

POLICY

POLICY 21: MONITORING, SUPPORT AND SUPERVISION OF FAMILY DAY CARE EDUCATORS

OVERARCHING PERSPECTIVE:

Perspective: Quality Services
Policy: Services and Programs

POLICY:

Our Village Family Childcare Service Coordination Unit Staff will routinely conduct home visits and Educator contacts. Home visits and Educators contacts allow for ongoing support and assessment of education and care placements, child and Educator safety, child development and Educator skills.

SCOPE:

This document applies to all Educators, Families, Coordination Unit Staff, Volunteers and Students of Our Village Family Childcare Service.

RATIONALE:

To ensure the care and education of children is of a high quality through support to meet all regulatory requirements for providing care and education in their homes.

PROCESS:

All Educators will receive a minimum of three (3) contacts per quarter to ensure a high standard of quality care is provided. The contacts will monitor the quality of care, provide support for the Educator, observe the children in care and discuss relevant issues.

1. Monitoring will occur in the form of home visits, phone contacts, email, text messages, and training sessions.
2. Home Visits will be either by appointment or unannounced.
3. Regular assessment visits must relate to the Education and Care Services National Act 2010 and Regulations 2011, Education and Care Services National Quality Standards and the Early Years Learning Framework.
4. Coordinators will complete documentation of the visit. This will be confirmed and signed by the Educator and a copy returned if requested. The documentation is kept on the Educators file.
5. Educators may be observed at any time while providing care and education (includes excursions & playgroups).
6. Coordination Unit staff will visit each Educator's home regularly and at varied times enabling observations of all children in care and to ensure that care provided is monitored in the environment in which it takes place.

HOME VISIT PROCEDURE

1. Home visits will take place only when an Educator is working.
2. Home visits will be of a reasonable duration . not less than one hour and not more than three hours (unless exceptional circumstances require further attention).

Visits or contact may occur at any time or place when children are in care or when the Educator has nominated a day when they have no children in care but are available to provide care and education (as agreed with the Educator).

An Educator cannot refuse entry of Coordination Unit staff conducting a visit whilst education and care is being provided.

An Educator cannot refuse entry of an Authorised Officer conducting a visit under the Education and Care Services National Regulations 2011 whilst education and care is being provided.

After Hours Support:

After hours support is available for Educators through the Manager or Coordinators as per the contact details in the Emergency Contact Details List provided by the Coordination Unit. After hours support is available for issues that cannot wait until the following business day.

During Office Hours Support:

Educators can contact the Coordination Unit land line, or the Manager or Coordinators mobile numbers. They may also contact The Sunbury Community Health Service Reception land line in the event of an emergency.

DEFINITIONS:


REFERENCES:

Education and Care Services National Regulations, 2011; Regulation 168

RELATED DOCUMENTS:

Child Safe Environment & Child Protection - 7
Interactions with Children & Guiding Children's Behaviour Policy - 19
Children's Learning, Development & Active Play Policy - 43
Dealing with Medical Conditions Policy - 45
Medication Policy - 25
Health and Safety . Nutrition, Food and Beverages, Dietary Requirements and Food Handling Procedure - 20
(SCH) Duty of Care Policy

This box to be completed after final draft has been approved.

Issue Date:	November 2016	Previous Review(s):	Jul '10, Nov '11, Apr '12, Jul '15
Issue Number:	Five (5)	Next Review:	November 2019
Owner:	Manager, Family Day Care	<p>Signed in accordance with Deed of Delegation: 1/12/2016</p> <p>X </p> <hr/> <p>Marcus Bosch General Manager, Child, Youth & Family Services Signed by: Marcus Bosch</p>	