity (fair, with an open mind) and treat each party equal until investigated and substantiated. If a complaint alleges children health and safety in accordance with a serious incident is imminent or likely, children will be removed from the educator's home, by contacting parents or authorised persons, to collect, a support officer will be required to remain at the educator's home until all children have been collected. Conduct a review and or investigation of the details of the complaint, findings may include:
    - Terminating the Educator agreement with Early Years Care family day care
    - Terminating the Care Agreement between the family and Early Years Care family day care
    - Training recommendations for the educator and set time frames for completion
    - Training recommendations for the leadership team
    - A change in care arrangements (different educator)
    - Purchase of new or updated equipment and resources
    - Review of services policies and procedures
    - A review and change to any recording and/or reporting processes for Federal funds
  - Ensuring any incidences are followed-up with a phone call from either the approved provider, educational leader/support officer or educator within 48 hours (Serious incidents - as soon as practicable by the approved provider or nominated supervisor only) and will be recorded on the appropriate file (child's / educator / employee /family or approved provider) of the contents and any outcomes of the discussion including future actions and time frames for rectification.
  - Ensuring the grievance and complaints procedure (attached) is followed and implemented by stakeholders raising or dealing with complaints
  - Providing all educators with a Complaints and Grievances Register for the recording of complaints
  - Monitor and audit claims for federal funding – ensuring all claims are accurate, any suggestions or suspicions of false or misleading claims will be fully investigated and may result in care being suspended (grievance procedure)
  - Identifying, preventing and addressing potential concerns before they become formal complaints or grievances by actively seeking reflective conversations with educators and families
  - Maintain a register of absences and errors in reporting to be cross-referenced with claims submitted and form part of either the annual audit or random audit. Errors or anomalies will be raised in accordance with this policy
  - Support the educator and parent to re-negotiate care and education outcomes, if child is to continue to remain with the educator, after a grievance or complaint is resolved. A service representative will attend the educator's home to ensure the relationship between educator and family is improving at least once in the week following the resolution
  - Providing all stakeholders with regular opportunities (i.e., surveys, dropbox, meetings, suggestion box, conversations) to identify any areas of concern or proposed strategies so the service may implement improvements
  - Working co-operatively with the approved provider/nominated supervisor and Regulatory Authority in any investigations related to grievances or complaints, providing all relevant information in a timely manner
- Educators are required to:**
- Notify the approved provider if a family member suggests a care arrangement outside of the service's knowledge and approval within 24 hours of receiving a request.
  - Educators are required to notify approved provider of: a serious incident, any complaint alleging a serious incident has occurred or is occurring at the service, any complaint alleging the National Law , National Regulations or Family Assistance Legislation have been contravened; any new person aged 18 and over residing at the residence; any circumstance that may affect whether a person residing at the home continues to be fit and proper to be in the company of children; any renovations or other changes to the family day care home that create a serious risk to the health, safety and wellbeing or children attending or likely to attend.
- Families are required to:**
- Raise any complaints, directly with the person involved, in an attempt to resolve the concerns without the matter escalating further
  - Raise any unresolved issues or concerns with approved provider or nominated supervisor
  - Maintaining confidentiality at all times when dealing with a complaint or grievance
  - Cooperating with requests to meet with the educator, approved provider/nominated supervisor and/or provide relevant information when requested in relation to complaints and grievances
  - Ensure all claims for federal funding are accurate
  - Notify the approved provider if an educator suggests the entering into a care arrangement outside of the service's knowledge and approval or if the educator makes a request for approving care that did not take place within 24 hours of receiving the request
  - Notify the approved provider, child protection or police if you feel a child is in danger

Version 9/2023



# Confidentiality Policy

## INTRODUCTION

Enrolling into an approved early childhood education and care service requires providing personal details and information ranging from names and addresses, to personal sensitive information like parenting arrangements, medical conditions and financials etc. This sharing of information places parents in a vulnerable position, which family day care services have the obligation to protect.

Information and details provided is essential for the service to meet their obligations under the education and care, family assistance and other related legislation such as privacy.

## STATEMENT

At Early Years Care Family Day Care, we treat personal information with the highest of regard and are aware of the legislation and ethical practices that guide our obligation to children and families.

It is our expectation that ALL stakeholders, particularly representatives of the service, ensure families and children's privacy is protected at all times. We achieve this by ensuring stakeholders are aware of their role in maintaining confidentiality and privacy through regular provision of information and training coupled with regular reviews of how family day care service representatives are conducting themselves in relation to protecting family's privacy.

## LINKS TO LEGISLATION AND POLICIES

### National Quality Framework

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161-175	168, 177, 178, 181, 182, 183	7	7.1.2, 7.2.3

## REFERENCES AND RESOURCES

Guidelines to the Information Privacy Principles  
<http://www.privacy.gov.au/law/apply/guidance>

ACECQA Record Keeping in Family Day Care  
[https://www.acecqa.gov.au/sites/default/files/2018-03/FDC\\_RecordKeeping.pdf](https://www.acecqa.gov.au/sites/default/files/2018-03/FDC_RecordKeeping.pdf)

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## CONFIDENTIALITY POLICY PROCEDURES

### Approved Provider and nominated supervisor are responsible for:

- Monitoring, maintaining and storing all legislated and required records confidentiality and for the appropriated timeframes in accordance with Education and Care Services National Regulations 2011 r.177, r.178, r.181, r.182 and r.183 ensuring records and documentation is stored in a manner that keeps records safe (back-up electronic record data daily) archive boxes to be clean, dry and free from rodents or insects.
- Providing storage systems that ensure records are not accessible or visible to unauthorised persons by having a filing process that ensures the task of filing is conducted minimum every three days; documents awaiting filing will be kept out of view of visitors to the primary office.
- Maintaining records for Child Care Subsidy (CCS and ACCS) including Care Arrangements, eligibility, authorised persons for payment liability and educator timesheets and records are current and readily accessible to the approved provider, nominated supervisor and persons with day-to-day management or control to carry out their job responsibilities.
- Ensuring that any photographs of children are used according to the signed authorisations in the child's enrolment record in accordance with Authorisations – acceptance and approval policy and Enrolment and orientation policy.
- Maintaining a register of files copied, removed and returned from the primary office with the approved provider or nominated supervisor's written permission (determined by the objective of removing the files). Records must be returned within 48 hours and signed into the register as being returned upon return.
- Delegating only persons with management and control to authorise claims for Commonwealth funding (only in the approved providers absence).
- Conversations in relation to (or may identify) individual educators, staff or families are to held in a manner that only persons requiring the information are exposed to

### Educators and Educator Assistants are responsible for:

- Monitoring, maintaining and storing all legislated and required records confidentiality (not accessible or visible to anyone other than authorised persons) and for the appropriate timeframes in accordance with Education and Care Services National Regulations 2011, r.178, r.179, r.182 and r.183 (records are to be stored in a manner that is inaccessible to visitors, families in a lockable storage cabinet).
- Documentation relating to Additional Child Care Subsidy should remain on the child's file



- Parenting Plans should be kept out of view of other families and parenting arrangements should not be discussed with other families and only with approved persons such as the approved provider or authorised officers from the regulatory authority.
- Place records and documentation, updates etc. immediately or as soon as practicable on the child's file protecting the privacy of records at all times.
- Ensuring families understand that information they provide may be requested and/or viewed by representatives of the Regulatory Authority or family day care service representatives during a Rating and Assessment, Compliance visit, or scheduled/unscheduled home visit by the service this will be covered in the orientation program for families.
- Ensuring that any sensitive information relating to a child is communicated with the family confidentially and in private, arrange appropriate times to conduct sensitive conversations when children are not present or can be supervised by the support officer or educator assistant.
- Respecting family's choices about their child being photographed or videoed as per the child's enrolment record and children's choices about being photographed or videoed, do not share or display children's photos without the written authorisation recorded on the child's file and the child's permission (if appropriate).
- Ensuring students remove any identifiers from children's records or prior to using or copying as supporting documentation for written assignments required to complete training requirements and signed approval from the parent.

**Families are required to:**

- Ensure documentation/authorisations are completed and signed in accordance with Enrolment and orientation policies and Authorisations – acceptance and refusal policy
- Ensure all records are completed (attendance/ medication etc) daily, as required or as soon as practicable by following the directions (including written notification) of the educator and/or support officer.
- Ensure any changes to children's information, authorisation or status is communicated promptly to the educator or approved provider and required signatures are completed as soon as practicable within 24 hours (change of workplace, authorised nominee or medical requirements)
- Raise issues or conduct sensitive conversations when children are not present, contact the approved provider if you are wanting to schedule an uninterrupted meeting with the educator or service to ensure that children being cared for can be adequately supervised



# Coronavirus (COVID-19) Management Policy

## INTRODUCTION

COVID-19 is a new strain of coronavirus that was originally identified in Wuhan, Hubei Province, China in December 2019. The World Health Organization (WHO), has declared that COVID-19 outbreak as a 'pandemic'- a Public Health Emergency of International Concern (effective 11 March 2020). This is mainly due to the speed and scale of transmission of the virus in countries around the world, including Australia.

COVID-19 is transmitted from someone who is infected with the virus to others in close contact through contaminated droplets spread by coughing or sneezing or by contact with contaminated hands or surfaces. According to Department of Health, the time of exposure to the virus and when symptoms first occur is anywhere from 2-14 days.

Symptoms can range from a mild illness, similar to a cold or flu, to pneumonia. People with COVID-19 may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

Early Years Care has a range of comprehensive policies in place to guide best practice in relation to health and safety, dealing with infectious diseases and maintaining a child safe environment. Our duty of care and responsibilities to children, parents, families and all staff to provide a safe environment is of utmost importance.

The evolving nature of COVID-19 and the unprecedented steps required to protect our community as recommended by the Australian Government, has resulted in the development of a specific policy to assist our Service manage this pandemic.

## STATEMENT

Early Years Care will minimise our educators, staff and children's exposure to COVID-19 by adhering to all recommended guidelines from the Australian Government- Department of Health and local Public Health Units to slow the spread of the virus. We will implement practices that help to reduce the transmission of the virus including the exclusion of any person (child, educator, staff, parent, visitor or volunteer) that is suspected or has tested positive to having COVID-19. Our Service will implement effective hygiene practices as per our existing policies and procedures.

Our Service will provide up-to-date information and advice to parents, families and educators sourced from the Australian Government, Department of Health and state Ministry of Health about COVID-19 as it becomes available. Recommendations and health measures mandated by the Health Department will be strictly adhered to at all times.

This policy applies to children, families, staff, management, and visitors of the Service.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 167, 172, 173, 174, 175	77, 85-88, 90, 162	2	2.1.1, 2.2.2, 2.2.1, 2.2.2

## REFERENCES AND RESOURCES

Dr Michelle Dickinson- Video for kids about COVID-19  
<https://youtu.be/OPsY-jLqaxM>

Emerging Minds- Talking to Children about Natural Disasters, Traumatic Events or Worries About the Future  
<https://emergingminds.com.au/resources/supporting-children-during-the-coronavirus-covid-19-outbreak/>

Play School- Hello Friends! (A COVID-19 Special) <https://www.abc.net.au/abckids/shows/play-school/covid-19/12114308>

UNICEF – How to talk to your child about COVID-19

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Health – Health Topics Coronavirus COVID-19

Australian Government Department of Health Coronavirus (COVID-19) advice for travellers  
<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Australian Government Fair Work Ombudsman Coronavirus and Australian workplace laws (updated 13 March 2020)  
<https://www.fairwork.gov.au/about-us/news-and-media-releases/website-news/coronavirus-and-australian-workplace-laws>

Australian Government Department of Education, Skills and Employment Information for child care providers and services  
<https://docs-edu.govcms.gov.au/node/53362>

Australian Government Federal Register of Legislation Child Care Subsidy Amendment (Coronavirus Economic Response Package) 23 March 2020  
[https://www.legislation.gov.au/Details/F2020L00295?utm\\_source=Facebook&utm\\_content=240320](https://www.legislation.gov.au/Details/F2020L00295?utm_source=Facebook&utm_content=240320)

Australian Government The Treasury JobKeeper payment

Fair Work Ombudsman Coronavirus and Australian workplace laws (2020)  
<https://coronavirus.fairwork.gov.au/coronavirus-and-australian-workplace-laws>



Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Standard. (2020)

National Health and Medical Research Council. (2012). Staying healthy: Preventing infectious diseases in early childhood education and care services.

Public Health Act 2010 f Public Health Amendment Act 2017

Public Health and Wellbeing Regulations 2019 Victoria

The Australian Parenting website Raising children <https://raisingchildren.net.au/guides/a-z-health-reference/coronavirus-and-children-in-australia>

Revised National Quality Standard. (2018).

Safe Work Australia (2020) Early childhood education and care workers: Minimising the risk of exposure to COVID-19 <https://www.safeworkaustralia.gov.au/doc/early-childhood-education-and-care-workers-minimising-risk-exposure-covid-1>

### **CORONAVIRUS (COVID-19) POLICY PROCEDURES**

Early Years Care is committed to minimising the spread of the COVID-19 virus by implementing recommendations provided by the Australian Government- Department of Health and Safe Work Australia.

Our Service implements procedures as stated in the Staying healthy: Preventing infectious diseases in early childhood education and care services (Fifth Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the Australian Government- Department of Health and local Public Health Units in our jurisdiction under the Public Health Act. COVID-19 is a notifiable condition in all states and territories of Australia.

In the event of any child, educator, staff member or visitor attending our Service who is suspected or confirmed to have the infection, the Approved Provider will contact their Public Health Unit.

<b>NATIONAL CORONAVIRUS (COVID-19) HEALTH INFORMATION LINE</b>
<b>1800 020 080</b> Call 131 450 for translating and interpreting service
<b>Health Direct</b> 1800 022 222
<b>Public Health Unit</b> Local state and territory health departments <a href="https://www.health.gov.au/about-us/contact-us/">https://www.health.gov.au/about-us/contact-us/</a> <b>local-state-and-territory-health-departments</b>

This policy must be read in conjunction with our other Service policies:

#### **Minimising the transmission of COVID-19**

Early Year Care has implemented risk management planning to identify any possible risks and hazards to our learning environment and practices. Where possible, we have eliminated or minimised these risks as is reasonably practicable.

Our educators are committed to assist in infection prevention controls and have completed COVID-19 infection control training.

#### **Immunisation**

All educators and staff must show proof of vaccination against covid 19 or a medical contradiction form from a doctor.

#### **Hygiene practices**

Our Service will ensure signs and posters remind educators and visitors of the risks of COVID-19 and the measures that are necessary to stop its spread including hand washing and hand rub procedures and information about COVID-19.

These will also be communicated to families through email, newsletters and social media. Alcohol-based hand sanitiser will be kept out of reach of young children and only available for adults to use. If parents decide to apply this to their child, they must supervise the child to avoid rubbing it into their eyes or a child swallowing the gel/liquid.

Information provided to families may include:

- symptoms of COVID-19
- transmission of the virus
- self-isolation and exclusion
- prevention strategies – including hand hygiene and self-isolation
- contact details for health assistance
- updated information about temporary changes to Payment of Fees policy

#### **The Approved Provider, Nominated Supervisor, educators, staff, families and visitors will comply with the following:**

- the Public Health Unit will provide further information on a case-by-case basis as to the length and place of isolation. (See: COVID-19 home isolation)
- families must immediately advise the Service if they, or anyone in their family, develops any symptoms of the virus or receives a positive result of the virus whilst in isolation
- any person (employee, enrolled child, parent, caregiver, visitor or contractor) who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath, must seek urgent medical attention to determine if they need to be tested for COVID-19 and not attend our Service under any circumstance



**Our Service will ensure:**

- all staff, educators, parents, children and visitors must wash their hands with soap and water or use the alcohol-based hand sanitiser provided upon arrival to the Service
- hands must be thoroughly dried using disposal paper and disposed of in the bin provided
- disposable tissues must be used to wipe noses, eyes or mouths and disposed of in the bin provided immediately after use
- hands must be washed following the use of tissues
- hands must be washed thoroughly using soap and water before and after using the toilet
- cough and sneeze etiquette must be used- cover your cough and sneeze with your hand or elbow
- educators and staff must adhere to our Handwashing Policy at all times
- children are supervised when washing hands
- educators and staff must adhere to effective food preparation and food handling procedures
- educators will wash their hands or use alcohol-based sanitiser, before wearing gloves and wash their hands after wearing gloves
- educators and staff must adhere to our Health and Safety Policy for cleaning and disinfecting surfaces and equipment (such as toys, puzzles, outdoor toys, bedding, playdough etc.) as per Staying healthy: Preventing infectious diseases in early childhood education and care services recommendations
- equipment, resources and surfaces including high-touch surfaces- taps, door handles, light switches, nappy change areas and toys will be cleaned more frequently as required using detergent and water followed by disinfectant

**Social distancing in family day care**

Social distancing is important because COVID-19 is most likely spread from person-to-person through close contact with a person while they are infectious, close contact with a person with a confirmed infection who coughs or sneezes or from touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection and then touching your nose or mouth. (Source: Australian Government Department of Health. Coronavirus disease)

Social distancing in early childhood education and care is not feasible for educators to perform their job, however we will implement measures to minimise the risk of exposure as reasonably practicable.

To reduce the spread of COVID-19 parents are reminded of the following:

- if your child is sick, do not send them to care
- do not attend care if you or another family member is unwell
- sanitise your hands at regular intervals throughout the day
- avoid physical contact with other people who may be sick- such as older people and people with existing health conditions

- clean and disinfect high touch surfaces regularly (door handles, car seats, mobile phone, toys, dummies)
- promote strictest hygiene measures when preparing food at home

To minimise the risk of exposure to COVID-19 our Service will:

- restrict the number of visitors to our educators (including: students, delivery of goods)
- restrict the number of family members visiting our Service -one person to drop the child off and pick them up
- increase ventilation within the Service
- ensure cots, mats, cushions etc. are positioned as far apart as possible
- contact parents of children who have chronic medical conditions or immunosuppression as they may be at an increased risk of disease and require additional support/ care
- we will cancel all group outings to public places (excursions to local shops, schools, libraries, aged care facilities) when there is a local outbreak
- cancel large group celebrations (Easter, Grandparent's Day, special day celebrations)
- discourage use of public transport by educators if possible

**Suspected cases of COVID-19 at our Service**

As per our policies we reserve the right to refuse a child into care if they:

- are unwell and unable to participate in normal activities or require additional attention
- have had a temperature/fever, or vomiting in the last 24 hours
- have had diarrhoea in the last 48 hours
- have been given medication for a temperature prior to arriving at the Service
- have started a course of anti-biotics in the last 24 hours or
- if we have reasonable grounds to believe that a child has a contagious or infectious disease (this includes COVID-19)

If your child becomes ill whilst at the Service, educators will respond to their individual symptoms of illness and provide comfort and care.

All information will be recorded in our Incident, Illness, Accident and Trauma Record. Parents will be required to sign this record upon collection of their child.

Parents are reminded to ensure their contact details are current and emergency contact details are updated if required.

Early Years Care also reserves the right to prevent educators, parents, family members or visitors to enter our premises if they have COVID-19 symptoms.



### **Notification**

The Approved Provider or Nominated Supervisor is mandated by law to notify the Public Health Unit or Health Information hotline on 1800 020 080 of any confirmed or suspected cases of COVID-19. In addition, the Approved Provider must also notify the Regulatory Authority in their state or territory within 24 hours.

### **What happens if our Service is forced to close?**

The decision to close an educator will be made, and advised, by relevant state and territory governments or the Regulatory Authority. This may be due to a confirmed case of COVID-19 in family day care community.

Should this occur, all families will be notified immediately via email and/or phone.

The Approved Provider will notify the Regulatory Authority within 24 hours of any closure via the NQA IT System

### **Communicating with families**

Early Years Care will establish continue regular communication channels with families and share information about COVID-19 as required.

### **Caring for our community**

We understand that the outbreak of COVID-19 and the constant amount of information received through the media may be very stressful to young children and parents. The anxiety about this disease may be overwhelming and cause fear and anxiety to some people, especially children.

Early Years Care is committed to continue to provide quality education and care to all children and support families responsibly during this unprecedented challenge with the COVID-19 outbreak.

Knowing how to look after yourself, and others is very important during this crisis.

We will promote a safe and supportive environment by:

- reassuring children they are safe
- acknowledging and listening to children's questions
- promoting and implementing hygiene routines for handwashing and cough and sneezing
- keeping regular and familiar routines within our Service
- ensuring children eat well throughout the day
- engaging children in play, games and other physical activities
- being alert to children's level of anxiety and provide quiet and relaxing activities
- ensuring children are provided with rest and sleep when needed
- providing information to families and support services as required



# Delivery and Collection of Children Policy

## INTRODUCTION

Delivery and collection of children into care can be one of the most hectic periods of the day it is a time where children's level of excitement or distress combined with the need for educators and families to communicate can create a challenging balance.

Delivery and collection is vital to the effective operation and handover of information on children, it contributes to the building of relationships, partnerships and program development.

## STATEMENT

At Early Years Care Family Day Care, we recognise the importance of the processes to ensure children are accepted into the educator's home safely and released strictly to authorised and safe adults. During the induction period educators will be provided with adequate training to ensure children are accepted into and released from the education and care service in a manner that protects children from harm and hazard. This is achieved through, sound procedures, underpinned by risk management and communication strategies to ensure the safety of children at all times.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 167, 170, 171, 173, 175	99, 116, 157, 158, 159, 160, 161, 168	2	2.1.1, 2.2.1, 2.2.2, 2.2.3
		4	4.2.2
		6	6.1.1
		7	7.1.2, 7.2.3

### Family Assistance Law

A New Tax System (Family Assistance) Act 1999	A New Tax System (Family Assistance) (Administration) Act 1999	Child Care Subsidy Minister's Rules 2017	Child Care Subsidy Secretary's Rules 2017
10 (b) (i) (c) (i)	67CD (1) (e), (11)	8 (4) (d), 56 (2) (d), (3) (c), 60 (2) (a), 62 (1) (a) (b), 67A, 71, 72,	10

6, 61B, 85BA (iii), 85CA (iii),	67CC (c), 67CD (2) (a) (3) (a) (4) (c) (6) (c) (9)	6 (1) (ii), 62A	
<b>Child Care Provider Handbook</b>			
<a href="https://www.education.gov.au/child-care-provider-handbook/enrolling-children">https://www.education.gov.au/child-care-provider-handbook/enrolling-children</a>			

## REFERENCES AND RESOURCES

Early Childhood Australia - Who can collect a child from child care? Legal issues in child care

<http://www.earlychildhoodaustralia.org.au/our-publications/every-child-magazine/every-child-index/every-child-vol-17-1-2011/can-collect-child-child-care-legal-issues-child-care/>

Immunisations Australian government

[https://beta.health.gov.au/health-topics/immunisation?utm\\_source=immunise\\_australia\\_program&utm\\_medium=redirect&utm\\_campaign=digital\\_transformation](https://beta.health.gov.au/health-topics/immunisation?utm_source=immunise_australia_program&utm_medium=redirect&utm_campaign=digital_transformation)

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## DELIVERY AND COLLECTION OF CHILDREN POLICY PROCEDURES

Approved Provider and Nominated Supervisor are responsible for:

- Checking all authorisations are completed, signed and dated prior to children commencing care in accordance with Enrolment and orientation policy
- Providing current telephone contact details of approved provider, educational leader/support officers to educators and families
- Remaining contactable by telephone whilst children are in attendance at the service
- Ensuring custody orders and/or parenting plans are reviewed for currency at least twice per year with any changes to be updated and provided to the educator immediately within 24 hours by contacting authorised parent on the child's enrolment form
- Ensuring a child does NOT LEAVE the education and care service premises without the written permission of:
  - A parent of the child; or
  - An authorised nominee named in the child enrolment record; or
  - A person authorised by a parents or authorised nominee named in the child's enrolment record to collect the child from the premises; or
  - On an excursion or regular outing in accordance with Excursion policy and procedures
  - Is given into the care of a person or taken outside of the premises because the child requires medical, hospital or ambulance care or treatment; or –
  - Because of another emergency





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- Providing information in relation to family's eligibility for Child Care Subsidy to educators for monitoring of claims and usage and also providing educators with training, information and supports to ensure they understand the requirement of maintaining and keeping attendance records r.159.
  - Monitoring, maintaining and storing all legislated and required records confidentiality
  - Monitoring the attendance record of children attending care at the educator's home ensuing enrolment and attendance records are consistent with enrolment and educator register
  - Notifying Department of Education within 24 hours of a serious incident or a complaint alleging legislation was breached in accordance with the Education and Care Services National Regulations 2011 r.176
  - Implementing contained procedures in the event a family fails to collect their child at the end of the day and after the service has closed
  - Regular late collection of children, absences or neglect to sign documentation and/or records by families are to be reported to the approved provider or nominated supervisor (4 times in a one-month period)
  - Being contactable by at all times you are registered to have children in your home
  - Notifying approved provider/nominated supervisor within 24 hours of a serious incident in accordance with the Education and Care Services Regulations 2011 r.176 ie. A child has left the premises with an unauthorised person, a child seems to missing or cannot be accounted for
  - Contacting emergency services 000 immediately if a child being educated and cared for leaves the premises with an unauthorised person (not on the child's enrolment record) or cannot be accounted for (seems to be missing after 5 minutes) and follow instructions, answering any questions clearly and truthfully then notify the approved provider, nominated supervisor or person in day to charge of the service immediately after contacting emergency services

**Educator and Educator Assistants are responsible for:**

- Monitoring, maintaining and storing all legislated and required records in accordance with r.177, r.178, r.181, r.182 and r.183 in safe lockable storage unit
- Ensuring families have completed the authorised nominee section of their child's enrolment form prior to children commencing
- Ensuring details of any court orders, parenting orders or parenting plans are strictly adhered to and a copy is on the child's file prior to the child commencing or within 24 hours upon any changes to a child's status (ensure the approved provider or nominated supervisor is informed via email within 24 hours of a parent notifying you)
- Ensuring the attendance record is fully completed with the full name, date and time each child arrives and departs the home and signed by person collecting and dropping off, the educator can sign if authorised person does not - this will need to be initialled by an authorised person upon their return to the service. Place the attendance register in a readily identifiable and accessible position (near entrance) to avoid missed signatures
- Ensuring all gates and locks are in working order daily prior to children's attendance
- Conducting immediate headcount after each drop off or pick up of any child - initial the attendance record after each count
- Supervising children at all times
- Notifying the approved provider or nominated supervisor if a child is absent from care and record on the attendance record as soon as practicable after notification within 24 hours via email titled 'Absence'
- Preparing children for pick up, their belongings (coat, hat, security items, bottles, lunch box, art work etc.) any forms that require a signature and ensure children are neat and tidy (hands and face are cleaned), if any known changes to collection (timing or person) inform and support the child (as required and age appropriate)
- Implementing contained procedures in the event of an unauthorised person attempting to collect a child
- Implementing contained procedures if person collecting a child is displaying unsafe behaviour (such as appearing under the influence of drugs and/or alcohol)

**Families are responsible for:**

- Ensuring documentation/authorisations are completed and signed prior to commencing care in accordance with Authorisations, acceptance and refusal policies and Enrolment and orientation policy including who can collect children or authorise medication etc. and ensuring any changes to children's information or status is communicated promptly to the educator or approved provider within 24 hours and update records
- Informing the educator if the child is going to be absent or late for a scheduled attendance as soon as practicable, please note some educators need to meet schedules if taking or collecting children from school, please also notify the approved provider of any absences within 48 hours via an email titled absence.
- Ensuring doors are closed securely upon entering and exiting the home
- Sharing and exchanging daily information with the educator to better assist the educator meet your child's needs and supervising any other children that are with you (not enrolled in the service)
- Delivering and collecting children within nominated and agreed times unless otherwise negotiated with educator and agreed to by the approved provider or nominated supervisor if outside of Care Agreement. Any permanent changes or long term changes to Care Arrangements are required to be addressed with the approved provider or nominated supervisor for approval
- Notifying educator as soon as practicable if running late to collect child or if an unauthorised person is collecting the child from service (implement procedure to authorise new nominee) the approved provider or nominated supervisor may call to confirm details of the person collecting



# Dental Health Policy

## INTRODUCTION

At Early Years Care we aim to promote children’s health by creating an environment that supports healthy behaviour including good dental hygiene practices. Our service will encourage dental health by providing nutritional foods for children, avoiding food and drinks that have a sweet and sugary content and ensure water is available at all times.

Good oral health is vital to general wellbeing. Early childhood dental hygiene is a key factor in the development of healthy adult teeth. Encouraging and establishing sound oral health practices early in a child’s life will assist in maintaining good oral health and preventing oral disease and other related diseases over a lifetime.

## STATEMENT

To educate children and families about the importance of dental health.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
	78	2	2.1.2, 2.1.3

## REFERENCES AND RESOURCES

- National Quality Standards, Education and Care Services National Regulations 2011,
- Australian Dental Association Inc., Dental Health Services (Vic, WA)
- Department of Health NSW

## POLICY AND PROCEDURE

- Educators have drinking water accessible to the children during care.
- Encourage children to drink water during the day.
- Encourage children to drink from a cup rather than bottles and drink bottles.
- Encourage healthy eating habits and follow nutritional guidelines.
- Discuss with the parents and children in care about dental hygiene.
- The office will supply dental health information to families on a regular basis.
- The office will supply dental health information to educators regularly.
- Munch and Move Program will be implemented in each setting.

As part of our dental hygiene plan, children will be given a slice of apple following lunch or cup of water as recommended by Dental Health Australia. This will be supplied by either the family or the Educator as agreed. Early Years Care will implement the little smiles dental program and provide resources to educators.

Families will be asked on the enrolment form to provide us with permission to seek emergency dental care for your child when deemed necessary. We ask that you nominate a chosen dentist; however we may use a local dentist of our choice in an emergency.

## Babies and Toddlers

Strategies:

All staff will ensure parents/Educators are provided with appropriate, consistent and up to date information related to assisting children to develop and maintain healthy teeth and gums by:

- Encouraging and supporting mothers to breastfeed.
- Ensuring no bottles in bed.
- Ensuring no flavoured milk, fruit juice, cordial or soft drink in baby bottles.
- Ensuring no honey, sweetener or any other substance on dummies.
- Introducing a cup from about six months of age.
- Discouraging use of bottles for children from one year of age.
- Educators to display “breastfeeding friendly zone” stickers or posters.

## Preschool Age

Strategies:

An oral health program will be implemented and educators actively involve children and families in promoting good dental health by:

- Encouraging children to discuss nutritional values and links to dental health through regular mealtime discussions.
- Teaching children to care for teeth and gums through regular nutrition conversations and correct brushing technique.

## DENTAL HEALTH PROCEDURE

Early Childhood Educators have an important role to play in promoting and implementing good oral health practices. Policies are vital to promote good dental hygiene behaviour in children, to reduce the incidence of dental problems and to facilitate the prevention and management of dental trauma in children. This will be done by:

- Displaying dental hygiene posters at regular intervals at the service
- Providing families with dental health brochures and information



- Discussing dental health with children and with parents via newsletters and meetings
- Actively seeking, maintaining and providing families with current oral health and nutrition resources from recognised authorities
- Providing and maintain a healthy food policy that is consistent with advice from recognised authorities
- Provide direct access to and encourage the drinking of fresh water frequently throughout the day and after meal times.
- Modelling and actively discuss sound oral health practices
- Incorporating information on oral health and nutrition into children's learning program
- Encouraging and supporting families in seeking dental care where appropriate
- Reporting to families and sign of tooth or gum issues, any accident, injury or suspected injury to teeth and gums, gum swelling, infection of the mouth, or problems, pain or discomfort the child has with chewing, eating or swallowing.
- Developing policies and strategies in consultation with public health dental therapists, parents and staff
- Providing appropriate dental and oral health education and health promotion programs (including oral health literature for children, families and staff in home languages)
- Avoiding the use of: nursing bottles containing sweetened milk, fruit juices, cordials and soft drinks, using food as behavioural rewards, and pacifiers dipped in sweet substances (e.g., honey, jam)
- Offering water to drink in preference to carbonated drinks, flavoured milk and fruit juices
- Limiting the number of times snacks are offered each day. Meal planning incorporates low sugar intake and high calcium intake to support dental health
- For children who are old enough encourage them to rinse their mouth with a swish and swallow technique with water after each meal
- Organising dental incursions each year for educators and children



# Determining A Responsible Persons Policy

## INTRODUCTION

In accordance with the Education and Care legislation and Family Assistance Legislation there is a requirement to determine an appropriate person to have the day-to-day management and control of the service.

The responsible person/s ensure children remain safe and cared for at all times, respond to family's queries and/or needs and provide support to educators. They are also responsible for ensuring claims for federal funding are accurate whilst holding management and control. The person/s that fills this role will vary dependant on availability and operational hours and may change daily (educators and families are notified of changes).

A family day care approved provider has the task to establish a process or system to determine who will be the responsible person on any given day to exercise control over the delivery of the service in accordance with Education and Care Services and Family Assistance Legislation.

## STATEMENT

At Early Years Care Family Day Care, we are committed to children, families and educators and want to ensure we are placing a person or persons in a responsible position only if they hold the skills, attributes and abilities to exercise control over the service.

We achieve this by ensuring people that are given that responsibility are equipped and supported with skills, knowledge and qualifications. Each person undertakes an assessment to ensure they hold the skills and attributes to ensure the smooth, compliant operation of the service at all times.

## LINKS TO LEGISLATION AND POLICIES

### National Quality Framework

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161, 162, 163, 169	46-49, 146, 150, 168, 173, 177	4	4.2.2
		7	7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.2, 7.2.3

A New Tax System (Family Assistance) Act 1999	A New Tax System (Family Assistance) (Administration) Act 1999	Child Care Subsidy Minister's Rules 2017	Child Care Subsidy Secretary's Rules 2017
10 (b) (i) (c) (i)	67CD (1) (e), (11)	8 (4) (d), 56 (2) (d), (3) (c), 60 (2) (a), 62 (1) (a) (b), 67A, 71, 72,	10
6, 61B, 85BA (iii), 85CA (iii)	67CC (c), 67CD (2) (a) (3) (a) (4) (c) (6) (c) (9)	6 (1) (ii), 62A	
<b>Child Care Provider Handbook</b> <a href="https://www.education.gov.au/child-care-provider-handbook/enrolling-children">https://www.education.gov.au/child-care-provider-handbook/enrolling-children</a>			

## REFERENCES AND RESOURCES

ACECQA – Nominated Supervisor Fact Sheet  
<http://files.acecqa.gov.au/files/Information%20sheets/ACECQA%20Information%20Sheet%20-%20Nominated%20Supervisors.pdf>

Compliance History Statement  
<http://files.acecqa.gov.au/files/Templates/ComplianceHistoryStatement.pdf>

<https://legislation.nsw.gov.au/view/pdf/asmade/si-2011-653>

## DETERMINING A RESPONSIBLE PERSON POLICY PROCEDURES

Approved Provider or the Nominated Supervisor are responsible for:

- Ensuring there is a supervisor available at all times the family day care service is delivering education and care programs to children and that person is and remains eligible to be nominated as a responsible person to meet the requirements under the Education and Care Services National Regulations r.147 by considering the following:
  - Qualifications
  - Minimum 18 years of age
  - Experience
  - Skills
  - History in relation to management, leadership, early childhood knowledge etc.
  - Time management and ability to work autonomously
- Ensuring persons with management and control are assessed and remain eligible by sighting original copies and storing certified copies on the person staff file in accordance with Staffing policy that must prove currency and ability, including
  - National Police Check and working with children safety screening



- 
- National personal insolvency index check provided by the Australian Financial Security Authority (persons with management and control)
  - Current and historical personal name extract record from the Australian Securities Investments Commission (persons with management and control)
  - History of noncompliance with criminal and civil law (related to children or indicating dishonesty)
  - History of court proceedings related to children or acts of dishonesty
  - History in managing public funds, any past and current debts to the Commonwealth
  - History of financial management, including instances of bankruptcy, insolvency or external administration
  - Potential conflicts of interest between managing or delivering a child care service and any other business or financial interests of the person
  - Matters relating to the suitability of the person
  - Notifying the regulatory authority in writing if there is a change of person in the role of Nominated Supervisor or Person In Day To Day Charge (PIDTDC) within 7 days to remain on the staffing file
  - Ensuring Nominated Supervisor or Person In Day To Day Charge (PIDTDC) provide written consent in acceptance of this role at the family day care service, to remain on the staffing file
  - Ensuring that the name and position of the Nominated Supervisor or Person In Day To Day Charge (PIDTDC) of the family day care service is displayed in the service office and in the educator's home daily in accordance with Education and Care Services National Regulations 2011 r.173(2)(c) by notifying educators when a change takes place and include direct contact number of nominated person in notification. Educators and families will be notified via email with the subject (email title) marked as Change to Person with Management and Control and the date. Notification was sent.

**Persons accepting the role of Nominated Supervisor are responsible for:**

- Providing written consent in acceptance of the role of Nominated Supervisor or Person In Day To Day Charge (PIDTDC) at the family day care service, to remain on staffing file

**Educators are responsible for:**

- Ensuring the name and position of the Nominated Supervisor/s or Person In Day To Day Charge (PIDTDC) of the family day care service is displayed in their home in accordance with Education and Care Services National Regulations 2011 r.173(2)(c), check email daily prior to children commencing to confirm if there is a change to the Nominated Supervisor or Person In Day To Day Charge (PIDTDC) and update the displayed information immediately.



# Emergency and Evacuation Policy

## INTRODUCTION

Emergencies can happen, and if, in the unlikely event it should, securing children's safety is and will always be the first priority. Family day care services are required to undertake risk minimisation precautions and plans to deal with and manage emergencies and evacuations to ensure children's health and safety.

Emergency drills play an integral role in the health and safety of children and should be practiced regularly to ensure children and adults alike are familiar with practices, roles, duties and expectations to secure children's and other stakeholder's safety. Children can make inappropriate decisions if panicked, like hiding from danger and inadvertently, safety. Children that have practiced emergency situations are more likely to react in a manner that will remove them from harm or better follow instructions if a real threat or emergency should present itself.

## STATEMENT

At Early Years Care Family Day Care, we hold children's safety as our primary concern, we have a range of strategies including risk minimisation, authorisations, safety screening etc. in place but we are also committed to ensuring children and educators are well equipped in the unlikely event of emergencies and evacuations in an attempt to condition appropriate behaviours to either remove, eliminate or escape the danger.

We aim to achieve this by ensuring educators practice regular evacuation drills and role-play all types of emergency situations with children in our care.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 167, 172, 173, 174, 175	97, 98, 99, 168, 176	2	2.1.2, 2.2.1, 2.2.2, 2.2.3
		3	3.1.2
		4	4.2.2
		7	7.1.2, 7.2.1

## REFERENCES AND RESOURCES

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

Australian Children's Education and Care Quality Authority (ACECQA)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations

ECA Code of Ethics

Guide to the National Quality Standard

Rural Fire Services NSW

<http://bfhat.rfs.nsw.gov.au>

Child Care Provider Handbook

## EMERGENCY AND EVACUATION POLICY PROCEDURES

In order to comply with the requirements of these procedures the 'Emergency Management Plan' will need to be completed for each educator's residence.

### Approved Provider or Nominated Supervisor is responsible for:

- Requiring educators have an operating telephone to enable immediate communication to and from parents, the service and emergency services
- Ensuring educators design and place a copy of the emergency management plan and evacuation floor plan, emergency contact numbers and instructions which are displayed in a prominent position near each exit
- Requiring educators to have ready access to emergency equipment such as fire extinguishers and fire blankets accessible and location of emergency equipment is located on the evacuation floor plan
- Requiring educators have working and sufficient smoke detectors positioned throughout the home/venue and they are tested monthly and batteries changed at daylight savings time – March each year
- Requiring educators have a fully equipped first aid kit that meets Australian standards in accordance with the Education and Care Services National Regulations 2011 r.89
- Requiring educators have an evacuation kit, including contact numbers for each child, required medication, water, snacks, nappies, a mobile telephone etc.
- Ensuring educators have completed the 'Emergency Management Plan' including the identification and completion of potential risks relevant to the individual educator's home/venue, ie. If identified in high-risk bushfire, home/venue backing onto a creek etc.
- Ensuring a current database is maintained of educators living in a location identified as a risk of bushfire to be recorded in the Register of educators, educator assistants and support officers register to be reviewed and updated by September each year and that no education and care program is offered at these homes on a Code Red Day.
- Ensuring regular monitoring of the Bureau of Meteorology and Fire Authority websites on days where there is a high or declared risk of bushfire (Daily during high fire season)



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- Ensuring that educators and families are notified by telephone that no education and care will be provided by educators living in a location identified of bushfire on a declared Code Red day in accordance with Bureau of Meteorology and Country Fire Authority (CFA)
  - Ensuring that educators are rehearsing emergency evacuation and management practices at least once every three months at various times, and ensure all children are involved, or in accordance with any individual risk management plans i.e., more frequent for new or young children and also include 'lock down' situations such as intruder or wild weather
  - Ensuring educators document the rehearsals of the emergency and evacuation procedures with the date, time and names of children and educators (or others) present and any notable outcomes (times, strategies that worked well, required improvements etc.) days of emergency drills will require educators to check first aid kits for adequate supply and required to be documented on the evacuation drill report (report must include date, time, children involved, type of drill rehearsed, fire or intruder, children present for evacuation, how long the evacuation took to complete, any other adults present and their roles, any improvements required for the next emergency drill.
  - Ensuring there are induction procedures including emergency management in place to inform new educators, educator assistants, students and volunteers
  - Attend the home (if appropriate and safe to do so) in the event of an emergency
  - Ensuring educators are offered support and debriefing following a serious incident, emergency or evacuation
  - Having ready access to emergency equipment such as fire extinguishers and fire blankets, and be adequately trained in their use
  - Having working and sufficient smoke detectors positioned throughout the home/venue and ensure they are tested monthly and batteries changed at daylight savings time – March each year
  - Maintaining a fully equipped first aid kit that meets Australian standards in accordance with the Education and Care Services National Regulations 2011 r.89
  - Maintaining an evacuation kit, including contact numbers for each child, required medication, water, snacks, nappies (if required) a mobile telephone etc.
  - Rehearsing and documenting emergency evacuation procedures with the children every three months and document the events - ensuring all children are involved (more regular if children are young or new to the service)
  - Providing awareness and support to children before, during and after emergencies and drills
  - Evaluating the effectiveness of the evacuation drill and consult with approved provider or Nominated Supervisor of any modifications that may be required
  - Monitor the Bureau of Meteorology and Country Fire Authority websites on days where there is a high or declared risk of bushfire (Daily during high fire season)
  - Contact emergency services immediately in the event of an emergency and follow instructions
  - Contact the approved provider as soon as practicable in the event of an emergency
  - Ensuring the sign-in book is fully completed as per the requirements of the 'Delivery and collection of children policy
  - Keeping a written record of all visitors to the service, including time of arrival and departure in accordance with the Visitors to a family day care residence policy ensuring they are accounted for in the event of an emergency

**Educators and Educator Assistants are responsible for:**

- Developing emergency management plans in accordance with the home/venue and in conjunction with the approved provider – a copy is to be provided to the service
- Notifying emergency services 000 in the event of a serious incident (death of a child whilst at the service; death of a child following an incident that occurred at the education and care service; any incident involving serious injury or trauma to a child whilst at the education and care service; any serious incident involving illness of a child whilst in care; a child seems to be missing or cannot be accounted for 5 mins; a child has been taken from the premises by an unauthorised person – not on the child's enrolment record; or is locked in or out of the service) and follow instructions provided
- Ensure there is a copy of the emergency and evacuation floor plan and instructions displayed in a prominent position near each exit and that all children, families and visitors are briefed and aware of the emergency procedures
- Ensuring all available exits out of the home/venue have an exit sign displayed with no obstructions preventing access to any exit or access path, including secured bars or fly screens
- Being contactable whilst children are in attendance at the service for emergency alerts – ensure your contact details remain current

**Families are responsible for:**

- Following the directions of educator or educator assistant in the event of an emergency or if present during rehearsal
- Following emergency services instructions in case of emergency

Version 9/2023



# Engagement And Registration of Family Day Care Educators and Educator Assistants Policy

## INTRODUCTION

Family day care, like all education and care services require a 'Statement of Philosophy' which is THE cornerstone to service delivery, underpinning and guiding every aspect of operation.

In order to achieve a shared belief that will provide a consistent approach, it is imperative that anyone representing the family day care service is aligned with that statement of philosophy and knowledgeable in their obligations.

A robust recruitment process is crucial to ensure educators, assistants and staff are screened and orientated with a consistent approach, ensuring all information and expectations are clearly communicated and only reputable, competent educators and staff that share your philosophy are employed or engaged.

Sound induction and orientation processes will assist in the longevity of educators, satisfaction of families and approved provider and the minimisation of misunderstandings and confusion, but above all, the safe delivery of quality, compliant education and care programs to children that consistently meet both Education and Care and Family Assistance Legislation.

## STATEMENT

At Early Years Care, we are passionate about keeping children safe and protecting our service's integrity, we recognise early childhood is a time of great vulnerability, wonder, learning and exploration.

We are committed to children and families and endeavour to recruit and screen educators and staff through sound recruitment processes including:

- Aligning educators and educator assistants with our philosophy and policies and procedures
- Engaging educators that hold Certificate III in Education and Care or above with a minimum 1-2 years' experience in the education and care sector (preferably in a supportive reputable education and care service)
- A commitment to induction, training and mentoring of educators and educator assistants
- Sound record keeping and filing systems and processes
- Monitoring and supervisory systems and processes
- Choosing and working with quality training providers for accredited training and professional development
- Regularly checking educator homes to ensure they are fulfilling their contractual arrangements ie. Safety, working hours /claims etc

Our leadership team (Approved Provider, Support Officers, Wellbeing Coordinator and Educational Leader) will be trained and supported to interview each candidate with a set of pre-established questions and scenarios to ensure fairness and equity.

Each successful candidate will then undergo a safety audit of the home prior to children commencing, any identified alterations or rectifications will need to be completed prior to children commencing care.

An induction period of three months will consist of additional site visits and telephone support offering guidance, reassurance and mentoring. The purpose of the induction period is to determine the suitability of the educator in both providing education and care for children and administering claims in relation to government funding.

We are committed to ensuring an annual appraisal system is implemented in December and will aim to identify the educator's strengths, desires and needs for further development.

### **Educators and educator assistants engaged with our family day care service will be:**

- Self- employed (Contracted using own ABN)

Our family day care service will maintain a register of all educators, support officer's and educator assistants in accordance with the Education and Care Services National Regulations 2011 r.153 and r. 154 and maintaining a register of family day care educators and assistant's policy

### **Educator Assistants will only be used in the following circumstances r.144;**

- Whilst the educator is transporting children to and from an educational facility or the child's home (with parent's permission)
- In emergency situations (parents to be notified)
- Absences of less than 4 hours to attend appointments (notice of absence given to parents)
- Attendance at appointments must be approved by the family day care service
- While the educator is educating and caring for children

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
51, 163, 170, 171, 172, 175	10, 30, 119, 127, 128, 136, 144, 153, 154, 163, 164, 169	4	4.1.1, 4.2.1
		7	7.1.3, 7.2.2

## REFERENCES AND RESOURCES

Department of Education tip off line  
[tipoffline@education.gov.au](mailto:tipoffline@education.gov.au)





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Department of Employment, Australia's National Workplace Relations System

<https://www.employment.gov.au/australias-national-workplace-relations-system>

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## **ENGAGEMENT AND REGISTRATION OF FAMILY DAY CARE EDUCATORS AND ASSISTANTS POLICY PROCEDURES**

### **Approved Provider or the Nominated Supervisor is responsible for:**

- Implementing a selection criterion, consisting of a set of questions and scenarios to gain and measure applicants' understanding of the Education and Care Services National Quality Framework, Family Assistance Legislation and are committed to risk identification, risk management and professional development
  - Conducting interviews and screening of potential educators and educator assistants for suitability within selection criteria and include confirmation of; currency and quality of qualifications, certifications and accreditations, validate experience and character references by contacting referees and ensuring results from referee checks remain on the persons file (any crimes, bankruptcy, insolvency, attitude to authority etc.) and all feedback and findings to be taken into consideration prior to engaging educators
  - Consider potential educators' history in complying with legislation including but not limited to education and care legislation and family assistance legislation, name check, insolvency check etc. checks and outcomes to remain on the educator's file
  - Ensure educators and educator assistants are 18 years and over by requiring a copy of Driver's License or other photo identification verifying age
  - Ensuring all educators hold a Current Police Check (granted within 6 months) and current working with children check
  - Ensuring the candidate has level 3 English (minimum) may conduct Language, Literacy and Numeracy (LLN) assessment of applicant – results to remain on the educator's file
  - Ensure the educator participates in the induction program upon commencement, provide service policies and procedures, fact sheets in relation to the completion of records, the current related quality standards and the child care handbook
  - Establishing, and maintaining a register of successful educators and educator assistants in accordance with, Maintaining a register of family day care educators, support officer's and assistant's policy. Allowing the register to be accessed by the approved provider and delegates for monitoring and currency (originals to remain at primary office)
  - Ensuring educators sign an agreement outlining conditions in accordance with the service's policy and procedures, the agreement will contain schedule of fees and services
  - Identifying areas that require improvement and develop strategies prior to commencement in accordance with
- Approval and reassessment of approved family day care venues policy
  - Coordinating educational leader/family day care support officer initial visits - minimum of two visits within first month of operation (induction) to discuss practices, policies, National Quality Framework and administration requirements of federal funding and accountability – to be documented and remain on the educators file (copy to be provided to educator)
  - Working with children checks are verified for no new offences every quarter through the Department of Justice Working with Children Check on-line system.
  - Maintain, review and utilise home visit progress notes to monitor and guide improvement and ongoing suitability of educators, educator assistants and staff, document topics discussed with educators to monitor professional development and accountability
  - Require educators to develop a budget based on enrolments in consultation with approved provider – copy to be provided to approved provider (to be cross-referenced against claims quarterly)
  - Ensure educators caring for their own child (or other children as identified by Family Assistance Law in accordance with the Payment of fees policy do not attract Child Care Subsidy (CCS)
  - Ensuring educators caring for family members (conduct a name search, seek evidence in the home such as photos, observe relationships seek Facebook or other public social media posts to monitor) do not breach ratio or claiming restrictions and registers remain current
  - Ensuring any families, the educator introduces to the service are enrolled by the service and not the educator. Families are not guaranteed a position with that educator – allocating children will be based on the needs of the family, educator and service, all efforts will be made to ensure children and family needs are met
  - Ensure parents have provided written consent for an educator assistant to be used in the educational program in accordance the education and care regulations prior to assistant being used in the education and care program
  - Ensuring educators only engage educator assistants in accordance with The Education and Care National Regulations 2011 r. 144
  - Implement an ongoing appraisal system annually December, to inform the annual training plan
  - Implement and engage stakeholders in the quality improvement plan for the service through open communication, regular newsletter updates and invitations for feedback and suggestions
  - Ensuring educators remain current in the provision of education and care programs and financial accountability through the requirements to participate in professional development (minimum four per annum) educators with incomplete or inaccurate claims and other documentation may require additional training to eliminate inaccuracies (ongoing inaccuracies or suspicion of fraud may lead to cancellation of contract)
  - Ensuring the educator is aware of the Service's obligation to report fraudulent claims
  - Ensure educators are aware of and remain prepared for an audit of claims (at least annually)

Version 9/2023



# Enrolment and Orientation Policy

## INTRODUCTION

Enrolment and orientation is one of the cornerstones in building a quality education and care service. First and foremost, for the children as it allows the service and the family to negotiate outcomes, discuss expectations and prepare for a professional working relationship with the child/ren as central.

The enrolment and orientation period can be a time of distress for the child and family; however, a quality enrolment and orientation experience will lead to clarity of expectations from both families and the service in meeting the child's needs and form a partnership between the service and the family.

## STATEMENT

At Early Years Care Family Day Care, we recognise the importance of a robust enrolment and orientation process and aim to implement practices to establish a shared understanding between the service and families.

Sound orientation processes protect the family and the service by providing and gathering information that may eliminate and/or clarify misunderstandings and address expectations for short- and long-term outcomes and benefits.

Sound enrolment and orientation allow the family to identify and discuss how they would like their child's early childhood experiences to be, understand the obligations of the service and what they need to provide for the service to keep their child safe.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161-175	77, 78, 79, 80, 88, 90, 92, 93, 96, 97, 99, 100, 101, 102, 157, 160- 162, 168, 173, 177, 181, 183	6	6.1.1
		7	7.1.1, 7.1.2, 7.1.3, 7.2.1

### Family Assistance Law

A New Tax System (Family Assistance) Act 1999	A New Tax System (Family Assistance) (Administration) Act 1999	Child Care Subsidy Minister's Rules 2017	Child Care Subsidy Secretary's Rules 2017
10 (b) (i) (c) (i)	67CD (1) (e), (11)	8 (4) (d), 56 (2) (d), (3) (c), 60 (2) (a), 62 (1) (a) (b), 67A, 71, 72,	10
6, 61B, 85BA (iii), 85CA (iii)	67CC (c), 67CD (2) (a) (3) (a) (4) (c) (6) (c) (9)	6 (1) (ii), 62A	
<b>Child Care Provider Handbook</b> <a href="https://www.education.gov.au/child-care-provider-handbook/enrolling-children">https://www.education.gov.au/child-care-provider-handbook/enrolling-children</a>			

## REFERENCES AND RESOURCES

MyGov Account

<https://my.gov.au>

Australian Immunisation Handbook

<https://immunisationhandbook.health.gov.au/>

Medicare and Centrelink

<http://findus.humanservices.gov.au/>

Red Nose (Safe Sleeping Practices)

<https://rednose.com.au/>

Enrolment and orientation in family day care

<https://www.acecqa.gov.au/sites/default/files/2018-11/EnrolmentandOrientation.pdf>

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## ENROLMENT AND ORIENTATION POLICY PROCEDURES

**Approved Provider and Nominated Supervisor is responsible for:**

- Enrolling families into the service (entering into a Care Agreement) in accordance with the Education and Care Services National Regulations r.160-162 and Family Assistance Legislation 1999 by:
- Encouraging families to submit a claim for Child Care Subsidy (CCS) prior to enrolment and commencement
- Enter into an agreement with the individual (person responsible for the child care payments) on the planned arrangements for care of a child
- Create a new enrolment notice through PEP (Provider Entry Point)
- Ensuring families agree on care arrangements or raise dispute if incorrect. Care agreements must be accepted through the families Centrelink log-in before Child Care



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Subsidy CCS can be applied. Provide assistance if required for families to access information and eligibility requirements for Child Care Subsidy

- Verify the family's Activity Statement, including eligibility for Child Care Subsidy CCS through Harmony system
- Determining access needs and requirements for children with additional needs in consultation with families and educators, we will give priority of vacant to children at risk of abuse or neglect and endeavouring to match families with educator's homes (accessibility and developmental considerations) and in accordance with Assessment and approval and reassessment of approved family day care venue policy
- Making all efforts will be made to ensure the parent has choice of educator, however enrolment with chosen educator is NOT GUARANTEED and will be based on the needs of the child, family, educator and service
- Providing opportunities for perspective families to attend the educator's home during operational hours to observe the program and become familiar with the service prior to commencing, a service representative will visit with parent if requested by the educator to support the tour or observation visit
- Ensuring enrolment records contain all the details as outlined in Education and Care Services National Regulations 2011 r.160-162 prior to child/ren commencing care and education in accordance with the Authorisations - acceptance and refusal policy and Payment of fees policy
- Verifying a child's Immunisation status using History Statements from the Australian Immunisation Register to secure enrolment that states:
  - The child is up to date with vaccines, or;
  - is on a recognised vaccine catch-up schedule; or
  - has a medical condition preventing them from being fully vaccinated
- Ensuring the family is informed of the circumstances of the event of a confirmed communicable disease. Children fitting the recognised immunisation catch up schedule or having a medical reason for non-immunisation will be excluded in accordance with the exclusion table
- Medical Management Plans (MMP) if required, is provided, prior to commencement and in accordance with the Medical Conditions Policy
- Ensuring the orientation program is implemented in conjunction with the support officer and educator to ensure families are fully informed of the services operations, expectations and responsibilities, orientation completion record to remain on the child's file
- Ensuring families are aware of the service's fees and payment requirements in accordance with Payments of fees policy by providing a fee schedule as per care agreement (to remain on child's file) and once commenced ensure families are provided with access to the service's policies and procedures via email
- Monitoring, maintaining and storing all legislated and required records confidentiality, in accordance with the Confidentiality policy
- Ensuring that enrolment records are stored in a safe and secure place, and kept for three years after the last date

on which the child was educated and cared for by the service

**Educators are responsible for:**

- Seeking support from approved provider, nominated supervisor and/or support officer to ensure compliance in relation to education and care and family assistance legislation and adhering to service's policies and procedures at all times
- Referring families seeking care to the service (Educators are NOT PERMITTED to enter into care arrangements with families) for enrolment. Enrolments through educators will not be recognised by the service or attract Child Care Subsidy CCS
- Introducing families to the program areas including, play, sleeping, outdoor, toileting/nappy changing and any other areas that children will have access to during the orientation program. Encourage families to ask questions and provide information in relation to the Education and Care National Quality Framework and the education and care program their child will be offered
- Check enrolment forms are fully completed prior to the child commencing care and monitor regularly for currency (any changes are to be communicated with the service immediately) ensuring enrolment form is in accordance with r.160 (3) r161, r.162
- Agree on sleeping arrangements in accordance with the Red Nose recommendations. Assist families understanding if requests fall outside of Red Nose recommendations. Document sleeping agreements for children under 3 years of age, to be signed by authorised person listed on the child's enrolment form and the educator
- Gather information from parents in relation to children's choices, interests and strengths - to implement an initial program to engage the child. Share with the family the child's prominent interests and/or activities from throughout the day. Monitor and inform the family as to how the child is settling and engaging in the program including food and rest
- Encourage a separation routine in collaboration with the family, for example will the child need to wave goodbye at the window, become involved in a favourite activity or cuddle their comfort item or any other requirement or ritual the child may require to separate securely. Encourage parents/guardians to stay with their child as long as the child requires and say goodbye to their child upon departure. Educators should be providing comfort and reassurance to children who are showing signs of distress when separating from family members, remind families they can call to check on the wellbeing of their child and that you will contact them if the child does not settle.
- Encourage the family to nominate an approximate time they will collect their child from the service, prepare the child and their belongings for collection, remind the person collecting to sign the attendance register and inform them of the child's day. Any other documentation requiring signatures must be presented to the person collecting the child prior to leaving the premises ie. Medication, accident etc.



## Early Years Care

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- Ensuring that parents/guardians of a child attending the service understand that they can enter the service premises at any time their child is in attendance
- Be available to the family to answer any questions, or discuss the child's day whilst ensuring adequate supervision of other children and maintaining confidentiality
- Supporting families to complete and maintain records and documentation accurately in relation to care arrangements and claims for federal funding ensuring they sign actual care hours upon arrival and departure
- Referring family member to support officer, educational leader, approved provider or nominated supervisor if unable or unsure to answer or provide resources and information or if the parent complains

### **Families are required to:**

- Negotiate the care agreement with the service based on the needs of the child and family (families are NOT PERMITTED to enter into any agreements in relation to care arrangements without the knowledge and approval of the service)
- Acknowledge the service is obligated to adhere to legislation in accordance with Family Assistance Legislation and Education and Care Services National Legislation and are obligated to report suspicions child abuse and neglect and of fraud to the regulatory authorities
- Acknowledge the service is obligated to adhere to certain behaviours and standards ie. Safe sleeping practices in accordance with Red Nose, discipline and educational requirements
- Understanding that the child cannot be left at the educator's service until they have formally commenced at the service i.e. All required documentation, medication, immunisation status, authorisations etc.
- Under no circumstances sign for care that did not take place, the service is lawfully bound to report any suspected fraudulent claims and behaviours and notify the service of absences from care within 24 hours
- Engaging with your child's educator daily to discuss your child's health, wellbeing and the educational program, ensuring the educator is fully informed of your child's needs, interests and preferences
- Providing a fully stocked bag for your child which may include (according to child's age); spare change of clothing, sunhat, comfort items, bottles, lunch and snack (if requested by service) bottles etc
- Remaining responsible for the supervision of any non-enrolled children in your presence during delivery and collection of enrolled child/ren or whilst visiting the service.

Version 9/2023



# Excursion Policy Statement

## INTRODUCTION

Excursions are integral to children’s learning and in many cases the family day care provider is better positioned to incorporate excursions into the educational program than centre-based providers. Excursions can enhance children’s learning by providing hands-on experiences to build on their knowledge and experience and embed learning. For many families, excursions are one of the primary attractions to family day care as the child, whilst in care, can experience local communities and everyday socialisation.

## STATEMENT

At Early Years Care Family Day Care, we believe children should be exposed to a broad range of activities and life experiences to support and enhance learning. We believe that by providing children with everyday ‘home-life’ experiences within their community, coupled with intentional teaching strategies and quality resources, we are able to achieve optimal social development.

Optimal social development includes exposure to a range of people and experiences. Excursions, including regular outings, provide valuable opportunities for children to explore the wider community and extend the educational program and support children’s attendance at playgroups or other external activities such as libraries to enhance children’s learning.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 167, 172, 173, 174, 175	99-102, 144, 161, 168	1	1.1.1, 1.3.1, 1.3.2
		2	2.1.1, 2.1.3, 2.2.3
		7	7.3.5

## REFERENCES AND RESOURCES

Child Car Seats - Make the safest choice  
<https://www.childcarseats.com.au/>

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## EXCURSION POLICY PROCEDURES

### Approved Provider and Nominated Supervisor are responsible for:

- Ensuring that educators transporting children by car hold a valid and current Australian Driver’s License
- Providing up to date current information on each child including authorisations and contact details
- Ensuring that educators complete a written risk assessment prior to conducting excursions and regular outings in accordance with information contained in Education and Care Services National Regulations 2011 r.100 – 101 and is approved by the service prior to conducting the regular outing or excursion and permission has been gained from authorised persons on the child’s enrolment record prior to conducting the excursion or regular outing
- Ensuring that family’s provide authorisation for their child to participate in ‘regular outings’ which are updated every 12 months and kept with the child’s enrolment record in accordance with the National Education and Care Regulations r. 102 and Authorisations, acceptance and refusal policy
- Ensuring that educators only allow a child to participate in an excursion with the written authorisation of a parent/guardian or authorised nominee and in accordance with information contained in Education and Care Services National Regulations 2011 r. 102 (4) and Authorisations, acceptance and refusal policy
- Ensuring that educators adequately supervise and monitor children in attendance during all excursions and regular outings to ensure they are accounted for at all times and checked against an accurate attendance record
- Ensuring educators and assistants comply with the legal requirement of using child restraints and booster seats appropriate for child’s age when transporting children by motor vehicle and restraints and booster seats
- Educators to be trained in ACRI car seat installation course
- Conduct risk assessment training with educators and educator assistant’s regularly to include vehicle (breakdown on highway/country rd. etc.)
- Ensuring that educators and assistants are aware that they are not to leave children unattended in a vehicle at any time, including when refuelling
- Monitoring, maintaining and storing all legislated and required records confidentially
- Be contactable whilst children are in attendance at the service
- Notifying Department of Education within 24 hours of a serious incident



**Educators and Educator Assistants are responsible for:**

- Holding a current Australian Driver's License if intending to drive with children in motor vehicle during an excursion or regular outing
- Being contactable by telephone whilst children are in attendance at the service (including whilst on an excursion)
- Ensuring any motor vehicle/s used to transport children during excursions or regular outings is suitably maintained, roadworthy, safe for children, registered and adequately insured
- Notifying the approved provider of each or any motor vehicle that will be used to transport children, educators license details and any changes to these, including any driving offences
- Keeping vehicle/s locked and inaccessible to children when not in use
- Performing a risk assessment prior to any proposed excursion or regular outing in accordance with Education and Care Services National Regulations 2011 r.100-101 and 102 and also in accordance with Water Safety policy by attending the proposed venue without children or contacting the venue to discuss risks like water, heights, animals etc. Risk assessments must be provided to the service for approval and parents' permission prior to conducting the regular outing or excursion Reviewing and Identifying routine outing requirements and gain permission from the approved provider every 3 months and parents/ guardians annually in accordance with the Education and Care Regulations 2011 r.100
- Obtaining written authorisation from parent/guardian or authorised prior to a child attending an excursion in accordance with Education and Care Services National Regulations 2011 r.102 (4)
- Ensuring that risk assessments are available at the service for families to view prior to excursion or regular outings
- Ensuring that risk assessments for excursions and regular outings that involve motor vehicle travel includes details of each child's restraint needs which, may need to be assessed more frequently than every 12 months r.102
- Adhering to national and state laws and safety standards regarding motor vehicle safety (including speeding and parking)
- Taking all necessary items on excursions or regular outings such as evacuation bag and first aid kit, contact details for each child, nappies, bottles, snacks and water, Medical Management Plans and any required medication
- Arranging excursions based on the educational program
- Ensuring Sun protection measures are implemented on excursions and regular outings in accordance with Sun protection policy
- In the event of an accident, breakdown or emergency situation the Emergency and evacuation policy should be followed
- Providing adequate supervision of all children during regular outings and excursions – ensuring enough adults are present

- Ensuring that parents/guardians, volunteers or students participating in an excursion are adequately supervised at all times and are not left with sole supervision of children
- Displaying a notice at the service indicating that children are on an excursion, and including the location of the excursion and expected time of return to the service
- Contact Police if child missing for 5 minutes and follow their instructions
- Notifying the approved provider or Nominated Supervisor immediately of any serious or notifiable incident (child injured, missing)

**Families are responsible for:**

- Providing written authorisation every 12 months (minimum) for the educator to take child on regular outings
- Sighting copies of risk assessment prior to authorising their child to attend excursion or regular outing
- Providing written authorisation for their child to attend an excursion and/or regular outings
- Understanding that if they participate in an excursion or regular outing as a volunteer, they will be under the immediate supervision of the educator and educator assistant at all times
- Informing the educator or educator assistant immediately if a child appears to be missing from the group while on excursion

Version 9/2023



# Governance Policy

## INTRODUCTION

The governance and management of the service sets the standard for its operation and creates the culture.

Governance is the processes, systems, attitudes and leadership that guide and protect the organisation and its stakeholders. Sound governance will see the development and delivery of management and operational foundations, such as a statement of philosophy and set of policies and procedures that will set and dictate the operations of a family day care education and care service. Family Day Care Services are required to operate a minimum of 48 weeks of the year.

## STATEMENT

At Early Years Care Family Day Care, we are committed to setting a high standard of operation and strive to achieve excellence, compliance and quality practices in family day care service delivery.

We achieve this by having a sound business plan, understanding the legislation in which we are required to operate, and embrace the quality standards that continually drive us to improve the education and care that children experience.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161-175	47, 168, 173, 177, 178, 179, 181, 182, 183, 184	7	7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.2, 7.2.3

### Family Assistance Law

A New Tax System (Family Assistance) Act 1999	A New Tax System (Family Assistance) (Administration) Act 1999	Child Care Subsidy Minister's Rules 2017	Child Care Subsidy Secretary's Rules 2017
10 (b) (i) (c) (i)	67CD (1) (e), (11)	8 (4) (d), 56 (2) (d), (3) (c), 60 (2) (a), 62 (1) (a) (b), 67A, 71, 72,	10
6, 61B, 85BA (iii), 85CA (iii),	67CC (c), 67CD (2) (a) (3) (a) (4) (c) (6) (c) (9)	6 (1) (ii), 62A	

### Child Care Provider Handbook

<https://www.education.gov.au/child-care-provider-handbook/enrolling-children>

## REFERENCES AND RESOURCES

MyGov Account

<https://my.gov.au>

Medicare and Centrelink

<http://findus.humanservices.gov.au/>

Australian Government – Child care information

<http://www.australia.gov.au/information-and-services/family-and-community/child-care>

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## GOVERNANCE POLICY

**Approved Provider and Nominated Supervisor are responsible for:**

- Protecting children from harm or hazards at all times by ensuring the education and care services and family assistance legislation is being met across the service.
- Maintaining all required insurances for the service approval (including Public Liability, Professional Indemnity, Worker Compensation) and certificates of currency are available for inspection by the regulatory authorities upon request
- Ensuring registered educators hold current insurance against public liability with a minimum cover of \$10,000,000 in accordance with Engagement and registration of educators, educator assistants and support officers policy
- Maintaining copies and remain informed of any and all service agreements in relation to the receipt and administration of government funding and other service agreements by:
  - Ensuring contact details remain current for the regulatory authority including name, address, contact number and email address, and
  - Subscription to regulatory authority's email notifications to be monitored daily
- Ensuring the family day care Statement of Philosophy is communicated to all stakeholders with changes or updates to the Statement to be communicated electronically via email, with an attachment provided for the educator to print and display within 7 days of any changes being accepted by the approved provider
  - An electronic copy is to be provided to the educator upon registration (or update) via email with subject heading Statement of Philosophy, to be displayed at all times and the date sent, this is required to be printed and displayed at the educator's home all times the education and care program is being delivered



- Families are to be provided with a hard copy of the Statement of Philosophy upon commencement during their orientation program to be delivered by the educator and support officer in accordance with Enrolment and Orientation policy or if changes occur
  - Ensuring all policies are current and meet the needs of the service in accordance with Education and Care Services National Regulations 2011 r.168 and r.169 – any updates or changes are to be communicated to stakeholders via newsletter and email titled Updates to Service Policies and Procedures or post within 7 days of changes being accepted by the approved provider. Current policies must be available to educators, families, students, volunteers, visitors and the regulatory authority.
  - Providing current telephone contact details of approved provider, educational leader/support officers to educator, returning educator call, if missed, as a priority, as soon as practicable – be available whilst children are registered to be in care
  - Providing a monitored email address for; the approved provider; educational leader/support officers; and/or educator - emails will be responded to within 48 hours of receipt
  - Displaying prescribed information in accordance with the Education and Care Services National Regulations 2011 and is accessible to families, students, volunteers and visitors and regulatory authority, including Provider and Service Approval and Rating and Assessment notice
  - Ensuring processes are in place for determining fit and proper persons to be around children and hold leadership and administrative roles in the service in accordance with Staffing policy and ensuring persons with management and control have access to files to conduct their role and ensure the compliant operation of the service
  - Maintaining a database of each educator's qualifications (including working towards) evidence of working towards ie. Progression reports issued from RTO every 3 months and expiry dates of certifications (First Aid, CPR, Anaphylaxis, Asthma and Food Safety) are entered into a database that alerts the service prior to expiration. Educators will be provided with one reminder of pending expiry and updates are to be provided to the approved provider 24 hours prior to expiry, the educator will provide original documents for the approved provider to sight and certified copies for the approved provider to store on file
  - Ensuring qualifications and certifications meet the ACECQA approved qualifications list prior to commencement with original qualifications sighted by the approved provider and certified copies to remain on the educator or staff member's file
  - Maintain a minimum ratio of support officers to educators in accordance with the education and care regulations or conditions on Service Approval at all times and meet any other conditions as stated
  - Ensuring educators and staff are aware of the 'Educator to child' ratios in accordance with r.169 and r.124. If above ratio is required, ensuring the circumstances meet the requirements of 'exceptional circumstances' (must have supporting documentation):
    - Children are all siblings in the same family
    - The child being cared for and educated is at risk under child protection law
    - The service is in remote or rural area and no other care and education alternative is available
  - Ensuring staff that are recruited to perform management duties meet the qualification, experience and management capability in accordance with the Education and Care Services National Regulations 2011 r.147 – and in accordance with Family Assistance Legislation in accordance with Determining a responsible person policy
  - Ensuring administration staff are trained, supported and monitored when entering data in relation to claiming Child Care Subsidy; applying the Child Care Subsidy eligibility percentage; providing accurate statements fortnightly. Administration staff must utilise videos and training on the Department of Education website and available training offered through or by the 3rd party software provider upon commencement and annually (or if a need arises, such as errors in data entry)
  - Developing a risk management plan for educators with an identified non-compliance with family assistance or education and care services legislation, risk management plans will include the nature of the issue, potential consequences if issue persists (to the educator and/or service) training and/or supports offered, timeframes for rectification, evidence of rectification and who to report rectification to and in what format (report, checklist photographs etc) The risk management plan may also include increased monitoring, additional or targeted training or professional development, counselling or grievance procedures implemented by the approved provider and/or nominated supervisor.
  - Requiring all meetings to be minuted and stored in the Register of Meeting Minutes folder and also on the corresponding educator, family, staff, volunteer, student or other record/file to be utilised in the development of the quality improvement plan
  - Ensuring in the first instance of an identified non-compliance by the Support Officer, educational leader, approved provider, nominated supervisor, or in the event of a compliant in relation to; the Family Assistance Legislation and National Quality Framework, a risk assessment will be (and notification to the regulatory authority within 24 hours if required) developed based on any incident including, but not limited to:
    - Accuracy of claims (error, false or misleading)
    - Educator availability to approved provider
    - Quality of educational program
    - Quality of resources and equipment
    - Operating outside of services policies and procedures
  - Ensuring ALL stakeholders are informed and sign in agreement to the Code of conduct, to remain on their file and to be utilised in the event of a breach to address behaviours, attitudes and aptitudes to be in-line with the code of conduct, training or further information may be provided to the stakeholder to assist cohesive relationships
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- Ensuring each educator receives a soft copy of the National Quality Framework and Child Care Service Handbook and other related documents upon commencement in accordance with Engagement and registration of educators and educator assistant's policy
  - Maintaining accurate educator, educator assistant and support officer registers in accordance with Maintaining a register of family day care educators, support officer's and educator assistant's policy
  - Ensuring educators display prescribed information on a notice board accessible and visible during the delivery of the education and care program
  - Allocating enrolments in accordance with Activity Statements and Care Agreements, meeting with families individually to determine and negotiate arrangements in accordance with Enrolment and orientation policy
  - Ensuring all required enrolment and other documentation is gathered, recorded, updated and stored in a safe and secure place in accordance with Education and Care Services National Regulations 2011 r.177 and r.178 and Family Assistance Law – ensuring all authorisations are signed prior to children commencing care and authorisations are checked for currency every 6 months by sending a reminder email to parents titled Update to Authorisations and date sent. Any changes are to be recorded on the child's file, signed by the parent and communicated to the educator within 24 hours
  - Ensuring information contained in records is not divulged or communicated to any other person other than in conditions stated in Education and Care Services National Regulations 2011 r.181 and r.182 r. 183 – place files in their designated place after use, do not leave around on desks and ensure day to day filing is conducted every 3 days
  - Implementing annual training schedule using reputable providers that hold the appropriate skills, experience and qualifications in the related topic. Annual training plans will be developed based on the feedback from staff appraisal, quality improvement plan and compliments and complaints register.
  - Ensuring criminal history checks are considered in a fair and equitable manner where people are not discriminated against and appropriate risk management strategies are developed. I.e, educator with a record of driving offences will not be able to transport children. Educators, educator assistants and/or residents with a history of crimes against children or dishonest behaviour will not be registered with the service
  - Providing information and training in relation to child abuse and child safety through the engagement of external training providers and internal meetings and newsletters etc. annual training in relation to child protection will be offered to educators, educators are required to update child protection training every two years, unless directed otherwise by the approved provider ie. In accordance with risk management plan
  - Providing information and training on inclusion and inclusive practices (additional needs, welfare, Aboriginal and Torres Strait Islanders) –through the engagement of external training providers and through internal meetings and newsletters etc. Information will be sourced from subscriptions early childhood advocates
  - Providing training and support in relation to safe sleeping practices (Red Nose) by a reputable provider. Children under three years of age require a documented sleep agreement signed by authorised person from child's enrolment form and educator in accordance with Sleep and rest policy
  - Receiving and reviewing reports from educational leader/ Support Officers, in relation to outcomes from each home visit and utilise this information to inform performance, suitability, training and professional development for educator's and staff and develop newsletters
  - Assisting educators to utilise the Quality Improvement Plan to identify and measure current practice and areas that may require improvement. Monitoring the input and contributions to the Quality Improvement Plan through educator/Support Officer/educational leader visits and meetings – Support Officers and educational leaders are to discuss the quality improvement plan at network meetings
  - Preparing for assessment and rating visits through the provision of information, training, advising, guidance, support and resources ensuring educators are informed of the expectations and requirements of assessment and rating visit
  - Ensuring the educator is implementing an approved learning framework (practice principles, links and outcomes). Programs will be reviewed at each home visit. The educational Leader and support officer will work with educators at each visit to consistently improve the educational program through regular discussions and encouragement of reflective practice in accordance with approved learning frameworks and national quality standards, notes or conversations and any resources provided to the educator will be documented on progress notes to remain on the educators' file
  - Ensuring the educator maintains children's files in accordance with the National Education and Care Services Regulations 2011 through regular checks of documentation during spot visits and ensuring educators receive information of a change of record to CCS requirements or children's needs within 24 hours of the service becoming aware in accordance with Enrolment and orientation policy and Engagement and registration of educators, educator assistants and support officer's policy
  - Requiring the educator to engage in ongoing, respectful communication with families in accordance with Code of conduct policy
  - Requiring educator welcomes, supports, mentors and supervises students participating in the program in accordance with Participation of students and volunteer's policy
  - Ensuring each family receives a phone call from the educational leader quarterly to discuss their child's learning and educational program, feedback is to be documented in the compliments and complaints register (to be utilised in the development of the quality improvement plan)
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- Ensuring each family receive a phone call from the approved provider, nominated supervisor or support officer in relation to the quality of service being offered half yearly, feedback is to be documented on the family's file and included in the compliments and complaints register (to be utilised in the development of the quality improvement plan and identify any training requirements)
  - Sourcing and accessing external agencies if and when required for assistance in meeting children's needs as required or determined by the educator and educational leader. External assistance will be decided between the family, educator and educational leader with the written permission of family (to remain on the child's file)
  - Developing and maintaining an operational budget for the service that caters for all aspects of operation including ongoing training and supports for educators such as reputable training, monitoring, support and provision of information in accordance with Provision of information, training and assistance to family day care educators policy
  - Requiring educators to develop and maintain a budget based on enrolments to remain accessible to approved provider and nominated supervisor. Educator budget will be utilised to monitor expected claims. Educator budgets will assist the improvement of resources and equipment to enhance the educational program. Educators will be supported to maintain sound accounting and bookkeeping records (such as an electronic system, logbook, journal, receipts etc) to manage a successful home business in accordance with Payment of fees policy
  - Ensuring any incident where a child may have been physically or sexually abused (suspected or disclosed) is notified to the regulatory authority in accordance with Providing a child safe environment policy
  - Notifying the regulatory if a serious incident occurs ie. Death, loss or medial requirements of a child in accordance with Education and Care Services r.12, r.174 and 174A, and Family Assistance Legislation
  - Rectifying and responding to any non-compliances identified by the Authorised Officers in the time frame as set, document improvements and ensure educators are informed and supported to implement any required changes to ensure compliance, develop a quality improvement plan to ensure non-compliances are no repeated (training, counselling, termination etc)
  - Conducting a safety and performance review within 24 hours of a serious incident, (including conducting home safety assessment) children may be offered alternate care arrangements, the educator may require additional training or the educator may have their agreement terminated
  - Responding to any correspondence from the regulatory authority's in accordance with time frames stated in the correspondence inclusive of any requested reports, documentation or other requested or supporting information
  - Ensuring support officers' document children present during a home visit on the home visit record, and attendance record is accurate at time of visit (randomly cross reference with claims being submitted and audits) in accordance with Provision of information, training and assistance to family day care educator's policy
  - Ensuring, prior to submission of Child Care Subsidy CCS data undertake a review for accuracy, any identified anomalies are to be checked and verified for accuracy (suspicious claims will be investigated) accuracy is to be carried out by two nominated people in accordance with the Payment of fees policy
  - Ensuring payments are received, receipted and accounted for utilising sound back-up systems (daily) for accounting and Child Care Subsidy CCS to protect accuracy, credibility and storage
  - Ensuring sound filing processes to include:
    - Filing every three days
    - Original files are to remain at the primary office with copies to be signed in a register and returned within 48 hours (for filing or destroying) with the written permission of the approval provider, nominated supervisor or person with day-to-day management and control
  - Ensuring absences are reported in accordance with Family Assistance Legislation (no absences prior to commencing care nor after ceasing care) and a register of absences is maintained
  - Ensuring educators records are audited at least annually – undertake random audits of educator and family claims 4 per month, comparing against error register, reported absences, care arrangements, home visit reports and any gathered feedback from phone calls or observations
  - Maintaining a register of errors in claims to be cross-referenced with other documentation in relation to attendances and Child Care Subsidy CCS in accordance with the Payment of fees policy
  - Implementing counselling and/or grievance procedures if educator or family are not meeting their obligations under guiding legislation. Identified fraudulent claims will result in termination of contract and reported to the regulatory authority for either family or educator
  - Implementing annual appraisal systems to ensure educator's and staff are monitored, skills and knowledge remain current and opportunities for improvement are identified, planned for and scheduled. Outcomes of appraisal interviews are gathered and used to develop the Quality Improvement Plan and inform Annual Service Training Plan
  - Reminding families quarterly to ensure Medical Management Plans (MMP) are updated and current and communicated to the child's educator immediately - within 24 hours – families will be reminded with an email, families not responding to email by due date will be contacted by the approved provider or nominated supervisor to ensure the plan is current
  - Reminding educators and families to check child's file twice per annum for accuracy and currency, reminders will be sent by email titled Medical Management Plan Update and date sent and also in newsletters
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- Producing and distributing a quarterly newsletter to stakeholders based on the current needs and happenings of service, current best practice and updates and recommendations from the regulatory authority
  - Placing urgent or important information on notice boards and electronically circulate to all stakeholders
  - Policies under review will be emailed to all stakeholders requesting feedback or suggestions including timeframes for submitting feedback
  - Registering for notifications from Australian Children's Education and Care Quality Authority (ACECQA), Department of Education and other relevant peak bodies (Early Childhood Australia) and circulate information via, newsletter, email or notice board to educators and families
  - Requiring an educator ceasing engagement or registration with the service to return all required enrolment and other documentation in accordance with Education and Care Services National Regulations 2011 r.178 and Family Assistance Law within 7 days of ceasing providing care and care education for this service and having provisions in place to store records for 7 years
  - Storing records for 7 years in the event to service should cease operations i.e., sale or closure of business
  - Notifying the Regulatory authority 14 days prior to moving the principle office and await approval prior to undertaking move to a different location
  - Seeking information from families to ensure accuracy of records and child's education and care program is reflective of family values and practices and changes are to be recorded on the appropriate file (enrolment, MMP) and reported to the approved provider as soon as practicable within 24 hours
  - Informing families of any specific details of the child's health or wellbeing at delivery and collection times
  - Develop budget based on enrolments in conjunction with approved provider, to be implemented for continual improvement and sound financial management to operate a small home business and build quality resources for the education and care of children
  - Report any disclosures of abuse to the approved provider and/or delegates for advice and support immediately, report any reasonable beliefs to child protection authorities
  - Only making legitimate claims for Child Care Subsidy CCS usage (record children's ACTUAL attendances) in accordance with the Payment of fees policy
  - Providing information to approved provider, nominated supervisor and regulatory authority upon request, ensuring documentation is maintained orderly and ready for inspection at all times. Documentation found not orderly and up to date may result in counselling or eventual termination of agreement
  - Working collaboratively with educational leader/ Support Officer at each visit to measure and improve standards of the educational program
  - Conducting safety audits quarterly and provide a copy to the approved provider in accordance with Approval, assessment and reassessment of family day care venues policy
  - Participating and contributing to the Quality Improvement Plan (QIP) by implementing reflective practice principles as a way of identifying areas of strength and opportunities for improvement, this will be supported by the support officer and/or educational leader
  - Participate in annual training and refresher courses in relation to the service's QIP and as identified in the Staff Appraisal system as per Approval and assessment of family day care educators and educator assistants' policy
  - Engaging children in community activities in agreement and authorisations of families and the approved provider i.e., Library, bank, fruit shop, kindergarten, playgroups, homework groups etc. in accordance with Excursions policy
  - Develop ways for children's suggestions and input to be captured (suggestion boxes, training for educators) and implemented where appropriate throughout the service
  - Notifying approved provider or nominated supervisor within 24 hours of a serious incident in accordance with the National Education and Care Services Regulations 2011 r.174-176A
  - Returning all required enrolment and other documentation in accordance with Education and Care Services National Regulations 2011 r.178 to the service upon ceasing engagement or registration with this service

**Educators are responsible for:**

- Ensuring Public Liability insurance of minimum \$10,000,000 is maintained as current and certificate of currency is displayed in a prominent position whilst providing education and care
- Maintaining credentials prior to expiration (first aid, anaphylaxis CPR etc.) as required by the Education and Care National Quality Regulations, and be displayed or available for inspection from the regulatory authority or service, updates must be provided to the service in accordance with Engagement and registration of educators, educator assistants and support officers policy
- Displaying and working within the family day care service's Statement of philosophy
- Being available to the approved provider at all times children are registered for care and education and check emails daily
- Ensuring that all required enrolment and other documentation is completed, properly maintained, updated and stored in a safe and secure place in accordance with Education and Care Services National Regulations 2011 r.178
- Ensuring enrolment and other documents are stored in a safe and secure place, not divulged or communicated to any other person in accordance with the Education and Care Services National Regulations 2011 r. 181, r.182 and r.183 in accordance with
- Support orientating families by delivering the orientation program in conjunction with the support officer within specified time frames



**Families are responsible for:**

- Notifying the service if your child is accessing care elsewhere (long day care, kindergarten) as per Payment of fees policy
- Not be engaged as a family day care educator in another family day care service whilst your own children are accessing family day care in this service unless, you have the circumstances such as a child with a diagnosed condition and supporting documentation is on file in accordance with Family Assistance Legislation
- Ensuring documentation/authorisations are completed and signed prior to commencement and in the case of any changes, within 24 hours or as soon as practicable
- Engaging with your child's educator daily to discuss your child's health and wellbeing and to inform the educational program
- Ensuring all records are completed and signed, by signing your child in and out of the education and care program, completing medication and accident records as required etc. Families with ongoing missing or neglected signatures may risk the care arrangement being terminated as this places the service's approval at risk
- Notify the approved provider or educational leader if you believe or suspect your child's educational program is not meeting your child's education and/or care needs
- Only verify legitimate claims for Child Care Subsidy CCS in accordance with Activity Statement and eligibility entitlements, do not sign for care that has not taken place, and notify the approved provider or nominated supervisor if approached by the educator to do so
- Notifying the service via telephone or email of any absences within 48 hours of the non-attendance these will be cross-referenced at random intervals for accuracy and compliance, this is to ensure the service continues to meet our obligations under the family assistance legislation
- Ensuring any changes to children's information or status is communicated promptly to the educator or approved provider and documentation is updated to reflect any changes as soon as practicable within 24 hours
- Provide a fully stocked bag based on your child's needs
- Notifying the approved provider immediately if you believe the educator or any other representative of the family day care service is not complying with this or any approved policy
- Notify the regulatory authority if you believe the service or any representatives of the service is contravening the Education and Care Legislation and/or the Family Assistance Legislation



# Incident, Illness, Injury and Trauma Policy

## INTRODUCTION

Although all precautions can be taken to prevent illness, injuries and accidents they can and do sometimes happen, but it is the preparation, communication and training that should occur to ensure the situation is contained or at least minimised.

Consistent strategies and processes including risk assessment and risk management combined with education, professional development and practice drills can minimise or eliminate altogether harm to children and other stakeholders.

## STATEMENT

At Early Years Care Family Day Care, we recognise the importance of keeping children safe and families informed. We undertake every reasonable precaution in accident and illness prevention through the implementation of risk assessments and risk management in accordance with Department of Education we provide training and support to stakeholders on safe behaviours and choices. We stringently promote our policies and procedures and take every precaution to ensure they are being implemented in each educator's home.

In the unlikely situation where an accident or injury occurs every precaution is taken to; attend to, protect, ensure the health, safety and wellbeing of both, the injured or ill child or person and to care for the psychological wellbeing of children witnessing the incident.

We achieve this through screening and recruitment strategies, training, support and monitoring of all educators to ensure they are implementing recommended practices to ensure children's and other stakeholders' safety and wellbeing at all times.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 166, 167, 169, 170, 173, 175	12, 77, 85- 89, 90, 103, 162, 168, 175, 176, 177-179, 181-183	2	2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.2.2
		3	3.1.2
		7	7.1.2, 7.1.3, 7.2.1, 7.2.3

## REFERENCES AND RESOURCES

MyGov Account

<https://my.gov.au>

Medicare and Centrelink

<http://findus.humanservices.gov.au/>

Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition)

[http://www.nhmrc.gov.au/\\_files\\_nhmrc/publications/attachments/ch55\\_staying\\_healthy\\_childcare\\_5th\\_edition\\_0.pdf](http://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55_staying_healthy_childcare_5th_edition_0.pdf)

Immunisations Australian government

[https://beta.health.gov.au/health-topics/immunisation?utm\\_source=immunise\\_australia\\_program&utm\\_medium=redirect&utm\\_campaign=digital\\_transformation](https://beta.health.gov.au/health-topics/immunisation?utm_source=immunise_australia_program&utm_medium=redirect&utm_campaign=digital_transformation)

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## INCIDENT, ILLNESS, INJURY AND TRAUMA POLICY PROCEDURES

To be implemented in conjunction with Emergency and evacuation policy and procedures and the Administration of first aid policy and procedures

### Approved Provider and Nominated Supervisor are responsible for:

- Being contactable whilst children are in attendance at the service
- Maintaining a database of expiry dates of certifications (First Aid, CPR, Anaphylaxis, Asthma and Food Safety) ensuring all qualifications meet the ACECQA approved qualifications list
- Providing an overview and sound induction to new educators and educator assistants of their responsibilities in the event of an incident or medical emergency in accordance with Engagement and registration of a family day care educator, educator assistant and Support Officer policy
- Ensuring that educators have a suitably equipped first aid kit that meets Australian standards in accordance with the Education and Care Services National Regulations 2011 r.89
- Ensuring that educators have access to medication, incident, injury, trauma and illness forms
- Complying with 'No Jab No Play' legislation, including verifying a child's Immunisation using History Statements from the Australian Immunisation Register to secure enrolment that states:
  - The child is up to date with vaccines, or;
  - is on a recognised vaccine catch-up schedule; or
  - has a medical condition preventing them from being fully vaccinated
- Ensuring that children's enrolment forms provide authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service in accordance with Authorisations, refusal and acceptance policy and procedures
- Monitoring, maintaining and storing all legislated and required records confidentiality including medication records, attendance records, Medical Management Plans



- Reviewing Medical Management Plans (MMP) quarterly with any changes or amendments to be updated and communicated to the child's educator immediately - within 24 hours
- Ensure that a parent/guardian or authorised nominee of the child is notified as soon as practicable, but not later than 24 hours after the occurrence if the child is involved in any incident, injury, trauma or illness while at the service
- The family is informed of the circumstances of the event of a confirmed communicable disease; children fitting the recognised immunisation catch up schedule or having a medical reason for non-immunisation will be excluded in accordance with the exclusion table and in accordance with Infectious disease policy and procedures
- Ensuring that completed medication records are kept until the end of 3 years after the child's last attendance
- Ensuring that incident, injury, trauma and illness records are kept and stored securely until the child is 25 years old
- Ensuring any incident is followed-up with a phone call from either the approved provider, educational leader/ Support Officer's or educator within 48 hours and will be recorded on the child's file
- Notify the regulatory authority is notified within 24 hours of the death of a child or serious incident or complaint received r.176 (1) (2) (a) (b) (c) any other case within 7 days r. 176 (c)

**Educators and Educator Assistants are responsible for:**

- Ensuring there is a suitably equipped and maintained first aid kit both at the home and a portable one if taking children on regular outings or excursions that meets Australian standards in accordance with the Education and Care Services National Regulations 2011 r.89 in accordance with Administration of first aid policies and procedures and as per Early Years Care Checklist
  - Ensuring a resuscitation flow chart (CPR) is displayed in a prominent position in the indoor and outdoor environments of the home (including the sleep environment)
  - Notifying emergency services 000 in the event of a serious incident (death of a child whilst at the service; death of a child following an incident that occurred at the education and care service; any incident involving serious injury or trauma to a child whilst at the education and care service; any serious incident involving illness of a child whilst in care; a child seems to be missing or cannot be accounted for 5 mins; a child has been taken from the premises by an unauthorised person – not on the child's enrolment record; or is locked in or out of the service) and follow instructions provided
  - If a child appears unwell, and becomes ill, respond in the following manner: examples of being unwell may include a child with a high body temperature, vomiting, diarrhea (Loose bowel movements), complaining of pain anywhere, such as headache or stomach ache or may not want to participate in the program or generally 'not themselves'.
    - Isolate the child from other children as far as practicable (whilst maintaining adequate supervision) monitor the child's condition by assessing the child's temperature, or, if vomiting ensure the vomit is contained as best as possible, not allowing other children near, contain the vomit if you cannot collect immediately, if the child is suffering from diarrhea, ensure the child is supported to get to the toilet or if in nappies, ensure the child is cleaned as required, ensure the child and you wash hands accordingly to avoid the spread of infection. If the child appears unwell but does not definite symptom's, monitor the child's behaviour, make comfortable as best as possible whilst waiting for collection of the child.
- Maintaining supervision for other children in attendance
  - Administer first aid if required and/or in accordance with the child's medical management plan MMP and Administration of first aid policy, Medical conditions policy and Incident, injury, trauma and illness policy
  - Contacting the child's parent/guardian or authorised nominee informing them of child's condition and ask for them to collect the child as soon as possible –
  - Ensuring all bedding, towels and clothing which have been used by the child is laundered separately and disinfected –
  - Ensure all/any toys, equipment and eating utensils used by the child are disinfected or sterilised f
- If a child is injured in any manner an example of an injury may include a fall, a bite from another child or insect, a cut or abrasion to any part of their body, a broken or fractured limb etc. –
  - Remain calm –
  - Apply first aid as required ie. Pressure on bleeding, stabilising limb, apply cold press etc. in accordance with administration of first aid policies and procedures
  - Do not apply creams or sticky plasters without parent authorisation
  - Notify the parents or authorised nominee on the child's enrolment record to notify them of the injury or to collect the child if deemed necessary – contact the approved provider for support if unsure as soon as practicable, within 24 hours
  - Document the circumstances leading up to and the injury the child sustained in the illness, accident and injury record, including what first aid or other actions that have been taken, request person collecting the child signs acknowledgement of the injury (provide a copy to the approved provider)
  - Support children who are injured, allow them to make themselves comfortable and adequately supervise, provide emotional support to injured child. Continue to ensure all children are supervised and supported (conduct a head count to ensure all children are present and accounted for)
  - Monitor the injured child for signs of worsening. If unsure at any time, or if child's health is declining implement emergency management procedures and contact emergency services 000
- If a child suffers a trauma whilst in care, an example of a trauma may include being locked in or out of the education and care premises, witnessing another child be injured, an intruder on the premises, witnessing an altercation of some type etc.



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- Follow procedures for injury illness or emergency management, apply first aid as required
  - Support the child to understand what has occurred and provide emotional support
  - Remain with all the children and ensure adequate supervision (conduct a head count to all children are present and accounted for)
  - Contact the parent or authorised contact on the child's enrolment form, to inform them of the situation as soon as practicable, request the child be collected from care if not coping
  - Monitor the child's emotional or psychological wellbeing and provide comfort or seek what the child would like you to do
  - Complete the illness, accident or injury record, with the details of the trauma and what actions were taken, have the person collecting the child sign acknowledgement of being informed of the incident ensure parents or authorised persons are notified within 24 hours (provide a copy to the approved provider)
  - Notify the approved provider as soon as practicable, within 24 hours
  - Implementing daily hygiene and infection control procedures in accordance with Staying Healthy: Preventing infectious diseases in early childhood education and care services
  - Regularly checking equipment and resources both indoors and outdoors for hazards and taking the appropriate action to ensure the safety of children when a hazard is identified
  - Supervise children at all times
  - Observing signs and symptoms of children who may appear unwell and responding to any illness in accordance with Infectious disease policy and Administration of first aid policy
  - Provide a safe sleep and/or rest environment for the child if unwell
  - Monitoring, maintaining and storing all legislated and required records including, incident, accident illness records, medication records, cleaning schedule, notifications of breakouts etc.
  - Complying with 'No Jab No Play' Victorian legislation, including verifying a child's Immunisation using History Statements from the Australian Immunisation Register to secure enrolment that states: –
    - The child is up to date with vaccines, or;
    - is on a recognised vaccine catch-up schedule; or
    - has a medical preventing them from being fully vaccinated
  - Informing families of a suspected or confirmed communicable disease with children fitting the recognised immunisation catch up schedule or having a medical reason for non-immunisation, will be excluded in accordance with the exclusion table in accordance with Infectious disease policy
  - Requesting the parents/guardians or authorised nominees make arrangements for the child or children involved in an incident, illness injury to be collected from the service
  - Contact emergency services if child deteriorates and notify parent/guardian or authorised nominee
  - Ensuring that families are notified within 24 hours if their child is involved in an incident, injury, trauma or illness at service and record details (including the administration of first aid) on the Incident, Injury, Trauma and Illness Record in accordance with Administration of first aid policy and Infectious disease policy
  - Notify the approved provider/nominated supervisor within 24 hours of a serious incident in accordance with the Education and Care Services Regulations 2011
  - Reviewing the cause of any incident, injury or illness and taking appropriate action to remove the cause if required (nail in fence, split in wooden table, buckled leg of chair, bike wheel)
  - Ensuring that completed medication records are kept until the end of 3 years after the child's last attendance
  - Ensuring that incident, injury, trauma and illness records are kept and stored securely until the child is 25 years old
- When a child develops symptoms of illness while at the service, educators will:**
- Contact the parents/guardians or authorised emergency contact for the child to outline the signs and symptoms observed
  - Request that the child is collected from the service if the child is not well enough to participate in the program
  - Allow the child to rest in an appropriate sleep/rest environment under high supervision whilst waiting for collection
  - If contagion is suspected, separated from other children as far as practicable whilst maintaining supervision of all children
  - Contact the approved provider or delegate for additional supports in supervising children
  - Call an ambulance if a child appears to be deteriorating rapidly or has an underlying medical condition
  - Notify the Approved Provider and provide incident report as soon as practicable, within 24 hours
- Families are responsible for:**
- Ensuring documentation/authorisations are completed and signed including written consent for the educator to administer first aid and call an ambulance, if required
  - Ensuring all records are completed and signed, including attendance
  - Being contactable, either directly or through emergency contact details listed on child's enrolment form
  - Ensuring any changes to children's information or status is communicated promptly to the educator or approved provider
  - Collecting their child from the service as soon as practicable upon request
  - Notifying the educator if child is suspected of or has a confirmed infectious disease
  - Notifying the educator if there is a change in the condition of child/ren's health, or if there have been any recent accidents or incidents that may impact on the child's care e.g., any bruising or injuries
  - Funding all expenses payable for medical/dental treatment or ambulance trip incurred
  - Signing the Incident, Injury, Trauma and Illness Record, when required, acknowledging that they have been made aware of the incident
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- Version 9/2023



# Infectious Disease Policy

## INTRODUCTION

Children are at greater risk of infections mainly due to their developing immune systems and immature hygiene skills and practices.

Children attending group care settings such as family day care are at even greater risk of infection due simply to a greater exposure.

## STATEMENT

At Early Years Care Family Day Care, we recognise the importance of a safe and healthy environment with sound infection control strategies, knowledge, resources and support.

We are committed to all stakeholders' health and implement and promote healthy eating, physical exercise, cross infection minimisation strategies and immunisations for both adults and children.

We achieve this through training, information and advocacy for stakeholders, ensuring educators hold the skills and certifications that enhance their knowledge in minimising infections, the safe handling of foods and medications, cleaning and sterilisation techniques and notifications and exclusion requirements.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 167, 172, 173, 174, 175	77, 85-88, 90, 162	2	2.1.1, 2.2.2, 2.2.1, 2.2.2

## REFERENCES AND RESOURCES

MyGov Account  
<https://my.gov.au>

Medicare and Centrelink  
<http://findus.humanservices.gov.au/>

Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition) available at  
<http://www.nhmrc.gov.au/guidelines-publications/ch55>

NHMRC 2010, The Australian Immunisation Handbook, 10th Edition  
<http://www.health.gov.au/internet/immunise/publishing.nsf/content/handbook10-home>

Medicare Services

<http://www.humanservices.gov.au/customer/subjects/medicare-services>

Department of Health – infection control in child care settings

<http://www.health.gov.au/internet/main/publishing.nsf/content/cda-pubs-cdi-1997-cdi2122->

Australian Childhood Immunisation Register (ACIR)

<https://www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register>

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## INFECTIOUS DISEASE POLICY PROCEDURES

**Approved Provider and Nominated Supervisor is responsible for:**

- Establishing and maintaining a database of expiry dates of certifications of educators and educator assistants (First Aid, CPR, Anaphylaxis, Asthma and Food Safety) in accordance with Engagement and registration of educators, educator assistants and support officers' policy
- Monitoring and maintaining a database of children's immunisation status. Parents will be sent a reminder every 6 months to update their child's immunisation status with any changes communicated to the educator via email titled Update to Immunisation, child's name and date email sent
- Verifying each child's Immunisation using History Statements from the Australian Immunisation Register to secure enrolment that states:
  - The child is up to date with vaccines, or;
  - is on a recognised vaccine catch-up schedule; or
  - has a medical preventing them from being fully vaccinated
- Monitoring, maintaining and storing all legislated and required records confidentiality including injury, incident, accident and illness records in accordance with Confidentiality policy
- Being contactable by telephone whilst children are in attendance at the service
- Ensuring that the recommended minimum exclusion tables is displayed at each educator's home and is implemented in the case of a confirmed infectious disease and requiring children diagnosed with an infectious disease to return with a certificate of clearance from a registered medical practitioner stating the child is fit to return to care
- Ensuring that appropriate and current information and resources are provided to educators and families regarding the identification and management of infectious diseases, blood-borne viruses and infestations by making the Staying Healthy in Childcare hand book available email to educators upon registration and to families upon enrolment





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- Ensuring that educators implement daily hygiene and infection control procedures in accordance with Staying Healthy: Preventing infectious diseases in early childhood education and care services – to minimise chances of cross infection by implementing a daily cleaning schedule to include toilets, handbasins and meal preparation areas
  - Recommending and supporting educators to protect themselves against infectious diseases through immunisation in accordance with the Immunise Australia Program in accordance with Provision of information, training and assistance to family day care educators and educator assistant's policy
  - Ensuring families are notified of the circumstances of a confirmed communicable disease, a notice is to be placed at the entrance of the home, confirming an infectious disease has been confirmed, including the type of infection and symptoms to monitor; children fitting the recognised immunisation catch up schedule or having a medical reason for non-immunisation will be excluded in accordance with the exclusion table
  - Ensuring that the Department of Health is contacted for all 'Notifiable infectious diseases' in accordance with their notification table
  - Ensuring educators take all reasonable steps to prevent the spread of an infectious disease if there is an occurrence of an infectious disease at their service- isolating the child, hand washing, excluding children etc.
  - Supporting the educator in ongoing communication with families on protecting and safeguarding their children against preventable and infectious diseases through immunisation via newsletter
- Educators and educator assistants are responsible for:**
- Be contactable by telephone whilst children are in attendance at the service
  - Monitoring, maintaining and storing all legislated and required records, including notifications of infectious diseases, medical records, illness, accident and injury records etc.
  - Ensure children's enrolment record is completed in accordance with Education and Care National Regulations r.162
  - Ensuring that information from the Department of Health about the recommended minimum exclusion periods is displayed and is available to stakeholders
  - Implementing daily hygiene and infection control procedures to ensure all reasonable steps are taken to prevent the spread of infectious disease in accordance with Staying Healthy: Preventing infectious diseases in early childhood education and care services
  - Requiring families to notify the service if their child has been diagnosed with an infectious disease
- Verifying each child's Immunisation status using History Statements from the Australian Immunisation Register prior to commencement and 6 months thereafter, if immunisation should not meet schedule notify the family and the approved provider within 24 hours of becoming aware. Immunisation stats should state:
    - The child is up to date with vaccines, or;
    - is on a recognised vaccine catch-up schedule; or
    - has a medical preventing them from being fully vaccinated
  - Observing signs and symptoms of children who may appear unwell and responding to any illness in accordance with Incident, illness, injury and trauma policy and Administration of first aid policy and procedures
  - **If an infectious disease is suspected responding to any symptoms in the following manner:**
    - Isolating the child from other children as far as practicable (whilst maintaining adequate supervision) this may include the child resting in the 'book or reading area' remember to remove and launder any cushion covers or blankets prior to other children accessing the area
    - Contacting the child's parent/guardian or authorised nominee informing them of child's condition and ask for them to collect the child as soon as possible
    - Ensuring the child is comfortable and appropriately supervised and monitored for deterioration, offer fluids at regular intervals whilst waiting for child to be collected
    - Maintaining supervision for other children in attendance
    - Administer first aid if required and/or in accordance with the child's medical management plan MMP and Administration of first aid policy, medical conditions policy and Incident, injury, trauma and illness policy
    - Ensuring all bedding, towels and clothing which have been used by the child is laundered separately and disinfected
    - Ensure all/any toys, equipment and eating utensils used by the child are disinfected or sterilised
    - Inform approved provider and all families as soon as practicable of a suspected or confirmed of an infectious disease within 24 hours
    - Ensure confidentiality of any personal health related information relating to the child and their family
    - Exclude children not fully vaccinated in accordance with Education and Care National Regulations
  - Ensuring that an incident, illness, injury and trauma record is completed as soon as practicable, but no later than 24 hours of an illness occurring in accordance with Incident, illness, injury and trauma policy
  - Requiring a clearance certificate from a registered medical practitioner prior to returning to the service if the child has been absent due to a confirmed infectious disease
  - Maintaining accurate records of absences for CCS requirements
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**Families are responsible for:**

- Ensuring documentation/authorisations are completed, signed and dated prior to commencement and upon any changes
- Engaging with your child's educator daily to discuss your child's health and wellbeing, alert the educator if you child is displaying symptoms
- Informing the educator if their child has been diagnosed with an infectious disease or has been in contact with a person with an infectious disease as soon as practicable within 24 hours
- Provide evidence of child's immunisation status at enrolment and upon updates to immunisations (update every 6 months)
- Collecting or arrange for collection of the child upon request by the educator or service as soon as practicable
- Ensure that children remain at home when diagnosed with an infectious disease in accordance with the exclusion periods
- If a child is diagnosed with an infectious illness/disease providing a doctor's certificate stating child is able to return to care prior to recommencement.



# Interactions With Children Policy

## INTRODUCTION

The interactions children experience throughout their lives shape the person they become; positively or negatively. Studies show children who experience positive, reciprocal and respectful relationships also experience better life-long outcomes.

Interactions are 'THE' cornerstone to children's emotional and psychological well-being and should never be underestimated or substandard.

## STATEMENT

At Early Years Care Family Day Care, we understand that the most powerful tool we have in caring for and educating children is the quality of all interactions they experience. Our commitment to ensuring each child is interacted within the utmost professional and respectful manner ensuring their emotional and psychological well-being at all times.

We aim to achieve this through a range of approaches including screening and recruitment, training, professional development and the supervising and monitoring of educators.

Our goal is to ensure educators are aware of, and continually develop the skills and commitment to implement appropriate, quality engagement, teaching and behaviour management strategies

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
166, 167, 168	73, 74, 75, 76, 155, 156, 168	1	1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.2.2, 1.2.3
		4	4.1.1, 4.1.2, 4.2.2
		5	5.1.1, 5.1.2, 5.2.1, 5.2.2
		6	6.2.1
		7	7.1.1, 7.1.3, 7.2.1, 7.2.2, 7.2.3

## REFERENCES AND RESOURCES

United Nations Convention on the Rights of the Child  
[www.unicef.org/crc](http://www.unicef.org/crc)

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

## INTERACTIONS WITH CHILDREN POLICY PROCEDURES

### Approved Provider and Nominated Supervisor are responsible for:

- Ensuring children and families are matched with educators with consideration of group sizes and composition and availability within the service
- Ensuring educators are providing the educational program in accordance with the Education and Care National Regulations 2011 r.155 that;
  - encourages children to express themselves and their opinions
  - allows the children to undertake experiences that develops self-reliance and self-esteem
  - maintains at all times the dignity and rights of each child
  - gives each child positive guidance and encouragement toward acceptable behaviour –
  - has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child
- Ensuring educators are supporting children to develop relationships with each other, staff and volunteers in accordance with the Education and Care National Regulations 2011 r.156
- Assisting the educator to develop and implement intentional teaching, reflective practice and behaviour guidance strategies for children through training and professional development in accordance with the Provision of information, training and assistance policy

### Educators and Educator Assistants are responsible for:

- Treating children with respect in accordance with the Code of conduct policy and providing a child safe environment policy
- Considering group sizes and composition of children already enrolled when introducing a new child into the program and support the child's transition through a negotiated orientation program in accordance with Enrolment and orientation policy
- Ensuring the education and care program is inclusive and welcoming to children – keep clear documentation on children, speak with families and identify children's interests, consult with the educational leader to develop a program that is reflective of the children's needs, interests and abilities.
- Ensuring the educational program is contributes to the following outcomes for each child:
  - The child will have a strong sense of identity;
  - The child will be connected with and contribute to their world;
  - The child will have a strong sense of wellbeing;
  - The child will be a confident and involved learner;
  - The child will be an effective communicator



- Providing an education and care program in accordance with the Education and Care National Regulations 2011 r.155 that;
  - encourages the children to express themselves and their opinions, implement children's choices and preferences as appropriate and explain to the child if not appropriate to implement and encourage further input
  - allows the children to undertake experiences that develops self-reliance and self- esteem i.e., provide utensils that children can manipulate, ensure the bathroom and hygiene facilities support independence
  - maintains at all times the dignity and rights of each child
  - gives each child positive guidance and encouragement toward acceptable behaviour
  - has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child
- Encouraging children to develop relationships with each other, staff, students and volunteers by supporting their relationships and facilitating their communication including assisting in the disagreements
- Ensuring effective communication with families by sharing daily information about children's learning, development, interactions, behaviour and relationships and seek family's feedback and input, implement family's practices and beliefs into the program where possible and support families to understand early childhood development
- Developing positive strategies to assist children to manage their own behaviour, and to respond appropriately to conflict and the behaviour of others – assist them label their behaviours and feelings and provide strategies for dealing with each behaviour (how to deal with anger, jealousy etc) breathing, articulation and moving away are some strategies children can implement if feeling overwhelmed
- Accessing external agencies if and when required to support children, families and/or program development – no external agency will be engaged for an individual child or family without their express written consent of the family
- Developing behaviour management plans in conjunction with the child (age and developmentally appropriate), families, the educator, the educational leader and any involved support agencies (if involved)
- Ensuring when an individual behaviour guidance plan is required for children with a diagnosed condition, the plan is supportive of the child's behaviour – i.e., Preparing a child for change, preparing the environment prior to the child's arrival etc. and is designed in conjunction with a medical practitioner, family and educational leader
- Sourcing equipment and resources to enhance children's learning by either, purchasing quality products, utilising toy lending libraries or sharing toys and resources between educators etc.
- Arranging excursions based on the educational program

**Families are responsible for:**

- Engage with your child's educator daily
- Ensure the educator is fully informed of your child's needs, and preferences
- Alert the educator in changes or shifts in behaviours of your child
- Inform the educator of your child's likes and dislikes and ways, methods and strategies of communicating needs and desires

Version 9/2023



# Maintaining a Register of Family Day Care Educators, Educator Assistants and Educator Support Officers Policy

## INTRODUCTION

Maintaining a register allows a family day care service to access information of educator's and educator assistant's including their credentials, residents in the home etc. The more comprehensive the register, the better an approved provider can access what is required and monitor educators and educator assistants, the register must include the information as the Education and Care National Regulations per r.153.

The register will assist in maintaining compliance, including planning for professional development and training and, in some cases, identifying disciplinary needs for repeated non-compliance of an educator, educator assistant and support officers', it will also serve as a resource to ensure the service is aware of residents becoming 18 years of age.

The register will be managed by the approved provider and be accessible to the leadership team and authorised offices of the regulatory authority in our jurisdiction and the Australian Department of Education.

## STATEMENT

At Early Years Care Family Day Care, we are committed to ensuring educators, educator assistants and support officers are compliant in accordance with the Education and Care National Quality Framework and Family Assistance Legislation.

We achieve this by ensuring educators, educator assistants and support officers are fully inducted into the service in accordance with the Engagement and registration of family day care educators, educator assistants and Educator Support Officers policy and Staffing policy

## MAINTAINING A REGISTER OF FAMILY DAY CARE EDUCATORS AND EDUCATOR ASSISTANTS AND EDUCATOR SUPPORT OFFICER POLICY PROCEDURES

**Approved Provider and Nominated Supervisor are responsible for:**

- Establishing, recording, updating and maintaining a register of educators, support officers and educator assistants including information in accordance with the Education and Care Services National Regulations 2011 r.153 (1)
- Ensuring the register is at the primary family day care office and accessible to the service's approved provider, nominated supervisor, support officers and educational leader
- Coordinating educational leader and/or support officers visits to each educator's home in accordance with Assessment of educators, educator assistants and person residing at the family day care home or venue policy
- Maintain evidence of adequate monitoring and support i.e. Any identified non-compliances are documented and stored with the educators register with any additional evidence such as risk management plan, minutes from counselling meeting or disciplinary meeting
- Store records for up to 3 years after the educator, educator assistant or Educator Support Officer has ceased at the service
- Provide the register to the regulatory authority within 24 hours upon request

Version 9/2023

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
175	10, 30, 153, 163-167, 169	4	4.1.1
		7	7.1.2, 7.1.3, 7.2.1

## REFERENCES AND RESOURCES

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>



# Medical Conditions Policy

## INTRODUCTION

Food allergies, asthma and anaphylaxis are amongst many medical conditions children are diagnosed with. But medical needs and conditions come with a range of diagnoses and a range of requirements.

Medical conditions can, and do contribute to the quality of life for children and their families with the need for special consideration and management of some diagnoses such as asthma, anaphylaxis or diabetes requiring an ongoing Medical Management Plan (MMP).

Medical management plans may be in place for either a short time or long term whilst the child receives treatment; others require regular modifications and changes whilst the child attends family day care.

## STATEMENT

At Early Years Care Family Day Care, we are committed to ensuring children's medical needs are accommodated; we recognise there are risks involved with a child diagnosed with a medical condition and we are committed to working with families to ensure that each child is protected from hazards that may cause risk or harm.

We can achieve this through open communication, training and support, negotiation of care arrangements with families and the implementation of Medical Management Plans (MMP) where required.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 167, 172, 173, 174, 175	90 - 96, 160, 161	2	2.1.1, 2.2, 2.2.1, 2.2.2,
		7	7.1.2, 7.1.3, 7.2.1, 7.2.3

## REFERENCES AND RESOURCES

MyGov Account  
<https://my.gov.au>

Medicare and Centrelink  
<http://findus.humanservices.gov.au/>

Allergy Australia  
<http://www.allergy.org.au/>

The Australasian Society of Clinical Immunology and Allergy (ASCIA)  
<http://www.allergy.org.au/about-ascia>

Diabetes Australia  
<https://www.diabetesaustralia.com.au>

<https://legislation.nsw.gov.au/view/pdf/asmade/sl-2011-653>

<https://legislation.nsw.gov.au>

## MEDICAL CONDITIONS POLICY PROCEDURES

**Approved Provider and Nominated Supervisor is responsible for:**

- Being contactable by telephone whilst children are in attendance at the service to offer support and assistance to educators and families
- Requiring families provide information of their child's health, medications, allergies and also medical practitioner details prior to the child commencing at the service
- Ensuring families provide a Medical Management Plan (MMP) of a child diagnosed with a medical condition including, but not limited to, asthma, diabetes and/or at risk of anaphylaxis with details of managing the child's condition signed by a registered medical practitioner, any updates received from a family in relation to their child's MMP will be communicated to the educator as soon as practicable within 24 hours
- Establishing and maintaining a register of children with a Medical Management Plan (MMP) – available to approved provider, support officer, educational leader and regulatory authority
- Requiring Medical Management Plan (MMP) to be implemented in the event of an incident relating to the child's specific health care need, allergy or relevant medical condition
- Ensuring educators display Medical Management Plans (MMP) in a prominent position with a photograph for easy identification for educator assistant, visitors and/or students and ensure any risks are communicated
- **Ensuring children that require medication are in attendance with their medication – by requiring educators to check, on arrival, the child's medication is physically present, within expiry date and signed into the Medication Record in accordance with Administration of first aid policies. Children will not be accepted into care without the required medication – families will be asked to find alternate care arrangements or return with the child and the child's medication**
- Ensuring educators are developing a risk minimisation plans including communication plans in consultation with families in accordance with the Education and Care National Regulations r.90 [www.allergy.org.au/images/scc/ASCIA\\_Risk\\_minimisation\\_strategies\\_table\\_030315.pdf](http://www.allergy.org.au/images/scc/ASCIA_Risk_minimisation_strategies_table_030315.pdf)



- Requiring communication plans to be updated at every attendance, can be sent home with the family for further communication between the service and the family (means of communication can include – written or verbal, email, log book)
- Any risk relating to a child is assessed and minimised i.e., Checking of plants for pollen levels, latex alternative, minimising use of harmful chemicals and aerosols, removal of household pets etc.
- Requiring educators to implement practices and procedures in relation to safe handling, preparation, consumption and service of food in accordance Nutrition policy
- To ensure children over preschool age able to self-administer medication has been authorised by a parent/guardian or authorised nominee in accordance with Authorisations, refusal and acceptance and;
  - this authorisation is recorded and kept with the child's enrolment documents
  - medication is self-administered in accordance with the child's Medical Management Plan (MMP)
  - the child is adequately supervised during the self-administration of medication or in accordance with the Medical Management Plan
  - once medication has been administered this is recorded in the Administration of medication record and countersigned by educator and parent/guardian or authorised nominee
- Ensuring all educators homes have suitable, clearly labelled, storage for medication that is accessible to them and out of children's reach
- Monitoring, maintaining and storing all legislated and required records confidentiality including, medication records, illness, accident and injury records, incident reports etc
- Verifying a child's Immunisation using History Statements from the Australian Immunisation Register to secure enrolment that states:
  - The child is up to date with vaccines, or;
  - is on a recognised vaccine catch-up schedule; or
  - has a medical condition preventing them from being fully vaccinated
- The family is informed of the circumstances of the event of a suspected or confirmed communicable disease, children fitting the recognised immunisation catch up schedule or having a medical reason for non-immunisation will be excluded in accordance with the exclusion table and Infectious disease policy
- Ensuring families are provided with a copy of this policy
- Providing any updated related medical information through newsletters, notice boards and emails including reminders for parents to check Medical Management Plan and required authorisations are current
- Remind educators through the development and distribution of monthly reminders (newsletter, email notice board) for educators and families to check expiry dates on ALL/ANY medications in accordance with the Provision of information, training and assistance to family day care educators and educator assistant's policy
- Notifying the regulatory authority within 24 hours of a serious incident or a complaint alleging legislation was breached

#### **Educator and Educator Assistants are responsible for:**

- Checking all authorisations are completed and signed on the child's enrolment form prior to the child commencing
- Ensuring any received updates in relation to the child's file, including Medical Management Plans (MMP) are communicated to the approved provider within 24 hours
- Ensuring a photo of the child is displayed along with their Medical Management Plan (MMP)
- Ensuring the implementation or risk and communication plans in accordance with the Medical Management Plans (MMP) for each child with specific medical conditions and the Education and Care National Regulations 2011 r.90
- Ensuring all visitors are aware of the presences and location of children's Medical Management Plan (MMP) and location of child's medication at the educator's residence in case of emergency
- Developing and implementing a communication plan and encouraging ongoing communication between families regarding the current status of the child's specific health care need, allergy or other relevant medical condition. Communications plans are to be updated at every attendance and can be sent home with the family for further communication between the service and the family (other means of communication can include – written or verbal, email, log book)
- Ensuring All children are monitored for anaphylaxis or allergic reactions
- Ensuring possible allergens are identified, removed or risk managed including plants, foods such as nuts and are eggs are not provided to children at risk of anaphylaxis
- Ensuring the implementation of risk minimisation strategies in accordance with the Medical Management Plan (MMP) for each child with specific medical conditions in conjunction with the Providing a child safe environment and Administration of first aid
- Ensuring educators are developing a risk minimisation strategy in consultation with families, using this guide [www.allergy.org.au/images/scc/ASCIA\\_Risk\\_minimisation\\_strategies\\_table\\_030315.pdf](http://www.allergy.org.au/images/scc/ASCIA_Risk_minimisation_strategies_table_030315.pdf)
- Ensuring that children who are over preschool age who are able to self-administer medication have been, in accordance with the Authorisations, acceptance and refusal policy:
  - authorised to do so by their parent/guardian or authorised nominee (educators may request further information from the child's medical practitioner)
  - this authorisation is recorded and kept with the child's enrolment documents and,
  - medication is self-administered in accordance with the child's Medical Management Plan (MMP) if ongoing
  - the child is adequately supervised during the self-administration of medication or in accordance with the Medical Management Plan
  - once medication has been administered this is recorded in the 'Administration of medication record' and countersigned by educator and parent/guardian or authorised nominee



- **Ensuring children that require medication are in attendance with their medication – by checking on arrival, the child’s medication is physically present and within expiry, and signed into the Medication Record in accordance with Administration of first aid policies. Children will not be accepted into care without the required medication – families will be asked to find alternate care arrangements or return with the child and their medication**
- If needle, ‘sharps’ are used by a child attending the service, these will be disposed of in an approved sharps dispenser (sharps dispenser to be provided by the family)
- Ensuring that emergency call information is displayed near all telephones
- Ensuring the parent/guardian or authorised nominee of the child are informed as soon as is practicable within 24 hours if medication has been administered in an emergency, complete and incident report in accordance with incident, injury and illness policy
- Verifying a child’s Immunisation status using History Statements from the Australian Immunisation Register to secure enrolment that states:
  - The child is up to date with vaccines, or;
  - is on a recognised vaccine catch-up schedule; or
  - has a medical preventing them from being fully vaccinated
- The family is informed of the circumstances of the event of a suspected or confirmed communicable disease, children fitting the recognised immunisation catch up schedule or having a medical reason for non-immunisation, will be excluded in accordance with the exclusion table in accordance with Infectious disease policy
- Ensuring parents are notified of any known allergens that may cause harm and risk manage, i.e., remove plants, ensure animals are not indoors, eliminate certain food, nuts, eggs etc.
- Ensuring that practices and procedures in relation to safe handling, preparation, consumption and service of food are developed and implemented in accordance with the Nutrition policy

**Families are responsible for:**

- Ensuring documentation/authorisations are completed and signed prior to leaving the child in care
- Provide medication directly to the educator (do not leave in child’s bag), ensure child’s medication is present with the child at ALL times, within expiry date and original container with the full name of the child
- Engage with your child’s educator daily to discuss your child’s health and wellbeing and complete any communication plans if your child has a diagnosed medical condition
- Ensure any changes to children’s information or status is communicated promptly to the educator and/or approved provider as soon as practicable
- Contribute to the development of risk minimisation and communication plans in accordance with the Medical Management Plans (MMP) for each child with specific medical conditions ensuring the educator remains fully informed and are updated as required i.e. If the child’s condition or treatment should change

Version 9/2023





# Monitoring, Support and Supervision of Family Day Care Educators and Educator Assistants Policy

## INTRODUCTION

All employees or engaged individuals require guidance and support from their leadership team with family day care educators being no exception.

Family day care educators bring a range of skills, knowledge and abilities to their role; however, operate in isolation in most cases. A family day care approved provider is responsible to mentor, support and supervise educators to not only ensure compliance, but to also continually improve skills and knowledge leading to enhanced and improved educational programs for children and effective service delivery for families. Educators that feel respected, included and a member of a team are more likely to contribute to the service, leading to increased retention of both educators and families.

A program that mentors and supports educators will improve service delivery and enhance professional practice. It will also provide the approved provider with information on practices at individual educator's homes to inform quality improvement and guide service delivery.

## STATEMENT

At Early Years Care Family Day Care, we are committed to assisting educators in their role in caring for and educating children and young people. We are committed to training and professional development, including mentoring and support, tailored to each educator's individual needs.

We are also acutely aware of our responsibility to ensure compliance in accordance with Education and Care National Quality Framework and Family Assistance Law. Supervising educators provides the opportunity to assess the environment and the educator in a range of situations at various times and provides opportunities for the leadership team to build relationships with children and families. We achieve this by ensuring our leadership team, including educational leaders and Educator Support Officers are suitably qualified in early childhood education and care and have the right skills and attributes to support, monitor and guide educators and educator assistants.

We will ensure we engage enough educational leaders and Educator Support Officers to ensure the visits and supports outlined in this policy are consistently met.

Our family day care service will only engage with remote educators if the conditions within this policy manual can be met consistently. The engagement of a suitably qualified, experienced Educator Support Officers within proximity of the remote educator, in accordance with Engagement and registration of family day care educators, educator assistant's and Educator Support Officers policy may be entered into to ensure the remotely located educator can be supported.

The approved provider will ensure educators are communicated with regularly and can access support from the leadership team if and when required; the leadership team will be available via telephone while children are in care and electronic means (email, Facebook etc) will be utilised.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
51, 161, 162, 163, 164, 167, 169, 170, 171, 172, 175	74, 75, 76, 118, 127, 128, 153, 154, 155, 169		1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.2.2, 1.2.3, 1.3.1, 1.3.2
			2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.2.3
			3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.2.3
			4.1.1, 4.1.2, 4.2.1, 4.2.2
			5.1.1, 5.1.2, 5.2.1, 5.2.2
			6.1.1, 6.1.2, 6.1.3, 6.2.1, 6.2.2, 6.2.3
			7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.2, 7.2.3

## REFERENCES AND RESOURCES

<https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653#sec.102C>

## MONITORING, SUPPORT AND SUPERVISION OF FAMILY DAY CARE EDUCATORS AND EDUCATOR ASSISTANTS' POLICY PROCEDURES

Approved Provider and Nominated Supervisor are responsible for:

- Ensure policies and procedures are circulated and policies are reflected upon in all aspects of providing training, supports and mentoring in accordance with Provision of information, training and assistance policy
- Implement supporting electronic communication measures such as Facebook, email to engage and communicate with educators including remotely located educators including monthly newsletters and weekly updates



- Ensuring Educator Support Officers hold a minimum Diploma of Early Childhood Education and Care and have the skills to ensure compliance across the service and there is one Educator Support Officer for every 25 educators
  - Ensuring Educational Leaders are suitably experienced (consideration of early childhood qualifications, experience with children and families and leading and assisting others to meet children's educational needs) in the development and delivery of educational programs for children during induction and ongoing program delivery – maintain records of visits including:
    - Children present at each visit (cross reference with claims)
    - Condition (safety and hygiene standards) monitor for improvement
    - Links throughout the program to the five learning outcomes are evident and in accordance with Approved Learning Frameworks and reflect children's learning, needs interests, abilities and strengths
    - Progress notes of discussion, resources provided and follow-up on previous discussion points (copies provided to educator upon request)
  - Coordinating educational leader/family day care Educator Support Officer visits to each educator's home every four weeks, (including remote educators) to monitor practices and to support and guide improvements or monitor any current risk management plans that may be in place in accordance with Engagement and registration of educators and educator assistant's policy
  - Ensure educators are recruited, screened and hold the appropriate qualifications, credentials and attributes through fair and equitable process in accordance with Engagement and registration of educators, educator assistants and Educator Support Officers policy
  - Consider educators history of compliance with the National Education and Care and Family Assistance Legislation and any other relevant laws (any decision under the law to refuse, suspend, refuse to renew, or cancel a licence, approval, registration, certification or other authorisation granted to the person under the National Law and other relevant laws) prior to commencement to make a determination of suitability
  - Ensuring induction programs are thorough, meet time frames as set out in induction checklist and remain on educator's file
  - Support educators to develop a budget based on enrolments to assist a viable home business – to remain on educator's file and monitored by the service
  - Being contactable by telephone AT ALL TIMES whilst children are registered to be in care respond to educator's requests for assistance and or support (including weekends and overnight) return calls as soon as practicable to educators and respond to emails within 24 hours of receipt
  - Audit each educator's educational program at least twice per year to ensure evidence of intentional teaching, reciprocal relationships, learning outcomes etc. and provide feedback to the educator (progress notes to remain on educators file) including the quality and quantity of resources, furniture and equipment
  - Ensure educators attend a minimum of 6 networking events per year where current practices can be discussed including quality improvement plans, new ideas and any training undertaken will be shared and achievements celebrated to ensure educators feel engaged and remain current on best practices in education and care
  - Approved Provider or nominated supervisor will attend remotely located educators' home at least once annually and conduct a home safety audit
  - Implementing an appraisal system to identify educators and staff's areas of strength and opportunities for improvement, use this information to inform the annual training plan and quality improvement plan
  - Take reasonable steps to ensure that each educator maintains adequate knowledge and understanding of the provision of education and care to children including requirements for developing and delivering an educational program, child safety and providing a healthy and safe environment in accordance with Provision of information, training and assistance policy through:
    - Quarterly newsletters containing professional development information
    - Identify educator needs during home visits and provide additional information and support as required (education and care national quality framework, behaviour management, completing documentation and developing an educational program etc.)
    - Hosting regular network meetings (6 per annum)
    - Hosting professional development training sessions (4 per annum)
  - Ensuring educators do not enter into care arrangements with families – care arrangements made between families and educators will not be recognised by the service
  - Ensuring the medication, accident, illness and other records is maintained and reflects the developmental needs of the children enrolled i.e., young children involved in more frequent emergency drills, accident records are consistent with early childhood behaviour and reflect the safety and challenges offered to children in the educational program
  - Develop and implement risk management plans for educators and educator assistants if:
    - Not present or available (according to register) during a routine unannounced visit
    - Risk management plans for excursions and regular outings not fully complete
    - A register indicates more than 50 hours contact with children
    - Children regularly not in attendance during routine unannounced visits
    - Absences not reported
-



- 
- Documentation not up to date and ready for inspection
  - Not meeting training or networking requirements or any breach to the Code of the conduct policy and procedures
  - Risk management plans for non-compliances can be guided by:
    - 1st instance (2 spot visits within one week) targeted training in relation to non-compliances – risk management plan documented with a copy provided to the educator, original to remain on the educator's file
    - 2 instances (additional spot visit and repeat of induction program) risk management plan documented a copy provided to the educator, original to remain on the educator's file
    - 3rd instance (compulsory meeting with Approved Provider or Nominated Supervisor) for counselling, results may include limiting children in care or hours and days of operation. risk management plan documented a copy provided to the educator, original to remain on the educator's file
    - 4th instance (termination of contract) with the educator or educator assistant being notified in writing and the children offered placement with another educator within the service
- intentional teaching strategies
  - reflective practice strategies
  - claiming federal funds
  - working with families and communities
  - Supporting educators in the assessment and rating process through;
    - Sharing aspects of the QIP that relate to them
    - Encourage and support their input during home visits, network meetings and training
    - Maintain accurate QIP
  - Host network meetings with all registered educators monitoring educator's attendance
  - Educator claims will be audited annually against supporting documentation, care agreement, enrolment, attendance, budget, home safety, error and absence registers and anecdotal documentation for accuracy
  - Instances of substantiated fraud or repeat errors in claims will result in termination of the agreement between the service and educator and findings will be reported to the Tip-off line at The Department of Education

Version 9/2023

\*NOTE: the person conducting the home visit will remain at the educator's home if children are deemed to be in imminent danger (potential of serious incident r.12) to ensure children's safety until they can be collected by an authorised person on the enrolment form and the educator will be terminated immediately.

- Risk management plans will include:
  - Date the non-compliance was identified
  - By whom the non-compliance was identified
  - Details of the non-compliance
  - Immediate action taken to rectify the non-compliance
  - Time frames allocated to eliminate the non-compliances (usually 24 hours)
  - Any additional resources provided to the educator or educator assistant
  - Future monitoring details ie. Fortnightly or weekly visits required and for what period of time will increase monitoring and/or support be in place
- Educators will be invited to participate in compliance training annually in relation to the Education and Care National Quality Framework and Family Assistance Legislation. Educators with a risk management plan in place will be required to attend in accordance with Assessment and reassessment of educators and educators' assistant's policy
- Provide information from state and commonwealth Departments of Education (or State equivalent) in relation to Child Care Subsidy and Education and Care Services National Quality Framework through the provision of regular newsletters
- Providing information through the provision of newsletters pertaining to child development and child rearing practices to support the educator in working with families and children including but not limited to:
  - the educational program
  - behaviour guidance strategies



# Nutrition Policy

## INTRODUCTION

Children develop at a rapid rate, their physical and psychological well-being is dependent on a number of important factors, nutrition and diet is one of those factors.

Nutrition has a direct impact on the overall development of the body and is vital for muscle, bone, immunity and psychological development. Communities and families vary greatly in their views and practices in relation to food, diet and nutrition. Communities working together to better understand food and its nutritional impact, cultural differences, individual preferences and early childhood development leads to children experiencing quality nutritional practices and educational programs that meet their individual physical, nutritional and cultural needs.

## STATEMENT

At Early Years Care Family Day Care, we recognise the importance of healthy eating for optimal growth and development and are committed to providing healthy nutrition to children in our family day care service.

We achieve this through requiring our educators to provide healthy foods and drinks coupled with education and support for children and their families.

Our values and practices are guided and informed by Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood resources and include the following messages:

- Less is best for screen time
- Water: a healthy and essential drink
- Learning through active play
- Finding new flavours

We recognise family's role in children's health, safety and nutrition and encourage participation in planning and implementing healthy eating plans through ongoing communication and negotiation aimed to best suit the child's individual needs.

## LINKS TO LEGISLATION AND POLICIES

### National Quality Framework

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161-175	77, 78, 79, 80, 162, 168,173	2	2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.2.3
		7	7.1.1, 7.2.2, 7.2.3

## REFERENCES AND RESOURCES

Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood resources

<http://www.health.gov.au/internet/main/publishing.nsf/content/phd-gug-staffcarers>

The Australasian Society of Clinical Immunology and Allergy (ASCIa) <http://www.allergy.org.au/about-ascia> <http://www.allergy.org.au/health-professionals/papers/prevent-anaphylaxis-in-schools-childcare>

<http://www.allergy.org.au/health-professionals/anaphylaxis-resources/ascia-action-plan-for-anaphylaxis>

Diabetes Australia

<https://www.diabetesaustralia.com.au>

<https://legislation.nsw.gov.au/view/html/inforce/current/si-2011-0653#sec.102C>

## NUTRITION POLICY PROCEDURES

**Approved Provider and Nominated Supervisor are responsible for:**

- Maintaining a database of expiry dates of certifications (First Aid, CPR, Anaphylaxis, Asthma and Food Safety) in accordance with Engagement and registration of educators, educator assistants and support officers policy.
- Requiring educators to be aware of and cater for individual children's food allergies, diseases and/or intolerances and provide nutrition accordingly, or request families to provide meals and snacks, including reminding aware of children's Medical Management Plans
- Ensuring educators providing meals do so in accordance Education and Care Services National Regulations 2011 r.79 and meals are informed by the Australian Guide to Healthy Eating and the Dietary Guidelines for Children and Adolescents and ensures;
  - Food or beverage is nutritious and adequate in quantity;
  - Has regard to the dietary requirements of individual children.
  - Consideration to each child's growth and developmental needs.
  - Any specific cultural, religious or health requirements are taken into account and catered for where possible.
- Requiring educators have clean fresh drinking water available to children at all times in accordance with Education and Care Services National Regulations 2011 r.78
- Ensure educators offer snacks and drinks at regular intervals throughout the day in accordance with the child's dietary needs, cultural background and tastes and Medical Management Plans (MMP)
- Requiring educators display weekly food and drink menus that are accurate and accessible to children and families in accordance with Education and Care Services National Regulations 2011 r. 80
- Providing updated food related allergies, diseases and/or intolerances information through newsletters, notice board and emails in accordance with Provision of



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information, training and assistance to family day care educator and educator assistant policy

- Providing regular training opportunities and updated information for educators to continue to develop their knowledge and skills on food preparation, food handling, hygiene, safety and storage

**Educators and Educator Assistants are responsible for:**

- Being informed and aware of individual children's food related allergies, diseases and/or intolerances and cater accordingly or request families provide food and snacks for their child to cater for those needs
- Having the ability to read and understand food labels and ensure foods meet children's needs
- Having safe drinking water available to children at all times in accordance with Education and Care Services National Regulations 2011 r.78
- Preparing, handling and storing food in accordance with Food Safety Training and cross infection control methods
- Providing and promoting food and drinks in accordance with Education and Care Services National Regulations 2011 r.79 and based on the Australian Guide to Healthy Eating and the Dietary Guidelines for Children and Adolescents and ensures;
  - Ensuring food or beverage is offered at regular intervals throughout the day is nutritious and adequate in quantity;
  - Regards to the dietary requirement of individual children taking into account
  - Each child's growth and development needs
  - Any specific cultural, religious or health requirements
  - Medical Management Plans (MMP)
- Displaying weekly food and drink menus accurately and are accessible to families in accordance with Education and Care Services National Regulations 2011 r. 80 that clearly states what food is being prepared and offered to children
- Providing a positive eating environment which reflects and supports cultural and family values by supporting the child to eat in a manner they would at home (hands, chopsticks, fork, spoon) including foods that are familiar to the child in consultation with families
- Creating a relaxed atmosphere at mealtimes where children have enough time to eat and enjoy their food as well as interacting with educator and other children – use this time to converse and engage children to extend their knowledge on food and healthy eating
- Ensuring and providing children with opportunities to serve their own food and drink – allowing children the time and right utensils to serve themselves and clean after meals and snacks
- Ensuring that new foods will only be introduced in consultation with families – NO NEW FOODS are to be offered to children without parent consultation
- Respecting a child's decision to not eat, do not insist children eat, offer food after a half hour ensure person collecting child is made aware of child's eating patterns particularly if out of ordinary pattern for child
- Minimising choking risks by providing appropriate foods (age appropriate) and high supervision at meal and snack times

- Implementing cross-contamination practices at all times – not allowing children to share utensils etc. in accordance with Infectious diseases policy
- Attending training opportunities to continue to develop knowledge and skills on food preparation, hygiene, safety, storage, cultural influences, allergies and intolerances and sourcing information and activities appropriate to children that assist in their understanding of nutrition and health and using mealtimes and food preparation and cooking times to extend children's knowledge of food and nutrition
- Role modelling healthy food and drink choices – consuming nutritional foods and water whilst children are in care
- Avoiding eggs and nuts or any other foods in accordance with the services risk management plan if providing child's lunch box
- Encouraging children to eat the more nutritious foods from their lunchbox (if required by the service), such as sandwiches, fruit, and yoghurt, before eating any less nutritious food such as sugary snacks etc.
- Celebrating special occasions and traditional holidays as appropriate and in consultation with families and educational leaders and using this time to introduce culturally appropriate foods and practices
- Providing a suitable place where mothers can breastfeed or express breast milk comfortably
- Ensuring safe handling of breast milk and infant formula including transporting, storing, thawing warming, preparing and bottle feeding – correct labelling to ensure that children are given their mother's breast milk.
- Bottle feeding babies by nursing them in a semi-upright position – no prop feeding (putting children with a bottle on a pillow or cushion)

**Families are responsible for:**

- Providing Medical Management Plans (MMP) for their child to the educator, signed by a medical practitioner if required, and check for currency minimum every 6 months and advise the educator or service of any changes within 24 hours
- Informing educator of child's food preferences and eating methods (i.e. - use hands to eat)
- Providing healthy snacks and meals in children's lunch box in consultation with educator (if required to do so)
- Avoid eggs and nuts or any other suggested foods in accordance with the services risk management plan if providing child's lunch box
- Share menu ideas with educator to include your family's tastes, perspectives and practices
- Provide infants with prepared daily requirement of formula or breast milk (requesting families to bring prepared formula or labelled breast milk to suit the child's daily needs)
- Provide an extra prepared bottle of formula or labelled breast milk as an emergency supply (family late collecting, bottle dropped or contaminated, child particularly hungry)
- Notify the approved provider if you feel your child's daily nutritional needs are not being met

Version 9/2023



# Participation of Students and Volunteers Policy

## INTRODUCTION

Working with children has its challenges, many of which cannot be learnt from books alone, practicum is an integral aspect of student's learning and contribute greatly to the shaping of the broader education and care sector.

Early childhood professionals that assist, support, guide and teach students on practicum assist in professional learning and development, help shape the future of education and care and promote the value of not only early childhood, but family day care as a quality choice for families.

Volunteers and students contribute to services by bringing many diverse skills that can add value and depth to children's experiences and programs. Educators that welcome and support students and volunteers enrich children's experiences.

Students and volunteers in family day care are exposed to a particular set of challenges and benefits which will enhance and extend the student's and/or volunteers' skills and knowledge in the early childhood service delivery context.

## STATEMENT

At Early Years Care Family Day Care, we welcome and support students and volunteers, viewing it as an opportunity to showcase the benefits, challenges, considerations and skills required to successfully operate an education and care service from a home environment.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
167, 170, 171	145, 149, 154, 168	7	7.1.1, 7.1.2, 7.1.3

## REFERENCES AND RESOURCES

<https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653#sec.102C>

## PARTICIPATION OF STUDENTS AND VOLUNTEERS POLICY PROCEDURES

**Approved Provider and Nominated Supervisor are responsible for:**

- Requiring students and volunteers are not left alone with children this will be addressed in the induction program
- Engaging with training institutions to accept student placement that meets the needs of the educator and service

- Ensuring students have current mandatory safety checks including current working with children screening and National Police Check
- Completing the staff record in accordance with Education and Care Services National Regulations 2011 r.149 (1)(2) and r.154 and in accordance with Participation of students and volunteer's policy
- Notifying the student's training institution if the student is not complying with regulations or service statement of philosophy or policies and procedures
- Reviewing and signing any required placement documentation
- Requiring educators ensure students safety in accordance with Worksafe legislation
- Providing training to educators to supervise, support and mentor students in accordance with Provision of information, training and assistance policy

### Educators are responsible for:

- Checking students current mandatory safety checks including current working with children screening and National Police Check and reporting any discrepancies or uncertainties to the approved provider for clarification
- Ensuring the staff record in accordance with Education and Care Services National Regulations 2011 r.149 (1) (2), and r.154; Record of Staff, family day care educators, educator assistant's and support officers is fully completed prior to the student or volunteer commencing
- Introducing each child and family member that attends to the student or volunteer and outline their role in the service
- Ensuring students and volunteers complete the visitor register daily upon arrival and departure
- Ensuring NO visitor – including students and volunteers - is left alone with any child being cared for or educated by the family day care service
- Ensuring children's developmental and educational information is recorded and stored safely and confidentiality in accordance with Confidentiality policy not allow students and volunteers access unless negotiated and in the best interests of the children i.e., Allergies
- Ensuring children are aware of the student and/or volunteers' role while at the service by explaining their role in the service
- Ensuring that student or volunteers do not any remove records or personal details from the educator's home without having removed personal (identifying) information and with the written permission of the parent/guardian or authorised nominee and educator
- Ensuring students and volunteers attending excursions or regular outings remain under the educator's or educator assistant's direct supervision in accordance with Excursion policy
- Signing off student's practical workplace assessments upon completion of tasks and providing positive constructive feedback to enhance the student' learning



- Assisting the student to communicate with families of any 'Child Study' requirements in relation to their assessment tasks and studies

**Families are responsible for:**

- Ensure documentation/authorisations are completed for student to observe their child whilst on practical work placement and participate in conversations and respond to student's assessment work as and if required

**Students and Volunteers are responsible for:**

- Remaining under the direct supervision of the educator, or educator assistant, at all times
- Complete the staff record in accordance with Education and Care Services National Regulations 2011 r.149 (1) and r.154 (d) Record of Staff, family day care support officers and family day care educator assistants' in accordance with Education and Care Services National Regulations 2011 r.154
- Completing the visitors register on arrival and departure in accordance with Visitors to family day care home policy
- Maintaining confidentiality in relation to children, families and the family day care service in accordance with Confidentiality policy
- Gathering information in relation to focus children with the approval of families and educator (students)
- Maintaining information relating to individual children in a confidential manner (remove identifiers)
- Not take photos of any child unless written authorisation from the family has been granted (student)



# Payment of Fees Policy

## INTRODUCTION

Family Day Care Education and Care Services, like all business' require appropriate business management to ensure the coverage of; expenses, liabilities and of course, growth.

However, there are strict guidelines on administering government funds as outlined under the Family Assistance Law.

It is imperative that under this legislation and guidelines robust governance including monitoring of claims and finances are in place to protect the service against fraud and to meet all obligations under the Service Agreement to be eligible to continue to administer Child Care Subsidy to families.

## FRAUD DETECTION AND MANAGEMENT.

There have been many instances in family day care with families and educators colluding to gain federal funds without providing education and care services. Our service is committed to protecting federal funds; we have fraud detection measures in place to identify and manage suspicions and substantiated acts of fraud and deception. We implement a range of strategies to ensure records are monitored, educators and families are informed of their responsibilities through both induction and orientation programs.

Our monitoring systems include;

- Setting a selection criteria
- Recruitment processes
- Monitoring educators and families claims for subsidy
- Gathering and maintaining supporting documentation on each family's activity arrangements
- Random audits of monthly claims (4 per month)
- Risk management strategies, behaviourally based
- Training for support officers in the detection of fraud
- Requiring educators to notify of absences immediately
- Requiring families to notify of absences within 24 hours
- Suspending care if fraud is suspected (conduct a full audit)
- Maintaining records of children's attendance during home visits
- Regularly monitoring educators register
- Ensuring children's attendance is in accordance with enrolment documentation and allowable hours
- Requiring educators to develop budgets based on enrolments

## STATEMENT

At Early Years Care Family Day Care, we are committed to ensuring sound practices are in place and are in accordance with the Family Assistance Law to ensure that families receive the appropriate subsidy and the service's claims are in accordance with correct usage and attendances (Activity Statements and Agreed Care Arrangements).

We aim to ensure government funds are administered in a manner to support working and studying families with the continually growing cost of child care. We are committed to acting ethically and responsibly at all times in relation to claiming and accepting Government funds.

We conduct regular checks on educators to ensure they are actively ensuring their claims are accurate and legitimate. We cross reference attendances as well as other records pertaining to the attendance of children including regular random internal audits of educators to ensure accurate claims for the service and ensure the educator budget is developed and managed.

We train our leadership team to ensure they have the knowledge and skills to effectively monitor educators, and engage educators in initial training in accordance with The Engagement and re-engagement of educators policy and families are informed of their obligations under The Family Assistance Legislation in accordance with Enrolment and orientation policy.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
172, 175	158, 159, 160, 168, 172, 177, 178	6	6.1.1, 6.1.2, 6.2.3
		7	7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.3





<b>A New Tax System (Family Assistance) Act 1999</b>	<b>A New Tax System (Family Assistance) (Administration) Act 1999</b>	<b>Child Care Subsidy Minister's Rules 2017</b>	<b>Child Care Subsidy Secretary's Rules 2017</b>
Enrolment 10 (b) (i) (c) (i)	67CD (1) (e), (11) 67CC (c), 67CD (2) (a) (3) (a) (4) (c) (6) (c) (9)	8 (4) (d), 56 (2) (d), (3) (c), 60 (2) (a), 62 (1) (a) (b), 67A, 71, 72,	10
Immunisation 6, 61B, 85BA (iii), 85CA (iii)	67CB (4), 67CC (2), 67CD, 67CE, 67CF, 67CH, 67EB, 67EC, 67EE, 67FB, 67FC, 67FD, 71B, 71C, 71E, 71F, 105C,	6 (1) (ii), 62A	
Reporting sessions 1 (1) (3), 4 (1) (2) (a) (b), 5, 7, 8, 10, 11, 16 (1),		6, 8, 10, 13, 14, 15, 16, 32, 43, 55, 56, 59, 62, 62A, 63, 65 (a), 68, 69A, 72, 73,	9, 10, 11, 12,
Insurance			49 (8)
Records			11, 12

- Ensuring postal and contact details remain current to receive relevant correspondence from regulatory authorities – circulate information to persons with management and control and notify the regulatory authority of any changes to contact details within the specified time frames (no later than 30 days or as soon as practicable if change not foreseeable)
- Maintain required insurance (Workcover \$10 million) and ensure certificates of currency is available for inspection by the regulatory authority
- Set the fees of the service including any additional subsidies or services such as food, late fees etc. to be applied fairly and equitably for all families enrolled in the service
- Nominate two responsible people for the accuracy of data submitted to the Department of Education in relation to the administration of the Child Care Subsidy CCS
- Inform educators and families of fraud detection measures through induction and orientation programs ensure the orientation and induction signed agreement remains on file
- Maintain the following records (included but not limited to and ready for inspection by any Regulatory Authority)
  - Approved Provider Approval
  - Service Approval Certificate
  - Enrolment and prescribed documentation of individual's eligibility to access Child Care Subsidy CCS and compliance with the Education and Care Service National Regulations 2011 r.158-r.162
  - Weekly attendance records report for every child provided care
  - Documents relating to individual children (at risk or requiring 24-hour care)
  - Copies of receipts given to individuals who have paid fees indicating additional services (food, nappies)
  - Enrolment records containing required information in accordance with Education and Care National Law and Family Assistance Law
  - Statements or documentation relating to absences and additional absences
  - Forms completed and required by families in relation to Child Care Subsidy
- Ensuring accounting/financial records are reconciled by a registered Accountant at least annually
- Conducting weekly financial meetings with administration staff undertaking review of all reports for accuracy these will be held in the primary office weekly for 2 hours, reports of suspected or substantiated fraud will be addressed as a matter of priority and immediate action will be taken to rectify, training will be provided to the educator and information on appropriate of claims will be provided to the family, this will be documented on the educator and family's file for monitoring by the approved provider. Repeated or ongoing errors will result in the grievance procedure being implemented as per the Complaints and grievances policy
- Ensure sound back-up systems are in-place and utilised daily to ensure integrity of data entered in the PRODA system and the system backs up files daily, this is the sole responsibility of the approved provider

## REFERENCES AND RESOURCES

MyGov Account

<https://my.gov.au>

Medicare and Centrelink

<http://findus.humanservices.gov.au/>

Department of Education Tip Off Line

[tipoffline@education.gov.au](mailto:tipoffline@education.gov.au)

<https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653#sec.102C>

## PAYMENT OF FEES POLICY PROCEDURES

### Approved Provider is responsible for:

- Remaining eligible for Approval (including and conditions imposed by the Secretary in accordance with Family Assistance Law eligibility requirements)
- Ensure compliance with Family Assistance Law, Education and Care Services National Law 2010 and Education and Care Services National Regulations 2011 and any other applicable laws relating to operating a family day care service by remaining up to date and informed through subscriptions to regulatory authority notifications and communications and attend regular professional development (training offered by the regulatory authorities and other training as identified in the annual performance review)



- Determining the suitability of persons with management and control (Nominated Supervisor) through a set selection criterion (outlining responsibilities) and supporting documentation to remain on the person's file (must have leadership and management experience for a minimum of 12 months) and take into account and maintain evidence of any:
    - related non compliances, court proceedings, administrative decisions resulting in findings of guilt or non-suitability in relation to criminal or civil law relating to children or indicating dishonesty, violence or fraud
    - history of managing public funds and any past debts to the Commonwealth
    - Person's history of financial management including any instances of bankruptcy, insolvency or external administration
    - any potential conflicts of interest between managing or delivering a child care service and other business or financial interests of the person
    - any other matters relevant
    - Current National Police Certificate
    - Current working with children screening
    - Current and historical name extract (Australian Securities and Investments Commission)
  - Determining suitability of Persons with responsibility for Day-to-day operation of the service through a set selection criterion (outlining responsibilities) including relevant experience and qualifications and:
    - A current National Police Certificate
    - Current working with children screening
  - All persons undertaking data entry responsibilities in PEP will undergo training and data entry will be monitored. Supervision, support and regular monitoring (daily) will remain in place during a three-month induction period, training and additional information will be provided as needed or as identified
  - Ensure correspondence and resources is provided to all persons with management and control, including the legislation, child care provider handbook and service policies and procedures and remain accessible by telephone at all times the service is operating
  - Implement clear reporting systems and processes;
    - Administration personnel and auxiliary to report directly to Person in day-to-day control, Nominated Supervisor or Approved Provider
    - Educator Support Officer to report directly to Person in day-to-day control, Nominated Supervisor or Approved Provider
    - Educational Leader to report directly to Person in day-to-day control, Nominated Supervisor or Approved Provider
    - Nominated Supervisor to report directly to Approved Provider
    - Approved Provider to report directly State Regulatory Authority and/or Australian Government Department of Education
  - Determine suitability and maintain a register of educators in accordance with Assessment of educators, educator assistants, and persons residing at the family day care residence policy
  - Inform educators and families they WILL be subjected to fraud audits (at least annually) each educator claims will be audited against attendance records, support officer and educational leader home visit records, record of absences, record of errors and payments made to educators
  - Ensuring educators are not registered to provide care for more than 60 hours in a one-week period through the induction process and regular monitoring of educator registers, educators registered for more than 60 hours will be required to meet with the approved provider to validate and justify requirement for additional hours. Families may be offered alternate care arrangements (another educator), breaks during the day (no children present) will be taken into consideration as will the age of children, environment and use of educator assistant. An educator cannot be registered to provide education and care for more than 60 hours per week without the written permission of the approved provider (to remind on the educator's file)
  - Ensure educators caring for their own child, their partner's child, (foster, adopted, kinship or otherwise legal responsibility) does not claim Child Care Subsidy for said children by monitoring educator register in accordance with Maintaining a register of family day care educators, educator assistants and Educator Support Officers policy
  - Ensure educators if caring for their or their partner's brother, sister, half-brother, half-sister, step brother or step sister does not attract Child Care Subsidy for said children if they are being cared for by the educator, by requiring information as per Enrolment and orientation policy and corresponding with information contained in the educator register in accordance with Maintaining a register of educators, educator assistants and support officers policy
  - Ensuring educators do not provide care for kinship for more than 50% of enrolled children, educators are to sign a declaration informing of 'related' children, this be monitored through any means available to the approved provider, discussions with families, social media public access and spot visits during drop off and collection times and cross referencing of documentation including enrolment forms and the educator register
  - Ensuring educator's children attending family day care the same day their eligible parent is providing care and education has an eligible disability, eligible Inclusion Support Program or lives in a remote area (documentation to remain on the educator and child file) to attract Child Care Subsidy CCS.
  - Identify situations where fraud can take place, implement risk assessment using the risk matrix if risks identified develop strategies for minimisation and or elimination, such as increased monitoring, training, risks may include but not limited to:
    - Educator not present at two separate unannounced visits
    - Enrolled children not in attendance during two separate unannounced visits
    - Time sheets or attendance records appear to be completed at one time rather than over the course of the fortnight (same handwriting, same times each day)
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- Furniture and equipment do not appear to meet the needs of the children registered for care, or no evidence of children being in attendance
  - Documentation does not correspond with supposed happenings, ie, cannot make trips to different locations ie. Documentation suggests two before and after school children although distances between schools does not make this plausible
  - No other evidence of children being in attendance ie. Accident, medication, evacuation records does not seem plausible
  - Review fee schedule annually in accordance with budget development, changes to best practice, legislation or any incidents, complaints or feedback from families and educators to ensure the service can meet all obligations and remain financially viable
  - Ensuring fees for services such as food, nappies, mileage are charged at the same rate to all families regardless of eligibility and are included in the fortnightly statement to families
  - Review and update policies and procedures annually or in the event of suspected or substantiated fraudulent behaviour or practices or any other incident related to payment of fees
  - Ensure persons with management and control participate in the staff appraisal system to ensure opportunities for training are identified, agreed upon and implemented annually and are in accordance with the service's quality improvement plan
  - Invoice and require two weeks payment in advance to secure their child's place within the service by an EFT arrangement
  - Manage any disputed enrolments (if received) by:
    - Agree there was an error and re-submit enrolment with corrections
    - Contact the family and resolve the disagreement prior to resubmission
    - Can continue to provide care until resolved
    - Receive notification of enrolment outcome, to remain on the family's record (include casual and routine arrangements)
  - Ensure enrolments are updated in writing (within 7 days) if:
    - A disagreement in enrolment
    - Enrolment has varied due to change in circumstances
    - Information provided to the provider is incorrect or becomes outdated
    - An arrangement of care ceases
    - Cease enrolment after 4 weeks of no reported sessions
    - Supply written arrangement if child is absent but will be returning for 8 weeks or more
    - Re-establishment is required in agreement and writing

### **ENROLMENT PROCEDURE TO BE CONDUCTED BY THE APPROVED PROVIDER OR NOMINATED SUPERVISOR**

- Negotiate care arrangements with each family, giving priority of enrolment to children at risk of abuse or neglect and agree on schedule of fees. Written agreement of arrangements will include, and be maintained (separated parents will receive separate statements as per separate Child Care Subsidy requirements):
  - child of sole parent, or parents that satisfy the activity test through paid employment
  - Fee Schedule
  - Additional Child Care Subsidy Certificate (if applicable)
  - Expected hours of care
  - Date arrangement was entered into
  - Names of individuals entering into the agreement (identifying subsidy claimant)
    - Child Name
    - CRN Number
    - Child Date of Birth
    - Service ID
    - Educator name
    - Individual name
    - Individual (claimant) CRN Number
    - Individuals (claimant) Date of Birth
  - Session Details and Liabilities for payment
  - Details of when enrolment was accepted by family

### **ADMINISTRATION CHILD CARE SUBSIDY**

- Ensure attendances are submitted in PRODA under the parent with whom holds the liability for payment
- Maintaining the integrity and copies of reports under section 219N of the Administration Act by ensuring:
  - Any documentation is clearly labelled with the child or family name
  - Filing is to be maintained at all times by administration staff (every 3 days)
  - Access to files is limited to Persons in charge
  - Original files are not to be removed from the service without written permission of the approved provider or nominated supervisor and recorded in a register
  - Files are not to be copied without the written permission of the approved provider and recorded in a register
  - Educator Support Officer's or educational leader schedule of visits conducted are to be submitted to primary office no later than 4pm Friday (of the same week) unless otherwise arranged in writing between the approved provider, Educator Support Officers seeking to not meet this deadline, must notify the approved provider in writing by 3pm on the due Friday
  - Home visit reports are to be submitted to the primary office no later than Friday 4 pm of the week in which they were carried out, unless without written permission of the approved provider; Educator Support Officers seeking to not meet this deadline must notify the approved provider in writing by 3pm on the due Friday



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- Copies removed from the service are required to be logged out and logged back in and destroyed or filed within 48 hours to be signed by the person removing the file and the person with management and control
  - All receipts and full accounts of incomings and outgoings are recorded in a recognised accounting system and provided to families as determined by the Family Assistance Law (fortnightly statements)
  - Maintaining records indicating families Activity Test and provide hours accordingly (no more than 100 hours per fortnight) to remain on family's file and shared with the educator via email or the software program
  - Families not meeting Activity Test or low income will be allocated no more than 24 hours subsidised care per fortnight, this will be monitored by the approved provider when applying child care subsidy
  - Provide enrolment notice for each child via PRODA within 7 days of agreement with family including details of:
    - Routine sessions (casual care permitted)
    - Casual Enrolment (not predictable or form a pattern)
    - Routine sessions (casual care not included)
    - Fee schedule including charges for additional services (food, nappies) applicable to care arrangement
    - Remain on child's file and communicated with educator within 24 hours by telephone and email
  - Verify the amount of Child Care Subsidy payable to families through the Child Care Subsidy System CCS by accessing PEP
  - Ensure families are aware they need to enter into any agreements, including changes to days or times with the service, NOT the educator. Arrangements entered into by the educator with a family will not be recognised by the service and will not be lodged for payment
  - Ineligible care including care that is predominantly transport, or care provided to a child in their own home or where their parent is present will not be reported as a care session and will not attract child care subsidy
  - Public holidays remain payable
  - In the event of a Code Red Day being called, no care and education will be provided by an Educator whose home has been identified as being at increased risk in the declared area. Children who have a permanent booking for the day which has been declared as a Code Red Day, will be charged as an Absence and the normal fee will be payable
  - Ensure regular monitoring of claims submitted through:
    - All persons with management and control are informed and have access to the Child Care Provider Handbook
    - Randomly audit 4 submissions monthly for accuracy, cross referencing children's attendance with home visit reports (identifying children in attendance), parent activity statement, error and absence registers
    - Anomalies to be recorded in an error register and monitored for types of errors, consistency in errors, educators and or families regularly appearing in error report
    - Developing and offering training in relation to errors
    - Designing Risk Management plans which may include closer monitoring of documentation and children's attendance, further evidence of parent's activity, counselling, disciplinary or termination of agreement, documentation to remain on the educators and/or family file
  - Ensure accurate attendance records (including absences) are maintained by educators through:
    - Providing training and support
    - Implementing the induction program
    - Auditing attendances regularly ensure each educator is subjected to an annual audit
    - Requiring support officers and educational leader to document children's presence at each home visit, attendances on home safety checklist will be randomly checked against claims (minimum 4 home visit documentation will be checked to correspond to claims per month)
    - Maintaining a register of any identified errors in attendance records
    - Providing training to leadership team in accurate data and documentation requirements annually, or if a did not identify errors during regular home visit, or accepts a position of responsibility within the service
    - Ensuring attendances and family activity correlate prior to submitting claims
    - Develop and offer training based on errors in attendance recording, may lead to counselling and termination of agreement if errors in reporting attendances remains
  - Accurate attendance Records will only be processed if they are completed fully and include:
    - the child's given and family name (Where the given and family name is the same for more than one child, the child's CRN must be listed as well);
    - the Educator's name;
    - the name of the family member whose Customer Reference Number (CRN) is being used for Child Care Subsidy;
    - the time the child entered and left service, along with the signature of the person delivering and/or collecting the child
    - any changes or alterations to sign in and out register is to be initialled the authorised family member, including casual bookings or casual extension of hours;
    - initial by an authorised family member for any 'extras' supplied (e.g. travel, meals, snacks);
    - a signature by the Educator acknowledging it to be a true and correct record; and
    - signature by an authorised family member acknowledging it to be a true and correct record
    - Checked and verified by the approved provider
  - Requiring educators to report absences as they occur whether by phone or email to be recorded in absence register to be checked during audits of claims
  - Requiring families to report absences within 24 hours to be recorded in the absence register to be checked during audits of claims
  - Maintain records for families eligible for Child Care Safety Net, to remain on the family's file
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- Provide families Statements of Entitlement, invoices and receipts fortnightly including prescribed information
    - Name of Child CRN
    - Individual liable for payment CRN
    - Attendances charged
    - Child Care subsidy applied
    - Any additional charges days or hours (excursion, casual care, food, nappies)
  - Reply to Secretary no later than 14 days if Secretary believes claims may be inaccurate and rectify or provide additional evidence
  - Report to the Department of Education on Educators' working with children screening of any findings or new findings. Checking currency of working with children screening will take place annually during the staff appraisal period, annual outcomes will remain on the educators file and the Department Notified within 24 hours (educators with non-compliances may be checked more frequently in accordance with any developed risk assessments) and be reported to the Department of Education accordingly
  - Ensuring families are informed to check the Child Care Subsidy System regularly (recommended monthly) for accuracy of claims and report any anomalies to the approved provider or nominated supervisor within 24 hours of becoming aware of the discrepancy
  - Maintain a Register of Care of own children including:
    - Name of individual who would otherwise be eligible for Child Care Subsidy
    - Family day care educator and their child care personal identification number
    - The relevant child and their customer register number (CRN)
    - The enrolment ID for the child
    - The service ID
    - Whether the child is still eligible for Family Day Care because the child is an eligible disability of Inclusion Support Program child, or is a remote area child, or the educator is usually in paid work or formal study at the time care is usually provided.
  - Ensuring an individual eligible for ACCS (wellbeing) has provided required documentation in its prescribed form and is submitted to PRODA upon application
  - Notify the Secretary in writing if a Child Wellbeing Certificate ceases to be in effect, all correspondence to remain on the child's file including emails to the regulatory authority
  - Take all reasonable steps to ensure fees are paid in timely manner this will be achieved by negotiating EFT payments with eligible individuals, forwarding fortnightly statements, applying late payment fees
    - Families with routine enrolments are required to enter into an EFT (2 weeks in advance) arrangement
    - Families with a routine enrolment and casual care are required to enter into an EFT (casual enrolments to be paid no later than 14 days after care takes place) no further casual care will be approved if the account remains outstanding after 14 days
  - All gap fee payments must be paid to the educator via electronic means. Our preference is Ezidebit
  - Ensuring families receive a fortnightly statement of usage of education and care services, session times, any absences charged, allocated and monies paid
  - Collection of fees from families ensuring full amount of fee reductions to families within 14 days of being notified of the amount by the Department
  - Casual care bookings are not to be predictable (form a pattern) casual care is available up to 5 days in a one-month period if routine sessions are included if more than 5 days in a calendar period the family will be contacted by the approved provider or nominated supervisor to discuss possible changes to care arrangements
  - Invoicing the full amount of fees payable if child eligibility not determined, can back date claims for Child Care Subsidy, no more than 28 days when child's eligibility is determined
  - Ensure children do not exceed 42 absences per financial year by monitoring children's absences
  - Ensure any additional absences (over 42) meet special circumstances ie. illness of child or parent, child attending preschool, immunisation requirements etc. and ensure supporting documentation is gathered and maintained on the child's file
  - Ensure sessions of care do not exceed 12 hours, sessions of care exceeding 12 hours will be submitted as two or more sessions and are to be reported no later than 14 days after the end of the week care was provided by submitting sessions to be claimed by close of business every Friday the week care took place
  - Any fees charged by the service, to support the registration, training and support of the educators will be deducted from the amount payable to the Educator. These amounts will be shown on the Educator's statement fortnightly
  - Requiring educators to develop a budget based on the children attending their program to ensure the program is viable and on a quality improvement trajectory
  - Ensuring sessions are being delivered by educators as per contractual arrangements, budget, regular spot checks and home visits (including out of hours) and maintaining records of children's attendance on home visit records
  - Request the educator (or their partner)'s provides the following evidence if their child is in care the same day they are providing education and care from the family day care home/venue
    - Requesting documentation of enrolment of their child at a different service type (Long Day Care, Occasional Care, Kindergarten)
    - If family day care - the days and hours of attendance (must differ from days and times educator is registered to provide care)
  - Ensuring any submitted session reports requiring variation is done so within 28 days (or before end of financial year) ie. (It is discovered care did not take place or marked incorrectly)
  - Contact the Australian Department of Education as soon as practicable if submissions cannot be made due to unforeseen circumstances (flood, technical malfunction)
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- Reconciling notice of payment against claims submitted for accuracy to ensure correct payments are received notify the Department of Education if cannot reconcile for any reason
- Provide families with statements of changes to entitlements as notified, this will be emailed to families and educators will be notified
- The educator will invoice the service weekly for all eligible approved care
- Educator payments will be electronically transferred weekly (for the previous fortnight)
- Requiring educators to maintain financial records of income and expenditure and records in relation to Child Care Subsidy claims and also all financial information, invoices and records in relation to the operation of an education and care program
- Educators must provide proof of electronic gap fee payments every fortnight.

### **PAYMENT PLANS AND LATE FEES**

- Casual care arrangements will not be entered into with outstanding fees of 14 days or more
- Fees 7 days overdue will receive a reminder call seeking payment be made over the phone
- If invoice remains unpaid (after 14 days) families will be required to enter into a payment plan and will include:
  - Consideration of late fees and accumulating fees during payment plan period
  - Care arrangements and any required modifications ie. Drop days for an agreed period
  - Negotiate payment schedule terms and conditions
  - Signed agreement
  - Payment plans agreed to but not met will result in care being suspended
  - A late fee of \$25 will be added to outstanding invoices weekly commencing after 7 days of non-payment
  - Care will be terminated if fees remain outstanding for 2 weeks or more
  - May engage a debt collector if invoices remain outstanding for more than 4 weeks

### **LATE COLLECTION OF CHILDREN**

- Will result in additional charges invoiced in the following fortnight
- Continued late collection of children will be monitored and may result in a re-negotiation of care arrangements (more than 5 instances in one calendar month) or the implementation of the grievance procedure

### **MONITORING**

- Repeated ineligible claims (3 claims over a 1-month period) may result in;
  - Increased spot visits
  - Training
  - Modification of care arrangements
  - Termination of agreement or care agreement
- Ensure the family is contacted by the service minimum twice per annum to discuss service compliance and quality

### **INVESTIGATION AND REPORTING**

- Reports of suspected fraud will be treated confidentially with the reporter's rights, needs and interests protected (ie. family may be offered alternate care arrangements; educators may be offered different families to provide care and education to) documentation will be scrutinised to determine if fraud was likely to have taken place
- Anonymous reports will be accepted and investigated, a log of complaints and findings will be recorded in the complaints register. Complaints register will be reviewed monthly by the approved provider
- Substantiated fraud will be reported directly to the Australian Department of Education and the educator and or family will have their arrangement or contract terminated
- Persons under suspicion of fraud will be required to attend a meeting with the approved provider and will undergo a full audit of claims for the previous 3 months or longer if determined by the approved provider, all records will be cross-referenced with service registers including absence, error and complaints registers and home safety records
- Based on findings a risk management plan will be developed and implemented and will include
  - Timeframes
  - Responsibilities
  - Desired outcomes
  - Evidence or required documentation
  - Identified training or supports
- Reports of suspicions and/or substantiated fraud or misleading claims will be reported at the proceeding financial meeting for discussion, risk management including policy review, support of the CCP (Government Help Line) team for advice and support

### **CHANGES TO FEES**

- Providing minimum 14-day notice of any changes that will affect the manner in which fees be charged or collected via email and newsletters
- Notifying families of any pending fee increased 4 weeks prior to implementation

### **CEASING OPERATIONS**

- Notify the Secretary 42 days before ceasing operations
- Notify the Secretary (in writing) of location of stored records in the event the service should close
- Maintain all records and documentation with full integrity for a minimum period of 7 years or in accordance with conditions set out by the Secretary

#### **Educators are responsible for:**

- Sign any and all declarations truthfully and ethically, seek further clarity if unsure from the approved provider (educator agreement, handbook etc)
- Attend training to ensure awareness of the Family Assistance Legislation as directed by the approved provider (during induction or if errors in reporting child care subsidy are noted three times) this will be notified via email and phone of required attendance including date and time of attendance. Non-attendance at



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required training will result in the grievance procedure being implemented and possible termination of agreement with the service.

- Implementing the fee schedule a set by the service (copy has been provided) – educators are NOT to enter into any fee arrangement or additional payments with the family (arrangements outside of the service may result in the termination of the contract between the service and the educator). If a family suggests a financial arrangement, notify the approved provider for direction and support and verification
  - Record any eligible additional services accessed by families (nappies, food) on the parent's account for the service to charge. Any discrepancies between the educator and the family in relation to additional services will be directed to the approved provider for rectification. Notify the approved provider as soon as you become aware of the discrepancy, within 24 hours
  - Their own child, their partner's child, (foster, adopted, kinship or otherwise legal responsibility) not attracting Child Care Subsidy if present whilst providing education and care although the educator's children are included in the educator/ child ratio. Provide information of these children to the approved provider, ensure there is a record of these children's presence during the delivery of the education and care program monthly via email
  - Their or their partner's brother, sister, half-brother, half-sister, step brother or step sister (relative) does not attract Child Care Subsidy for said children if they are being cared for by the educator at the time the educator is providing education and care, although they are included in the educator/child ratio, this information is to be provided to the approved provider monthly via email
  - Not to provide care for more than 50% of relative's children – provide evidence from relatives to confirm which children are related, letter from family member etc. confirm monthly to the approved provider by email or through the child care software that you are meeting this requirement and confirm which children in your care are related
  - Not claim Child Care Subsidy if own child is in attendance at another family day care program on the same day you or your partner is delivering an education and care program, unless child has prescribed information (Certificate of ACCS, eligible disability or other recognised special circumstances and the documentation has been provided to the service as evidence of eligibility) failure to report this to the approved provider will result in termination of agreement
  - In conjunction with the approved provider develop a budget based on enrolments, costs, improvements etc. and monitor expenses and allocate monies for improvement (resources, equipment etc.) have budget accessible for the approved provider to assist in implementing and monitoring
  - Recording actual care sessions for each child's attendance in accordance with the eligible Activity Statement and ensure records are completed and signed by the person dropping off or collecting the child (Initialing children's attendance if person dropping off does not fully complete, to be signed by authorised person at next attendance) if repeated non-signatures
- from a family, report this to the approved provider for support and rectification (more than three times in a calendar period
  - Record absences for the scheduled sessions – absences require family's signature at the next attendance and notifying the service of absences as they occur or as soon as practicable either by phone or email within 24 hours. Monitor children's absences do not exceed 42 days in a financial year. For a family to access further absences they will need to provide evidence to support the claim to the service, advise families to contact the approved provider if they require further absences
  - Maintain and store all required records in accordance with Family Assistance Legislation and Services Policies and Procedures, confidentially and in a lockable storage unit. Do not leave records or documentation where they can be viewed by children or other families
  - Ensuring claims are submitted by 4pm Friday of the previous fortnight to secure payment the following week (Educators will be paid 2 weeks in arrears)
  - Advise the service of discrepancies or outstanding payments of the invoices you have submitted within 14 days of non-payment or over payment (raise any queries in relation to fees and accounts directly with the service) via email or phone call to the approved provider to address and rectify
  - Reporting any suspected cases of fraudulent claims to the Australian Department of Education tip off line and approved provider ie. If a family is not meeting their activity statement or any other obligations in relation to claiming child care subsidy, if unsure discuss with the approved provider for clarity and direction
  - Ensure ALL records are stored confidentially (lockable storage unit) and are accessible to the Approved Provider and regulatory authority for inspection, documentation should always be filed in the related child's file, ready for a random audit. Three incidents of not being prepared for an audit will result in counselling and risk management plan, continued identified risk may result in termination of agreement.

**Families are required to:**

- Prior to the commencement of care, pay 2 weeks fees in advance directly to the service, to secure a child's place
- Only enter into fee arrangements and payments directly with the service NOT the educator, any payments made directly to the educator will not be recognised by the service and may result in care arrangement being terminated
- Make regular fee payments in accordance with the fee schedule and avoid late fees and non-payments by entering a EFT arrangement and ensure funds are available in order to clear all payments if entering into EFT (Electronic Funds Transfer)
- If having difficulty meeting fee payments, or have any queries, discuss this with the approved provider to arrange for suitable arrangements to pay outstanding amounts



## Early Years Care

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- Ensuring all records are accurately completed – attendance records are only to be completed for ‘actual’ attendances and absences if the child did not attend a scheduled session (care arrangements will be terminated if fraudulent claims are signed) to be completed at time of arrival and departure, completing accident, illness and injury records as requested, medication prior to the educator administering and any other records as requested by the educator
- Notifying the service of absences within 24 hours by phone or email
- Reporting any suspected cases of fraudulent claims to the Australian Department of Education tip off line and the approved provider as soon as you become aware
- Not attend for care if suspension of care is in place, you will be notified in writing and by phone if care is suspended

Version 9/2023





# Providing a Child Safe Environment Policy

## INTRODUCTION

All children have the right to be safe whether it is in their home or attending an education and care service.

We know children learn best through play and exploration with a range of materials that can be manipulated, utilising all of their senses. By providing a safe environment we can assist children to not only explore but to develop self-help, independence and knowledge, however, safety is so much more.

A child safe environment is committed to children's safety at all levels, emotionally, physically, expression, culture and so on, it protects their sense self-identify, the key to their overall well-being and development.

## STATEMENT

At Early Years Care Family Day Care, we are committed to educators and family relationships to ensure children are safe from harm at all times and experience a child centred education and care program.

There are challenges in operating an education and care service from a home and this takes particular consideration, from ways of making children feel safe and provide them a sense of belonging in someone's home through to engaging and building partnerships with families. Building partnerships with families allow the sharing of information on child development, behaviour management etc. and provides an opportunity to observe the families for signs of stress.

We are committed to ensuring the safety of children at all times, we will achieve this by providing regular training and updates on child safety, observing signs of abuse or neglect, ensuring our educators, residents and visitors are monitored as well as the consistent monitoring of homes and venues for safety and appropriateness.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
165, 166, 167, 168, 169, 170, 171, 172, 173, 175	81, 82, 83, 84, 100, 101, 102, 103, 116, 117, 153, 154, 166, 168	2	2.1.1, 2.1.2, 2.2.1, 2.2.3
		3	3.1.1, 3.1.2, 3.2.1, 3.2.3
		4	4.2.2
		5	5.1.1, 5.1.2
		6	6.1.1, 6.1.3
		7	7.1.1, 7.1.2

A New Tax System (Family Assistance) Act 1999	A New Tax System (Family Assistance) (Administration) Act 199	Child Care Subsidy Minister's Rules 2017	Child Care Subsidy Secretary's Rules 2017
Enrolment 10 (b) (i) (c) (i)	67CD (1) (e), (11)	8 (4) (d), 56 (2) (d), (3) (c), 60 (2) (a), 62 (1) (a) (b), 67A, 71, 72,	10
Immunisation 6, 61B, 85BA (iii), 85CA (iii)	67CC (c), 67CD (2) (a) (3) (a) (4) (c) (6) (c) (9)	6 (1) (ii), 62A	
Reporting sessions 1 (1) (3), 4 (1) (2) (a) (b), 5, 7, 8, 10, 11, 16 (1),	67CB (4), 67CC (2), 67CD, 67CE, 67CF, 67CH, 67EB, 67EC, 67EE, 67FB, 67FC, 67FD, 71B, 71C, 71E, 71F, 105C,	6, 8, 10, 13, 14, 15, 16, 32, 43, 55, 56, 59, 62, 62A, 63, 65 (a), 68, 69A, 72, 73,	9, 10, 11, 12,
Insurance			49 (8)
Records			11, 12

## REFERENCES AND RESOURCES

Safe Sleeping Practices

<https://rednose.com.au/>

<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653#sec.102C>

## PROVIDING A CHILD SAFE ENVIRONMENT POLICY PROCEDURES

Approved Provider and Nominated Supervisor is responsible for:

- Requiring educators take all reasonable steps to protect children from harm or hazards in accordance with the Education and Care National Law s.167
- Ensuring all educators and educator assistants, staff, students and volunteers hold a current working with children screening and National Police Check
- Ensuring all persons over the age of 18 years residing at the educator's home hold a current working with children screening and National Police Check
- Ensuring children remain adequately supervised at ALL times and that visitors are not left unsupervised with children in accordance with Participation of students and volunteers' policy



- Requiring that where the service has been notified of a Court Order prohibiting an adult from contacting an enrolled child the educator and educator assistant ensures such contact does not occur while the child is in the educator's home in accordance with Delivery and collection of children policy and Authorisations, refusal and acceptance policies
  - Being contactable by telephone whilst children are in attendance at the service
  - Ensuring educators and educator assistants are aware of and have knowledge and an understanding of their obligations within the child protection law in accordance with Education and Care Services National Regulations 2011 r.84 – through information in newsletters and training in accordance with Provision of information, training and assistance policy
  - If an allegation of child abuse is made, ensuring as quickly as possible that the child(ren) are safe by removing any risks –ie. removing visitor from home and follow NSW reporting recommendations
  - Ensuring educators understand they are mandated reporters and required to report any allegations, disclosures or suspicions of child abuse to the approved provider or Nominated Supervisor and relevant child protection authorities
  - Refusing to allow a child to leave with an adult for reasons as determined in Delivery and collection of children policy calling emergency services if required
  - Ensuring educators are aware of Emergency and evacuation procedures in accordance with Emergency evacuation policy
  - Requiring educators conduct risk assessments for excursions and regular outings in accordance with Excursions policy and the Education and Care Services National Regulations 2011 r.100-101
  - Promoting the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification)
  - Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having zero tolerance of discrimination by assisting children identify the person rather than the nationality, skin colour or clothing first/, celebrating children's family's celebrations by requesting information from families and conducting research / aim to provide familiar food by requesting recipes from families)
  - Promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities respect children's privacy and dignity at all times / respect for privacy and self-help abilities allow children to try and build their own skills, respect children's choice of what they want help with and how they want to be touched / accessibility to the education and care facilities and program, ensuring children can access what they need to develop self-help i.e. their bag, hand towels etc)
  - Encouraging children to 'have a say' and participate in all relevant activities where possible, especially on issues that are important to them – seek their feedback, ask children questions, implement choices as often as practicable
  - Requiring educators take reasonable steps to ensure that the needs for sleep and rest of children are met, having regard to the ages, development stages and individual needs of children in collaboration with families in accordance with Education and Care Services National Regulations 2011 r.81 in accordance with the Sleep and rest policy
  - Ensuring educators are aware that their home remains free from the use of tobacco, illicit drugs and alcohol while children are being educated and cared for including prescription drugs that may impair their ability capacity to provide Education and Care Services National Regulations 2011 r.82 and r. 83 if educators or educator assistants appear to be intoxicated or affected by drugs, this will be reported to the regulatory authority within 7 days of becoming aware of an educator's impaired capacity to supervise or provide education and care
  - Undertaking an annual safety audit of the educator's home or venue in accordance with Approval and reassessment of family day care venues within 4 weeks of the educator's anniversary of commencement date
  - Notifying the regulatory authority within 24 hours of a serious incident or a complaint alleging legislation was breached
- Educators and Educator Assistants are responsible for:**
- Ensuring a current working with children screening and National Police Check
  - Ensuring all persons over the age of 18 years residing at the educator's home hold a current working with children screening and National Police Check
  - Ensuring all students and volunteers hold a working with children screening and National Police Check
  - Having an understanding of the obligations, existence and application of the current child protection law as mandated reports in accordance with Education and Care Services National Regulations 2011 r.84 by attending training and refresher course annually
  - Ensuring a court order prohibiting an adult from contacting an enrolled child is implemented fully in accordance with Delivery and collection of children policy and Authorisations, refusal and acceptance policy
  - Ensuring any disclosures or suspicions of abuse are taken seriously, documented and reported to the approved provider and the relevant child protection agency or the Police if imminent danger is suspected
  - Quarterly maintenance checks, using the 'Home Safety' checklist should be conducted to ensure furniture, and equipment is clean and in good repair, daily, monthly also as part of an ongoing strategy to protect children from hazards likely to cause harm
  - Take reasonable steps to ensure the needs for sleep and rest of children are met, having regard to the ages, development stages and individual needs of children in collaboration with families that meet the Education and Care Services National Regulations 2011 r.81 – ensuring children and visitors are supervised always (Visitors are never to be left alone with children)
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- Promoting the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification) providing support and Aboriginal families and children through consultation with Elders, or Aboriginal support services, attend training, include the topic of Aboriginal history in the educational program
  - Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having zero tolerance of discrimination by assisting children identify the person rather than the nationality, skin colour or clothing first/, celebrating children's family's celebrations by requesting information from families and conducting research / aim to provide familiar food by requesting recipes from families)
  - Promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities respect children's privacy and dignity at all times / respect for privacy and self-help abilities allow children to try and build their own skills, respect children's choice of what they want help with and how they want to be touched / accessibility to the education and care facilities and program, ensuring children can access what they need to develop self-help ie. their bag, hand towels, activities etc)
  - Participating in training and professional development on the importance of maintaining a healthy and safe environment where children's wellbeing is protected at all times – attending at least one health and safety professional development per annum
  - Being contactable by telephone whilst children are in attendance at the service
  - Remaining aware of Emergency and evacuation procedures in accordance with Emergency evacuation policy including practising emergency drills every three months minimal
  - Conduct, document and store risk assessments for excursions and regular outing and considering children's safety when leaving the home in accordance with Excursions policy, Education and Care Services National Regulations 2011 r.100-101 and 102 (i.e., Head checks when getting in and out of cars)
  - Never consuming tobacco, illicit drugs or alcohol while children are being educated and cared for Education and Care Services National Regulations 2011 r.82 including prescription drugs that may impede their capacity to provide education and care to children r.83
  - Ensuring the requirement to report any allegations of child abuse to the approved provider or Nominated Supervisor as soon as practicable within 24 hours
  - If an allegation of child abuse is made, ensuring as quickly as possible that the child(ren) are safe by removing any risks – visitors etc, contact police and approved provider
  - Encouraging children to 'have a say' and participate in all relevant activities where possible, especially on issues that are important to them – seek their feedback, ask children questions and implement their choices as often as practicable
  - Do not develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
  - Do not exhibit behaviours with children that may be construed as unnecessarily physical
  - Use age-appropriate reciprocal language and behaviour management strategies at all times, always be respectful of children and not allow visitors, students, volunteers or family members to speak or treat children disrespectfully role model appropriate behaviours at all time, i.e., do not engage in family arguments, adult themed conversations etc. whilst children are present
  - Do not do things of a personal nature that a child can do for themselves, such as toileting or changing clothes offer assistance and support as needed to support their independence
  - Do not engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities, relationship issues, movie themes)
  - Do not use inappropriate language (swearing) or express personal views on cultures, race or sexuality in the presence of children
  - Do not discriminate against any child, including because of culture, race, ethnicity or disability
  - Do not engage in private 'babysitting' arrangements with any family or child without the written consent of the approved provider or nominated supervisor prior, baby sitting arrangements are discouraged, however, if entered into, baby-sitting is separate from the care agreement between the family and the service
  - Do not ignore or disregard any suspected or disclosed child abuse
  - Maintaining confidentiality at all times when dealing with child protection
  - Notify the regulatory authority within 24 hours of a serious incident or a complaint alleging legislation was breached

Version 9/2023



# Provision of Information, Assistance and Training to Family Day Care Educators and Educator Assistant’s Policy

## INTRODUCTION

Family day care differs from centre-based care in that educators are alone for long periods without consistent role modelling and/or peer-to-peer conversations which contribute greatly to professional development and behaviours.

Educators rely heavily on the approved provider for support, networking and professional role modelling including information provision, conversations and de-briefing amongst others.

Family day care educators require a targeted approach, including engagement strategies to ensure they are receptive to information, participate in training, and seek out assistance required to develop their professional practice.

## STATEMENT

At Early Years Care Family Day Care, we are committed to providing educators with the support, training and information that will enable them to achieve sound professional practices, and a commitment to continual improvement.

We aim to achieve this by:

- committing each educator to a minimum of four training and/or professional development sessions per year
- conducting regular home/venue visits at least monthly
- undertaking regular contact via telephone and email or other electronic communication where possible to ensure educators feel connected to the service and their peers and are monitored for compliance
- scheduling monthly educator/networking meetings where educators can share ideas, contribute the quality improvement plan, share resources, invite guest speakers etc.
- Encouraging educators to maintain a minimum of 4 subscriptions to early childhood or educational and learning agencies and/or peak bodies (ie. Early Childhood Australia, ACECQA, FKA). Early Years Care has active memberships that educators can access.
- Produce regular newsletters that address issues, provide information and recommendations on education and care service delivery, early childhood development, local and community events, home safety tips etc.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161-175	168, 169	4	4.1.1, 4.2.1, 4.2.2
		6	6.1.3, 6.2.1, 6.2.2, 6.2.3
		7	7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.2, 7.2.3

## REFERENCES AND RESOURCES

MyGov Account

<https://my.gov.au>

Medicare and Centrelink

<http://findus.humanservices.gov.au/>

<https://legislation.nsw.gov.au/view/html/inforce/current/si-2011-0653#sec.102C>

## PROVISION OF INFORMATION, ASSISTANCE AND TRAINING TO FAMILY DAY CARE EDUCATORS AND EDUCATOR ASSISTANT’S POLICY PROCEDURES

**Approved Provider and Nominated Supervisors are responsible for:**

- Engaging and recruit educator and educator assistants in accordance with Engagement and registration of educators, educator assistant’s and support officers policy
- Maintaining a register of expiry dates of certifications (First Aid, CPR, Anaphylaxis, Asthma and Food Safety) to ensure compliance - accessible to approved provider and delegates and to plan and schedule training and information sharing
- Take all reasonable steps to ensure that each educator maintains adequate knowledge and understanding of the provision of education and care to children, including claiming for Child Care Subsidy through the development and implementation of annual training plans



- Providing materials and resources in accordance with Engagement and registration of educators, educator assistant's and support officers policy including, but not limited to:
  - Policies and procedures
  - National Quality Framework
  - Templates for menu
  - Templates for program
  - Template for attendance register
  - Template for visitors register
  - Template for incident, accident and illness record
  - Template for Nominated Supervisor (on duty)
- Communicating with educators utilising electronic methods, including emails, Zoom and/or social media, to include and support educators understanding in and skills in; including but not limited to:
  - Child Development
  - Education and Care Services Legislation
  - Families
  - Child Rearing Practices etc
  - National Quality Framework
  - Emergency Management
  - Educational Program Development
  - Transition to School
  - Safe Food and Nutrition
  - Reciprocal Relationships
  - Family Assistance Legislation Documentation
  - Nutrition
  - Sustainable practices
  - Arranging an educational environment
- Maintaining a register of professional development of educators and educator assistants - accessible to approved provider, nominated supervisor and support officer's to ensure educators and educator assistants are engaged and participating in training and professional development (minimum 4 per year)
- Implementing and monitoring an annual appraisal system to ensure educator's and educator assistants are continually improving their knowledge and skills
- Coordinating visits to educators home every 4 weeks or in accordance with individual risk management plans and address training requirements and support the educator and educator's understanding and continuous improvement
- Ensuring educators receive a telephone call every 6-8 weeks from staff to discuss quality standards
- Promoting the benefits of ongoing professional development through newsletters and other means of communication ie. Email, meetings
- Planning, inviting and delivering monthly meetings for educators (remote educators will be included by implementing conference calling abilities such as Zoom)
- Creating networking opportunities for educators to support each other
- The educator support staff team will be given access to conferences and the ECA Professional Learning Hub at a cost to management.



# Sleep and Rest Policy

## INTRODUCTION

Sleep and rest is vital to children's overall health and wellbeing. Like all other areas and activities children engage in, the sleep environment is no different and needs to be maintained in a clean, hygienic and safe manner at all times that can be fully supervised whilst children are sleeping or resting.

The service has an obligation to protect children by taking every precaution to remove and or manage risks in the sleep environment which can include bedding, sleeping arrangements, cords from blinds, sleep toys, air quality and even portable heaters.

Families will have their own preferences of how their child sleeps and this will need to be taken into consideration when negotiating individual care arrangements. However, the service will not engage in unsafe sleeping arrangements. Families need to be aware that services are obligated to provide safe sleeping practices and will assist families with this understanding if their requests fall outside of safe sleeping.

## STATEMENT

At Early Years Care Family Day Care, we are committed to providing children with the safest of practices and environments. We ensure all educators homes are checked for safety and that educator's and educator assistants are aware of safe sleeping practices. We assist and support educators and families to develop safe sleeping practices for children through the provision of information and resources from Red Nose.

We will negotiate sleep practices during enrolment and orientation to ensure children are provided with the safest of environments.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
163, 164, 165, 167, 173, 175	81, 82, 83, 86, 161	2	2.1.1, 2.2.1, 2.2.2, 2.2.3
		3	3.1.2, 3.2.2
		4	4.2.2
		5	5.1.1, 5.1.2, 5.2.2
		6	6.2.1, 6.2.2

## REFERENCES AND RESOURCES

Red Nose

<https://rednose.com.au/>

Safe Sleeping practices

<https://www.acecqa.gov.au/resources/information-sheets/safe-sleep-and-rest-practices>

Home Monitoring

[https://rednose.com.au/downloads/Home\\_Monitoring\\_Information\\_Statement.pdf](https://rednose.com.au/downloads/Home_Monitoring_Information_Statement.pdf)

Sleep posters

<https://rednose.com.au/resources/education>

<https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653#sec.102C>

Considering the busy and energetic nature of our family day care day, we feel that it is important for children to participate in a quiet/rest period during the day in order to rest, relax and recharge their body. During this period children's needs are considered and catered for, having regard to their ages, development stages and individual needs of each child.

Research shows that brain development is enhanced during the early years when sleep requirements are met.

We define 'rest' as a period of inactivity, solitude, calmness or tranquillity, and can include a child being in a state of sleep. Considering the busy and energetic nature of children's day, we feel that it is important for children to participate in a quiet/rest period during the day to rest, relax and recharge their body. Effective rest strategies are important factors in ensuring a child feels secure and safe in an early childhood environment.

## AIM

To provide children with the opportunity to rest/sleep as per the UN Convention Rights of the Child.

## POLICY AND PROCEDURE

- Children's beds are washed prior to use with sanitiser and wiped with paper towels, using a fresh paper towel for each bed to ensure a sterile surface.
- Beds are covered in clean linen for each child
- Create a relaxing atmosphere for resting children by playing relaxation music, reading stories, cultural reflection; turning off lights and ensuring children are comfortably clothed. The environment should be tranquil and calm for both educators and children. Educators will sit near the children and support them by encouraging them to relax and listen to music or stories.
- Remember that children do not need to be 'patted' to sleep. By providing a quiet and tranquil environment children will choose to sleep if their body needs it
- Maintain adequate supervision during rest time



- Assess each child's circumstances and current health to determine whether higher supervision levels and checks may be required.
- Communicate with families about their child's sleeping or rest times
- Respect family preferences regarding sleep and rest and consider these daily while ensuring children feel safe and secure in the environment. Conversations with families may be necessary to remind them that children will neither be forced to sleep nor prevented from sleeping. Sleep and rest patterns will be recorded daily for families
- Encourage children to dress appropriately for the room temperature when resting or sleeping. Lighter clothing is preferable and children are encouraged to remove shoes, jumpers, jackets and bulky clothing. The room temperature will be considered to ensure maximum comfort.
- Children who do sleep will be able to sleep for as long as needed or as long as the parent or person responsible for the child desires. In the case of a parent requesting their child not to sleep; if the child falls asleep on their own, we will not wake them up before a period of 1 hour.
- Children who do not normally sleep will be encouraged to rest on their beds for a period of 20 minutes while reading or listening to a story or music, after this time they will be provided with a range of quiet activities to play with in a designated quiet play area
- Consideration will be given to those children who are asleep within the environment
- Children are not to share the same bed at the same time
- Beds will be arranged in a responsible manner with a 'head to tail' approach to ensure each child has enough personal space as well as maintaining appropriate hygiene standards.

#### **CHILDREN IN COTS UNDER 12 MONTHS OLD**

##### **Educators will:**

- Ensure children will not be put in cots with bottles as per the Dental Health Policy and SIDS recommendations
- Ensure that cot rooms and sleep rooms must have operational baby monitors on at all times
- Observe children at 15-minute intervals while they sleep in a cot. Educators must go into the room and physically see babies breathing, watching their chest rise and fall. The educator will then officially record this on the sleep chart in each cot room.
- Ensure that cot mattresses are clean, firm and correct size for the cot frame.
- Make up cots to comply with SIDS safe sleeping guidelines. No loose bedding is to be available to the child. Bed linens will be firmly tucked under the mattress to reduce the risk of a child covering their face. No doonas, duvets, pillows or cot bumpers will be placed in the cots.
- Babies will be placed on their backs to sleep, but they will be able to find their own sleeping position. Put the babies' feet at the bottom of the cot so the baby cannot slip down under the covers. Tuck the baby in securely so bed linen is not loose.

- Travel cots are not suitable for children over 12 months old. Children need to be transitioned to a bed.
- Encourage the use of sleeping bags for babies. If they have fitted neck and armholes there is no risk for the babies' face being covered
- Ensure that the cot is used correctly and locks on the sides are secure at all times.

#### **SLEEP PRACTISE GUIDELINES AND REQUIREMENTS 2018**

##### **Why is the requirement in place?**

An inquest into the death of Indianna Rose Hicks in 2012 found Indianna, who was five months old when she died suddenly and unexpectedly while in the care of an educator, died from Sudden Infant Death Syndrome (SIDS). A recommendation was made via the Consultation Regulation Impact Statement on proposed options for changes to the National Quality Framework (NQF), that Regulation 168 in the National Regulations, 'Education and care service must have policies and procedures' be amended to include a requirement for a policy on 'Sleep and rest for children and infants', including matters set out in Regulation 81 (Sleep and rest).

##### **Principles to inform procedures**

The following principles may inform sleep and rest policies and procedures at your service.

- Effective sleep and rest strategies are important factors in ensuring a child feels secure and is safe at a service.
- Approved providers, nominated supervisors and educators have a duty of care to ensure children are provided with a high level of safety when sleeping and resting and every reasonable precaution is taken to protect them from harm and hazard.
- Approved providers are responsible for ensuring sleep and rest policies and procedures are in place.
- Policies and procedures should be based on current research and recommended evidence-based principles and guidelines. Red Nose (formerly SIDS and Kids) is considered the recognised national authority on safe sleeping practices for infants and children.
- Regularly review and update sleep and rest policies and procedures to ensure they are maintained in line with best practice principles and guidelines.
- Nominated supervisors and educators should receive information and training to fulfil their roles effectively, including being made aware of the sleep and rest policies, their responsibilities in implementing these, and any changes that are made over time.
- Services should consult with families about their child's individual needs and be sensitive to different values and parenting beliefs, cultural or otherwise, associated with sleep and rest.



If a family's beliefs and requests are in conflict with current recommended evidence-based guidelines, the service will need to determine if there are exceptional circumstances that allow for alternate practices. For example, with some rare medical conditions, it may be necessary for a baby to sleep on his or her stomach or side, which is contrary to Red Nose recommendations. It is expected that in this scenario the service would only endorse the practice, with the written support of the baby's medical practitioner. The service may also consider undertaking a risk assessment and implementing risk minimisation plans for the baby.

In other circumstances, nominated supervisors and educators would not be expected to endorse practices requested by a family, if they differ with Red Nose recommendations. For example, a parent may request the service wrap or swaddle their baby while they are sleeping.

However, according to Red Nose recommendations, this practice should be discontinued when a baby starts showing signs that they can begin to roll (usually around four to six months of age, but sometimes earlier). Nominated supervisors and educators should be confident to refer to the service's Sleep and Rest Policies and Procedures if parents make requests that are contrary to the safety of the child. Child safety should always be the first priority.

- Children have different sleep, rest and relaxation needs. Children of the same age can have different sleep patterns, which nominated supervisors and educators need to consider within the service. As per Standard 2.1 (element 2.1.2) of the National Quality Standard, each child's comfort must be provided for and there must be appropriate opportunities to meet each child's sleep, rest and relaxation needs.
- Services providing overnight care may need to develop sleep and rest policies and procedures specific to this type of care (or incorporate overnight care into overarching policies and procedures), as overnight practices will differ to those used during the day. Policies and procedures should consider: the physical safety of the child's sleeping environment; plans for the supervision of the child while they are sleeping, including how they will be monitored during the night; access of the child to other parts of the house during the night; access of other people to the child's sleeping environment and night time emergency evacuation plans (e.g. in the case of a fire, intruder etc).

### ALL CHILDREN

- Children should sleep and rest with their face uncovered.
- Children's sleep and rest environments should be free from cigarette or tobacco smoke.
- Sleep and rest environments and equipment should be safe and free from hazards.
- Supervision planning and the placement of educators across a service should ensure educators are able to adequately supervise sleeping and resting children.
- Educators should closely monitor sleeping and resting children and the sleep and rest environments. This involves checking/inspecting sleeping children at regular intervals, and ensuring they are always within sight and hearing distance of sleeping and resting children so that

they can assess a child's breathing and the colour of their skin. Service providers should consider the risk for each individual child, and tailor Sleep and Rest Policies and Procedures (including the frequency of checks/inspections of children) to reflect the levels of risk identified for children at the service. Factors to be considered include the age of the child, medical conditions, individual needs and history of health and/or sleep issues.

### BABIES AND TODDLERS

- Babies should be placed on their back to sleep when first being settled. Once a baby has been observed to repeatedly roll from back to front and back again on their own, they can be left to find their own preferred sleep or rest position (this is usually around 5–6 months of age). Babies aged younger than 5–6 months, and who have not been observed to repeatedly roll from back to front and back again on their own, should be re-positioned onto their back when they roll onto their front or side.
- If a medical condition exists that prevents a baby from being placed on their back, the alternative practice should be confirmed in writing with the service, by the child's medical practitioner.
- Babies over four months of age can generally turn over in a cot. When a baby is placed to sleep, educators should check that any bedding is tucked in secure and is not loose. Babies of this age may be placed in a safe baby sleeping bag (i.e., with fitted neck and arm holes, but no hood). At no time should a baby's face or head be covered (i.e. with linen). To prevent a baby from wriggling down under bed linen, they should be positioned with their feet at the bottom of the cot.
- If a baby is wrapped when sleeping, consider the baby's stage of development. Leave their arms free once the startle reflex disappears at around three months of age, and discontinue the use of a wrap when the baby can roll from back to tummy to back again (usually four to six months of age). Use only lightweight wraps such as cotton or muslin. Visit the Red Nose website to download an information statement – Wrapping Babies – and the brochure – Safe Wrapping – for more information.
- If being used, a dummy should be offered for all sleep periods. Dummy use should be phased out by the end of the first year of a baby's life. If a dummy falls out of a baby's mouth during sleep, it should not be re-inserted.
- Babies or young children should not be moved out of a cot into a bed too early; they should also not be kept in a cot for too long. When a young child is observed attempting to climb out of a cot, and looking like they might succeed, it is time to move them out of a cot. This usually occurs when a toddler is between 2 and 3 ½ years of age, but could be as early as 18 months. Download the brochure – Cot to bed safety: When to move your child out of a cot – for more information.

### INDIVIDUAL CHILDREN

- Ensure that children who do not wish to sleep are provided with alternative quiet activities and experiences, while those children who do wish to sleep are allowed to do so, without being disrupted. If a child requests a rest,





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or if they are showing clear signs of tiredness, regardless of the time of day, there should be a comfortable, safe area available for them to rest (if required). It is important that opportunities for rest and relaxation, as well as sleep, are provided.

- Consider that there are a range of strategies that can be used to meet children's individual sleep and rest needs.
- Look for and respond to children's cues for sleep (e.g., yawning, rubbing eyes, disengagement from activities, crying, decreased ability to regulate behaviour and seeking comfort from adults).
- Avoid using settling and rest practices as a behaviour guidance strategy because children can begin to relate the sleep and rest environment, which should be calm and secure, as a disciplinary setting.
- Minimise any distress or discomfort.
- Acknowledge children's emotions, feelings and fears.
- Understand that younger children (especially those aged 0–3 years) settle confidently when they have formed bonds with familiar carers.
- Ensure that the physical environment is safe and conducive to sleep. This means providing quiet, well-ventilated and comfortable sleeping spaces. Wherever viewing windows are used, all children should be visible to supervising educators.

#### **SAFE COTS**

- All cots sold in Australia must meet the current mandatory Australian Standard for Cots (AS/NZS 2172), and should carry a label to indicate this.
- All portable cots sold in Australia must meet the current mandatory Australian Standard for children's portable folding cots, AS/NZS 2195, and should carry a label to indicate this.
- Cots used at a service should meet current standards.
- Download the guide to infant and nursery products publication – Keeping Baby Safe – for more information from the Australian Competition and Consumer Commission's website.
- Bassinets, hammocks and prams/strollers do not carry safety codes for sleep. Babies should not be left in a bassinet, hammock or pram/stroller to sleep, as these are not safe substitutes for a cot.

#### **SAFE COT MATTRESSES**

- Mattresses should be in good condition; they should be clean, firm and flat, and fit the cot base with not more than a 20mm gap between the mattress sides and ends.
- A firm sleep surface that is compliant with the new AS/NZS Voluntary Standard (AS/NZS 8811.1:2013 Methods of testing infant products – Sleep surfaces – Test for firmness) should be used.
- Mattresses should not be elevated or tilted. Testing by hand is not recommended as accurate in assessing compliance with the AS/NZ Standard. For information on testing adequate mattress firmness, watch this video or refer to written instructions.
- Remove any plastic packaging from mattresses.
- Ensure waterproof mattress protectors are strong, not torn, and a tight fit.

- In portable cots, use the firm, clean and well-fitting mattress that is supplied with the portable cot. Do not add any additional padding under or over the mattress or an additional mattress.

#### **SAFE BEDDING**

- Light bedding is the preferred option; it should be tucked in to the mattress to prevent the child from pulling bed linen over their head.
- Remove pillows, doonas, loose bedding or fabric, lambs wool, bumpers and soft toys from cots.
- Soft and/or puffy bedding in cots is not necessary and may obstruct a child's breathing. Download the information statements – Pillow Use, Soft Toys in the Cot and Bedding
- Amount Recommended for Safe Sleep – for more information on the Red Nose website.

#### **SAFE PLACEMENT**

- Ensure a safety check of sleep and rest environments is undertaken on a regular basis.
- If hazards are identified, lodge a report as instructed in the service's policies and procedures for the maintenance of a child safe environment.
- Ensure hanging cords or strings from blinds, curtains, mobiles or electrical devices are away from cots and mattresses.
- Keep heaters and electrical appliances away from cots.
- Do not use electric blankets, hot water bottles and wheat bags in cots.
- Do not place anything (e.g., amber teething necklaces) around the neck of a sleeping child. The use of teething bracelets (e.g., amber teething bracelets) is also not recommended while a child sleeps.

#### **Approved Provider and Nominated Supervisors are responsible for:**

- Ensuring educators hold current approved first aid qualifications in accordance with Education and Care Services National Regulations 2011 r.136
- Requiring educators take every reasonable precaution to protect children from harm and hazards that are likely to cause injury including providing a safe, clean and hygienic sleep and rest area for children that has regard for children's age, developmental and individual needs including peace and privacy
- Negotiating sleep arrangements and informing families of safe sleep obligations of the service, engage families in conversation to discuss their current sleeping arrangements at home, explain to families the service is committed to Red Nose sleeping recommendations for the best interest of children
- Requiring educators to develop a risk assessment and supervision plans for children sleeping overnight including emergency management in accordance with Emergency management and evacuation policy. Risk plans will identify where children are sleeping in the home, how often they will be supervised or monitored (baby monitor)



- Monitoring Medical Management Plans (MMP) if applicable, are considered when developing rest and sleep plans in accordance with medical conditions policy
- Conducting safety audits prior to care commencing in accordance with the home safety assessment including the sleep environment and sleep resources (sheets, cots etc)
- Notifying Department of Education as soon as practicable of a serious incident or a complaint alleging legislation was breached within 24 hours of a serious incident
- Conducting a safety and performance review within 24 hours of a serious incident

**Educators and Educator Assistants are responsible for:**

- Ensuring consideration of child's individual, developmental and medical needs are considered in accordance with medical conditions policy, Enrolment and orientation policy and Authorisations, refusal and acceptance policy when developing sleeping arrangements, sleeping arrangements that fall outside of Red Nose recommendations must be signed by a registered medical practitioner
- Ensuring sleep and rest environments are free from hazards (cords out of reach, properly fitted bedding etc) in accordance with Red Nose sleeping recommendations
- Discussing and negotiating safe sleep practices with families both on enrolment and ongoing in accordance with Red Nose Practices including (sleep baby on back, smoke free, face and head uncovered etc)
- Educators will not allow the following:
  - Babies will not be left unattended to sleep on an adult bed or bunk, (including waterbeds)
  - Babies will not be allowed to co-sleep with any other person (adult or child)
  - Babies will not be allowed to sleep on cushions, beanbags or pillows
  - Babies will not be allowed to sleep on a couch or chair
  - Wheat bags or electric blankets will not be used in children's beds
  - Cots will not have bumpers or soft toys (other than one security sleep toy)
- Families who remain committed to sleeping practices not meeting the Red Nose recommendations will be referred to the approved provider for further negotiations, and may lead to the grievance procedure being implemented. If sleep arrangements cannot be agreed on and there is no valid reason for the educator to not implement Red Nose recommendations (i.e., no medical management plan) the educator can refuse to accept the child into care
- Ensuring cots meet Australian Standards AS2172 evidence to be provided to the service
- Recommending Safe Sleeping Bags for babies as per Red Nose recommendations that are the right size for the baby

- Developing risk assessment and supervision plans for sleeping children including emergency management in accordance with Emergency management and evacuation policy, ensuring children have nothing around their necks when sleeping (dummy strings or amber teething necklace) supervision plans will include how often the child will be checked ie. Every hour? Will a monitor be placed in near the child's bed? Can the child be heard by the educator if they wake? (Overnight risk management and arrangements are to be approved by the approved provider)
- Ensuring children's bedding is not shared between children, stored separately and laundered weekly
- Supervising sleeping children at all times – consider children sleeping and awake and develop a supervision plan accordingly, do children need to remain indoors when a child is sleeping, can a monitor be used, can the educator monitor the sleeping child as well as other children in care (can the sleeping child be in a room near the outdoor or play area to ensure supervision) children will not be placed to sleep in a space that is out of hearing from the educator. If a baby wakes and the educator needs to attend do, do they need to take other children inside to collect the child from the sleeping environment? Once this is decided based on individual needs of the children and individual home, this will be documented and monitored by the service.
- Provide non-sleeping children with opportunities for quiet time and rest in an area that can be adequately supervised
- Ensuring a resuscitation flow chart (CPR) is displayed in a prominent position in the sleep environment
- Implementing emergency procedures in accordance with Emergency management policy.
- Learning individual children's-tired cues and support their sleep and rest needs (regardless of time of day)

**Families are responsible for:**

- Ensuring documentation is completed and signed in accordance with Enrolment and orientation policy
- Ensuring all records are completed, acknowledged and signed (accident, illness and incident records) in accordance with Authorisations, refusal and acceptance policy
- Providing safe clothing for children to sleep in and agree on sleeping arrangements
- Monitoring the sleep environment and notify the approved provider if you feel it is unsafe or does not meet your child's needs
- Engaging with your child's educator daily to discuss your child's needs for rest and sleep

This policy was developed and sourced with consideration to Australian Children's Education and Care Quality Authority (ACECQA), Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, ECA Code of Ethics, Guide to the National Quality Standard, Revised National Quality Standard, SIDS & Kids Safe Sleeping Kit – [www.sidsandkids.org](http://www.sidsandkids.org)



# Staffing Policy

## INTRODUCTION

It is the approved provider's responsibility to ensure each person working with children holds, or is working towards a minimum Certificate III in early childhood education and care, a current approved first aid, asthma and anaphylaxis certificate, national police check and child safety screening.

Working with children, a vulnerable group, needs people that hold particular skills including, empathy, inclusiveness, a commitment to learning and teaching and above all believe childhood is a scared period in a person's development and they are safe for children to be around.

Leadership in education and care services is vital for the compliance and continual improvement of service provision, we ensure persons with management and control are screened and hold the credentials and attributes as required under the Education and Care National Framework and indicated under the Family Assistance Law.

## STATEMENT

At Early Years Care Family Day Care, we understand that our staffing arrangements impact on all aspects of our service delivery and we are committed to ensuring staff possess the appropriate skills, abilities and qualifications and are aligned with our services' philosophy to undertake their role to their fullest capacity. We ensure we have robust recruitment and screening of educators and staff and maintain files with required evidence of appropriateness to full-fill allocated roles within the service.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161, 162, 163, 164, 167, 168, 169	10, 30, 83, 84, 119, 127, 128, 136, 144, 153, 154, 163, 164, 169, 155, 156, 157, 168, 175	7	7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.2, 7.2.3

A New Tax System (Family Assistance) Act 1999	A New Tax System (Family Assistance) (Administration) Act 199	Child Care Subsidy Minister's Rules 2017	Child Care Subsidy Secretary's Rules 2017
Enrolment 10 (b) (i) (c) (i)	67CD (1) (e), (11)	8 (4) (d), 56 (2) (d), (3) (c), 60 (2) (a), 62 (1) (a) (b), 67A, 71, 72,	10
Immunisation 6, 61B, 85BA (iii), 85CA (iii)	67CC (c), 67CD (2) (a) (3) (a) (4) (c) (6) (c) (9)	6 (1) (ii), 62A	
Reporting sessions 1 (1) (3), 4 (1) (2) (a) (b), 5, 7, 8, 10, 11, 16 (1),	67CB (4), 67CC (2), 67CD, 67CE, 67CF, 67CH, 67EB, 67EC, 67EE, 67FB, 67FC, 67FD, 71B, 71C, 71E, 71F, 105C,	6, 8, 10, 13, 14, 15, 16, 32, 43, 55, 56, 59, 62, 62A, 63, 65 (a), 68, 69A, 72, 73,	9, 10, 11, 12,
Insurance			49 (8)
Records			11, 12

## REFERENCES AND RESOURCES

National Crime Check

<https://www.nationalcrimecheck.com.au/resources>

## STAFFING POLICY PROCEDURES

Approved Provider and/or Nominated Supervisor is responsible for:

- Ensuring individuals, employed, contracted or engaged are considered in accordance with this policy.
- Ensuring all staff undergo rigours screening including reference checking to remain on file in accordance with Engagement and registration of educators, educator assistant's and support officers policy
- Reading and considering working with children check and police check in accordance with the Education and Care National Regulations 2011 r. 358 and 359
- Conducting screening and interviews that are fair, reasonable and transparent, including reference and character background checks and considering the person's history of compliance with the National Law and other relevant laws (any decision under the law to refuse, suspend, refuse to renew, or cancel a licence, approval, registration, certification or other authorisation granted to the person under the National Law and other relevant laws)



- Gathering, checking and documenting qualifications, accreditations and certification details in accordance with Maintaining a register of family day care educators, educator assistants and support officers' policy, Engagement or registration of family day care educators and assistant's policy and in accordance with Education and Care National Regulations 2011 r. 145 to 154
- Ensuring all staff are inducted into the service in accordance with Engagement and registration of educators, educator assistant's and support officers' policy and in accordance with the Education and Care Regulations 2011 r.153 and r.154
- Ensuring persons with management and control undergo the following checks and hold current
  - National Police Certificate (issued within 6 months)
  - Working with Children Check
  - National Personal Insolvency Index Check Provided by the Australian Financial Security Authority
  - A current and Historical personal name extract of the Australian Securities and Investments Commission
- Ensuring Person with day-to-day operation of the service must hold
  - National Police Check (issued within 6 months)
  - Working with Children Check
- Ensuring Family Day Care support officers must hold, in accordance with Education and Care National Regulations 2011 r. 154 and 163
  - Minimum Diploma of Early Childhood Education and Care
  - National Police Check (issued within 6 months)
  - Working with Children Check
- Ensuring Family Day Care Educator and Educator Assistant must hold, in accordance with Education and Care National Regulations 2011 r. 127 and r.136 (3)
  - Minimum Certificate III in Early Childhood Education and Care
  - Current First Aid, Anaphylaxis and Asthma Management Certifications
  - National Police Certificate (issued within 6 months)
  - Working with Children Check
- Requiring qualifications of all staff are certified prior to commencement and remain on file, not to be removed from primary office, in accordance with the Governance and Management of the service policy and Confidentiality policy
- Ensuring qualifications are on the ACECQA Approved list of qualifications and are awarded by a reputable Training Provider
- Requiring ongoing evidence (minim every 3 months) of educators or educator assistant's progress, in writing, if working towards gaining Certificate III in Early Childhood Education and Care to be signed by the Registered Training Provider and to remain on the staff record
- Taking reasonable steps to ensure that each educator maintains adequate knowledge and understanding of the provision of education and care to children in accordance with Provision of information, training and assistance to family day care educators and educator assistant's policy
- <https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653#sec.102C>
- Conducting a risk assessment in accordance with Approval and reassessment of approved family day care homes and venues policy
- Protecting staff records and information in a private and confidential manner at all times in accordance with Confidentiality policy
- Providing mentoring and monitoring to all staff in accordance with Monitoring, support and supervision of family of family day care educators and educator assistant's policy

Version 9/2023



# Sun Protection Policy

## INTRODUCTION

A balance of ultraviolet radiation (UV) exposure is important for optimal health. Too much of the sun's UV rays can cause sunburn, skin and/or eye damage and potentially lead to skin cancer. Exposure to the sun's UV rays during childhood and adolescence is associated with an increased risk of skin cancer in later life and too little UV from the sun can lead to low vitamin D levels, essential for healthy bones, muscles and general good health.

Australia is known for its high incidences of melanoma and other UV related cancers with studies showing sun exposure in the first fifteen years of life contributes significantly to the likelihood of skin cancer.

## STATEMENT

At Early Years Care Family Day Care, we recognise the importance of sun protection and sun exposure, and we ensure all of our educators are aware of and implement sun protection strategies as determined by the Cancer Council.

We achieve this by requiring our educators to be aware of the Cancer Council website and available resources, and support them to implement and role model sun smart practices to children in accordance with these resources.

This policy and its procedures will also work to inform parents, visitors and students of sun smart practices, recommendations and expectations.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
162, 165, 167, 170, 171, 172, 173, 175	153, 163, 164, 165, 166, 169	2	2.2.1, 2.2.2, 2.2.3
		5	5.1.2
		6	6.1.1
		7	7.1.1, 7.1.2, 7.1.3

## REFERENCES AND RESOURCES

Sunsmart website

<http://www.sunsmart.com.au/>

Sunsmart app

<http://www.sunsmart.com.au/tools/interactive-tools/free-sunsmart-app>

Sunsmart Widget

<http://www.sunsmart.com.au/tools/interactive-tools/free-sunsmart-app>

Australia Cancer Council

<https://www.cancer.org.au/>

Safe Work Australia: Guidance Note for the Protection of Workers from the Ultraviolet Radiation in Sunlight (2008) <http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/gn2008protectionfromultravioletradiation>

## SUN PROTECTION POLICY PROCEDURES

### Approved Provider and Nominated Supervisors are responsible for:

- Ensuring families complete sunscreen application authority on the child's file in accordance with Authorisations, refusal and acceptance policy
- Requiring educators provide and/or use shaded areas for outdoor activities whenever possible
- Requiring educators to maintain an adequate supply of sunscreen
- Requiring educators and educator assistants to store children's legionnaire or wide brimmed hats in accordance with Infectious diseases policy
- Providing information and resources to ensure UV protection procedures are followed, understood and implemented in accordance with the Provision of information, training and assistance to educators and educator's assistant's policy
- Requiring children are being educated in relation UV protection practices and recommendations including applying sunscreen, wearing clothing, hats and eye protection and seeking shade where possible

### Educators and Educator Assistants are responsible for:

- Maintaining an adequate supply of sunscreen ensuring parent/guardians or authorised nominees provide adequate supply (if parent supplying) within expiry dates, remind parents if sunscreen is running low
- Providing shade outdoors as often as practicable (i.e., trees, shade cloth, umbrella)
- Assessing UV ratings daily in accordance with Cancer Council and applying sun protection accordingly. Sunscreen will be applied when UV levels are 3 or above
- Applying sunscreen to children in accordance with their signed authorisations 20 mins prior to sun exposure or supporting children to apply their own sunscreen if practicable reapply in accordance with directions on the sunscreen (usually every 2 hours)
- Washing hands between applying sunscreen to children or use disposable gloves (one per child)
- Role modelling Sunsmart procedures (applying sunscreen, wearing appropriate hat and clothing and seeking shade)
- Storing children hats separately - not sharing children's hats
- Supervising children at all times in sun, ensuring they remain covered, protected and hydrated



## Early Years Care

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- Seeking information and activities appropriate to children that assist in their understanding of sun protection (i.e., UV, consequences of sun exposure, benefits of sun protection)

### **Families are responsible to:**

- Ensuring documentation/authorisations are completed in relation to sunscreen application and sensitivities
- Providing labelled sunscreen (if required) to remain at the educator's home and ensure the educator always has a supply of sunscreen
- Providing a legionnaires or wide-brimmed hat for their child while attending the education and care service, to remain at the educator's home
- Role modelling sun smart behaviours, hat outdoor, loose fitting protective clothing whilst in attendance at the service (visiting or excursion)

Version 9/2023



# Visitors to Family Day Care Residences Policy

## (WHILST CHILDREN ARE BEING CARED FOR)

### INTRODUCTION

Family day care brings a range of benefits to children and their families but differs to centre-based care as educators are operating an education and care service often from their home and predominately the only person with the supervisory responsibility for the children in care although as the nature of family day care means visitors can attend an educator's home.

Regular visitors that may attend education and care services include:

- Service representatives
- Regulatory authority representatives
- Tradespersons
- Extended family and friends of either the child, educator, educator assistant or residents of the home
- House guests whilst holidaying
- Support workers for individual children
- Any other person that does not reside at the home

It is the educator's role to welcome and work with visitors to build and enhance programs and experiences for children whilst remaining vigilant in supervisory requirements to ensure the safety of children at all times. Children are never to be left alone in the presence of visitors.

### STATEMENT

At Early Years Care Family Day Care, we are committed to ensuring children's health and safety at all times. We acknowledge visitors are unavoidable and even welcomed and encouraged at times, however we recognise visitors will require the educator's attention for one reason or another.

It is vital the educator implement strategies to ensure they are able to interact with the visitor whilst ensuring the supervision and safety of each child.

We require educators discourage unnecessary visitors or repairs and maintenance be carried out, whilst children are being cared for, additionally, all attempts will be made to schedule unavoidable visitors to times that are best suited to enable educators to meet their obligations to children and other stakeholders.

Visitors are only visitors for no more 7 days, if a visitor remains after 6 nights, they would be required to meet Assessments of educators, educator assistant's and persons residing at the family day care home or venue policy.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
162, 165, 167, 170, 171, 172, 173, 175	153, 163, 164, 165, 166, 169	2	2.2.1, 2.2.2, 2.2.3
		5	5.1.2
		6	6.1.1
		7	7.1.1, 7.1.2, 7.1.3

### REFERENCES AND RESOURCES

<https://legislation.nsw.gov.au/view/html/inforce/current/si-2011-0653#sec.102C>

### VISITORS TO FAMILY DAY CARE RESIDENCES POLICY PROCEDURES

#### (WHILST CHILDREN ARE BEING CARED FOR)

Approved Provider and Nominated Supervisor are responsible for:

- Requiring educators not leave children alone with visitors. This will be addressed in the educator induction program in accordance with Engagement and registration of educators, educator assistants and support officers' policy
- Monitoring the Visitors Register is completed in accordance with the Education and Care Regulations 2011 r.165 that includes the visitor's name, nature of visit, time or arrival and departure and signature and is completed on arrival and departure of the visitor
- Requiring the educator to notify the approved provider of any person over the age of 18 years of age residing at the family day care home within 24 hours, includes people turning 18 years of age and update the register accordingly in accordance with the Maintaining a register of family day care educators, educator assistant's and support officers policy
- Requiring educators notify the approved provider of any house guest over the age of 18 years within 7 days (at which time the house guest would now be considered a resident), updating the register to reflect a new resident. The approved provider will sight the original documents and maintain certified copies on the educators file and will include:
  - Criminal history record check (issued not more than 6 months prior) OR:
  - Working with children screening



- Requiring educators are aware to notify the approved provider of any changes of a visitor/resident which may affect their 'fit and proper' status (i.e., criminal conviction)
- Providing training annually to educators to supervise and support visitors to the home/venue in accordance with the Provision of information, training and assistance policy
- Visitors, including auxiliary employees, students and volunteers are required to:
- Remaining under the direct supervision of educator, educator assistant, support officer, nominated supervisor or approved provider. Do NOT attend to children's request for assistance that will see you removed from the educator's direct line of sight of one of these roles

### **Educators and Assistants are responsible for:**

- Ensuring children are never left alone with visitors and support and remind children to remain in the educator or educator assistant's presence, this can be achieved by conducting head counts of children whilst visitors are in attendance, including arrival and departure times
- Ensuring all required insurances are up to date (public liability - \$10million) in accordance with Governance and management of the service policy
- Maintaining a register of visitors – Ensure ALL visitors fully complete and sign the Visitors register including date, signature, arrival and departure times and nature of visit, ensure the visitors book is visible and accessible at all times education and care is being provided
- Preparing children for visitors to the service - assisting children's understanding of the visitors' role at the home and reminding children to remain with the educator or educator assistant. Inform the visitor they are not be left alone with children, if children request anything from the visitor (toilet, retrieve something from another room in the house etc.) the visitor is to redirect the children to the educator
- Notifying the approved provider of any person over the age of 18 years living at the family day care home within 24 hours and provide
  - Criminal history record check (issued not more than 6 months prior) OR:
  - Working with children screening
- Notifying the approved provider of any house guest over the age of 18 years within 7 days or staying at the home (at which time the house guest would now be considered a resident) and providing the following;
- Criminal history record check (issued not more than 6 months prior) OR:
- Working with children screening
- Notifying the approved provider of any changes of a visitor/resident which may affect their 'fit and proper' status i.e., criminal conviction within 24 hours of becoming aware
- Minimising, as far as practicable, the number of visitors to the family day care home by; scheduling visitors, where practicable, to attend when educational leader/support officer can be in attendance to support the supervision of children, schedule visits outside of children's attendance and keep 'social' visits (friends and relatives of educators) to a minimum
- Conducting immediate headcount after each drop off or pick up of any child - initial the attendance record after each count
- Ensuring records are stored in a safe secure location maintaining confidentiality in accordance with the Confidentiality policy do not records or files around where they are visible to visitors

Version 9/2023





# Water Safety Policy

## INTRODUCTION

Drowning is a leading cause of death for children aged 1-4 years in Australia.

Whilst most drowning occur in backyard swimming pools; it is important to be aware that children can drown in as little as 5 cm of water. Other water hazards in relation to children's drowning are:

- nappy buckets
- toilets
- wading pools
- spas
- bathtubs
- fish ponds
- fountains
- pet drinking bowls
- dams
- creeks
- lakes and beaches

Water activities when conducted safely bring a number of developmental advantages to children, although the risks associated with water activities demand that educators undertake a thorough risk assessment prior to implementation. Residents with water features, ponds, or neighbouring pools, lakes, oceans etc. will require a complete risk assessment to ensure water is inaccessible to children at all times. Fencing or any other barrier to ensure this is required to be unscalable before approval of the home can take place.

## STATEMENT

We at Early Years Care Family Day Care recognise the danger water poses to young children and we are committed to working with family day care educators and families to ensure the health and safety of children, whilst providing educational programs inclusive of water play.

We achieve this by ensuring educators with permanent bodies of water such as pools, spas, ponds and jacuzzis are only approved under strict conditions as educators in our service. Other water hazards such as buckets, fish tanks etc. are out of reach of children and risk managed with a written risk management plan to be followed whilst children are in attendance. Homes in walking distance of lakes, dams or beaches etc. will also require a documented risk management plan to be implemented whilst children are being cared for and educated. We are also committed to ensuring water safety is (particularly for residences with water risk management plans) implement a regular learning 'water safety' program.

## LINKS TO LEGISLATION AND POLICIES

### NATIONAL QUALITY FRAMEWORK

Education and Care Services National Law 2010	Education and Care Services National Regulations 2011	National Quality Area	National Quality Standard
161, 162, 163, 164, 164A, 165, 167, 173, 174, 174A	30, 100-102, 103, 104, 116, 168, 176	2	2.2.1, 2.2.2, 2.2.3
		3	3.1.2
		4	4.2.2
		7	7.1.2

### REFERENCES AND RESOURCES

Royal Lifesaving Society Australia  
<http://www.royallifesaving.com.au/>

Kids Alive do the 5 - water safety program  
<http://www.kidsalive.com.au/>

### RELATED STATE REFERENCES AND RESOURCES

<https://legislation.nsw.gov.au/view/html/inforce/current/si-2011-0653#sec.102C>

### WATER SAFETY POLICY PROCEDURES

Properties with pools/spas and ponds will only be granted approval in certain circumstances

#### Approved Provider and Nominated Supervisor is responsible for:

- Identifying potential water hazards during initial educator home safety audit, develop and document a risk assessment plan to be implemented and monitored in accordance with Approval and reassessment of approved family day care venues policy, the following will require a risk assessment plan to ensure children do not have access: – Water features such as garden display, fish tank pond etc.
- Ensuring educators whose home has been identified with a water hazard (locally positioned or neighbouring pools ponds and lakes etc.) be required to attend a 'Water Safety Training or Professional Development Session' annually in accordance with the Provision of information, training and assistance policy and support children to be safe around water through the educational program
- Requiring educators to develop a risk assessment plan for planned water activities (above 5 cm of water i.e., water trough, wading pool – including supervision requirements, disposal of water at completion of activity)



- Requiring educators to implement High Level Supervision when children are engaged in water activities and remove the water risk or the child if educator needs to leave the activity
- Requiring educators to undertake a risk assessment prior to any excursion or regular outing in accordance with Excursions policy
- Assisting the educator in gathering data and information to inform the educational program by utilising the 'Kids Alive do the 5 - Water Safety Program'
- Actively promoting swimming lessons for all children through newsletters
- Seeking information from families about child's attitude toward water and observing children's behaviour around water, monitoring risky behaviour, remove activity if necessary
- Informing families of any risk minimisation plans relating to identified water hazards for ALL stakeholders to follow
- Promoting the 'Kids Alive do the 5' water safety program with families

**Educators and Educator Assistants are responsible for:**

Version 9/2023

- Conducting a risk assessment prior to regular outings or excursions in accordance with the Education and Care Services National Regulations 2011 r. 100 – r.101 and Excursions policy
- Ensuring yard and home is checked for water hazards daily, (puddles, dog water bowls) prior to children commencing care
- Ensuring any grey water systems or water tanks are inaccessible to children
- Ensuring all gates, locks and barriers around water hazard including buckets (laundry) fish tanks, are checked daily and are in working order at all times
- Ensuring pot plants, boxes, chairs or other items that children can use to climb onto are kept away from gates and barriers around water hazards
- Ensuring water hazards that are unable to be adequately supervised at all times are isolated from children (buckets, laundry)
- Ensuring any fish tanks/aquariums, water features within reach of children has a secure lid or cover, is on a stable base, making the water inaccessible to children or has a barrier
- Ensuring wading/paddling pools, water play containers, troughs/baths or any other water containers are emptied immediately after each use and stored in a manner that prevents the collection of water when not in use (upside down or in locked shed)
- Ensuring that containers of water (including cleaning buckets) are sealed with child-proof lids and out of reach of children
- Supervising children using high level supervision (within arm's reach) when in and around water
- Ensuring Cardiopulmonary Resuscitation (CPR) guide is displayed in a prominent position that can be viewed from the water activity
- Rectifying, documenting and notifying the approved provider or nominated supervisor of near misses or incidents in and around water (near misses as per the definitions can be documented on an incident record clearly labelled near miss) with all sections completed
- Immediately emptying water activities and end of activity (water trough/ paddle pool)
- Notifying the approved provider or Nominated Supervisor immediately of any serious or notifiable incident r.12