

POLICY NO 21: MONITORING, SUPPORT & SUPERVISION OF FAMILY DAY CARE EDUCATORS

Key Policy Contact Person: Manager, Our Village Family Childcare

POLICY STATEMENT:

Our Village Family Childcare (OVFC) Coordination Unit Staff will routinely conduct visits to the residence and Educator contacts. Home visits are opportunity to reflect on all aspects of the family day care service including, the educational program and practice, the health and safety, the children’s learning and wellbeing, business matters, relationships with children and families and the Educators’ practices. We are committed to fostering continuous improvement for all our Educators by ensuring they receive ongoing monitoring, support, and supervision in assessment of education and care placements, child and Educator safety, child development and Educator skills. Having regular contact with the Educators in the service enables relationship building and promoting professional development.

CRITICAL INFORMATION:

- Home Visits**
- Conduct a minimum of three (3) contacts per quarter to ensure a high standard of quality care is provided. Visits will be either by appointment or unannounced.
 - Coordination Unit staff will visit each Educator’s residence 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. Visits may also occur in or outside the Educator’s home E.G excursions, park, playgroup, school pick up/drop off etc.
 - On commencement, Educators have weekly home visits/contact, and this is reviewed by the Co-ordination units and the Educator on a regular basis in the first few months to determine support needs.
 - Contact via telephone, SMS or email allow the lines of communication to be kept open in between visits.
 - Regular assessment visits must relate to the Education and Care Services National Act 2010 and Regulations, (current version July 1, 2023), Education and Care Services National Quality Standards and the Early Years Learning Framework
 - The contacts will monitor the quality of care, provide support for the Educator, observe the children in care and discuss relevant issues.

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PURPOSE:

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 the Family Day Care residence.

SCOPE/RESPONSIBILITIES:

This document applies to all Educators, Families, Coordination Unit Staff, Volunteers and Students of OVFC.

STATEMENT OF DIVERSITY

Sunbury and Cobaw Community Health is committed to improving the health of our community and being accessible to all, including people from culturally and linguistically diverse (CALD) communities, those from Aboriginal and Torres Strait Islander background, people with a disability, Lesbian Gay Bisexual Transgender Intersex and Queer (LGBTIQA+) people and other socially vulnerable groups and supporting their communities across the lifespan from birth to older age.

DEFINITIONS:

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PROCEDURES:

Home Visits

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Visit Procedure

- During home visits the Coordinator, Educational Leader or other member of the co-ordination unit will discuss and review several elements including (but not limited to):
 - National Quality Framework requirements (Quality Standards, regulations, Compliance and Learning Frameworks)
 - Provision of learning experiences
 - Documentation of children’s learning
 - Relationships with stakeholders (children, families, Educator family members)
 - Physical environment
 - Health, safety, and wellbeing of children
 - Record keeping, Harmony and other administrative requirements.
 - Professional development, training, and other opportunities.
- Visits will take place only when an Educator is working.
- Coordinators will complete documentation by recording conversations and taking observations of the Educator and children in care on the home visit form.
- This documentation will be confirmed and signed by the Educator acknowledging the accuracy of its contents and agreeing to action/resolve any aspects identified during the visit.
- A copy is provided to the Educator and the documentation is kept on the Educators file.
- Regular visits should be of a reasonable duration – not less than one hour and not more than three hours (unless exceptional circumstances present including but not limited to, Educators or Coordinators being called away, school pick-ups etc.)
- 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 whilst education and care is being provided.

After Hours Support

- After hours support is available for Educators through the Manager 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.
- Educators may also contact the Sunbury and Cobaw Community Health Service Reception land line in the event of an emergency.

REFERENCES:

[Education and Care Services National Regulations, \(current version July 1, 2023\) – Regulation 168, 169](#)

RELATED POLICIES & PROCEDURES/ WORK INSTRUCTIONS:

- Child Safe Environment & Child Protection - 7
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- Orientation of FDC Educators Work Instruction
- Monitoring, Support and Supervision of FDC Educators Work Instruction
- SCCH Client Empowerment Policy and Procedure
- SCCH Code of Conduct
- SCCH Environmental Sustainability

VERSION CONTROL AND LEGISLATION:

For office use only (to be completed by the Quality, Safety & Compliance unit)			
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