

EARLY YEARS POLICY

Early Years Services Family Day Care Support Visits by Coordination Unit Policy	Policy No:	QA 7.10
	Document No:	D15/54403
	Approved Date:	1 April 2014
	Approved By:	Manager Aged and Family
	Review Date:	14 August 2020
Responsible Officer:	Coordinator Early Years	
Authorising Officer:	Manager Community Strengthening	

1. Purpose

To ensure compliance with and understanding of National Children’s Services Act and Regulations, National Quality Standards, Child Safe Standards service policies, procedures and practices and to support educators in their roles. Staff will carry out support visits - scheduled and unscheduled - and will respect that the educator’s workplace is also the family home.

A good understanding of the purpose of the support visit and a willingness on the part of both educator and Coordination Unit staff to work together in partnership ensures the support visit is effective and supportive.

2. Scope

Evidence of link to National Quality Standards: 4.2, 7.1

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

3. Application

All Council Family Day Care Service educators and Family Day Care Coordination Unit staff.

4. Definitions

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

Not applicable

5. Policy

Responsibilities of Family Day Care Coordination Staff include:

- Make unscheduled support visits to Family Day Care educator’s homes, visit at different times and days to observe care in progress, interact with the children, and monitor their development. These observations assist Family Day Care educators and Department of Education and Training (DET) staff to evaluate day to day work and Coordination Unit staff can provide advice and assistance in all aspects of Family Day Care.
- A scheduled visit can be requested by the Coordination Unit staff or educator at any time. Unscheduled visits should occur at different times of the day and week to enable the Family Day Care Coordination staff to observe all children in care.
- Develop and maintain professional working relationships with all Family Day Care educators, providing telephone and email contact and additional visits where required.
- Document all visits and communication with Family Day Care educators.
- Provide support to all educators at all times the Family Day Care Service is operational, when children are in care.
- Appoint a suitably qualified and experienced Educational Leader who will lead the development and implementation of the educational programs, guide educators in their planning and reflection and mentor colleagues in their implementation practices.
- Support educators at the beginning of their tenure to become competent in managing all aspects of their 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 Family Day Care educator's registration agreement which encapsulates all documented policies and procedures of the service.
- Contact educators on a regular basis between support visits as required.
- Support visits are focused on assisting and supporting the educator as early childhood professionals.
- Coordination staff will work in partnership with the educator to ensure the best possible outcomes for the children in care.
- Coordination Unit staff will be flexible in their approach to home visits and the type of support provided to the educator.
- Educators are encouraged to contact the Family Day Care Team Leader or Coordinator Early Years if they have concerns or issues after a support officer completes a home visit.
- For a support visit to be successful, clear, open communication is required between the Family Day Care educator and the Family Day Care Coordination staff. If Family Day Care educators are having any difficulties, Family Day Care Coordination staff can help educators to identify and discuss possible resolutions; including accessing relevant professional development.

Responsibilities of Family Day Care Educators include:

- Ensure their 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.
- If necessary, follow up any issues or concerns that have been raised during the visit.
- Undertake any required or suggested professional development with the support / approval of the Coordination staff.
- Accommodate and welcome scheduled and unscheduled support visits by Family Day Care Coordination 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 Family Day Care 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.
- The Family Day Care Team Leader is notified if significant issues arise during the support visit.
- Compliance issues are monitored / followed up until the Family Day Care Team Leader is satisfied that all requirements are met.
- Changes to the Family Day Care Educator Agreement to be documented /updated.

Record Keeping

- The Visitors Register will be signed by the Coordination staff on arrival and departure.
- Families will receive notification that a staff member has conducted a home visit, by the way of an email
- Coordination Unit staff document the visit on an electronic Support Visit Template .All relevant issues should be discussed and recorded with the Family Day Care educator at the time of the visit. The document is emailed to the Family Day Care Educator at the end of the visit, the educators are asked to read the support visit and confirm that all information is correct by sending a confirmation email back to coordination unit. Family Day Care Educators can provide comments on this email.
- The Support Visit Record is put on HPRM under the educator's record number. The Support Visit is an accurate record of the discussion and circumstances of the visit. Records should acknowledge the strengths of the educator's service and practices, but also any issues that arose during the visit.

6. Records

Records shall be retained for at least the period shown below.

Record	Retention/Disposal Responsibility	Retention Period	Location
Family Day Care Home Visit	Records	Dispose of 7	Off-Site

Record		years after conclusion of engagement of FDC provider	
Family Day Care Educator Register Template	Records	Dispose of 7 years after conclusion of engagement of FDC provider	Off-Site
Family Day Care Support Visit Register	Records	Dispose of 7 years after conclusion of engagement of FDC provider	Off-Site
Family Day Care Home Safety Checklist	Records	Dispose of 7 years after conclusion of engagement of FDC provider	Off-Site
Family Day Care Induction Program Form	Records	Dispose of 7 years after conclusion of engagement of FDC provider	Off-Site
Family Day Care Three Month Probationary Assessment Form	Records	Dispose of 7 years after conclusion of engagement of FDC provider	Off-Site
Annual Family Day Care Educator Agreement	Records	Dispose of 7 years after conclusion of engagement of FDC provider	Off-Site
Record of Visitors to Family Day Care	Records	Dispose of 7 years after conclusion of engagement of FDC provider	Off-Site

7. Attachments

Not applicable

8. References

Related Surf Coast Shire Council and Early Years Services Policies

- D14/28654 Early Years Child Safe Environment Policy
- D14/28898 Early Years Services Quality Framework Policy

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

- D15/77669 Family Day Care Home Visit Record
- D16/58710 Family Day Care Educator Register Template
- 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
- D14/28728 Family Day Care Educators Professional Development Work Instructions
- D17/67342 Family Day Care Support Visit 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)

Approval Date:	01/04/2014	Approved by:	General Manager, Culture and Community
Amendment/Review 1:	23/06/2017	Approved by:	Manager Aged and Family
Amendment/Review 2:	14/02/2019	Approved by:	Manager Community Strengthening
