Kids Planet

FAMILY DAY CARE SERVICES

Educators Handbook

Contents

Kids Planet Family Day Care Services Philosophy 1
CHILD SAFE ORGANISATION 1
CODE OF ETHICS I. IN RELATION TO CHILDREN, I WILL: 1
SERVICE DETAILS 4
THE ROLE OF THE SERVICE 4
ENGAGEMENT AND REGISTRATION OF EDUCATORS 5
GOVERNING BODIES 6
EDUCATION AND CARE SERVICES NATIONAL REGULATIONS 6
NATIONAL QUALITY STANDARD 6
APPROVED LEARNING FRAMEWORKS 7
PROGRAMMING 8
CHILDREN'S HEALTH AND SAFETY 8
SAFE SLEEPING PRACTICES 8
NUTRITION 8
MEDICAL CONDITIONS 9
FIRST AID 9
INCIDENT, INJURY, TRAUMA AND ILLNESS 9
SUPERVISION 10
ARRIVAL AND DEPARTURE 10
EMERGENCY MANAGEMENT 10
CHILD PROTECTION AND CHILD SAFE ENVIRONMENTS 10
HEALTH AND SAFETY PRACTICES (CONTROL OF INFECTIOUS DISEASES) 11
SAFE TRANSPORTATION OF CHILDREN (INCLUDING CAR SEAT INSPECTIONS) 11
SUN SAFE PRACTICES 12
MANUAL HANDLING PROCEDURE 12
WORK HEALTH AND SAFETY 13
STAFFING ARRANGEMENTS 14
INDUCTION/ ORIENTATION 14
PROBATIONARY PERIOD 14
PUBLIC LIABILITY INSURANCE 14
SMOKING OR VAPING 14
ALCOHOL AND DRUGS 14
LEAVE AND HOLIDAYS 15
PATERNITY LEAVE- PARENTAL LEAVE PAY 15
RELATIONSHIPS WITH FAMILIES, CHILDREN AND THE COMMUNITY 15
RATIOS 15
ENROLMENT CONDITIONS 16
VISITORS 17
RESPECTFUL AND AUTHENTIC RELATIONSHIPS WITH FAMILIES AND COLLEAGUES 17
GOVERNANCE AND LEADERSHIP 18
DEALING WITH COMPLAINTS 18
CONFIDENTIALITY 18
PROFESSIONAL DEVELOPMENT AND ONGOING LEARNING 18
STUDENT AND VOLUNTEERS 19
EQUIPMENT, RESOURCES AND ENVIRONMENT SAFETY CHECKS 19
REGISTRATION OF HOUSEHOLD MEMBERS 19
FEES, CHARGES AND LEVIES 20
CCS SOFTWARE AND OBLIGATIONS 20
RECORD KEEPING 21

POLICY MANAGEMENT 21
CESSATION/TERMINATION OF ENGAGEMENT 21
DISMISSAL WILL OCCUR FOR THE FOLLOWING BREACHES OF DISCIPLINE: 22
DISCIPLINARY ACTION WILL OCCUR FOR THE FOLLOWING BREACHES OF DISCIPLINE 23

Kids Planet Family Day Care Services Philosophy

The backbone of any Service is the Philosophy; this document guides educators on practices, interactions with families and colleagues, our goals and standards, and the greater community that makes our Service unique.

The foundation of Kids Planet Family Day Care Services is based on providing a quality unique home based family day care service to families from different cultural backgrounds. The company will offer a safe and secure environment with a feel of home enabling children to develop and grow to their fullest capability.

Kids Planet Family Day Care Services believes in the importance of listening to children and being responsive to their needs. It believes in nurturing, connecting and encouraging children to explore, be creative and discover the environment that supports their interests and learning.

Kids planet Family Day Care Service aims to ensure that families feel welcome, have consistent interaction with them, respect and include their family values and beliefs and ideas. We are committed to inclusive practices built on the unique social and cultural identity of the children and families.

Our Family Day Care Educators strive to provide quality services for children based on the Early Years Learning Framework for Australia (EYLF), which describes childhood as a time of belonging, being and becoming for all children. The framework supports learning programs that are responsive to children's interests, strengths and abilities through play-based learning

CHILD SAFE ORGANISATION

Kids Planet Family Day Care Services aims to support the active participation of children in our Family Day Care (FDC) Service. We support and respect our children, their families and our educators. We support each FDC educator and educator assistant to provide a child safe environment that is inclusive, transparent and promotes children's participation. Children's safety is paramount, and we aim to take all practical steps to protect children from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

All FDC staff, educators, educator assistants, students and volunteers carry out their responsibilities as mandatory reporters as required by law under the Children, Youth and Families Act 2005 and maintain up to date with knowledge of child protection law and the Child Safe Standards.

Our educators are recruited through a rigorous and consistent screening and selection process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to children. All educators are required to provide a current Working With Children Check before beginning engagement and maintain/hold a current WWCC as a condition of their engagement.

CODE OF ETHICS

I. IN RELATION TO CHILDREN, I WILL:

- act in the best interests of all children
- create and maintain safe, healthy, inclusive environments that support children's agency and enhance their learning

- provide a meaningful curriculum to enrich children's learning, balancing child and educator-initiated experiences

- understand and be able to explain to others how play and leisure enhance children's learning, development and wellbeing

- ensure childhood is a time for being in the here and now and not solely about preparation for the future

- collaborate with children as global citizens in learning about our shared responsibilities to the environment and humanity

- value the relationship between children and their families and enhance these relationships through my practice

- ensure that children are not discriminated against on the basis of gender, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture, or national origin

- negotiate children's participation in research, by taking into account their safety, privacy, levels of fatigue and interest

- respect children as capable learners by including their perspectives in teaching, learning and assessment

- safeguard the security of information and documentation about children, particularly when shared on digital platforms.

II. IN RELATION TO FAMILIES, I WILL:

- support families as children's first and most important teacher and respect their right to make decisions about their children

- listen to and learn with families and engage in shared decision making, planning and assessment practices in relation to children's learning, development and wellbeing

- develop respectful relationships based on open communication with the aim of encouraging families' engagement and to build a strong sense of belonging

- learn about, respect and respond to the uniqueness of each family, their circumstances, culture, family structure, customs, language, beliefs and kinship system

- respect families' right to privacy and maintain confidentiality.

III. IN RELATION TO COLLEAGUES, I WILL:

- encourage others to adopt and act in accordance with this Code, and take action in the presence of unethical behaviours

- build a spirit of collegiality and professionalism through collaborative relationships based on trust, respect and honesty

- acknowledge and support the diverse strengths and experiences of colleagues in order to build shared professional knowledge, understanding and skills

- use constructive processes to address differences of opinion in order to negotiate shared perspectives and actions
- participate in a 'lively culture of professional inquiry' to support continuous improvement
- implement strategies that support and mentor colleagues to make positive contributions to the profession
- maintain ethical relationships in my online interactions.

IV. IN RELATION TO COMMUNITIES AND SOCIETY, I WILL:

- learn about local community contexts and aspirations in order to create responsive programs to enhance children's learning, development and wellbeing
- collaborate with people, services and agencies to develop shared understandings and actions that support children and families
- use research and practice-based evidence to advocate for a society where all children have access to quality education and care
- promote the value of children's contribution as citizens to the development of strong communities
- work to promote increased appreciation of the importance of childhood including how children learn and develop, in order to inform programs and systems of assessment that benefit children
- advocate for the development and implementation of laws and policies that promote the rights and best interests of children and families.

VII. IN RELATION TO MYSELF AS A PROFESSIONAL, I WILL:

- base my work on research, theories, content knowledge, practice evidence and my understanding of the children and families with whom I work
- take responsibility for articulating my professional values, knowledge and practice and the positive contribution our profession makes to society
- engage in critical reflection, ongoing professional learning and support research that builds my knowledge and that of the profession
- work within the scope of my professional role and avoid misrepresentation of my professional competence and qualifications
- encourage qualities and practices of ethical leadership within the profession
- model quality practice and provide constructive feedback and assessment for students as aspiring professionals
- mentor new graduates by supporting their induction into the profession
- advocate for my profession and the provision of quality education and care.

[Source: ECA Code of Ethics (2019) Early Childhood Australia]

SERVICE DETAILS

Our Family Day Care Service provides support and guidance to each FDC educator as they provide education and care for children within their own homes. A role of the FDC Service is to engage and register FDC educators and educator assistants who are appropriately qualified, are passionate early childhood educators and are committed to ongoing training and professional learning with the support of our coordinators and management team.

FDC educators and educator assistants are engaged by the FDC Service as an independent self-employed contractor. The FDC Service will apply for and authorise CCS payments on behalf of educators as per the Family Assistance Law and related legislation. Our FDC Service is licensed and approved to operate under the National Quality Framework and Family Assistance Law. The owner of the FDC Service take on all roles and responsibilities as the Approved Provider under the Education and Care Services National Law (National Law) and Education and Care Services National Regulations (National Regulations). A Nominated Supervisor oversees the day-to-day management of the FDC Service. Each FDC educator and educator assistant must operate according to the Education and Care Services National Law and National Regulations. Our FDC Service will employ an Educational Leader and FDC Coordinators to monitor, oversee and support each FDC educator and educator assistant.

THE ROLE OF THE SERVICE

Our FDC Service and FDC Coordinators will assist FDC educators and educator assistants by guiding the direction of the service, ensuring that its goals and objectives are met in line with the philosophy, and all legal and regulatory requirements governing the operation of the service. Our FDC Service will support FDC educators and educator assistants through:

- recruitment and engagement of suitably qualified FDC educators, educator assistants, coordinators, Educational Leader and Nominated Supervisor
- providing policies and procedures to ensure compliance of the National Law, National Regulations, Family Assistance Law and other relevant legislation
- conducting relevant background checks for all staff, FDC educators, educator assistants and adult residents of the FDC residence
- develop and review a service philosophy
- develop and review a Quality Improvement Plan
- provide enrolment and waitlist support to FDC educators and families
- conduct induction and orientation programs for new FDC educators and educator assistants
- conduct Performance Management for FDC educators and educator assistants
- support FDC educators to provide a successful FDC education and care program
- administer Child Care Subsidy on behalf of families and FDC educators
- assist FDC educators and families through grievance and complaint management
- ensuring a Child Safe Organisation for all children who are educated and cared for within the FDC Service

- support for educators in development of a Business Plan
- conduct an annual assessment of each FDC residence or approved venue in accordance with the *Assessment Approval and Re-Assessment of Approved FDC Residences and Venue Policy*
- complete and document monthly inspections for each educators work residence

ENGAGEMENT AND REGISTRATION OF EDUCATORS

All our educators who are engaged by the Family Day Care Service are assessed and their residence/venue is assessed at least annually to ensure they are able to provide a high standard of care and education. Our FDC Service engages and employs staff to support educators with the delivery of high-quality education and care for children. Our FDC Coordinators must hold a diploma qualification or higher.

All potential educators are required to apply to join our service stating relevant qualifications, interest, suitability and availability. All FDC educators and educator assistants will register with the Department of Education, through the Provider Digital Access Portal (PRODA) and maintain registration as part of their employment by our service to provide care for children and record attendance information for Child Care Subsidy purposes. A job description will be provided upon engagement to describe key performance indicators relating to the role and position of FDC educator.

From July 2023, new FDC educators must hold an approved certificate III (or higher) qualification prior to commencing their role in a FDC service.

Existing educators currently engaged have until July 1 2024 to complete an approved qualification.

The *Engagement or Registration of Family Day Care Educators' Policy* and *Code of Conduct Policy* provides details to establish a common understanding of workplace standards and ethics expected of all educators of the Service.

Family Day Care Educators should be expected to:

- have adequate knowledge and understanding of the provision of education and care to children
- have knowledge and competence in ensuring the safety, health and wellbeing of all children being educated and cared for in their residence or approved venue
- have knowledge of child protection law and understand their responsibilities as mandatory reporters
- maintain current approved first aid and approved anaphylaxis and asthma management training
- ensure their public liability insurance is kept current
- have the proposed residence or venue assessed and approved by the provider prior to commencement of providing education and care to children
- notify the approved provider of all family members residing in their residence including their names and dates of birth
- notify the approved provider if any person over 18 years of age is residing in the residence and provide a WWCC clearance check
- ensure to provide a smoke, drug and alcohol-free environment

- be prepared to allow coordinators to regularly visit their residence to assess safety and compliance and review the educational program
- have policies and procedures available at the residence and be readily accessible by all educators, educator assistants, coordinators, volunteers and families and regulatory officers
- be prepared to self-assess their performance in delivering care and education to children in their care and plan for future improvements in their Quality Improvement Plan
- implement the FDC Services' policies and procedures
- abide by the Code of Conduct at all times
- complete a minimum of 2 training sessions annually with our FDC Service
- provide evidence of mandatory immunisation requirements as set by current Public Health Orders
- Expect a face to face or video spot check when children are in your care

GOVERNING BODIES

Our industry's national body that ensures high quality early childhood education and care is ACECQA (Australian Children's Education and Care Quality Authority). ACECQA facilitates the National Quality Framework that is underpinned by the National Quality Standard, Education and Care Services National Law, Education and Care Services National Regulations, *Belonging, Being and Becoming* the Framework for Early Years Learning (EYLF) and *My Time Our Place* (MTOP) the Framework for School Age Care in Australia.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

The Education and Care Services National Law (National Law) and Education and Care Services National Regulations (National Regulations) set of regulations guides our practices when considering and developing our policies, practices and procedures. It is vital that each educator is aware of the Regulations and Amendment Regulations. There are copies available in our office or online:

Education and Care Services National Law Act 2010.

Education and Care Services National Regulations. (Amended 2023)

NATIONAL QUALITY STANDARD

The National Quality Standard was informed by research about best practice and the way in which

high quality education and care contributes to positive outcomes for children. It comprises quality areas, standards and concepts. The seven quality areas in the National Quality Standard are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements

5. Relationships with children

6. Collaborative partnerships with families and communities

7. Governance and leadership

Within these quality areas sit Standards and Elements that guide FDC Educator practice. We will be assessed by this document and ranked with:

- Significant improvement required
- Working towards National Quality Standard
- Meeting National Quality Standard
- Exceeding National Quality Standard

If we are rated at 'exceeds National Quality Standard' we are then able to apply to receive the rating of 'Excellent'. The quality rating we receive must be displayed at our Service and is published on the national registers on the ACECQA website.

As part of the National Quality Framework our FDC Service is assessed and rated by the regulatory authority in line with the National Quality Standard. FDC educators participate in a self-assessment process to reflect practices against the National Quality Standards. During the Assessment and Rating process a selection of FDC educators will be observed and have an opportunity to discuss their program and practices with the assessor.

To achieve our expected level of quality in our Service, FDC educators and educator assistants must be aware of the National Quality Framework and Standards. There is a copy of the Guide to the National Quality Standards in our office or online: https://www.acecqa.gov.au/nqf/national-quality-standard. Educators are supported to contribute to the service Quality Improvement Plan and self-assessment process.

APPROVED LEARNING FRAMEWORKS

Under the National Law and National Regulations, approved Family Day Care Services are required to

base their educational program on an approved learning framework. The program should focus on addressing the developmental needs, wellbeing, interests and experiences of each child, while considering the individual differences of each child.

The Nominated Supervisor, FDC coordinators and Educational Leader will ensure that a suitable play-based program based on an approved learning framework and Victorian Early Year Learning and Development Framework is delivered to all children at all FDC Services.

There are two nationally approved learning frameworks which outline practices that support and promote children's learning.

Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022

My Time, Our Place- Framework for School Age Care in Australia.V2.0

From February 2024, V2.0 of both frameworks must be in use in all education and care services.

Through the framework's five learning outcomes FDC educators will assist children in developing:

- A strong sense of identity
- Connections with their world
- A strong sense of wellbeing
- Confidence and involvement in their learning

PROGRAMMING

FDC Coordinators will assist the Educational Leader to ensure educators and educator assistants follow the *Educational Program Policy* to enhance children's learning and development through pedagogical practices with an emphasis on play-based learning, while providing a positive learning environment in line with the National Quality Standard.

- The program is guided by the *Early Years Learning Framework (EYLF)* and for school age children and young persons, *My Time Our Place (MTOP)*. Curriculum decision making is a continuous cycle of planning, assessment and critical reflection.
- FDC educators program for a variety of experiences in both the indoor and outdoor environment, giving children the opportunity to practice and challenge their development, whilst catering for individual interests, strengths, and developmental needs.
- Information is gathered from families upon enrolment and updated at regular intervals, regarding the child's needs, interest and family background. This information is treated confidentially and allows FDC educators to provide experiences that interest and extends children's current development.
- Aboriginal and Torres Strait Islander perspectives are embedded in the planning and implementation of the curriculum.
- Observations are carried out by the FDC educator on the children, documenting their learning. This information is used to program suitable experiences that scaffold on previous observations. The program is displayed within the FDC residence/approved venue for parents and visitors to view.

CHILDREN'S HEALTH AND SAFETY

SAFE SLEEPING PRACTICES

Our Family Day Care educators and educator assistants will ensure that all children have appropriate opportunities to sleep, rest and relax in accordance with their individual needs. FDC Coordinators will monitor and ensure educators provide a safe sleeping environment for all children at all times in accordance with our comprehensive *Sleep and Rest Policy* in line with National Regulations and recommendations from Red Nose Australia.

NUTRITION

Our Family Day Care Service recognises the importance of safe food handling and healthy eating to promote the growth and development of young children. Our FDC Coordinators will support and monitor FDC educators and educator assistants ensure healthy eating messages and recommendations are followed as per our *Nutritional and Food Safety Policy,* in accordance with National Regulations and recommendations from the Australian Dietary Guidelines and the Australian guide to Healthy Eating. Educators and educator assistants who are handling or preparing food are to hold a Food Handling Certificate.

MEDICAL CONDITIONS

To support children's wellbeing and manage specific healthcare needs, allergy or relevant medical condition our Family Day Care Service and educators will work in accordance with the National Regulations and our *Medical Conditions Policy* to ensure health related policies and procedures are implemented. We aim to take every reasonable precaution to protect children's health and safety by explicitly adhering to individual medical management and risk management plans and responding to any emergency situation should they arise.

Medical condition plans, risk assessments and communication plans will be completed for all children who enrol with an identified medical condition, including Asthma, Anaphylaxis and other medical conditions. FDC Coordinators will provide support to educators to ensure the medical condition plans, risk assessments and communication plans are implemented at all times the child is in care.

FIRST AID

The ability to provide prompt basic first aid is particularly important in the context of a Family Day Care Service where educators have a duty of care and obligation to assist children who are injured, become ill, or require support with administration of medication. All educators are to hold current approved first aid qualifications, have undertaken current approved anaphylaxis management training and current approved emergency asthma management training that meet the requirements of the Education and Care Services National Regulations and are approved by ACECQA. Our *Administration of First Aid Policy* outlines the emergency aid or treatment that is to be provided to persons suffering illness or injury following an accident and prior to obtaining professional medical services. It includes emergency treatment, maintenance of records, dressing of minor injuries, recognition and reporting of health hazards, and participation in safety programs.

INCIDENT, INJURY, TRAUMA AND ILLNESS

Our Family Day Care Service is committed to effectively manage our physical environment to allow children to experience challenging situations whilst preventing serious injuries. Our FDC Service requires FDC educators and educator assistants to implement risk management planning to identify any possible risks and hazards in their learning environments and practices. Where possible, educators have eliminated or minimised these risks as is reasonably practicable by implementing risk management strategies and providing adequate supervision to ensure children are protected from harm or hazards. educators will follow our *Incident, Injury, Trauma and Illness Policy* and procedures to minimise the impact of incidents and injury to children.

All educators are to hold and maintain a current approved first aid qualification, have undertaken current approved anaphylaxis management training and current approved emergency asthma management training

Educators will refer to the *Administration of First Aid Policy* to assist children who are injured, become ill, or require support with administration of medication. Families are to be contacted immediately if a child has had a head injury whilst at the FDC Service. Families are notified within 24 hours if their child is involved in an incident, injury, trauma or illness at the FDC Service and details recorded on the *Incident, Injury, Trauma and Illness Record*. An *Incident, Injury, Trauma and Illness Record for Staff* is to be completed in the event of an educator having an Incident, Injury, Trauma or Illness, this record is to be submitted to the FDC Service.

In the event of a serious injury or accident, an ambulance will be called immediately, and the educator will follow any instructions provided by emergency services. The educator is to notify the FDC Service and families as soon as practical following an incident which involved emergency services and a serious incident reported to the Regulatory Authority as required.

Educators will discuss possible situations for emergency situations with the FDC coordinator, including procedures to be undertaken if the educator was to become ill or required medical treatment. If the educator is required to seek medical attention while education and care for children is taken place the FDC coordinator is to be contacted as soon as immediately possible to ensure the supervision, health, safety and wellbeing of children.

SUPERVISION

Family Day Care educators and educator assistants have a duty of care to ensure children are supervised at all times, maintaining a safe and secure environment adhering to National Law and National Regulations. Supervision, together with thoughtful design and arrangement of children's environments, assists in the prevention and severity of injury to children.

Educators will actively supervise children, identifying risks and taking all necessary steps to prevent or minimise injury. Effective supervision of children also provides educators with the opportunity to support and build on children's play experiences.

Risk assessments and supervision plans are completed to take into consideration the layout of the premises and grounds, any higher risk activities, the presence of any animals, the location of activities and the location of bathroom and nappy change facilities. The supervision plan and strategies will be displayed for families in all rooms and in the outdoor area as detailed within the *Supervision Policy*.

ARRIVAL AND DEPARTURE

Arrival and departure times are planned to promote a smooth transition between home and our Family Day Care Service. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

Our educators and educator assistants will ensure the safety of children at our FDC Service and ensure our *Delivery of Children to and Collection from Education and Care Services Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and National Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.-

EMERGENCY MANAGEMENT

Family Day Care educators and educator assistants will be provided with information about emergency evacuation procedures, management plans, risk assessments and evacuation plans during the initial induction to ensure requirements are met to provide a safe and healthy working environment.

Emergency and evacuation situations in early education and care services may arise for a variety of reasons, often suddenly and unexpectantly. Ensuring that educators and children know what to do in an emergency situation requires vigilant planning and practice. Regularly practicing the drills for emergency situations also provides an opportunity to help support and build on children's coping mechanisms and resilience. The *Emergency Evacuation Policy* and *Lockdown Policy* provides guidance and procedures for educators to confidently manage emergency situations effectively and efficiently, while maintaining the safety and wellbeing of children, families and visitors.

CHILD PROTECTION AND CHILD SAFE ENVIRONMENTS

Our Family Day Care Service is committed to providing a child safe environment where children's safety and wellbeing is supported and children feel respected, valued and encouraged to reach their full

potential. Our *Child Safe Environment Policy* outlines how our FDC Service embeds the National Principles for Child Safe Organisations and promotes a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging. We will ensure all management, educators, students and volunteers understand the meaning, importance and benefits of providing a child safe environment and critically, understand their obligations and requirements as Mandatory Reporters. At all times, management, staff, educators, students and volunteers will treat children with the utmost respect and understanding.

All FDC educators, educator assistants, coordinators and other staff are committed to identifying possible risk and significant risk of harm to children and young people at FDC residences and/or approved venues as per our *Child Protection Policy*. We comprehend our duty of care responsibilities to protect children from all types of abuse and neglect and will adhere to our moral and legislative obligations at all times.

We aim to implement effective strategies to assist in ensuring the safety and wellbeing of all children. Our FDC Service will act in the best interest of each child, assisting them to develop to their full potential in a secure and child safe environment.

FDC educators are to ensure parents/family members, visitors and household members do not use personal electronic devices to take unauthorised photos, record audio or capture videos of children attending the FDC Service. FDC educators are to ensure personal electronic devices that are used to take photos, record audio or capture videos of children do not leave the FDC premises. These recordings should be made using a designated electronic device specifically intended for this purpose.

A Child Protection 'refresher' training course is to be attended by each educator every 12 months as a minimum to ensure knowledge is current. Each educator will know responsibilities as a Mandatory Reporter and be aware of the responsibility to report an allegation of reportable conduct of any employee or volunteer as part of the Reportable Conduct Scheme.

HEALTH AND SAFETY PRACTICES (CONTROL OF INFECTIOUS DISEASES)

Our Family Day Care Service will minimise children's exposure to infectious diseases by ensuring FDC educators and educator assistants adhere to the *Dealing with Infectious Diseases Policy* and all recommended guidelines from relevant authorities regarding the prevention of infectious diseases, promoting practices that reduce the transmission of infection, ensuring the exclusion of sick children and educators, supporting child immunisation, and implementing effective hygiene practices.

Our FDC coordinators will support educators to minimise the spread of infectious diseases and viruses by implementing recommendations 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 and advice provided from the Australian Health Protection Principal Committee (AHPPC).

SAFE TRANSPORTATION OF CHILDREN (INCLUDING CAR SEAT INSPECTIONS)

Educators and educator assistants working within our Family Day Care Service often provide transportation of children as part of our education and care service. This may include transporting children between the FDC residence or approved venue and other locations to participate in regular outings such as play groups, library visits, walks in the park or collecting children from homes or schools. Our *Safe Transportation Policy* provides guidance to ensure that all children being educated and cared for by educators are adequately supervised at all times. This includes ensuring educator to child ratios are met whenever and wherever education and care is provided to children and including providing transportation as part of our service activity.

Appropriate documentation must be completed prior to any excursion, incursion or regular outing that requires transportation including risk assessments and parental permission as per our *Safe Transportation Policy* and *Excursion Policy*.

All vehicles used to transport children while being cared for by educators must be roadworthy, registered and insured. Drivers must hold a current driver's license and the vehicle fitted with the required child restraints, approved by the Roads and Traffic Authorities.

SUN SAFE PRACTICES

Our Family Day Care Service will work in compliance with the National SunSmart Early Childhood Program to ensure children's health and safety is maintained at all times whilst at the Service. Our *Sun Safety Policy* applies to all activities at a FDC residence or approved venue, or whilst engaging in regular outings and excursions. UV levels vary across Australia and throughout the year. FDC educators and educator assistants will use a combination of sun protection measures whenever UV Index levels reach 3 or above. *Please check the daily local sun protection times and UV levels to be sure you are using sun protection when it is required for your location.* The sun protection measures are to be used for all outdoor activities during the daily local sun protection times. A combination of sun protection measures is considered when planning all outdoor activities such as excursions and water play.

MANUAL HANDLING PROCEDURE

The correct manual handling procedure is as follows:

Assess the risk:

- How heavy is the object?
- Do I need help to move the object?
- Is the path clear of obstacles?
- Can I move this object safely?

Prepare:

- Assess object to be lifted, path to be followed and final placement of object
- Clear path of obstructions
- Check load for sharp edges, staples etc.
- Assess load to see if suitable to carry without assistance
- Seated work - never lifts loads in excess of 4.5 kg
- Standing Position - as the load increases so does the risk of injury. Therefore, more care is required for heavy weights. Only lift weights that you can safely handle
- No employee will lift, lower or carry loads in excess of each individual's safe working load
- Never lift loads which are too heavy for you – seek assistance if required

Then Lift:

- The front foot should be beside the object and pointing in the direction of travel
- The back foot should be slightly behind and a hip width from the front foot
- Hands should be diagonally opposite full length of fingers and if possible, the palms of the hands should be used
- Bend your knees and use your legs to lift the load
- Your back should be as near to straight as possible (raise head with chin in just before lifting this will keep your spine straight)
- Arms should be kept as straight as possible with elbows close to your sides.

Follow the procedure for nappy changes, with the child using the ladder to climb up to the table and down, not you lifting.

Do not stand on tables, chairs or other items to hang things in a room or reach items stored above.

REMEMBER

DON'T change your grip while carrying.

DON'T twist. Always use your feet to move your body.

DO face the spot on which the load will rest.

WORK HEALTH AND SAFETY

A workplace health and safety induction will form a part of the general induction for educators and educator assistants and will consist of an introduction to the related policies and procedures that you will need to be familiar with prior to commencing your engagement. This will include hazard and incident forms, reporting procedures, use of PPE equipment, location of fire safety equipment, use of Safety Data Sheets (SDS) and locations, Work Cover information, security procedures and location of first aid kids. WHS checklists for indoor and outdoor environments, bathrooms and kitchens will also be included in the induction.

Our Family Day Care Service is committed to supporting educators create and maintain a safe and healthy environment for educator assistants, coordinators, children, families and visitors. We ensure that FDC educators and educator assistants within our organisation, are aware of and meet their legal and ethical responsibilities as clearly documented in current National Regulations and Work Health and Safety laws.

Our *Work Health and Safety Policy* aims to provide guidance for educators to ensure the health, safety and welfare of children, families, educators, educator assistants and visitors by adhering to moral and legal obligations outlined in Work Health and Safety (WHS) laws. We go beyond compliance with all relevant legislation and work towards best practice to ensure a safe work environment within our principal office and also within each approved FDC residence or venue. Our FDC Service is committed to continuous improvement in all areas of workplace health, safety and wellbeing.

STAFFING ARRANGEMENTS

INDUCTION/ ORIENTATION

A comprehensive induction and orientation will occur at the commencement of each Family Day Care educator's and educator assistant's engagement, which will include our commitment to ensuring a child safe organisation. It will be an introduction to our facilities, our philosophy, policies, colleagues and families, familiarisation with programming and documentation.

PROBATIONARY PERIOD

All new educators are subject to a probationary period of three (3) months. This ensures assessment for both the educator and Family Day Care Service to ensure suitability of the role for the educator. Probationary meetings will be scheduled within the first week of engagement and at the end of the probationary period. Educators are expected to follow all National Regulations, National Standards and service policies and procedures during the probationary period. All educators will receive ongoing training and support from the FDC coordinators during the 3-month probation period. A FDC Coordinator will conduct a performance review before the 3-month probation period has expired and advise if the probation period has been successful or if a further probationary period is required or if not successful. During the probation period, the service will conduct regular spot checks either by visiting the educators work residence or via video conference.

PUBLIC LIABILITY INSURANCE

It is a requirement of the National Regulations for FDC educators and educator assistants to hold insurance against public liability with a minimum cover of $10,000,000. Evidence of the insurance must be produced for inspection upon request by the Family Day Care Service, Regulatory Authority, or an authorised officer under the Education and Care Services National Law.

SMOKING OR VAPING

We aim to provide tobacco, drug and alcohol-free environments at all times children are educated and cared for in accordance with Education and Care National Law and Regulations and safety legislation.

Smoking or vaping is NOT permitted in or on surrounding areas of the Family Day Care Service, FDC residence or approved venue when education and care is being provided for children. It is expected that at all times your clothes will be smoke free. If, after adequate warning an educator is found smoking, their engagement at the FDC Service may be terminated. Kids Planet Family Day Care Services supports the Smoke Free Act 2000. The FDC Service and its educators will follow all conditions outlined in this act.

Educators must ensure that children being educated and cared for as part of the FDC Service remain in an environment that is free from tobacco, drugs and alcohol. This includes when transportation for regular outings or excursions is provided for children.

ALCOHOL AND DRUGS

Kids Planet Family Day Care Services is bound by the Education and Care National Regulations. Working in line with the *Code of Conduct Policy, Work Health and Safety Policy* and *Tobacco, Drug and Alcohol-Free Policy,* our Family Day Care Service aims to provide a tobacco, drug and alcohol-free environment with clear guidelines to ensure environments are safe for all children, educators and visitors. Alcohol, drugs, or other substance abuse by educators can have serious adverse effects on their own health and the safety of others. As such, all educators must not:

- consume alcohol nor be under the influence of alcohol while working
- use or possess illegal drugs at any FDC residence
- drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances
- bring any illegal drugs onto the FDC residence or approved venue

Educators undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to the FDC Nominated Supervisor. All issues pertaining to these matters shall be kept strictly confidential. FDC educators and educator assistants must ensure that children being educated and cared as part of a FDC Service are provided with an environment that is free from the use of tobacco, illicit drugs and alcohol.

A breach of this policy may initiate appropriate action including the termination of engagement.

LEAVE AND HOLIDAYS

Our Family Day Care Service is committed to providing a safe and healthy workplace that understands educators and educator assistants will be required to take planned and unplanned leave from their FDC Service at times. Our FDC Service will aim to provide alternative care where possible for children if the primary educator is unable to provide care during a period of absence, whether planned or unplanned.

FDC Educators and educator assistants are to provide at least 4 weeks' notice, in writing, to the FDC Service and families in the event of a planned leave period. Educators are encouraged to take 4 weeks planned leave each year to balance work with rest, recreation and family responsibilities.

In an emergency or event due to illness, including infectious illness within the educator's family, the educator is to notify the FDC Coordinator and families at the earliest opportunity. The FDC Coordinator will arrange alternative care for children where possible.

As educators are engaged by the service as an independent self-employed contractor there is no provision for annual leave or personal leave. Any planned or unexpected leave is to be unpaid.

PATERNITY LEAVE- PARENTAL LEAVE PAY

Family Day Care educators and educator assistants are to provide 10 weeks' notice before they commence paternity leave. Notice must be provided in writing and specify expected start and end

dates of the planned leave. If an educator wishes to continue working 6 weeks prior to the expected date of birth they must provide a medical certificate stating the educator is fit for work. All educators who have been engaged with the FDC Service for a period of 12 months prior to the expected start date of paternity leave are entitled to 12 months unpaid leave. Educators may be entitled to Paid Parental Leave through the Australian Government. Educators are to advise the FDC Service and families their intended return to work plan, at least 4 weeks' notice is required.

RELATIONSHIPS WITH FAMILIES, CHILDREN AND THE COMMUNITY

RATIOS

To ensure our Family Day Care Service adheres to the Education and Care Service National Regulations we engage FDC educators, educator assistants, coordinators and staff who are suitably qualified and adhere

to regulated educator to child ratios. Adequate supervision is a critical consideration for all FDC educators and educator assistants in the residence or approved venue where children are educated and cared for and is part of every educator's Duty of Care. Educators are required to ensure that children are in sight and/or hearing at all times, demonstrating that the best interest of children is being provided for. This includes toileting, sleep, rest, nappy changing, transition routines and whenever the educator provides or arranges transport for children.

Our FDC Service will meet the minimum child ratio requirements as stated below:

AGE	EDUCATOR TO CHILD RATIO
A maximum of 4 children preschool age or under Ratio includes educator's own children younger than 13 years of age if there is no other adult to care for them	1 :7

These minimum ratio requirements are to be met while on an excursion or regular outing. Consideration should be taken if additional supervision is required, for example during excursions or activities involving water.

There are rules around providing care for educator's own child or children and children of relatives including nieces, nephews, cousins and grandchildren (including great grandchildren). Educators are unable to claim Child Care Subsidy (CCS) or ACCS for their own children or siblings. Educators are not entitled to CCS or ACCS if using FDC for their own child on a day they are providing care, unless an exemption has been met as detailed in the Childcare Provider Handbook.

Ratio rules apply when caring for a relative's child or children. Educators must ensure care provided to children of a relative is less than 50% of children cared for across the fortnight (See Childcare Provider Handbook for further information).

ENROLMENT CONDITIONS

Enrolment and orientation can be an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and the Family Day Care Service and engaged FDC educators. Such partnerships enable the FDC Service, educators and families to work toward the common goal of promoting consistent quality outcomes for individual children and the FDC Service. Our *Enrolment Policy* outlines information to ensure the maximum daily attendance does not exceed the licensed capacity for each family day care educator engaged, vacancies are available for the booking required and that the adult to child ratio is maintained at all times.

Our FDC service will meet with interested families and provide the following information:

- the service philosophy, inclusion, programming methods, incursions, excursions, fees, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process for our State, signing in and out procedure, the National Quality Framework, educator qualifications, educator and parent communication strategies.

Our coordination unit arranges child care placement with our educators and administers Child Care Subsidy (CCS) for families. Once an initial enrolment interview has been conducted by the FDC Coordinator families will be referred to individual educators who may be available to meet their needs.

Families will be provided with a Family Handbook which provides important information to ensure the best possible start to quality education and care at our FDC service. An orientation visit will be organised for families and their child/ren. Families are requested to complete an enrolment form which the FDC service will process and provide relevant information to the FDC educator.

Families are to provide upon enrolment the following documents as part of the enrolment process.

- A copy of the child's birth certificate or identity document, the child's Medicare number (if available), certified copies of any court order, parenting orders or parenting plans and an Immunisation History Statement from the Australian Immunisation Register. The Immunisation History Statement must show that the child is up to date with vaccinations for their age OR the child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

Families are to provide details of authorised nominees and emergency contacts on the enrolment form. The enrolment form will include additional authorisations for our FDC service to seek medical treatment and emergency transportation for children if required. Authorisations will also be requested for application of sun cream, permission to administer emergency medication to children in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission for the educator to administer paracetamol in an emergency and permission to access medical treatment and transport in case of an emergency.

VISITORS

Under the Education and Care Services National Regulations, an approved provider of a Family Day Care service must take all reasonable steps to ensure a record is kept of all visitors to a FDC residence or approved venue while children are being educated and cared for by an educator. This record assists FDC Services to clarify who is in attendance at a residence at any given time and ensures the continued safety of children who are being educated and cared for at the service. Although visitors are welcomed and encouraged into the FDC residence or approved venue, it is imperative that supervision strategies are implemented to ensure children's safety at all times. Adequate supervision of children must be maintained at all times children are being educated and cared for in a service. The *Visitors to FDC Residence and Venues Policy* states FDC educators and/or educator assistant must ensure a child or children are never left alone with a visitor, student or volunteer.

RESPECTFUL AND AUTHENTIC RELATIONSHIPS WITH FAMILIES AND COLLEAGUES

Our Family Day Care service is renowned for its warm, friendly and professional approach by our

educators. Our FDC Service strives for a happy working environment amongst all families and educators. Please treat families and fellow educators with the respect and courtesy you would like to receive yourself. Please do not use obscene or offensive language within the workplace. Our FDC Service offers an equal opportunity workplace free from discrimination or harassment. Those found using obscene or offensive language, practicing discrimination, harassment, or vilification based on gender, race or religion will have their engagement contract terminated.

Our FDC Service is committed to zero tolerance of racism. We are committed to creating a workplace with vision and meaningful direction, adhering to our code of conduct and practicing ethical behaviour to ensure a productive work environment free from bullying, discrimination, and/or harassment. Sexual harassment has no place in our Service. We aim to identify, reduce and manage psychological and psychosocial hazards and risks within the work environment through risk assessments in line with WH&S legislation.

GOVERNANCE AND LEADERSHIP

DEALING WITH COMPLAINTS

Our Family Day Care Service will always aim to provide a fair and equitable workplace; this includes procedures for settling grievances. We should all work together to ensure a safe, healthy and harmonious work environment. We acknowledge that conflict is a natural part of the work environment. It is important that all conflict is resolved. Unresolved conflict leads to tension, stress, low productivity, sour relationships, excess time off, ill health, anxiety and many other destructive emotions. When conflict is addressed and handled constructively the outcomes are feelings of relaxation, openness, high productivity, vitality, good health, empowerment, a sense of achievement etc.

It is every educator's responsibility to contribute to the development of an open, healthy and constructive work environment. All grievances, whether considered minor or not, are to be dealt with promptly and thoroughly. Our FDC educators and educator assistants are expected to look at conflict in a positive way, ready to learn something new or improve work relationships.

Educators are also to be aware of their responsibility to provide good role models for children in their handling not only of conflict with work colleagues, but with children, parents and other associates.

Educators should reflect on the Service's *Dealing with Complaints Policy* and Early Childhood Australia's Code of Ethics for guidance and direction of appropriate behaviour.

CONFIDENTIALITY

Privacy is acknowledged as a fundamental human right. Our Family Day Care Service has an ethical and legal responsibility to protect the privacy and confidentiality of children, individuals and families as outlined in Early Childhood Code of Ethics, National Regulations and the Privacy Act 1988 (Cth). As per our *Privacy and Confidentiality Policy* all educators and educator assistants will maintain confidentiality of personal and sensitive information to foster positive trusting relationships with families.

Educators must ensure that all records and information are held in a secure place and are only retrieved by or released to people who have a legal right to access this information. Our FDC Service takes data integrity very seriously, we strive to assure all records and data is protected from unauthorised access and that it is available to authorised persons when needed. Educators are to ensure volunteers and families are aware of the *Privacy and Confidentiality Policy*.

All information shared with families and professionals is STRICTLY CONFIDENTIAL. Educators and management will respect the privacy of children and their families by keeping all information about child protection concerns confidential and only share information to promote child wellbeing or safety and /or manage risk of family violence with other Information Sharing Entities (IES) as per state/territory legislation. Unless authorised to do so by legislation, educators and educator assistants must not disclose or use any confidential information without appropriate approval.

PROFESSIONAL DEVELOPMENT AND ONGOING LEARNING

We believe that ongoing professional development is one of the most important ingredients in a high quality and effective service. Our responsibility is to ensure FDC educators are properly trained to embrace the role you are expected to undertake. The Family Day Care Service's Educational Leader will work with educators to identify areas of strengths and areas for further development as part of your *Professional Development Plan*. Educators will engage in critical reflection, ongoing professional learning and support research that builds knowledge and that of the profession.

It is a condition of engagement that all educators keep their First Aid, CPR, Asthma and Anaphylaxis emergency training (as required) current and supply the FDC Service with valid certificates. Educators are to ensure Child Protection training is valid and updated every 12 months to maintain skills and knowledge required by National Regulations and best practice. Educators are to attend a minimum of 2 professional development and/or in-service courses over a 12-month period

STUDENT AND VOLUNTEERS

Our Family Day Care Service values the participation of students and volunteers. Having students and voluntary workers with FDC educators and educator assistants helps to inform the community about our program and the value of the work we do. Students and voluntary workers are welcome at the FDC Service; however, the children's care and safety are our first priority. We have a strong commitment to provide a range of opportunities for family members, volunteers and students to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the FDC Service. Students and Volunteers will undertake an induction and be provided with the Student and Volunteer Handbook before placement begins. The FDC Service will ensure all students and volunteers over the age of 18 hold the current WWCC verifications and immunisation as per Victoria requirements before placement begins.

Students or volunteers are directly supervised at all times during children's nappy change times and never left alone with children at any time. As per the *Student and Volunteer Policy,* Students and Volunteers must complete the visitor sign in/out register upon arrival and departure from the FDC residence/venue.

EQUIPMENT, RESOURCES AND ENVIRONMENT SAFETY CHECKS

As part of the registration and engagement process all educator residence and approved venues will be subjected to a pre-opening environment compliance check. The Family Day Care Coordinator will arrange a home safety check prior to children starting care to assess the physical environment. Each proposed FDC residence and proposed approved venue must be assessed (including a risk assessment completed) before education and care is provided to children at the residence or venue. Records of all assessments will be maintained to ensure that the health, safety and wellbeing of children who are educated and cared for by the service are protected. By conducting comprehensive risk assessments, potential hazards that may cause injury or harm to children are identified and actions to minimise potential risk are clearly documented and action taken to ensure compliance. Educators will conduct daily safety checks and regular WH&S inspections.

The FDC Coordinator will conduct regular spot checks (in person or via video or phone call) to ensure a safe, secure education and care environment is provided that poses minimal risks to the health, safety and wellbeing of children. Comprehensive risk assessments will be completed on an annual basis. The FDC Coordinator will provide continuous and ongoing monitoring of the environment through regular home visits and provide recommendations to ensure compliance and safety for children at all times as per the *Assessment, Approval and Re-assessment of Approved FDC Residence and/or Approved Venue Policy.* The educator and educator assistants will ensure a safe environment is provided at all times children are educated and cared for, while meeting all regulatory standards.

REGISTRATION OF HOUSEHOLD MEMBERS

Our Family Day Care Service will ensure a register is completed for each FDC residence to ensure each household member is consider 'fit and proper'. Any person over the age of 18 years who resides or frequently visits the FDC residence is required to hold a current Working with Children Check and have details recorded on the register. A *Household Members Register* which records household members WWCC number and date of birth is to be maintained and up-to-date at all times. Updated registers are to be submitted to the FDC Service if there are changes to the household members i.e., new members or frequent visitors to the service.

FEES, CHARGES AND LEVIES

Our Family Day Care Service will ensure all reporting requirements for claiming and administering CCS payments will be maintained. As per our *Payment of Fees Policy*, we have effective compliance systems in place to ensure childcare funding is administered appropriately and our approved educators adhere to their responsibilities as '*fit and proper persons'* under Family Assistance Law.

Approved educators operate as self-employed small business owners and set their own fees, days of operation and minimum hours for provision of education and care under our FDC Service. Families will be provided with a fee schedule for each session of care for individual educators at time of enrolment.

Educator fees may vary due to educator qualifications, location, hours of care provided including casual and permanent fees, weekend rates and the age of the child. Some educators provide food, nappies and transport and these will be added to the hourly fees. Late fees will be detailed on the fee schedule.

CCS is paid directly to the FDC Service, and this is used as a fee reduction (visible on a family's statement). Families are generally liable to pay the co-contribution for childcare fees. Families are required to pay their FDC educator the difference between the fee charged and the subsidy amount- the 'gap' amount. Fees are payable for every session that a child is enrolled at the FDC Service. This includes pupil free days, sick days, and family holidays but excludes periods when the educator is closed. Fees must be paid from via Electronic Funds Transfer (EFT) (effective 02 July 2023). This gap fee will be collected by Kids Planet Family Day Care Services effective 1st November 2024 on behalf of the parents.

Educators are to ensure daily attendance records are submitted correctly each week or fortnight through our CCMS Software Harmony. This ensures timely and correct payments to educators. Any changes to attendance or fee information is to be emailed through to the FDC Coordinator as soon as possible to reduce delays in payments.

Our FDC Service charges families a family levy per hour to support the cost of administration fees. Please see fee schedule for current parent levy which is paid per child per hour. Educators must ensure they are providing care for the full session charged, if care is not available for the full session length, then the session must be amended accordingly. (See Childcare Provider Handbook for further information).

Educators are required to comply with obligations as outlined within the Childcare Provider Handbook to prevent fraud and corruption within the FDC Service. The *Fraud Prevention Policy and Fraud and/or Corruption Prevention Procedure* provide guidance to ensure appropriate administration of CCS and family payments.

CCS SOFTWARE AND OBLIGATIONS

Our Family Day Care Service aims to comply with the Child Care Subsidy legislative requirements associated with operating a fee reduction Service for eligible families. As outlined within the *CCS Governance Policy*, our FDC Service and all educators accept the legal responsibilities associated with claiming Child Care Subsidy within the Family Assistance Law. Families are required to register for CCS through their myGOV account linked to Centrelink and provide documentation to support the CCS payment.

Educators are to purchase a subscription to our CCS Software Harmony. CCS Software is used to report attendance and fee information directly to CCS for receiving, passing on and/or remitting CCS subsidy payments. Educators are to attend any training or courses provided by the CCS Software to ensure correct use when reporting attendance and fee information. The FDC Service is responsible for submitting enrolment details through the CCS Software. Families are to advise the FDC Service directly any changes to the family or child's enrolment.

Educators are to use the CCS Software to report all attendances, absences and change to fee schedule. Educators are to ensure quality control systems are in place to ensure any anomalies are detected and rectified as soon as possible. Educators are to ensure attendances are submitted at the end of each week to ensure prompt payment of CCS, at times there may be delays of CCS payments which are out of the FDC Service control, for example Public Holidays. Families are to be issued with a Statement of Entitlement and Invoices on fortnightly basis in accordance with the fee payment and Regulatory requirements.

RECORD KEEPING

The Family Day Care Service and educators are required to maintain and manage appropriate documentation in a private and confidential manner working in accordance with legislation requirements, regulations and best practice. The *Record Keeping and Retention Policy* outlines prescribed records to be kept by an Approved Provider as per National Regulations, Family Assistance and other relevant legislation. Records that are to be kept by individual educators may include; complaint records, attendance records, absences, statements, invoices, receipts, WWCC check records, records relating to Child Protection, child assessments or evaluations, incident, injury, trauma, illness records, medication records, records relating to the death of a child, enrolment records, records of visitors/students/volunteers, record of service compliance, record of assessment of FDC residence/approved venue, evidence of public liability (Check the *Record Keeping and Retention Policy* for a more comprehensive list of required documents). Educators are required to provide copies of records upon request to the FDC Service or relevant authority as required.

POLICY MANAGEMENT

To ensure compliance with the National Quality Framework, our Family Day Care Service will review our policies and procedures on an annual basis, or more frequently if required due to changes having occurred within the FDC Service, or if considered best practice in respect of current research. We aim to work in collaboration with our Family Day Care educators and families, gathering feedback when updating our policies and procedures to ensure that the needs of children being educated and cared for are always being met. Our *Writing, Reviewing and Maintaining Policies Policy* provides information to management, educators, educator assistants and families regarding our policy structure and review systems to ensure our policies and procedures clearly outline the processes all educators engaged by the FDC Service will follow and assist all educators and staff to understand their roles and responsibilities.

All educators and educator assistants will receive a copy of the Policy Folder or access to policies online upon engagement of service and any updates will be communicated to families and educators in a timely manner. Policy development and review will be made in consultation with management, staff and families of children attending the FDC Service. Management will ensure our policies and procedures are underpinned by the *Early Years Learning Framework*, *My Time our Place Framework* and ECA Code of Ethics and address the *Education and Care Services National Law and National Regulations, National Quality Standard, Family Assistance Law* and other state/territory laws as applicable. Educators are to acknowledge, in writing, they have received and understood all policies our FDC Service hold and they agree to abide by all policies and procedures as part of their term of engagement with the FDC Service. Educators are to ensure that copies of the current policies and procedures are available for inspection at the FDC residence or approved venue upon request.

CESSATION/TERMINATION OF ENGAGEMENT

Family Day Care educators and educator assistants are engaged by the FDC Service as an independent

contractor and are required to adhere to our FDC Service policies and procedures, including Performance Management. Where there is underperformance, we will work to resolve this promptly and effectively in accordance with an individual *Performance Improvement Plan* developed in conjunction with the FDC

educator or educator assistant. Each educator will participate in a Performance Review every 12 months as per our *Performance Management Policy*. The review process will assist educators and educator assistants develop an understanding and expectation of their role, reflect on achievements and challenges and plan goals that may assist in accomplishing performance outcomes and expectations in the future. At all times of the Performance Management process, confidentiality and sensitivity shall be maintained to a high standard.

If an educator's performance or behaviour does not improve to the required standard, termination of their employment or engagement of service may be an option. Following a decision to terminate employment or engagement of service management will provide the educator with written notice of the day of termination when ending their employment or engagement. The written notice must provide details of the staff member or educator's last day and a reason why the employment or engagement of service was terminated.

DISMISSAL WILL OCCUR FOR THE FOLLOWING BREACHES OF DISCIPLINE:

- operating the FDC Service under the influence of alcohol or drugs
- refusal to complete required additional training
- possessing or selling drugs at the FDC Service, residence or approved venue
- immoral, immature, or indecent conduct whilst at the FDC Service, residence or approved venue
- possessing a dangerous weapon whilst at the FDC Service, residence or approved venue
- bringing disrepute to the FDC Service
- bringing disrepute to the relationship between a family and the FDC Service
- disclosure of confidential information
- falsifying documentation and reporting child attendance that did not occur
- taking, abusing, defacing, or destroying property owned by the FDC Service
- interfering with work schedules, falsification of reports, documents or wages information
- walking off the job
- failure to follow policies and procedures, requirements of this handbook, and/or the Code of Conduct
- vulgarity, disrespectful conduct to families, management or colleagues
- making or publishing on social media or any other form of media false, vicious, or malicious statements about any client, employee, supervisor, the company, or its Services
- unable to maintain or hold a current Working With Children Check/Clearance [or state equivalent].

Please note that some of the above breaches may also result in the FDC Service referring your details to the police or relevant authority.

A meeting is to be arranged with the FDC educator or educator assistant regarding the termination of employment or engagement contract due to serious misconduct. A support person should be offered to the educator for the meeting. The Approved Provider/Nominated Supervisor is to explain the reasons for

the termination of employment or engagement of contract and the educator provided with a letter explaining the terms of the termination of employment or engagement of contract.

DISCIPLINARY ACTION WILL OCCUR FOR THE FOLLOWING BREACHES OF DISCIPLINE

Continued abuse of the following may result in disciplinary action. These include, but are not limited to the following:

- unauthorised solicitation or distribution of money or materials
- poor work standard
- carelessness
- low level of enthusiasm
- lack of personal cleanliness
- failure to report health, fire or safety hazards