

# Early Years Services – QA7.10 Family Day Care Support visits by Coordination Unit

TRIM Reference: D15/54403 Due for Review: 29 September 2023  
Responsible Officer: Coordinator Early Years

## Purpose

Surf Coast Shire Council's (Council) is committed to ensure compliance with National Children's Services Act and Regulations, National Quality Standards, Child Safe Standards, service policies and procedures and to support Family Day Care (FDC) educators/assistants in their roles. Coordination Unit staff will carry out support visits - scheduled and unscheduled - and will respect that the educator's workplace is also the family home.

FDC educator/assistant and Coordination Unit staff work together in partnership to ensure the support visit is effective and supportive.

## Policy Principles

Evidence of link to National Quality Standards: 4.2, 7.1

Evidence of link to Education and Care Services National Regulations: 169 (2) (d)

## Scope

This policy applies to all Council Family Day Care (FDC) Service educators/assistants and FDC Coordination Unit staff.

## Policy

Family Day Care Coordination Staff will:

- Undertake unscheduled support visits to FDC educator's homes, (at different times and days) to observe care in progress, interact with the children, and monitor their development.
- Take observations of the support visits to assist FDC educators and Department of Education and Training (DET) staff to evaluate the quality of the service.
- Provide advice and assistance in all aspects of the Education and Care program to educators and educator assistants.
- Undertake scheduled visit as requested by the Coordination Unit staff or educator at any time.
- Implement and maintain professional working relationships with all FDC educators/assistants via telephone, email contact and additional support visits as required.
- Document all visits and communication with FDC educators.
- Provide support to all educators/assistants at all times the FDC Service is operational.
- The Educational Leader who leads the development and implementation of the educational and care programs, will guide educators in their planning and reflection and mentor colleagues in their implementation practices.
- Support educators at the beginning of their tenure to ensure competence in managing all aspects of the role.
- Provide educators additional support where requested or required. For example, when a child is new and not yet settled into care, where there is a concern about a child (challenging behaviour, developmental, emotional, at risk, family crisis etc), where there are safety or compliance issues or where the educator's circumstances warrant additional support.

- Act upon any breach (whether reported and/or witnessed) to the FDC educator's registration agreement which encapsulates all documented policies and procedures of the service.
- Contact educators/assistants on a regular basis between support visits as required.
- Work in partnership with the educator/assistant to ensure the best possible outcomes for the children in care.
- Be flexible in the approach to support visits and the type of support provided to the educator.
- Provide clear, open communication between the FDC educator and the FDC Coordination staff. If FDC educators are having any difficulties, FDC Coordination staff can assist to identify and discuss possible resolutions; including accessing relevant professional development.

### Family Day Care Educators and or assistants will:

- Ensure the programs and practices comply with the requirements of the National Regulations and relevant legislations including Child Safe Standards.
- Be professional and respectful at all times.
- Provide feedback to Coordination staff on improvements to the service.
- Follow up of any issues or concerns that have been raised during the visit.
- Participate in professional development with the support / approval of the Coordination staff.
- Accept support visits by FDC Coordination and DET Staff.

### Monitoring for Compliance

- Coordination staff will ensure educators demonstrate their responsibilities under the National Regulations, National Quality Standards, Child Safe Standards the services policies and procedures and FDC Educator Agreement.
- Coordination staff will assist and support educators to implement compliant practices and provide educators with resources and assistance to carry out their role.
- The following checks will be carried out annually:
  - Home Safety checks.
  - Reregistration
- The Team Leader FDC is notified if significant issues arise during the support visit.
- Compliance is monitored and adhered to at all times, when there is a breach the educator will be stood down until an investigation is completed or the issue is rectified with approval from the Early Years Coordinator.

### Record Keeping

- The Visitors Register will be signed by the Coordination staff on arrival and departure.
- Families will receive notification via an email that a staff member has conducted a support visit
- All relevant issues are discussed and recorded with the FDC educator during the support visit.
- Coordination Unit staff document the visit on an electronic Support Visit Template. This document is emailed to the FDC Educator after the visit, where Educators have the opportunity to provide feedback.
- The Support Visit Record is put on Councils records system under the educator's record number. The document is an accurate record of the discussion and circumstances of the visit. Records acknowledge the strengths of the educator's service and practices, but also any issues that arose during the visit.

## Definitions

Family Day Care Coordination Staff – Staff primarily office based with roles involved in coordinating Family Day Care services.

## Related Procedure

Nil

## References

### Related Surf Coast Shire Council and Early Years Services Policies

- D15/35312 Early Years Child Safe Environment Policy
- D15/54259 Early Years Services Quality Framework Policy

### Related Surf Coast Shire Council and Early Years Services Work Instructions and Forms

- D16/511 Family Day Care Home Visit Record
- D17/51029 Family Day Care Home Safety Checklist
- D15/77695 Family Day Care Induction Program Form
- D15/77690 Family Day Care Three Month Probationary Assessment Form
- D15/77600 Family Day Care Service Educator Agreement Template
- D17/67342 Family Day Care Support Visit Template
- D19/57436 Family Day Care Educator Support Visit – Building Partnerships Template

### Other References

- Family Day Care Australia
- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011
- ACECQA National; Quality Framework Resource Kit
- Childcare Service Handbook (Department of Education)

## Document History

Version	Document History	Approved by – Date
1	Approved	General Manager, Culture and Community – 1 April 2014
2	Amended	Manager Aged and Family – 23 June 2017
3	Amended	Manager Community Strengthening – 14 February 2019
4	Amended	Manager Community Strengthening – 13 August 2020
5	Amended	Manager Community Strengthening – 29 March 2022