

POLICIES AND PROCEDURES

The Eastern Region Family Day Care Service has developed this Policy and Procedures document to meet the requirements of the Education and Care Services National Law (WA) Act 2012, the Education and Care Services National Regulations (2012) and the National Quality Standards for Early Childhood Education and Care and School Age Care (2010).

Review of policies and procedures is an ongoing practice of Eastern Region Family Day Care and we encourage input by all stakeholders. Policy manual consultation was guided by FDCWA Inc.

For family day care educators this document should be read in conjunction with the Shire of Mundaring Educator Service Agreement.

July 2017

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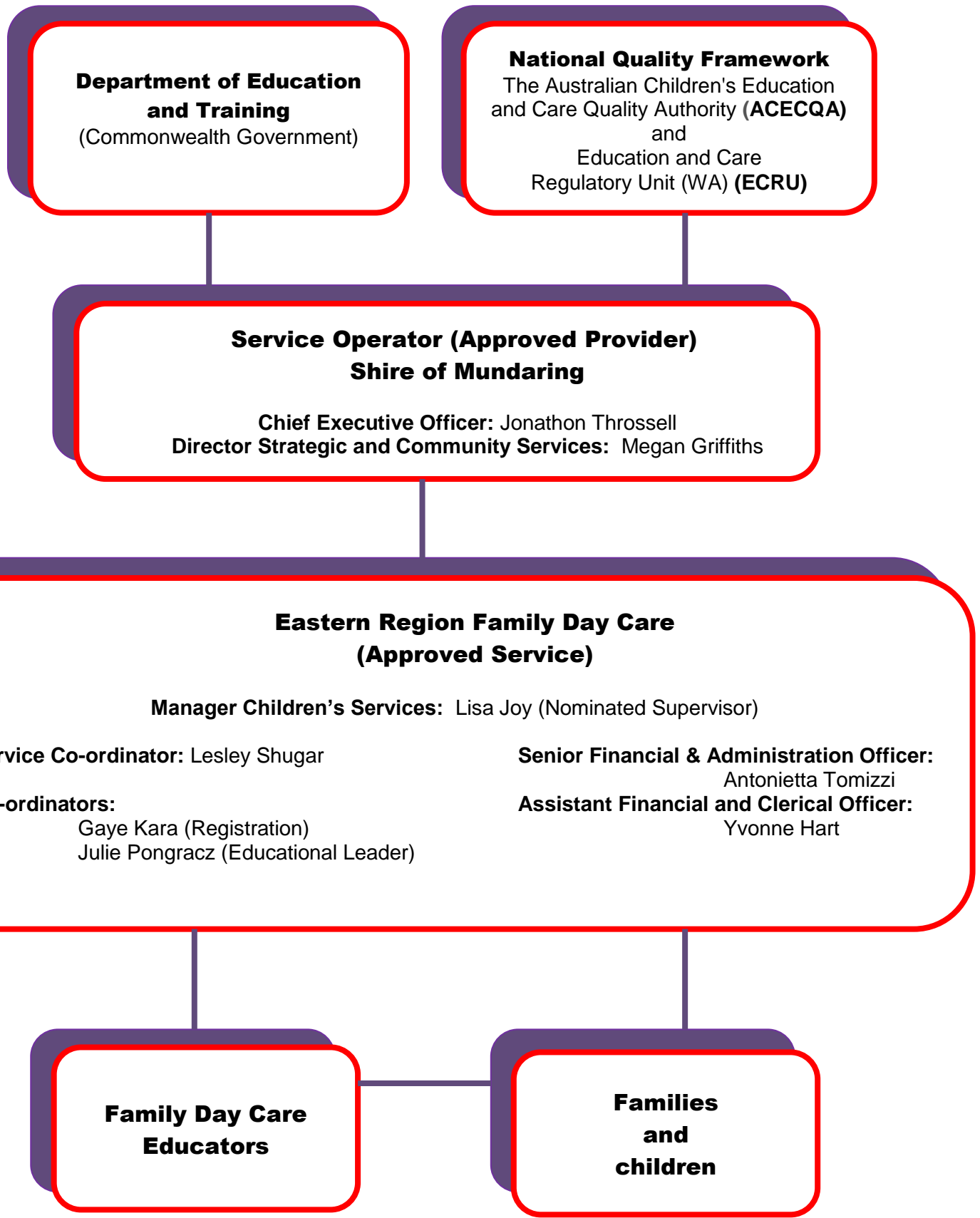
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MERIDIO Reference: CS.RCS 6/14 Quality Assurance
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Organisational structure



Philosophy

Eastern Region Family Day Care believes the best education and care is provided for children and families when all parties work professionally in a respectful, inclusive, collaborative and ethical way. We believe it is integral to maintain continuous improvement practices for the best interests of each child.

WE VALUE FAMILIES:

We acknowledge families as the most important influence and principle source of information about their child.

Families are unique and bring a diversity of experiences, perspectives, expectations, knowledge and skills to children's learning.

WE VALUE COMMUNITY:

Our culturally diverse community is recognised and valued as a significant learning environment for children to explore and participate in.

We value the richness and strengths of our Australian heritage and seek to add a greater understanding of similarities and differences of cultures, abilities and lifestyle choices.

WE VALUE CHILDREN:

Every child has a right to quality education and care.

Children have the right to respectful and nurturing relationships with others in an environment where they feel safe.

Children's identities are closely connected with their family, culture and community. Given opportunities to become capable and active learners in their environments and through play enables them to best reach their full potential.

WE VALUE EDUCATORS:

Educators respond to children through warm and respectful relationships.

Educators value the important role they play in providing and planning for the education and care of children.

Collaboration and partnerships based on trust and communication achieve best outcomes.

Educator's knowledge, skills and practice are developed through professional networking, reflection and development.

WE VALUE FDC STAFF:

We believe that children's rights are our priority and at the core of all decision making.

FDC staff believe all members of Eastern Region Family Day Care have unique strengths, abilities and potential.

We value the importance of developing a sustainable future for all.

FDC Staff value their role to resource, educate and positively mentor education and care practices and service operations to maintain quality.

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Defined terms and interpretation

The following Definitions are to be used in conjunction with the Policies and Procedures as written in this document.

The Policies and Procedures within this document use the following definitions as defined in Part 1,s.5(1) of the *Education and Care Services National Law (WA) Act 2012*.

ACECQA means **Australian Children's Education and Care Quality Authority**. www.acecqa.gov.au

approved family day care venue means a place other than a residence where an approved family day care service is provided.

approved learning framework means a learning framework approved by the Ministerial Council.

approved provider means a person who holds a provider approval. (Shire of Mundaring).

authorised nominee means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. [Refer to s.170(5) of the 'National Law'.]

ECA means *Early Childhood Australia*.

education and care service means any service providing or intending to provide education and care on a regular basis to children under 13 years of age other than—

1. a school providing full-time education to children, including children attending in the year before grade 1 but not including a preschool program delivered in a school or a preschool that is registered as a school or
2. a preschool program delivered in a school if—
 - 2.1 the program is delivered in a class or classes where a full-time education program is also being delivered to school children and
 - 2.2 the program is being delivered to fewer than 6 children in the school or
3. a personal arrangement or
4. a service principally conducted to provide instruction in a particular activity or
5. a service providing education and care to patients in a hospital or patients of a medical or therapeutic care service or
6. care provided under a child protection law of a participating jurisdiction; or
7. a prescribed class of disability service or
8. a service of a prescribed class

education and care service premises means –

1. in relation to a family day care service —
 - 1.1 an office of the family day care service or
 - 1.2 an approved family day care venue or
 - 1.3 each part of a residence used to provide education and care to children as part of a family day care service or used to provide access to the part of the residence used to provide that education and care

family day care co-ordinator means a person employed or engaged by an approved provider of a family day care service to monitor and support the family day care educators who are part of the service.

family day care assistant means a person engaged by or registered with a family day care service to assist family day care educators in the capacity described in the Education and Care Services National Regulations.

family day care educator means an educator engaged by or registered with a family day care service to provide education and care for children in a residence or at an approved family day care venue.

family day care relief educator means an educator engaged by or registered with a family day care service in a relief capacity to provide education and care for children in the absence of a primary educator at the educator's residence or venue.

family day care educator family members refers to a family day care educator's family or household members residing at the family day care residence.

family day care residence means a residence at which a family day care educator educates and cares for children as part of a family day care service.

family day care service means an education and care service that is delivered through the use of 2 or more educators to provide education and care for children in residences whether or not the service also provides education and care to children other than a residence. (Eastern Region Family Day Care – ERFDC)

family member, in relation to a child, means –

1. a parent, grandparent, brother, sister, uncle, aunt, or cousin of the child, whether of the whole blood or half-blood and whether that relationship arises by marriage (including a de facto relationship) or by adoption or otherwise or
2. a relative of the child according to Aboriginal or Torres Strait Islander tradition or
3. a person with whom the child resides in a family-like relationship or
4. a person who is recognised in the child's community as having a familial role in respect of the child

family member, in relation to a family day care educator, refers to –
an adult (18 years or older) who is related or unrelated residing in the FDC residence.

nominated supervisor, in relation to an education and care service, means a person –

1. who is a certified supervisor and
2. who is nominated by the approved provider of the service under Part 3 to be the nominated supervisor of that service and\
3. who has consented to that nomination

Note:

A person may be both the nominated supervisor of a family day care service and the family day care co-ordinator for that service if the person meets the criteria for each role.

office, in relation to a family day care service means –

1. the principle office or any other business office of the approved provider of the services or
2. any premises of the service from which its family day care educators are co-ordinated.

parent, in relation to the child, includes –

1. a guardian of the child and
2. a person who has parental responsibility for the child under a decision or order of a court

provider approval means a provider approval –

1. granted under Part 2 of this Law or this Law as applying in another participating jurisdiction and
2. as amended under this Law or this Law as applying in another participating jurisdiction – but does not include a provider approval that has been cancelled.

regulatory unit means Department of Communities, Education and Care Regulatory Unit (ECRU).

www.communities.wa.gov.au

<https://www.dlqc.wa.gov.au/LegislationCompliance/Pages/Education-and-Care.aspx>

staff member, in relation to an education and care service means any individual (other than the nominated supervisor or a volunteer) employed, appointed or engaged to work in or part of an education and care service, whether as family day care co-ordinator, educator or otherwise.

supervisor certificate means a supervisor certificate –

1. issued under Part 4 of this Law or this Law as applying in another participating jurisdiction and
2. as amended under this Law or this Law as applying in another participating jurisdiction – but does not include a supervisor certificate that has been cancelled.

working with children check means a notice, certificate or other document granted to, or with respect to, a person under a working with children law to the effect that -

1. the person has been assessed as suitable to work with children or
2. there has been no information that is the person worked with children the person would pose a risk to the children or
3. the person is not prohibited from attempting to obtain, undertake or remain in child-related employment

The Policies and Procedures within this document use the following definitions as defined in [Chapters 1 and 4] of the *Education and Care Services National Regulations* (2012).

approved anaphylaxis management training means anaphylaxis management training approved by the National Authority in accordance with Division 7. [R.136(5)]

approved emergency asthma management training means emergency asthma management training approved by the National Authority in accordance with Division 7.[R.136(5)]

approved first aid qualification means a qualification that –

1. includes training in the following that relates to and is appropriate to children –
 - 1.1 emergency life support and cardio-pulmonary resuscitation
 - 1.2 convulsions
 - 1.3 poisoning
 - 1.4 respiratory difficulties
 - 1.5 management of severe bleeding
 - 1.6 injury and basic wound care
 - 1.7 administration of an auto immune adrenalin device and
2. has been approved by the National Authority in accordance with Division 7 [R.136(5).]

emergency in relation to an education and care service, includes any situation or event that poses an imminent or severe risk to the persons at the education and care service premises: [examples – flood; fire; situation that requires the education and care service premises to be locked-down]. [Chapter 1,4]

excursion means an outing organised by an education and care service or family day care educator, but does not include an outing organised by an education and care service provided on a school site if –

1. the child or children leave the education and care service premises in the company of an educator and
2. the child or children do not leave the school site

[Chapter 1,4]

family day care relief educator means a person engaged by or registered with a family day care service to relieve family day care educators (refer to appendix Fact Sheet)

family day care educator assistant (referred to in document as family day care assistant) means a person engaged by or registered with a family day care service to assist family day care educators. [Chapter 1,4]

infectious disease in relation to a participating jurisdiction, means an infectious disease that is designated under the law of that jurisdiction or by a health authority (however described) as a disease that would require a person with the disease to be excluded from an education and care service. [Chapter 1,4]

medication means medicine within the meaning of the *Therapeutic Goods Act 1989* of the Commonwealth. [Chapter 1,4]

overseas criminal history statement means a statement made by an individual that–

1. states whether the individual has been convicted outside of Australia of any offences relevant to a person seeking to work with children and

2. includes details of those convictions

[Chapter 1,4]

registered medical practitioner means a person registered under the Health Practitioner Regulation National Law to practice in the medical profession (other than as a student).

[Chapter 1,4]

regular outing, in relation to an education and care service, means a walk, drive or trip to and from a destination –

1. that the service visits regularly as part of its educational program and
2. where the circumstances relevant to the risk assessment are the same on each outing.

[Chapter 1,4]

serious incident means -

For the purposes of section 174(5) of the National Law, the following are prescribed as serious incidents—

1. the death of a child—
 - 1.1 while being educated and cared for by an education and care service or
 - 1.2 following an incident while being educated and cared for by an education and care service
2. any incident involving injury or trauma to, or illness of, a child while being educated and cared for by an education and care service for which—
 - 2.1 the attention of a registered medical practitioner was sought, or ought reasonably to have been sought or
 - 2.2 the child attended, or ought reasonably to have attended, a hospital
3. any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought
4. any circumstance where a child being educated and cared for by an education and care service—
 - 4.1 appears to be missing or cannot be accounted for or
 - 4.2 appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations or
 - 4.3 is mistakenly locked in or locked out of the education and care service premises or any part of the premises

[Chapter 1,12]

working with vulnerable people check means – a check of a person under a working with vulnerable people law of a participating jurisdiction. [Chapter 1,4]

Additional definitions:

[Source: Oxford English Dictionary]

drugs: means a medicine or other substance which has a marked physiological effect when taken into the body.

illegal drugs means any substance that is contrary to or forbidden by law.

illicit drugs means any substance that is forbidden by custom or society, rules and the law.

legal drugs: means medicines available legally over the counter (OTC) and medicines available on prescription from a licensed medical practitioner and available at pharmaceutical chemists and/or supermarkets.

Duty of Care Policy

PURPOSE:

To ensure that the family day care service staff and educators are aware of their obligations under the legal requirements of 'duty of care.'

SCOPE:

This Policy applies to family day care educators, family day care assistants; regular visitors, family day care service staff members, family day care educator family members, household members, students, parents, children (including visiting children) and volunteers.

POLICY:

The family day care service staff and family day care educators / assistants operating with the service will use best endeavours to operate within their 'duty of care' obligations.

'DUTY OF CARE' DEFINITION:

A **"Duty of Care"** is a moral and legal obligation to ensure the safety or well-being of others.

GUIDELINES:

1. The family day care service and educators operating with the service will make every endeavour to ensure to operate at all times in the best interest of children.
2. The family day care service and educators operating with the service will ensure that they are aware of and comply with all legal obligations pertaining to family day care, including Commonwealth Government Acts, Regulations and Commonwealth Family Assistance Law - eg CCMS legislative requirements.

This includes but is not limited to:-

- Supervising children to ensure their safety and wellbeing;
- Designing and implementing programs and procedures to ensure the appropriate development and safety of children;
- Maintaining the safety of the family day care business, its facilities and equipment;
- Maintaining safety when transporting children and when on outings;
- Educating and warning children about dangerous situations or practices as appropriate to their age and understanding;
- Not operating family day care in situations where the educator or any member of their household is adversely affected by alcohol, drugs or acts in a way which is detrimental to children's wellbeing;

3. Family day care educators will notify family day care service staff of any changes, or intended changes to the persons occupying the house, changes to the building or temporary or permanent closure of their business at the residence (Service Change of Circumstances form).
4. Family day care educators who close their business on a temporary basis, due to illness or pregnancy will, prior to their recommencement, provide a Medical Clearance Certificate to the Family day care service. This certificate must state that the family day care educator is **'fit to return to work with children'**.
5. The family day care service must be informed if anyone is operating, or commences to operate, another business from the same family residence in which family day care operates.

SUPPORTING DOCUMENTATION:

To implement this Policy refer to:

Appendix 22: Code of Conduct

Appendix 23: ECA Code of Ethics

Service Agreement

AUTHORISATION:

Version	Action	Date
Duty of Care Policy v1	Endorsed	25/07/17
v1	Review date	01/10/18

GENERAL POLICIES

Policies in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 3(3)(a)(f); 165-167; 170; 171; 174(2); 179; 189

Education and Care Services National Regulations, 2012 – 'Regulations':

76(a)(b); 77 (1)(2); 79 (1)(2), 80; 81 (1)(2); 82(1); 83(1)(2); 84-86; 90-92; 99; 101; 103(1); 104(1), 105; 106(1)(2); 107(2)(3)(4)(5); 108(20)(3)(4)(5); 113; 114; 158-166; 168(2)(ii); 169(2)(e)(f); 171; 176

National Quality Standard (2010):

Standard 2.1; 2.2; 2.3; 5.1; 5.2; 7.3

Elements 2.1.3; 2.2.1; 2.2.2; 2.3.1; 2.3.2; 3.1.1; 3.1.2; 4.1.1; 4.2.1; 6.1.2; 6.2.1; 6.2.2; 7.1.5; 7.3.3; 7.3.5

PURPOSE:

To protect children's health and safety within the family day care service.

SCOPE:

This Policy applies to family day care educators; family day care assistants; regular visitors, family day care service staff members, family day care educator family members, students, parents, children (including visiting children) and volunteers.

PRINCIPLE:

The approved provider of an education and care service has the responsibility to ensure the family day care service has in place policies and procedures in relation to health and safety including matters relating to nutrition, food beverages, dietary requirements; sun protection; water safety, including safety during any water-based activities; tobacco, alcohol and illicit drugs; sleep and rest; supervision; child protection; and a child safe environment.

The approved provider must take reasonable steps to ensure the policies and procedures are followed and made available for inspection or at request.

The approved provider must ensure parents of enrolled children are notified fourteen (14) days prior to making any change to these policies and procedures.

POLICY:

Family day care educators will use best endeavours, to ensure the health and safety of children in family day care is protected, through the implementation of recognised Australian health and safety guidelines and standards.

The family day care service will have policies and procedures in place in relation to:

1. Nutrition, food and beverages, and dietary requirements
2. Sun protection
3. Water safety, including safety during any water-based activities
4. Tobacco, alcohol and illicit drugs
5. Sleep and rest
6. Supervision
7. Child protection and
8. Child Safety

AUTHORISATION:

Version	Action	Date
Policy 1 v1	Endorsed	01/08/12
v2	Amended date	15/07/17
	Review date	01/10/18

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 167

Education and Care Services National Regulations, 2012 – ‘Regulations’:

77 (1)(2); 79 (1)(2), 80; 90-92

National Quality Standard (2010):

Element 2.2.1; 3.1.1; 3.1.2; 4.2.1; 6.1.2; 6.2.1

POLICY:

Children's health is promoted through the provision of food and beverages that meet recommended Australian standards and dietary guidelines.

PROCEDURES:**Minimising risk**

1. Family day care educators must complete a recognised and accredited food safe course.
2. The family day care educator will maintain health and hygiene practices in line with *NRMHC Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition)* guidelines – food safety.
3. Safe eating practices will be implemented to minimise risk of choking eg. direct supervision at all meal times

Communication with families

1. The family day care educator will consult and collaborate with families to best ensure children's nutritional needs are met.
2. Food and dietary preferences as indicated by families [such as vegetarian or religious needs] will be accounted for in the menu planning.
3. The family day care educator will communicate with parent/s/families about the child's daily intake and output of food and fluids.
4. Any diagnosed allergies of the child will be clearly written on the enrolment form.
5. In consultation with parent/s/families the family day care educator will develop an action plan for children with food allergies. Parents of a child with a known food allergy are to provide the family day care educator with medical risk minimisation plan. (www.allergy.org.au)

Food and beverages provided by the family day care educator

1. The family day care educator will provide adequate age and developmentally appropriate foods. These foods will meet children's nutritional requirements consistent with current recommendations of the Australian Government.
2. Food and beverages will take into account each child's growth and development needs and any specific cultural, religious or health requirements.
3. Food and beverages will be provided on a regular basis throughout the day.

4. The family day care educator will plan and implement a menu that reflects current dietary guidelines.
5. The weekly menu will be displayed, made accessible to parents, and accurately describe the food and beverages provided by the family day care educator each day.
6. Families will be provided with opportunities to contribute to the menu planning.
7. Access to safe drinking water will be provided at all times.

Food provided by the family

1. The family day care educator will encourage families to provide the child in care with suitable age appropriate foods that meet the child's nutritional needs.
2. If food that does not meet the nutritional needs of the child is provided by the family, the family day care educator will inform parents that the food they provide must adhere to the *Nutrition, food and beverages and dietary requirements policy*.

Special occasions and celebrations

1. Snack foods such as cakes, biscuits and takeaway foods will be discouraged and limited to promote healthy eating and drinking lifestyles with children.
2. The family day care educator can support the celebration of special occasions, cultural festivals but will ensure that food brought from the child's home adheres to the family day care service's *Nutrition, food and beverages, and dietary requirements policy*.

Children and food safety

Also Refer to:

EYLF – Practice: Responsiveness to children; Intentional teaching; Cultural competence – Outcomes: 1, 2, 3

FSAC – Practice: Collaboration with children; Intentionality; Cultural competence – Outcomes: 1, 2, 3

1. Individual serving plates and bowls will be used.
2. Encourage children to eat and drink at the table to promote hygiene and safe eating practices.
3. All children will be closely supervised when drinking from nursing bottles.
4. Educators are encouraged to sit and eat with children to role model healthy eating practices and also enable educators to guide acceptable eating behaviours.
5. Children's right to choose foods and to feed themselves will be respected.
6. Children will be given assistance and encouragement when developing self-help skills and becoming independent, for example: the use of small tongs for serving foods.

Food will not be given as reward or used as punishment to alter children's behaviour

PRACTICES:

1. To minimise transmission of food borne illness in children, educators will:
 - 1.1 Have a designated area for food preparation and storage, and for preparation of bottles, which is safe and hygienic.
 - 1.2 Store cooked and uncooked meat in separate refrigeration compartments.
 - 1.3 If applicable use separate colour-coded chopping boards for cooked and uncooked food.
 - 1.4 Also use separate colour- coded chopping boards for Halal food.
 - 1.5 Have facilities that include a stove or microwave oven, sink, refrigerator, suitable waste disposal, and a hot water supply.
2. If involved in food preparation and serving:
 - 2.1 Wash hands before and after handling food or utensils.
 - 2.2 Wash hands after:
 - 2.2.1 using the toilet
 - 2.2.2 having contact with unclean equipment and work surfaces, soiled clothing; and dish cloths
 - 2.2.3 toileting children
 - 2.2.4 wiping children's noses or your own nose and
 - 2.2.5 removing gloves.
 - 2.3 Do not prepare food while suffering from any gastrointestinal illness until at least one full day after recovery, or from any hand infection.
3. Prepare and serve food in accordance with the *Food Safety Standards for Australia* <http://www.foodstandards.gov.au>

These standards say to consume food as soon as it is cooked to 60°C or higher. As is also stated, food can be left to cool at ambient temperature, but food becomes contaminated as soon as it starts cooling. **It is recommended that you allow food to cool enough to be safe for children to eat** but no longer than 2 hours. Left-over food should immediately be stored in the refrigerator at 5°C or lower.
4. Clean and sanitise the food preparation and serving areas at the end of each day. For cleaning and sanitising food contact surfaces and utensils, use neutral detergent and water to remove visible contamination such as food waste, dirt and grease, then sanitise using either heat or chemical sanitisers that are suitable for use for food contact surfaces.
5. Be aware of and accommodate the special needs of culturally and linguistically diverse families in relation to special rules for storing, preparing and serving foods such as Halal and Kosher food:
 - 5.1 Halal and Kosher food can be stored or refrigerated in separate and sealed containers
 - 5.2 Ask families about any special requirements for storing, preparing and serving foods, and ask them for preferred recipes
 - 5.3 Resources such as the Halal Helpline on www.halalhelpline.org can be useful but communication with parent is essential to ensure this is appropriate for their needs.

6. Ensure microwave food safety by:
 - 6.1 Being aware that microwaves are useful for defrosting, cooking and re-heating foods, however food borne disease can also result if the usual rules of food safety are not followed. Defrosting in a microwave also partially cooks the food and makes an ideal medium for growth of bacteria.
 - 6.2 Clean the microwave daily as food is often spattered inside.
7. Use the following principles in preparing infant's bottle feeds:
 - 7.1 Store bottles of milk on a shelf in the refrigerator, do not store in the door of the refrigerator.
 - 7.2 Use only clean bottles and teats for all infant feeds.
 - 7.3 Wash hands before preparing or handling expressed milk or formula.
 - 7.4 Prepare formula strictly according to instructions on the container; if the container is not provided instructions given by the parents are to be followed.
 - 7.5 Do not use a microwave for heating expressed breast milk and infant milk bottles.
 - 7.6 Warm infant bottles by standing in warm/hot water or a commercial bottle warmer. Shake and test milk before giving to a child.
 - 7.7 Discard any unused infant milk left-over after each feed or that has not been consumed by the infant after 30 minutes.
 - 7.8 In choosing a method of heating babies' bottled milk, utilise risk management principles to determine which method will best minimise risks to both children and educators.
 - 7.9 Infants must be held when feeding.
8. Use the following guidelines in relation to bottled breast milk:
 - 8.1 Ensure bottled breast milk is always labelled with the child's name, mother's name and the date it is expressed.
 - 8.2 Breast milk can be stored in the refrigerator for 48 hours and in a deep freezer for up to three (3) months.
 - 8.3 Frozen breast milk can be thawed by placing in either cool or warm water, don't put in boiling water as the milk will curdle, and shake the bottle if the fats and milk have separated.
 - 8.4 Thaw under running water, start with cold water then increasingly warm water and test the temperature of the milk on your wrist before giving it to the baby.
 - 8.5 Throw away any unused breast milk, do not refrigerate or refreeze breast milk once it has been thawed or heated.
9. After use of bottles, rinse teats and bottles with water, wash in hot soapy water, rinse with water, and then air dry, ready to return to parent.

Additional guidelines available from these source documents

- *Australian Breastfeeding Association* at <http://www.breastfeeding.asn.au> Information on breastfeeding.
- *Dietary Guidelines for Children and Adolescents in Australia incorporating the Infant Feeding Guidelines for Health Workers*, NHMRC, (2003) (currently under review in 2011/2012). Information on preparing bottle feeds.
- *Food Safety Standards (Australia only)* at: <http://www.foodstandards.gov.au> and provide comprehensive guidelines on food safety and management of a food business. The Guide: *Safe food Australia – A Guide to the Food Safety Standards* is a very useful document.
- *Get Up and Grow. Healthy Eating and Physical Activity Guidelines for Early Childhood Settings.* (2009). Department for Health <http://www.health.gov.au>
- [NHMRC Staying Healthy: Preventing infectious diseases in early childhood education and care services \(5th Edition\)](#)

AUTHORISATION:

Version		Action	Date
Policy 1.1	v1	Endorsed	01/08/12
	v2	Amended date	17/07/17
		Review date	01/10/18

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 167

Education and Care Services National Regulations, 2012 – ‘Regulations’:

77(1)(a), (2)(a), (3)(a); 114; 168(2)(ii); 171.

National Quality Standard (2010):

Standard 6.2

Element 2.1.1; 2.1.3; 2.2.2; 2.3.2; 3.1.1

POLICY:

Family Day Care educators will protect children from the dangerous and adverse effects of sun exposure.

PROCEDURES:

Family day care educators, family day care assistants, regular visitors, family day care service staff members, family day care educator family members, students, and volunteers must comply with the Sun Protection Policy and role model appropriate practices when with the children in care.

Protective sun safe practices

1. Sun protection is required when the UV Index is 3 or above. Babies under 12 months of age should not receive direct sun exposure during these periods.
2. Family day care educators, staff and children must follow current SunSmart practices – refer to the Cancer Council WA website
 - 2.1 SunSmart clothing – that covers as much skin as possible and made of a tightly woven fabric is recommended.
 - 2.2 Sunscreen – that is water resistant, SPF 30+ broad spectrum sunscreen and applied liberally but not rubbed in at least 20 minutes before going outdoors and every two hours afterwards.
 - 2.3 Sun hat - that provides good shade to the face, back of the neck and ears when outdoors.
 - 2.4 Seek shade – that encourages children of all ages to play in shaded areas.
 - 2.5 Sunglasses (optional) – that meet the Australian Standards.
3. Family day care educators and staff will model sun safe practices.
4. Provided the UV Index is below 3 (moderate) unrestricted outdoor play may take place to ensure children get enough Vitamin D.
5. It is recommended that when the UV Index is 8 (very high) or above, extra care should be taken and if possible to stay out of the sun.
6. Family day care educators are encouraged to access UV information and levels. The UV Index is available from the Bureau of Meteorology website at www.bom.gov.au/weather/UV and Sun Smart UV alert at www.sunsmart.com.au .

7. Educators will actively promote sun safe practices through discussion of activities undertaken with children.

Managing the physical environment:

Family day care educators will consider the availability of shade when planning and implementing outdoor activities and excursions.

Communication with families and children

1. On enrolment permission will be requested from families to apply sunscreen.
2. Sun protection policy and procedures will be shared with families.
3. Families will be encouraged to implement the family day care educators sun protection practices by providing suitable hats and clothing that covers as much skin as possible when children are attending family day care and participating in any excursions or experiences delivered by the family day care educator.

AUTHORISATION:

Version	Action	Date
Policy 1.2 v1	Endorsed	01/08/12
v2	Amended date	17/07/17
	Review date	01/10/18

Education and Care Services National Law (WA) Act 2012:

Section 165(3); 167(3)

Education and Care Services National Regulations, 2012 – ‘Regulations’:

26(1); 101; 104; 116 (2)(d)

National Quality Standard (2010):**POLICY:**

Family Day Care educators will prevent child accidents and illnesses relating to swimming and wading pools, other water hazards, and water-based activities through close supervision, education and compliance with state regulations.

A breach of the provision of this water safety policy may result in termination of the family day care service educator’s registration as a member of Eastern Region Family Day Care and grievance procedures set out in this service policy manual shall not apply.

PROCEDURES:

1. All swimming pools at the family day care educator’s residence and/or venue must comply with the Australian Standards and State regulations for pool fencing and gates.
2. Any items around the perimeter of the pool: for example tables, chairs must be situated to prevent a child using them as climbing aids.
3. No child will enter into the area of a spa, or a, private or public swimming pool whilst in the family day care service is operating.
4. At all times whilst family day care is operating, the spa and/or swimming pool will not be used.
5. All children near water will be closely supervised and no child will be left alone near water.
6. Any containers that holds or collects water, such as nappy buckets, ponds, spas must be safely covered or made inaccessible to children.
7. All children’s play areas that contain water hazards such as dams, drains, creeks, lakes will be fenced off to make inaccessible to children.
8. All fish ponds or similar water features that collect or fill with water on the family day care premises shall be securely covered with mesh which will meet all the following requirements:
 - 8.1 support the weight of an adult
 - 8.2 at all times, be above and remain above the level of the water and
 - 8.3 be fixed in place.
9. Wading pools and other containers must be emptied and cleaned after use and stored to prevent collection of water.
10. The FDC educator must not take enrolled children to swimming classes and/or swimming. Any child attending swimming classes may be delivered /collected at the entrance with written parental consent. The FDC educator must not enter the venue.

LINKING POLICY:

Policy 5.2: Excursions and regular outings

AUTHORISATION:

Version	Action	Date
Policy 1.3 v1	Endorsed	01/08/12
v2	Amended date	17/07/17
	Review date	01/10/18

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 165(3); 167(3)

Education and Care Services National Regulations, 2012 – ‘Regulations’:

81 (1)(2), 101, 176, 166, 168

National Quality Standard (2010):

Elements 2.1.2; 2.1.3; 2.3.1; 2.3.2; 3.1.2

POLICY:

Family day care educators will take reasonable steps to ensure the needs for sleep and rest of children are met, having regard to their age, developmental and individual needs.

PROCEDURES:

1. The family day care educator will consult with parents of children in care as to their sleep/rest requirements and encourage children to sleep in order to meet their development and at the time that best suits their needs.
2. No child will be made to sleep during rest times; children who do not wish to sleep will rest quietly or be offered alternative activities such as reading or puzzles.
3. Best practices which reduce the risk of Sudden Infant Death Syndrome shall be adopted and maintained by the family day care educator and staff as recommended by Red Nose, including not putting children to bed with bottles or drinks. <https://rednose.com.au/>
4. Sleeping babies and toddlers will be checked every 10-20 minutes *during the day*, in line with current Safe Sleeping Practices guidelines.
5. Cots (*new and second-hand*) used in family day care will comply with Australian/New Zealand Safety Standard (AS/NZS 2172 *Cots for Household Use*) and be maintained in a clean and safe condition, taking into consideration the following:
 - 5.1 Finger traps – there should be no spaces between 5mm and 12mm wide
 - 5.2 Arm and leg traps – there should be no spaces between 30mm and 50mm
 - 5.3 Railings – should be no less than 50mm and no more than 95mm wide
 - 5.4 Head traps and “fall-through” hazards – there should be no spaces 95mm or wider
 - 5.5 Protrusions – there should be no protrusions that jut out more than 5mm. Clothing can get snagged on knobs, decorative features, wing nuts, side catches, and cause distress or strangulation
 - 5.6 Never put pillows or an extra mattress or toys in cots, as the child can become trapped and suffocate between these items or can use these items as a foothold to climb out of the cot.
6. Portable cots will comply with Australian Safety Standard (AS 2195).
When using portable cots, ensure the sides are fully locked into place and secure:
 - 6.1 Check mechanisms regularly for wear
 - 6.2 Use the cot mattress provided. Ill-fitting mattresses may create spaces where a small baby may be trapped.
7. All cots are to be used in accordance with manufacturer’s instructions.

8. All cots must be positioned away from potential hazards.
9. Check regularly for:
 - 9.1 tears in vinyl and loose fabric
 - 9.2 broken locks and tears that could cause the cot to collapse.
10. Children will be provided with individual beds and bedding.
11. Children's bedding will be stored individually and maintained in a hygienic manner.
12. Children shall never be humiliated or shown negativity through voice or actions when soiling or wetting their bed. Nor shall they be forced to wear nappies to bed for the ease of others.
13. Children's comfort is to be considered when sleeping, for example appropriate clothing, room temperature and ventilation.
14. Family and cultural differences shall be taken into consideration and respected regarding sleeping arrangements.
15. When sleeping at the family day care residence, a child shall be under the supervision of the family day care educator and have access to the educator at all times.
16. The area in which the children sleep shall be in the part of the home which has been assessed and approved for family day care.
17. The family day care service shall provide family day care educators with up to date information from recognised safety authorities on the selection and use of cots, beds and bedding and safe sleeping practices.

Additional considerations for children in care out of core hours or overnight care

Any breach of this procedure may result in termination of the family day care educator's registration as a member of Eastern Region Family Day Care and the grievance procedures set out in this service policy manual may not apply.

Where practicable the family day care educator will inform and seek approval from the family day care service prior to providing overnight care and ensure local government approval to operate overnight is in place.

1. Written parental approval will be obtained before any child shall sleep overnight in the same room with any other child or any adult.
2. The room in which the child sleeps shall preferably be a bedroom but in any case shall not be used as a thoroughfare.
3. Children, who regularly stay overnight, will be provided with their own bed and linen.
4. The child who stays overnight will have access to the family day care educator at all times.
5. The family day care service will provide family day care educators with training to ensure they are aware of their vulnerability to allegations of child abuse and its ramification to ensure that protective measures for themselves and their families are put into place.

AUTHORISATION:

Version	Action	Date
Policy 1.4 v1	Endorsed	01/08/12
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Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 3(3)(f); 167

Education and Care Services National Regulations, 2012– ‘Regulations’:

82 (1); 83 (1)(2); 99

National Quality Standard (2010):

Element 2.3.1; 2.3.2; 7.3.5

POLICY:

Family Day Care Educators will provide an environment that is free from the use of tobacco, illegal and illicit drugs and alcohol.

The use of or being intentionally under the influence of alcohol or recreational drugs/other mind altering substances at the service whilst children are in care is not tolerated.

The family day care educator found to be in breach of this policy shall cease work immediately.

Any breach of these procedures will result in termination of the family day care educator’s registration as a member of Eastern Region Family Day Care and the grievance procedures set out in this service policy manual will not apply.

PROCEDURES:

1. The family day care educator will not smoke whilst children are in care.
2. The family day care educator will not be affected by alcohol or drugs, including prescription drugs, so as to impair their capability to provide care and education to the children.
3. Family day care educators will use best endeavours to ensure children in care are not exposed at any time to tobacco smoke, alcohol or illicit drugs.
4. Family and household members of a family day care educator will not be permitted to smoke, take illicit or illegal drugs or drink alcohol on the premises during care hours.
5. Students, volunteers and visitors to the family day care residence or venue will not be permitted to smoke, take illicit or illegal drugs or drink alcohol on the premises during care hours.
6. Parents, family members or relatives of children enrolled at the family day care residence or venue will not be permitted to smoke, take illicit drugs or drink alcohol on the premises during care hours.
7. All alcohol will be placed in cupboard or storage unit out of the reach of the children.
8. The family day care educator will inform families and visitors to the residence or venue of the tobacco, drug and alcohol free environment.

AUTHORISATION:

Version	Action	Date
Policy 1.5 v1	Endorsed	01/08/12
v2	Amended date	17/07/17
	Review date	01/10/18

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a) and (3)(a); 165-- 167; 170; 171; 174(2); 189

Education and Care Services National Regulations, 2012– ‘Regulations’:

76(a)(b); 84--86; 88--105; 161 – 166; 168; 169 (2)(e)(f)

National Quality Standard (2010):

Standard 2.3; 5.1; 5.2; 7.3.

POLICY:

An approved provider must ensure that all family day care educators and family day care service staff who work with children are aware of the current child protection law in their jurisdiction and understand their obligations under that law.

PROCEDURES:

Child protection training and up to date information, in line with recognised authorities, will be made available to family day care service staff and family day care educators.

Allegations of child abuse or neglect, against an educator or a person residing within the family day care residence.

1. The family day care educator is required to report any allegation of abuse, neglect or assault, including sexual assault to the nominated supervisor of the family day care service.
2. If the allegation is made about someone other than the family day care educator, the family day care educators must not discuss in any way to alert the person suspected of child abuse that a concern has been raised.
3. The notification must be made no more than twenty four (24) hours after the day on which the incident or allegation was made.
4. Where an allegation of physical, sexual, emotional, psychological abuse or neglect is investigated by the Department of Child Protection and Family Support, the family day care service will be guided in its decisions by the recommendations of the officers of the Department of Child Protection and Family Support and take whatever action is deemed appropriate for the safety and welfare of all the children in care.
5. Where a serious incident has occurred, as prescribed under R12 of the National Regulations, the procedures within Policy 4 *Serious Incidents, Emergencies and Evacuation* must be followed.

Allegation or suspicion that a child in family day care is suffering abuse by someone outside the family day care educator’s home

1. The allegation is not to be discussed with the alleged perpetrator or any other person outside the reporting structure. (Refer to Appendix 1)
2. Whenever a family day care educator or family day care service staff forms a belief that a child may be at risk of child abuse or neglect, the concern must be reported to the nominated supervisor or may be reported directly to the Department of Child Protection and Family Support. The nominated supervisor will ensure that the reporting procedures are carried out and will provide appropriate feedback to the person who raised the concern that action has been taken.
3. Family day care educators and family day care assistants will document the disclosure, observation and concerns accurately and objectively. The family day care educator shall not discuss or take visual images of the child in question or investigate the suspicion themselves.

4. Informal discussion of any concerns should always occur with the Department of Child Protection and Family Support officers, as family or other reports may have been received by the Department and the current concerns need to be documented to add to their evidence.

AUTHORISATION:

Version	Action	Date
Policy 1.6 v1	Endorsed	01/08/12
v2	Amended date	17/07/17
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Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 167; 179; 189

Education and Care Services National Regulations, 2012– ‘Regulations’:

Part 4.2 - Children’s Health & Safety,

Part 4.3 - Physical Environment,

Part 4.4 - Staffing Arrangements – Division 2, 3 and 6, 158– 166, 168, 169

103(1); 104(1); 105; 106 (1)(2); 107 (2)(3)(4)(5); 108 (2)(3)(4)(5); 113, 114

National Quality Standard (2010):

Standard 2.1; 2.2; 2.3

Element 3.1.2; 4.1.1; 6.1.2; 6.2.2; 7.1.5 7.3.3

POLICY:

An approved provider must ensure that every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury.

PROCEDURES:**The Family Day Care Residence/Venue**

1. An initial safety and risk assessment of the family day care residence/venue is completed prior to the commencement of family day care and reviewed annually by the family day care service.
2. The assessment of the family day care residence and/or family day care venue will consider matters relating to premises, furniture and equipment; outdoor play equipment; fencing minimum height of 1.2 metres and suitability; furniture and materials; laundry, toilet and hygiene facilities; ventilation and natural light; suitability of residence and nappy change arrangements; water hazards/features/swimming pool; and animals. (Refer to Appendix 6 - *Risk Assessment Form* and Appendix 17 – Residence or approved Venue Assessment).
3. The family day care educator will consistently maintain the environment/equipment, to ensure that the health, safety and wellbeing of children being educated and cared for are protected.
4. Family day care educators may complete their individual, daily home safety checklist, prior to each child care session commencing as one way of maintaining a safe environment.
5. Family day care educators must advise the approved provider of any proposed renovations to the residence or venue, changes relating to physical environment of the residence and any changes that may affect the education and care provided to children.

Supervision of children:

1. The family day care educator is responsible for the direct supervision of children. Each child will be within sight and/or hearing of the family day care educator at all times the child is in care.
2. The family day care educator will directly supervise children at meal times.
3. The family day care educator will not leave children in an unattended vehicle, in any circumstances. This applies even if the vehicle remains in sight of the family day care educator.
4. The family day care educator will arrange play areas to ensure children can be effectively supervised.

5. The family day care educator will be alert to, and aware of, potential hazards and risk of injury to children and will use their knowledge of each child to ensure children are adequately supervised at all times.
6. The family day care educator will foster children's independence and competence by supporting children to undertake some activities that involve risk taking. However, family day care educators will intervene to prevent harm, whenever this is necessary.
7. The family day care educator will develop a routine to support the supervision and safety of children during delivery and collection times. The family day care educator is responsible for the supervision of children from the time the parent signs the child into care until the time the parent signs the child out of care.
8. Bathing of children in family day care is not standard practice and should only be carried out in particular circumstances. Eg excessive soiling or overnight care. The family day care educator will directly supervise children during bathing whilst taking into consideration individual children's capability for independence and privacy.
9. All the above procedures apply except in an emergency situation that is life threatening. If it is a life threatening situation, the family day care educator may call upon the assistance of a responsible adult to supervise the children.

Equipment – Trampolines/Rebounders/Mini Trampolines:

1. Trampolines must comply with the current Australian Standard.
2. Trampolines must have safety netting in good condition.
3. The family day care educator must have a current risk assessment for trampoline use. This is to be sighted by parents prior to the child using the trampoline.
4. Direct adult supervision must be provided at all times while the trampoline is in use.
5. Only 1 child is on the trampoline at any one time.
6. The child will be encouraged to stay in the centre of the trampoline during its use.
7. Safety pads must be in place around the trampoline's side springs. Frame padding should be a completely different colour to that of the bed.
8. Other children must be at a safe distance from the trampoline when the trampoline is in use.
9. The trampoline is only used on a flat surface, and must not be used on hard surfaces such as concrete or bricks.
10. The trampoline must be locked at all times or inaccessible to children unless fully supervised whilst in use.

Skateboards, Roller Blades, Roller Skates and Scooters (roller blade style):

1. Skateboards, roller blades, roller skates and scooters (roller blade style) are not developmentally appropriate for children aged 0 - 4 years, and shall not be accessible to or used by a child within that age span.
2. For children more than 4 years of age, they must wear helmets, knee and elbow pads for protection.
3. Skateboards, roller blades, roller skates and scooters (rollerblade style) can only be used when younger children are not in the play area where these are being used by the older children.

Pets:

[Refer to attached *Factsheet* 'Safety around animals' - www.kidsafe.com.au]

1. Family day care educators will notify the family day care service prior to obtaining a new animal or bird that will be present on the premises.
2. Prior to enrolling a child in care a parent must be made aware by the family day care educator of any animals or birds kept on the family day care educator's property. Parents must also be made aware of any new animal or bird introduced following the child's enrolment.
3. The family day care educator who has an animal or bird on the premises must ensure that they have an area where the animal or bird can be kept that is separate and apart from any area used by the children unless the pet is involved in a specific activity that is directly supervised by the family day care educator.
4. Children and family day care educators must wash their hands immediately after handling any animals and/or birds.
5. This policy must not result in restrictions to children's access to normal inside or outside activities.
6. All animals or birds kept on the family day care property must be maintained in a clean and healthy condition, and in such a way that children will not be in danger of injury or infection.
7. A cage or a hutch within the children's play area is acceptable as long as special precautions are taken to protect children (eg closed mesh to prevent children's finger access – such as fly wire, shade cloth).
8. When any animal or bird is introduced to children, the family day care educator will be sensitive to the fears and anxieties of the children and parents.
9. Children will be encouraged to treat animals and birds with respect.
10. Interactions between children and animals must be directly supervised. While there are developmental benefits to children from caring for and interacting with animals, it must also be recognised that any animal may react adversely to stressors not obvious to children. Separation of children in care from animals is recommended to reduce the risk of unsupervised interaction.
11. Specific animals, including certain breeds of dogs which are identified from time to time as dangerous to children must be kept in an enclosure separate and apart from any area used by the children in care. Children must have no access and no ability of contact at any time to these animals. For example these animals will include, but are not limited to – Kelpies, Bull Terrier, Doberman, German Shepherd, Rottweiler, Blue Heeler, dog breeds or part breeds.
12. The family day care educator must ensure that cats are NOT present, nor have access to the same area in which a child is sleeping.
13. The family day care educator should deter cats from being on areas used for food preparation and eating.
14. When children are using play areas:
 - 14.1 Animal droppings, food, bones, water and feeding containers must not be present in the play area and
 - 14.2 Animal droppings and animal hair must be removed daily before children arrive, or as required during the day.
15. Poultry must be maintained according to the Local Council Environmental Health By-Laws.

Transporting and Restraining Children in Vehicles

[Refer to current child car restraint fact sheets / brochures available from, www.roadwise.asn.au and www.kidsafewa.com.au]

1. The family day care educator must have a current driver's licence and ensure the car is registered, insured and maintained in a road worthy condition.
2. Written parental authorisation for all excursions and regular outings must be sought by the family day care educator prior to any transportation of children.
3. The family day care educator must have a current Excursion Risk Management Plan for all outings available for parents to sight prior to seeking authorisation.
4. The family day care educator must ensure children are appropriately restrained in an Australian Standards restraint according to a child's age and weight at all times when in a vehicle. The family day care service does not permit the use of booster cushions.
5. Child restraints are to be checked annually by approved type 1 restraint fitters.
6. When travelling by public transport the family day care educator is responsible for the safety and wellbeing of the children in their care.
7. The importance of discussing road safety messages and awareness with children as passengers and pedestrians is promoted.

Linking policy:

Policy 1.7: Child Safety - supervision

Policy 5.2: Excursions and regular outings

Sources:

- Kidsafe (WA) www.kidsafe.com.au
- [NHMRC Staying Healthy: Preventing infectious diseases in early childhood education and care services \(5th Edition\)](#) WA Local Government Associations Community Road Safety Program: www.roadwise.asn.au
- School Drug Education and Road Aware: www.sdera.wga.edu.au

Television and multimedia

1. Television, computers and electronic games are to be used for limited amounts of time.
2. The family day care educator is to supervise and interact with the children during these sessions.
3. Television, computers and electronic games should only be used to support learning.
4. All viewing needs to be rated for general exhibition (G) and age appropriate. Reliable information as to suitability for different age levels can be found at www.childrenandmedia.org.au
5. Alternative activities are to be available for children who do not wish to participate in viewing.
6. The internet should only be used under close supervision by the family day care educator and the installation of an internet filtering software that blocks potentially harmful material from websites is recommended.

Sources:

- Australian Council on Children and the Media www.childrenandmedia.org.au
- Government of Western Australia, Child Protection and Family Support

AUTHORISATION:

Version	Action	Date
Policy 1.7 v1	Endorsed	01/08/12
v2	Amended date	18/07/17
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Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2) (a); 167; 179; 189

Education and Care Services National Regulations, 2012 – ‘Regulations’:

83, 124; 166; 169(f)

National Quality Standard (2010):

Standard 2.1; 2.2; 2.3

Element 3.1.2; 4.1.1; 6.2.2; 7.1.5; 7.3.3

POLICY:

The family day care service will make every endeavour to ensure that the family day care educator, or family day care assistant providing education and care, fully supervises children at all times whilst in care to ensure their wellbeing and safety.

PROCEDURES:

The family day care educator and family day care assistant:

1. Is responsible for the direct supervision of children. Each child will be within sight and/or hearing of the family day care educator at all times the child is in care.
 - Where there is a swimming pool, spa or other water feature at the family day care residence or location of outing, the family day care educator must be directly supervising and physically in the proximity to any child in care who is near the swimming pool, spa or other water feature.
2. Will directly supervise children at meal times.
3. Will not, in any circumstance, leave a child / children in an unattended vehicle.

Any breach of this procedure may result in termination of the family day care educator's registration as a member of Eastern Region Family Day Care and the grievance procedures set out in this service policy manual may not apply.

4. Will arrange play areas and daily routines (meal times, nappy change, sleep / rest, arrival and departure of children, excursions, visitors) to ensure children can be effectively supervised and the family day care educator can respond immediately, including when a child is distressed or in a hazardous situation.
5. Will be alert to, and aware of, potential hazards and risk of injury to children and will use their knowledge of each child to ensure children are adequately supervised at all times. A risk assessment may be required for experiences that involve risk taking.
6. All the above procedures apply except in an emergency situation (ie life threatening). In a life threatening situation, the FDC Educator may call upon the assistance of a responsible adult to supervise the children.

Family day care educator to child ratio, including non-enrolled children on the premises

1. The family day care educator or family day care assistant, will in accordance with Regulation 124 (2) (b) (ii) not educate and care for more than 7 children (no more than 4 can be preschool age or under) at any one time at the family day care residence or approved venue.
2. The family day care educator's own children, and/or the family day care assistant's own children and any other children at the residence are to be included in these numbers if:
 - 2.1 Those children are under the age of 13 years; and
 - 2.2 There is no other adult present actively caring for these children.

AUTHORISATION

Version	Action	Date
Policy 1.8 v1	Endorsed	20/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(b); 3(3)(a)(b)(c)(d)(e)(f); 165; 166; 168

Education and Care Services National Regulations, 2012– ‘Regulations’:

155, 156(1)(2), 168(j)

National Quality Standard (2010):

Standard 1.1; 1.2; 1.5; 5.1; 5.2; 6.2

Element 2.1.2; 2.3.4; 4.1.1; 7.1.5

PURPOSE:

To establish and maintain relationships with children which are responsive, respectful and promote a sense of security and belonging.

SCOPE:

Family day care educators; family day care assistants; regular visitors, family day care service staff members, family day care educator family members, students, parents, children (including visiting children) and volunteers.

PRINCIPLE:

An approved provider must take reasonable steps to ensure that the education and care service provides education and care to children with opportunities to interact and develop respectful positive relationships.

POLICY:

Best endeavours are made to build positive, respectful and equitable relationships with children that are maintained in a way that: encourages children to express themselves and their opinions; allows children to undertake experiences that develop self-reliance and self-esteem; maintains at all times the dignity and rights of all children; gives each child positive guidance; and has regard to the family and cultural values, age and physical intellectual development and abilities of each child being educated and cared for by the service.

PROCEDURES:

Children

1. The family day care educator will use best endeavours to ensure the atmosphere of the family day care service is relaxed and happy.
2. Throughout the day each child is engaged with the family day care educator in meaningful open interactions that support the acquisition of skills for life and learning.
3. The family day care educator will ensure routines such as meal times, toileting, nappy change and rest times are relaxed, unhurried and are used for positive interactions with individual children.
4. The family day care educator will participate in and treat respectfully children’s play and projects.
5. Interactions with each child are warm, responsive and build trusting relationships.

6. Children's efforts to communicate are responded to sensitively and appropriately supporting the child to feel safe, secure and confident.
7. The family day care educator will support each child to work with, learn from, and help others through collaborative learning opportunities.
8. The family day care educator will support each child to manage their own behaviour, respond appropriately to the behaviour of others and to communicate effectively to resolve conflict (Refer to Policy 13: *Positive Guidance*).
9. The family day care educator will respond positively and respectfully to children's comments, questions and requests for assistance.
10. The dignity and rights of every child will be maintained at all times.
11. The family day care service staff will support family day care educators and families of children with additional needs and known medical disabilities to offer an inclusive education and care setting.

Babies

1. Additional demands are placed on family day care educators when children under 12 months are placed into care. For this reason, only **ONE** child under 12 months can be in an education and care service at any given time.
2. If an exemption is required for more than one child under the age of 12 months, a Change of Circumstances Notification – Educator form is required by the family day care service.
3. Approval may be granted by the family day care service upon consideration of individual educator circumstances.

LINKING POLICY:

Policy 13: Positive Guidance

AUTHORISATION:

Version		Action	Date
Policy 2	v1	Endorsed	01/08/12
	v2	Amended date	20/07/17
		Review date	01/10/18

Policies in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 165; 167; 175(3) 179;189

Education and Care Services National Regulations, 2012– ‘Regulations’:

85-87; 88(1)(2); 89(1); 90 (1)(2)(3) 91; 93(1)(2)(3); 94 (1)(2)(3); 95; 96;98; 99; 103; 106; 161-162; 168(2)(b),(c),(d),(m),170; 174; 175; 177(1)(b)(c); 178(1)(b)(c); 181; 182;183(2)(a)(b)(c); 184

National Quality Standard (2010):

Standard 3.1; 4.1

Element 2.1.1; 2.1.2; 2.1.3; 2.1.4; 2.3.1; 2.3.2; 4.1.1; 7.3.3; 7.3.5

PURPOSE:

Services have a duty of care to provide all persons with a safe and healthy environment.

SCOPE:

This Policy applies to family day care educators; family day care assistants; regular visitors, family day care service staff members, family day care educator family members, students, parents, children (including visiting children) and volunteers.

PRINCIPLE:

The approved provider of an education and care service has the responsibility to ensure the family day care service has in place policies and procedures in relation to incident, injury, trauma and illness; infectious diseases; administration of first aid; and medical conditions.

The approved provider must take reasonable steps to ensure the policies and procedures are followed and made available for inspection or at request.

The approved provider must ensure parents of enrolled children are notified before making any changes to policies and procedures.

POLICY:

Family Day Care Educators will take reasonable steps, to ensure every child’s health and wellbeing is safeguarded whilst protecting children from harm and hazards.

The Family Day Care Service will have procedures in place in relation to:

1. Incident, injury, trauma and illness
2. Infectious diseases
3. Administration of First Aid and
4. Medical conditions.

AUTHORISATION:

Version	Action	Date
Policy 3 v1	Endorsed	01/08/12
v2	Amended date	21/07/17
	Review date	01/10/18

Education and Care Services National Law (WA) Act 2012:

Section 165; 175(3)

Education and Care Services National Regulations, 2012– ‘Regulations’:

85-87; 168(2)(b); 177 (1)(b); 178(1)(b); 183(2)(a)(b)(c)

National Quality Standard (2010):**POLICY:**

The service has in place policies and procedures in relation to the matters relating to incident, injury, trauma and illness procedures complying with Regulation 85.

PROCEDURE:

1. If a child presents or develops one of the following presenting signs whilst in care, the family day care educator will contact the parent or emergency contact as listed in the enrolment documentation.

- 1.1 Ear and/or eye discharge
- 1.2 Undiagnosed rash
- 1.3 Body temperature or 37.5 degree Celsius or higher
- 1.4 Persistent coughing episodes with difficulty in breathing
- 1.5 Open sore with discharge
- 1.6 Vomiting and/or continuous loose bowel episodes

A child with symptoms that may be infectious should be isolated where possible but not out of the sight of the family day care educator and their health monitored.

2. In the event of any injury or illness first aid will be administered and/or medical attention will be sought if required.
3. Family day care educators and assistants must ensure the parent of the child involved in an incident, injury, trauma or illness is notified as soon as practicable but no later than 24 hours after the occurrence.
4. Family day care educators and assistants must keep an *Incident, Injury, Trauma and Illness Record* and record this as soon as practicable, but not later than 24 hours after incident. (Refer to Appendix 10 for the *Incident, Injury, Trauma and Illness Record*).
5. Parents must be informed and sign the *Incident, Injury, Trauma and Illness Record*.
6. A copy of the *Incident, Injury, Trauma and Illness Record* must be forwarded to the family day care service for a *serious incident*, this record must be forwarded within 24 hours.
7. Any *serious incident*, which requires assistance from a registered medical practitioner and/or emergency medical services, or should reasonably have required this assistance, is to be recorded and reported to relevant authorities, being the family day care service and Regulatory Unit, within 24 hours. (Refer to the definition of ‘serious incident’ in Definitions in this Policy document).
8. Family day care educators should report to their insurance company as required by the conditions of their policy.
9. Information within *NRMHC Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition)* and *Communicable Disease Guidelines 2016* will be implemented in regard to the prevention of illness and infectious diseases.

10. The *Incident, Injury, Trauma and Illness Record* will be stored in a safe and secure place and kept until a child is aged 25 years.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 10: *Incident, Injury, Trauma and Illness Record*

Appendix 30: *Fact Sheet: Incident, Injury, Trauma and Illness*

AUTHORISATION:

Version	Action	Date
Policy 3.1 v1	Endorsed	01/08/12
v2	Amended date	21/07/17
	Review date	01/10/18

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 167; 179;189

Education and Care Services National Regulations, 2012– ‘Regulations’:

88 (1)(2); 96 106; 109; 110; 112; 115

National Quality Standard (2010):

Standard 1

Element 2.12; 2.1.3; 2.1.4; 2.3.1; 2.3.2

POLICY:

The approved provider of an Education and Care Service must ensure that the service has in place policies and procedures in relation to health including matters relating to dealing with infectious diseases, including procedures complying with Regulation 88.

PROCEDURES:

Procedures to minimise the risk of cross infection are to be in line with the recommendations outlined in *NRMHC Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition)* and Department of Health Western Australia, *Communicable Disease Guidelines (2017)*:

1. Hand washing
2. Exclusion Guidelines
3. Immunisation
4. Nappy changing
5. Cleaning the family day care residence and approved venue
6. Dealing with spills of blood and bodily fluids
7. Animals

The family day care educator must ensure that all reasonable measures are taken to notify parents of enrolled children and visitors to the residence of exposure to an infectious disease.

Hand Washing procedures are an integral part of the family day care educator’s daily routine. The family day care educator will maintain universal hygiene practices at all times.

When to wash hands:**Children:**

1. Prior to preparing foods
2. Before and after meals and snacks
3. Before and after changing nappies and toileting
4. After handling of animals.

Family day care educator:

1. Prior to preparing foods
2. Before and after meals and snacks
3. Before and after changing nappies
4. Before and after administering first aid
5. After handling of animals
6. After coming in from outdoor play
7. After wiping nose secretions
8. After coming in contact with blood and bodily fluids.

Exclusion of children

1. Identify if the symptom or medical condition is a suspected communicable disease and determine the exclusion period according to the communicable disease guidelines.
2. Notify all parents or authorised emergency contacts as soon as practicable of an occurrence of an infectious disease at the residence, whilst maintaining confidentiality of the infectious child/ren. The family day care service recommends that all families of children potentially exposed be provided with a fact sheet of the infectious disease to be alert to symptoms.
3. Notify the family day care service.
4. Unwell children should be excluded if they require a level of care and attention that would be detrimental to the safety and well-being of other children in care.
5. Inform parents of exclusion periods for communicable diseases and advise them of the requirement for a medical clearance for their child's return to the education and care service.

Immunisation

1. Immunisation status is sighted and recorded at the time of child's enrolment.
2. Advise the parent with a child who has not been immunised that their child may be excluded from care depending on the advice from the relevant authority.
3. Educators are encouraged to maintain their own immunisation status in regards to people working with children.

Nappy changing

Apply nappy changing procedure in accordance with *NHMRC Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition)*

Use the following method to stop diseases spreading through contact with faeces:

1. Wash your hands.
2. Place paper on the change table.
3. Always wear gloves when changing nappies.
4. Remove the child's nappy and put it in a 'hands-free' lidded bin.
5. Remove any clothes with urine and/or faeces on them.
6. Clean the child's bottom.
7. Remove the paper and put it in a 'hands-free' lidded bin.
8. Remove your gloves now, before you touch the child's clean clothes.
9. Remove gloves by peeling them back from your wrists, turning them inside out as you go. Do not let your skin touch the outer contaminated surface of the glove. Put the gloves in the bin.
10. Dress the child. Wash and dry the child's hands. Now you can hold the child close to you.
11. Take the child away from the change table.
12. Clean the change table with detergent and warm water, paying particular attention to the mat, at the completion of each nappy change.
13. Wash your hands.

Cleaning the family day care residence/venue

1. All toys and equipment used by children must be kept clean and in good condition at all times.
2. Infant toys must be cleaned after use.
3. Clean all areas and equipment used by children with detergent and warm water, then rinse and allow to dry.
4. The family day care residence/venue used by children must be kept clear of hazards, floors must be swept and washed.
5. All furniture used in providing the education and care service must be safe, clean and in good repair.
6. Whilst maintaining acceptable levels of hygiene, it is recommended to minimise the use of toxic products.

Dealing with spills of blood and bodily fluids

Family day care educators will:

1. Ensure use of hygiene and infection control precautions by all people in contact with children in the family day care residence and/or venue.
2. Wash hands and skin with warm, soapy water after any contact with blood, faeces, urine, vomit or any other body fluids.
3. Wear gloves where possible to clean up spilt blood, faeces, urine, vomit or other body fluids with neutral detergent and water, and regularly wash floors, toileting, and nappy change areas, nappy change surfaces and mats, play equipment and toys.
4. Ensure all cuts, abrasions, dermatitis or open skin on their hands is covered with a water resistant occlusive dressing, which should be changed each time it is soiled or wet.
5. Dispose of soiled nappies and clean soiled clothes, towels, wash cloths, linen, and equipment in accordance with other policies in this document.
6. Prevent any sharing of combs, brushes, toothbrushes, bottles, dummies, pacifiers, towels, facecloths and handkerchiefs.
7. Be aware the risk of contracting blood borne diseases including HIV through skin contact with blood is low but is more likely if there are open cuts, abrasions, and open wounds that are uncovered.
8. Use gloves when applying first aid to bleeding wounds.

Practice:

1. If exposed to blood or bodily fluids (via needle stick injury; skin contact; splash into eyes, nose or mouth; or biting):
 - seek medical advice as soon as practical about risk of infection and post exposure treatment including HIV and hepatitis B and C treatment and testing regardless of the known or presumed infection status of source person of the blood or body fluid.
2. For needle stick or sharps injuries involving exposure of any educators or children to blood or bodily fluids:
 - 2.1 wash the injured area with soap and running water
 - 2.2 dry the wound and cover with a water resistant occlusive dressing

- 2.3 dispose of the object that caused the injury, wear gloves and use forceps or tongs to pick up the object, and discard into a sealed firm container to be disposed of (preferably a yellow biohazard sharps container which are commercially available)
- 2.4 additional advice can be obtained from contacting the National Needle Stick Injury and Other Exposures Hotline on 1800 804 823 or Health Direct on 1800 022 222
3. For skin contact with blood and or bodily fluids:
 - 3.1 wash off with warm water and soap as soon as possible, and cover all open skin with a water resistant occlusive dressing
 - 3.2 if splashes into eyes, rinse for 5 to 10 minutes with water, or a sterile eye irrigation solution if available. If wearing contact lenses, rinse the eyes with the lenses in, remove the lenses and rinse the eyes again, and do not put the contaminated lenses back in
 - 3.3 if splashes into the nose or mouth, blow your nose or spit out and rinse with water
4. For clothes, toys or other objects that have been contaminated by blood or bodily fluids, wear gloves and a protective apron or overalls, mop excess fluid with disposable paper towel, and wash with detergent and water.
5. To clean a blood spill on the floor:
 - 5.1 avoid direct contact with the spill
 - 5.2 wear gloves and, if needed, a protective apron or overalls and eye protection and disposable mask if eye or face splashes are likely
 - 5.3 contain the spill as far as possible by placing absorbent paper or paper towel around the edges of the spill, mop up as much as possible with absorbent paper, discard into a sealed heavy plastic bag and dispose
 - 5.4 clean up the remaining spill and contaminated surface with detergent and water
 - 5.5 dry or ventilate the area, discard all gloves and disposable materials into a sealed heavy plastic bag for disposal
 - 5.6 any contaminated clothing, cloths or cleaning implements should be washed in detergent and hot water. If using a washing machine, wash contaminated and non-contaminated materials separately, use the longest cycle for contaminated material, and if washing by hand, wear gloves
 - 5.7 for spills onto carpet or upholstered furniture, wear gloves, mop up as much excess fluid as possible with absorbent paper, clean with a detergent and water, and shampoo with an industrial carpet cleaner as soon as possible.

Recording and reporting practices:

1. Family day care educators are to notify the family day care service and attend their doctor if they think that they have been exposed to blood borne diseases or to blood or body fluid from a needle stick, sharps injury, splash into the face, eyes, mouth or nose or contact with an open wound, regardless of the known or presumed infections status of the person or child who is the source of the blood or body fluid.
2. If a family day care educator believes a child has been exposed to blood borne diseases or to blood or body fluid from a needle stick, sharps injury, splash into the face, eyes, mouth or nose or contact with an open wound, regardless of the known or presumed infections status of the person or child who is the source of the blood or body fluid they are to notify the family day care service and parents and relevant authorities.

- Family day care educators must fill in an *Incident, Injury, Trauma and Illness Record*. (Refer to Appendix 4) if they think that they have been exposed to blood borne diseases or to blood or body fluid from a needle stick, sharps injury, splash into the face, eyes, mouth or nose or contact with an open wound, regardless of the known or presumed infections status of the person or child who is the source of the blood or body fluid.

Animals

- Maintain a vaccination and worming schedule as required.
- Clean fish tanks regularly.
- Do not allow animals access to the sand pit.
- Dispose of animal faeces and litter daily and more often if necessary.
- Place faeces and litter in a plastic bag and put it out with the garbage.
- If you have a bird cage, wet the floor of the cage before cleaning it to avoid inhalation of powdered, dry bird faeces.
- Avoid bringing in or keeping ferrets, turtles, iguanas, lizards or other reptiles, psittacine birds (birds of the parrot family) or any wild or dangerous animals. If the family day care educator keeps these animals or birds they must be in an area inaccessible to the children.
- Children should not assist in the cleaning of bird cages and fish tanks.

Sandpit maintenance

- All sandpits must be checked carefully prior to use by children and covered when not in use.
- All contaminants identified within the sandpit must be removed immediately.

For family day care educator and/or family members

- If a family day care educator or any family member were to be diagnosed with a communicable disease or condition, that person has to be isolated from the children in the family day care residence
- The family day care educator must report any diagnosed communicable disease or condition to the family day care service
- The family day care service may determine further action: for example medical clearance or closure of the family day care residence
- The family day care educator must notify all parents as soon as practicable of an occurrence of an infectious disease at the residence

AUTHORISATION:

Version	Action	Date
Policy 3.2 v1	Endorsed	01/08/12
v2	Amended date	24/07/17
	Review date	01/10/18

Education and Care Services National Regulations, 2012– ‘Regulations’:
Section 89(1)

POLICY:

The family day care educator engaged by or registered with the service must hold a current approved first aid qualification (workplace relevant for education and care service educators), this includes anaphylaxis and emergency asthma management training and current cardiopulmonary resuscitation (CPR).

PROCEDURE:

The family day care educator will follow the First Aid Action Plan in the event of a medical emergency.

First Aid Action Plan

When a child in care is seriously injured or becomes ill, the family day care educators will:

1. Attend to the child immediately
2. Give appropriate first aid treatment which may include medical assistance. Any medical or dental treatment required must be carried out by the parents/family nominated preferred medical/dental practitioner where possible
3. Call an ambulance if required and stay with the child until the ambulance arrives
4. Contact the parent/s or emergency contact on the enrolment form (by telephone or the most direct method of contact as indicated by the parent/s on the enrolment form) to inform that an ambulance has been called for their child
5. Remain with other children in care whilst the child goes in the ambulance
6. Contact the family day care service as soon as practical or by the next working day of calling an ambulance.

The ambulance response will be financed by the parent.

First Aid qualifications

The family day care educator will:

1. Possess a current approved first aid qualification (workplace relevant for education and care service educators), this includes anaphylaxis and emergency asthma management training and current cardiopulmonary resuscitation (CPR).
2. Implement practices to minimize cross infection while providing first aid.
3. Maintain the list of emergency services, a list of the child's current contact numbers and emergency services and keep these in an accessible position at all times.

First Aid Kits

1. The first aid kit will be clearly identified and easily accessible to family day care educators, family day care assistants, regular visitors, staff members, family day care educator family members, students, parents, and volunteers but inaccessible to children.
2. Family day care assistants, regular visitors, staff members, family day care educator family members, students, parents, and volunteers will be informed of the location of the first aid kit on their first day in the family day care residence or venue.
3. Family day care educators will possess a portable first aid kit for excursions and a permanent first aid kit will be located in the family day care educator's vehicle if transporting children.
4. Contents of the first aid kit are identified in Appendix 5 and are to be replaced if used and kept within date.
5. Personal Protective Equipment [PPE] aids (for example gloves and masks) are to be kept with the first aid kits.
6. If sharps (such as needles) are used by a child in care, the family day care educators will dispose of these in an approved Sharps Dispenser.

Communication with Families

1. The family day care educator will obtain authorisation from parent/s and or emergency contact on the enrolment form to administer first aid and obtain medical treatment and/or an ambulance if necessary.
2. Family day care educators will inform parent/s or emergency contact on the enrolment form following a first aid response.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 5: *First Aid Kit contents list*

AUTHORISATION:

Version	Action	Date
Policy 3.3 v1	Endorsed	01/08/12
v2	Amended date	24/07/17
	Review date	01/10/18

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 167(1)(2) and (3)

Education and Care Services National Regulations, 2012– ‘Regulations’:

85; 86; 87; 88 (1)(2); 95 96; 98; 99; 103-106; 161-162; 168(2)(b)(c)(d)(m); 170; 174; 175; 177(b)(c); 178(b)(c)

Medical conditions: 90 (1)(2)(3) 91; 93(1)(2)(3); 94 (1)(2)(3); 95; 96; 168(2)(d); 177(b); 177(c); 178(b); 178(c); 181– 184

National Quality Standard (2010):

Medical Conditions: Standard 4.1.

Element 2.1.1; 2.1.4; 2.3.2; 4.1.1; 7.3.3, 7.3.5

POLICY:

The approved provider of the education and care service must ensure that the service has in place policies and procedures in relation to dealing with medical conditions in children, including the matter set out in Regulation 90.

PROCEDURES:

1. Parents of children being enrolled are required to provide the family day care educator with a medical risk minimisation plan if their child has a known medical condition, allergy, or other health care need.
2. The family day care educator must follow the *Medical Risk Minimisation Plan* (Refer to Appendix 24) which includes plans for *asthma, anaphylaxis and diabetes*.
3. The family day care educator will inform the nominated supervisor, staff members, family day care assistants and volunteers of the requirements within the *Medical Risk Minimisation Plan*.
4. The family day care educator will complete the *Incident, Injury, Trauma and Illness Record* in consultation with the Parent to cover any of the presenting signs identified in (1) (Refer to Appendix 10).
5. The family day care service will support the self-administration of medication for children over pre-school age with parental authorisation. An *Authorisation of Medication* form (with written instructions for medication and self-administration) must be completed. (Refer to Appendix 7).
6. An *Authorisation of Medication* form must be completed by the parent prior to any medication being administered.
7. Prescribed medication can only be given if it's in its original container, bearing the original label with the name of the child, the dosage to be given and is within the expiry and use by date.
8. All non-prescribed medication (as an example: Paracetamol, nappy cream) must be in the original container with the original label, have clear dosage instructions and a used date not past.
9. In an emergency situation verbal authorisation can be given by a parent or person listed on the enrolment form. The family day care service recommend this be followed by an SMS or email authorisation where possible, and completion of the *Authorisation of Medication* form as soon as practicable.

10. Medication can be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency. Emergency services will be contacted immediately. The parent of the child and emergency services must be notified as soon as practicable.
11. Any medication administered must be recorded by the family day care educator or family day care assistant on the *Authorisation of Medication* form and signed by the parent.
12. The family day care educator must provide a copy of the family day care service's *Medical Conditions* policy to the parent at time of enrolment.
13. The *Incident, Injury, Trauma and Illness Record* must be kept by the family day care educator until the child is 25 years of age. If the family day educator leaves the family day care service or ceases to operate, the records must be sent to the family day care service upon ceasing operations.
14. The family day care service must be contacted following any contact with emergency services for a child.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 7: *Authorisation of Medication*

Appendix 10: *Incident, Injury, Trauma and Illness Record*

Appendix 24: *Medical Management Plan*

Appendix 4: *"Notification of a Serious Incident" S101 form*

AUTHORISATION:

Version	Action	Date
Policy 3.4 v1	Endorsed	01/08/12
v2	Amended date	24/07/17
	Review date	01/10/18

Policy in this section as required by:

The approved provider of the education and care service must ensure that the service has in place a policy and procedure in relation to emergencies as in National Regulation 97.

Education and Care Services National Law (WA) Act 2012:

Section 169(5); 174(2), 179

Education and Care Services National Regulations, 2012 – ‘Regulations’:

4, 12; 85 - 89; 97 (1)(2)(3)(4); 98; 136 – 137(e); 168(2) (b)(e); 245

National Quality Standard (2010):

Element 2.1.4; 2.3.1; 2.3.2; 2.3.3

PURPOSE:

Services have a responsibility to protect the health and safety of each individual at all times.

SCOPE:

This Policy applies to family day care educators; family day care assistants; regular visitors, family day care service staff members, family day care educator family members, students, parents, children (including visiting children) and volunteers.

PRINCIPLE:

The approved provider of an education and care service has the responsibility to ensure the family day care service has in place policies and procedures in relation to emergencies and serious incidents. The approved provider must take reasonable steps to ensure the policies and procedures are followed and made available for inspection or at request.

The approved provider must ensure parents of enrolled children are notified before making any changes to policies and procedures.

The family day care service complies with the Fire Protection Association Australia (FPAA).

POLICY:

Family day care educators will take reasonable steps, to ensure every child's health and wellbeing is safeguarded whilst protecting children from harm and hazards.

The family day care service defines *emergency*, in relation to an education and care service, as any situation or event that poses an imminent or severe risk to the persons at the education and care service premises. Examples being:

1. Flood.
2. Fire.
3. A situation that requires the education and care service premises to be in lock-down, examples but not limited to:
 - 3.1 Intruders (animal or human)
 - 3.2 Power failures or electrocution
 - 3.3 Involvement of firearms or other weapons
 - 3.4 Structural damage.

[Refer to Education and Care Services National Regulations Chpt 1 (4).]

The family day care service defines a *serious incident* written in the Education and Care Services National Regulations Chpt 1(12). Refer to 'Definitions' at the beginning of this document.

Examples of Serious Incidents:

1. Death of a child.
2. A child being locked in or out of the family day care residence and/or venue.
3. A child that appears to have been taken or removed from the family day care residence and/or venue in a way that breaches the National Regulations.
4. A child appears to be missing or cannot be accounted for.
5. An accident occurring where the attendance of emergency services were sought or reasonably should have been sought.
6. Damage to or loss of the family day care residence and or venue due to natural disasters.
7. Personal violence eg verbal, physical, sexual, harassment.
8. Experience of a violent situation such as fire, bomb, threat, siege or hostage.

PROCEDURES:

General

1. Emergency plans and evacuation strategies to be prominently displayed.
2. Ensure children are familiar with emergency evacuation procedures.
3. Emergency evacuation procedures are to be practiced at a minimum of every 3 months.
4. Records of the emergency evacuation practice are to be logged with the date time, and names of children and educators present.
5. Location of family day care residence and or venue in relation to emergency services (fire department, ambulance station, police station, hospital, and State Emergency Services) to be within easy access in case of an emergency.
6. Emergency phone numbers will be kept within easy access for all situations that require ringing emergency services, family day care service staff and parents.

Death of a child

1. Call emergency services – 000.
2. Administer First Aid until emergency services arrive.
3. On arrival of emergency services the educator will take directions from emergency services personnel.
4. The family day care educator to contact family day care service staff.
5. The family day care service staff to contact the child's family.

6. Family day care services staff member to go immediately to educator residence/venue or location where incident occurred to take responsibility for any other children in care at the time of the incident.
7. An *Incident, Injury, Trauma and Illness Record* will be completed by the educator with the assistance of the family day care service staff member and submitted to the family day care service within 24 hours.
8. The family care service will submit the 'Notification of a Serious Incident' SI01 form www.acecqa.gov.au to the Regulatory Unit within 24 hours.
9. The approved provider will be informed.
10. Counselling will be organised by the family day care service for the educator, family and other children.
11. The family day care educator or family day care service staff should not admit liability.
12. Only the approved provider will talk to any media.

Serious Injury to Child

1. Call emergency services – 000.
2. Administer First Aid until the emergency services arrive.
On arrival of emergency services the educator will take directions from emergency services personnel.
3. Family day care educator to contact family day care service staff.
4. The family day care service staff or educator to contact the child's family.
5. If practical family day care services staff member to attend the family day care educator residence/venue or location where incident occurred.
6. The family care service will submit the 'Notification of a Serious Incident' SI01 form www.acecqa.gov.au to the Regulatory Unit within 24 hours.
7. An *Incident, Injury, Trauma and Illness Record* will be completed by the educator with the assistance of the family day care service staff member and submitted to the family day care service within 24 hours.
8. The approved provider will be informed.
9. If required, counselling will be organised by the family day care service for the educator, family and other children.

Missing child

The family day care educator will:

1. Ensure other children's safety.
2. Check all areas where the child was last sighted and areas where they could have wandered to.
3. Ring the family day care service without delay.
4. Following resolution of the incident, complete the *Incident, Injury, Trauma and Illness Record* and submit it to the family day care service within 24 hours.

The family day care service will:

1. Attend promptly after receiving the call from the family day care educator, if possible.
2. Co-ordinate notification of police / parents and the Regulatory Unit (if necessary).
3. The family care service will submit the 'Notification of a Serious Incident' SI01 form (www.acecqa.gov.au) to the Regulatory Unit within 24 hours.
4. An *Incident, Injury, Trauma and Illness Record* (Refer to Appendix 4) will be completed by the educator with the assistance of the family day care service staff member and submitted to the family day care service within 24 hours.
5. The approved provider will be informed.

Child that has not been collected

The family day care educator will:

1. Telephone the parent and or emergency contacts on the child's enrolment form.
2. Notify the family day care service if no response is received from or unable to contact the family.
3. Contact Crisis Care (Tel: 9223 1111 or 1800 199 008) and explain they have a child that has not been collected from the education and care service and they are unable to contact the family or emergency contacts.
4. Follow all instructions from Crisis Care (family day care educators may be asked to keep children until collected).
5. At the first available opportunity provide an *Incident, Injury, Trauma and Illness Record* to the family day care service within 24 hours of the incident.

Emergencies that require immediate evacuation

These procedures can be applied to fire, flooding, and bomb threats.

The family day care educator will:

1. Write up a risk assessment that identifies any potential emergencies that are relevant to the family day care service and or geographical context.
2. Prepare an emergency plan and evacuation strategies indicating procedures and instructions to be followed in an event of an emergency.
3. Develop a *Fire Readiness Plan*.
4. Keep a written record of:
 - 4.1 The person responsible for checking the fire safety of the residence and or venue
 - 4.2 How often the residence/venues smoke detectors, fire extinguishers, and/or fire blankets are checked and maintained and /or replaced and
 - 4.3 Whether the residence/venue has a RCD (residual current device) if there is a power overload or a faulty electrical appliance.
5. Ensure the residence and/or venue:
 - 5.1 Exits are kept clear and easily identifiable
 - 5.2 Power outlets and power boards are not overloaded

5.3 There is sufficient air circulation around electrical equipment such as ovens, dryers, computers and

5.4 Is kept free of fire hazards such as dry leaf litter in gardens and gutters;

Bushfires

1. Write up a risk assessment that identifies any potential emergencies that are relevant to the family day care service and or geographical context.
2. Prepare an emergency plan and evacuation strategies indicating procedures and instructions to be followed in an event of an emergency.
3. Develop a *Fire Readiness Plan* including the *Prepare, Act, and Survive* Steps.
4. Implement the *Fire Readiness Plan* when instructed by information disseminated by Department of Fire and Emergency Services.
5. Documentation of this event to be made in an *Incident, Injury, Trauma and Illness Record*.

Family day care residence/venue 'lock down'

In the event of a situation where children and educators need to stay inside the residence and or venue until they are notified otherwise by an appropriate authority, the following procedure will apply:

1. All children will proceed to a designated area in the residence and or venue (as indicated in the emergency plan and evacuation strategies) and sit waiting for the residence to be deemed safe.
2. Family day care educator will contact relevant authorities and the family day care service who will inform the parents.
3. Documentation of this event to be made in an *Incident, Injury, Trauma and Illness Record*.

The evacuation procedure

The family day care service/educator will make the final decision and be guided by the advice of the relevant authority as to whether to evacuate the residence and or venue.

The following procedure will apply:

1. The family day care service/educator will:
 - 1.1 Inform all persons in the residence and or venue to evacuate.
 - 1.2 Telephone 000 or the local emergency service required and give their name, location and type of emergency.
 - 1.3 Take children's attendance records, parent contact file, and any other relevant documents/items (for example emergency bag with first aid kit) with them when evacuating.
 - 1.4 Move all persons to the nominated evacuation assembly area as indicated in the *emergency evacuation plan* or Department of Fire and Emergency Services.
 - 1.5 Keep all children and persons calm during the evacuation.
 - 1.6 Check all persons who are registered at the residence and or venue at that time are in the evacuation assembly area.
 - 1.7 Inform parents of children in care and the family day care service of the evacuation.

- 1.8 The family day care service will inform the parents if requested by the family day care educator.
- 1.9 Once the area has been declared safe by the appropriate authorities the educator and the children can re-enter the residence and or venue.
2. If the family day care residence and or venue emergency exits as indicated on the *emergency evacuation plan* are blocked then the family day care service/educator will utilise any alternative evacuation exits to ensure all persons leave the residence and or venue in a safe manner.
3. If the nominated evacuation assembly area is affected by the emergency, the family day care service/educator will immediately identify an alternative assembly area for all persons to exit to. This is to be clearly indicated to all who are exiting the residence and or venue.
4. If a child or person is requiring first aid or unable to leave the residence and or venue due to an injury the family day care service/educator will:
 - 4.1 Ensure all other persons are evacuated and
 - 4.2 Assist the person who is injured to evacuate.

Evacuation rehearsals

The family day care service/educator will:

1. Conduct an emergency evacuation rehearsal every 3 months.
2. Document and evaluate the emergency evacuation rehearsal stating the date; time of day; and the number of adults and children undertaking the rehearsal and how it went on the service *Emergency evacuation procedure rehearsals form*.

Communication equipment

The family day care educator must have access to operating communication equipment (for example but not limited to telephone or mobile telephone if in areas of poor mobile reception) to enable immediate communication to and from emergency services, parents and or the family day care service.

Communication with families

The family day care educator will inform families of their emergency and evacuation plan and procedures.

Dealing with the emotional and psychological impact of an emergency

The family day care service will have in place support networks and counselling services that will be available to staff, educators, children and families in event of a serious threat or experience, immediately following an emergency.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 10: *Incident, Injury, Trauma and Illness Record*

Appendix 4: *"Notification of a Serious Incident" S101 form*

Emergency Evacuation Plan

Fire Readiness Plan

AUTHORISATION:

Version	Action	Date
Policy 4 v1	Endorsed	01/08/12
v2	Amended date	24/07/17
	Review date	01/10/18

Policies in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 165; 165A; 167; 169; 174(2); 175; 189

Education and Care Services National Regulations, 2012– ‘Regulations’:

99 (1)(2)(4)(5); 100; 101; 102(1)(2)(4)(5); 136; 158 – 159; 168 (2)(f); 176

National Quality Standard (2010):

Standard 2.3.

Element 1.1.1; 1.1.2; 2.3.1; 2.3.2; 4.1.1; 4.2.1; 6.1.2; 6.2.1; 6.3.4

PURPOSE:

To ensure the safety of children during delivery and collection from care and when going on excursions.

SCOPE:

This Policy applies to family day care educators; family day care assistants; regular visitors, family day care service staff members, family day care educator family members, students, parents, children (including visiting children) and volunteers.

PRINCIPLE:

The approved provider of an education and care service has the responsibility to ensure the family day care service has in place policies and procedures in relation to children leaving the family day care residence or venue, and excursions.

The approved provider must take reasonable steps to ensure the policies and procedures are followed and made available for inspection or at request.

The approved provider must ensure parents of enrolled children are notified before making any changes to policies and procedures.

POLICY:

Family day care educators will take reasonable steps, to ensure the collection and delivery of children, whether to and from the family day care residence or approved venue or on excursions, supports the safety and protection of the children.

The family day care service will have procedures in place in relation to:

1. Delivery and collection of children and
2. Excursions and regular outings.

AUTHORISATION:

Version	Action	Date
Policy 5 v1	Endorsed	01/08/12
v2	Amended date	24/07/17
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Policies in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 165; 165A; 167; 175; 189

Education and Care Services National Regulations, 2012– ‘Regulations’:

99 (1)(2)(4)(5); 158 – 159; 168 (2)(f); 176

National Quality Standard (2010):

Standard 2.3.

Element 2.3.1; 2.3.2.

POLICY:

A family day care educator must ensure that a child who is being educated and cared for by the educator as part of a family day care service does not leave the residence or approved family day care venue except in accordance with sub regulation (4).

PROCEDURES:

There may be times when a parent may not be able to deliver or collect their child. Procedures must be in place to ensure the safety and wellbeing of children who are placed in the care of other people.

1. The child may only leave the family day care residence or approved venue or site of excursion if the child:
 - 1.1 *Is given into the care of:*
 - 1.1.1 *A parent of the child or*
 - 1.1.2 *An authorised nominee named in the child’s enrolment record or*
 - 1.1.3 *A person authorised by a parent or authorised nominee named in the child’s enrolment record to collect the child or*
 - 1.1.4 *A person authorised by the child’s parent via contact by telephone, text, fax, or email. In this instance the family day care educator must:*
 - *Ensure photo identification of the authorised person is checked and*
 - *Follow sign in/out procedures*
 - 1.2 *Is given into the care of a person or taken outside the premises because of medical, hospital or ambulance care or treatment or any other emergency.*
2. All children must be signed in and out, at the time of arrival and on departure by the parent or authorised nominee, on the family day care educator’s attendance record. The family day care educator is responsible for the supervision of children from the time the parent signs the child into care until the time the parent signs the child out of care.
3. A child must not be released into the care of a parent who is prohibited by a court ‘Parenting Order’ from having contact with the child.

4. The family day care service and educator will inform parents of their responsibility to provide the family day care educator with a copy of any current 'Parenting Order'.
5. If a parent who is not authorised on the child's enrolment form arrives to collect the child, but provides a current court 'Parenting Order' which gives them legal access, the child will be released and the enrolling parent will be notified. However, where parents of a child are in conflict and the family day care educator has reason to believe releasing a child to a parent may place the child's immediate safety and welfare at risk, the family day care educator will act in a manner that is consistent with the family day care service's duty of care to that child. In such cases the family day care educator can contact the other parent or the appropriate authorities and keep the child at the family day care residence or venue until the situation is resolved.
6. If an authorised person has not collected the child 30 minutes after the booked session of care, the family day care educator will contact the parent or authorised persons to arrange for the child to be collected from care.
7. If the family day care educator is unable to contact the parent or authorised persons within a period of two hours after the booked times the educator will contact the family day care service and or Crisis Care – tel: 9223 1111 (Refer to *Serious Incidents, Emergency and Evacuation Policy*, section on 'children not collected').
8. If an authorised person arrives to collect the child and is intoxicated or in an unfit state to drive the family day care educator will:
 - 8.1 Encourage the person to contact an alternative driver/taxi
 - 8.2 Offer to drive the child home at a later time and
 - 8.3 Note the vehicle registration number and notify the police if the person insists on driving with the child.
9. In the case of a serious incident occurring as prescribed in Chapter 1, 12 of the *Education and Care National Regulations* the procedure for *serious incident* needs to be followed. (Refer to *Serious Incidents, Emergency and Evacuation Policy*).

LINKING POLICY:

Policy 4 *Serious Incidents, Emergency and Evacuation*

AUTHORISATION:

Version	Action	Date
Policy 5.1 v1	Endorsed	01/08/12
v2	Amended date	25/07/17
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Policies in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 165; 165A; 167; 169; 174(2)

Education and Care Services National Regulations, 2012– ‘Regulations’:

99; 100, 101; 102 (1)(2)(4)(5); 136

National Quality Standard (2010):

Element 1.1.1; 1.1.2; 2.3.1; 2.3.2; 4.1.1; 4.2.1; 6.1.2; 6.2.1; 6.3.4

POLICY:

The approved provider of an Education and Care Service must ensure that the service has in place policies and procedures in relation excursions, including procedures complying with regulations 100 to 102 of the Education and Care National Regulations.

PROCEDURES:

Excursions

Refer to the definition of an Excursion as provided in the Definitions section of this policy document.

1. The *Excursion Risk Management Plan* must be completed (Refer to Appendix 2 *Excursion Risk Management Plan*) prior to seeking authorisation for the excursion.
2. In the event of changed circumstances to the previous risk assessment for the excursion, a review and adjustment of the *Excursion Risk Management Plan* must be completed.
3. The *Excursion Authorisation* form must be completed and authorised by the parent of a child prior to the excursion (Refer to Appendix 8).
4. A copy of the *Excursion Risk Management Plan* is to be forwarded to the family day care service.
5. The *Excursion Risk Management Plan* and the *Excursion Authorisation* form must be kept until the end of three years after the date on which the record was made.

Excursion including water feature (eg Park, Playground)

1. Eastern Region Family Day Care advises that a **maximum of 4 children only** are to be taken on any excursion which includes a water feature. This may be reviewed if a family day care educator provides the service with an *Excursion Risk Management Plan* that acceptably addresses foreseen risks prior to the excursion.
2. The *Excursion Risk Management Plan* must be provided to the family day care service prior to the excursion for review by a family day care co-ordinator. The family day care educator will be notified whether the excursion can be undertaken or further action or information is required.
3. The family day care educator will directly supervise children at all times.

Water-based activity Excursion (eg Swimming or entering a Swimming Pool, Spa, Lake, Dam, Creek, River or Ocean)

Note: a breach of water-based activity excursion 1 below will result in immediate termination of the family day care educator's registration as a member of Eastern Region Family Day Care and the grievance procedures as set out in this policy document will not apply.

1. The family day care educator must not engage children in any water-based activity excursion.

REGULAR OUTING

Refer to the definition of Regular Outing as provided in the Definitions section of this policy document.

1. The parent must be provided with the list of regular outings on which the educator intends to take the children.
2. The *Excursion Risk Management Plan* form must be completed (Refer to Appendix 2) prior to the regular outing. The form requires the parent or emergency contact in the child's enrolment record, to give authorisation for the regular outings.
3. *Excursion Risk Management Plan* for regular outings must be completed or reviewed annually prior to authorisation being sought.
4. The *Regular Outing Authorisation* form must be completed and authorised (Refer to Appendix 9) in writing by the child's parent or other person named in the child's enrolment record:
 - 4.1 For each outing listed in point 1 and
 - 4.2 Once in each 12 month period unless there is a change in circumstances of the regular outing.
5. A copy of the *Excursion Risk Management Plan* is to be forwarded to the family day care service.
6. The *Excursion Risk Management Plan* and the *Regular Outing Authorisation* form must be kept until the end of three years after the date on which the record was made.

LINKING POLICY:

1.3 Policy: *Water Safety*

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 2: *Excursion Risk Management Plan*

Appendix 8: *Excursion Authorisation*

Appendix 9: *Regular Outing Authorisation*

AUTHORISATION:

Version	Action	Date
Policy 5.2 v1	Endorsed	01/08/12
v2	Amended date	25/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(3)(c); 175

Education and Care Services National Regulations, 2012– ‘Regulations’:

75; 158-159

National Quality Standard (2010):

Element 6.1.1; 6.1.3; 7.3.1; 7.3.3; 7.3.5

A New Tax System (Family Assistance) Act 1999

A New Tax System (Family Assistance) (Administration) Act 1999.

PURPOSE:

The family day care service recognises that family day care educators are independent small business owners who have the right to set their own fees and charges for their services. The family day care service complies with all requirements of the Commonwealth Agreement and approved fees are transparent to all stakeholders.

SCOPE:

This Policy applies to the family day care service; family day care educators; and parents.

PRINCIPLE:

The approved provider of an education and care service has the responsibility to ensure the family day care service has in place policies and procedures in relation to payment of fees and provision of an approved “Statement of Fees” outlining fees charged by the family day care service and educator.

POLICY:

The family day care service acknowledges that the family day care educator acts as an independent contractor and agent of the family day care service to collect family fees. The family day care educator will set and apply a consistent fee for services provided which details the full cost of care. Families and the family day care service will be informed of this fee and any subsequent changes..

PROCEDURES:

1. Family day care educators are able to develop and set their own ‘Statement of Fees’. There is to be no collusion between family day care educators in their setting of fees.
2. The family day care service will set the Service Fees and Levies. Council of the Shire of Mundaring must endorse all Eastern Region Family Day Care service fees and levies before it is presented to educators and families.
3. The family day care service will inform families that family day care educators are responsible for setting their own fees.
4. Family day care educator will provide a dated copy of their ‘Statement of Fees’ to the family day care service for approval prior to implementation.

5. The family day care service will advise all family day care educators to provide families with a copy of the service approved 'Statement of Fees' at the time of interview with parent/s. Family day care educators will also issue copies to all parents accessing their service, each time their fees are updated.
6. The 'Statement of Fees' will include, if applicable, daily, sessional, hourly, standard and non-standard hours, school age care and public holidays. It will also include the family day care service levy.
7. The 'Statement of Fees' must indicate the family day care educator's name and business name.
8. Parents are liable for the full cost of contracted childcare (family day care educator fee and service levy) at the commencement of care and best practice is payment should be kept in advance. Families eligible for government assistance / subsidy will be notified by the family day care service and educator of their total family fee, this is payable directly to the family day care educator as agreed.
9. The family day care educator will receive any balance of remuneration, from parent government subsidies through the family day care service fortnightly when a child's attendance record is submitted to the family day care service.

Service parent levies will be deducted fortnightly from parent government subsidies. Where government subsidies do not cover the levies an account is sent to the family day care educator.

10. The family day care service must provide the family day care educator with a fortnightly payment advice (when attendance records are submitted) and to families a quarterly statement of their education and care fees.
11. Family day care educators must provide 2 - 4 weeks written notice to the family day care service and to families of any changes to their 'Statement of Fees' (It is highly recommended that all fee increases are consistent, both to be set for the beginning of each financial year and no more than twice a year).
12. The family day care service requires:
 - 12.1 The family day care educator to hold the responsibility of justifying the fees in the 'Statement of Fees'. The family day care service will not enter into discussions relating to the value of an individual service compared to other services however it is strongly recommended that the family day care educator be guided by the Service Fact Sheet - Fee Setting Guidelines provided prior to approval by the family day care service.
 - 12.2 The family day care educator to take responsibility for bad debts incurred at their service. The family day care service will not act on a family day care educator's behalf or for the family day care educator in settling, retrieving and or negotiating bad debts.
 - 12.3 That fees must be equitable for all families in the same service and not be discriminatory.
 - 12.4 The family day care educator to notify the family day care service if they become aware of families experiencing temporary financial hardship or if a child is at risk. Authorisation by the service for short term financial assistance may be granted if a family qualifies.
13. Termination of education and care requires a minimum of one week's notice in writing by either the family day care educator or the parent.
14. The family day care educator will keep and maintain a record of all fees received.

SUPPORTING DOCUMENTATION:

To implement this Policy refer to:

Statement of Fees- Educator

Statement of Fees Guide – Service

Appendix 31 - Fact Sheet: Fee setting guidelines

Service Agreement

AUTHORISATION:

Version	Action	Date
Policy 6 v1	Endorsed	01/08/12
v2	Amended date	18/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

The following sections of the Act are relevant to governance and management of the service: Provider Approval; Service Approval; Supervisor Certificates; Operating an Education and Care Service; Compliance with this Law; Monitoring and Enforcement.

Records:– Section 3(3)(a); 172; 175; 197; 200; 206; 215; 216; 263

Education and Care Services National Regulations, 2012– ‘Regulations’:

Sections on: Provider Approval; Service Approvals; Supervisor Certificates; and also Regulations: 75(a)(b); Part 4.7 – Leadership and service management;

Records 74; 75; 87; 92; 116; 145-152; 149-154 158--162; 165; 167-184.

National Quality Standard (2010):

Standard 7.1; 7.2; 7.3

Records: Standard 7.3.

Child Care Service Handbook

Department of Education and Training Compliance and Accountability for CCMS –Obligation to keep records – approved childcare services.

PURPOSE:

Regulatory and Government bodies require the retention and maintenance of records in relation to service stakeholders and children for a specified time. All records are required to be kept up to date and stored confidentially in a secure area with access by authorised persons only. Records will be destroyed appropriately after specified times.

SCOPE:

This Policy applies to the family day care service and family day care educators.

PRINCIPLE:

The approved provider of an education and care service has the responsibility to ensure the family day care service has in place policies and procedures in relation to governance and management of the service, including confidentiality of records.

POLICY:

All persons will comply with all policies and procedural requirements when engaging in activities relating to the operation of the family day care service and will conduct themselves in an ethical manner and abide by codes of conduct. All records will be maintained in a confidential and private manner.

PROCEDURES:

1. All family day care service staff, family day care educators, and family day care assistants will be given information on legal and ethical requirements. For example, Service Orientation or Certificate III - Education and Care qualification.
2. Every family day care service will hold a policy and procedures file which is provided to family day care educators and accessible to families.
3. Family day care educators will have a working knowledge of policies and procedures within the file.
4. An industry Code of Conduct will be followed by the family day care service staff; family day care educators; family day care assistants; volunteers; and students.
5. The family day care service will:
 - 5.1 Provide all family day care staff, family day care educators and family day care assistants with a copy of the Code of Conduct including responsibilities of all parties.
 - 5.2 Provide all family day care staff, family day care educators and family day care assistants with training at Orientation in relation to the Code of Conduct, and update existing persons of any changes.
 - 5.3 Ensure policies and practices are developed in line with current *Education and Care Services National Regulations 2012* and *National Quality Standard*.
 - 5.4 Ensure changes within the services are explained to all family day care staff, family day care educators and family day care assistants, and families prior to implementation.
 - 5.5 Ensure if a change to a policy/procedure is to be made, then at least 14 days' notice to the parents of children enrolled at the family day care service must be given before implementing any change to a policy and or procedure.
 - 5.6 Family day care staff and family day care educators and assistants will be given information on the Early Childhood Australia (ECA) Code of Ethics.

Refer to: Appendix 22 –Code of Conduct
Appendix 23 – ECA Code of Ethics from <http://earlychildhoodaustralia.org.au>

Records management

Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements. Quality Standard 7.3.1

All records relating to children, families and family day care service operation will be:

1. Kept in a safe and secure manner only accessible by authorised personnel and
2. Be destroyed after a period of time in line with legislation.
3. Specific records:
 - 3.1 For records relating to an incident, illness, injury or trauma suffered by the child while being educated and cared for by the family day care service - until the child is 25 years of age.
 - 3.2 For records relating to an incident, illness, injury or trauma suffered by the child that may have occurred following an incident while being educated and cared for by the family day care service - until the child is 25 years of age.

- 3.3 For records relating to the death of a child while being educated and cared for by the family day care service or that may have occurred as a result of an incident while being educated and cared for - until 7 years following the death of a child.
 - 3.4 For records relating to a child enrolled in the family day care service - until the end of 3 years after the last day on which the child was educated and cared for.
 - 3.5 For records relating to the approved provider – until the end of 3 years after the last date on which the approved provider operated the family day care service.
 - 3.6 For records relating to the nominated supervisor, family day care service staff member, and or family day care educator providing education and care on behalf of the family day care service - until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service.
- 3.7 For all other records – until the end of 3 years after the date on which the record was made.

The Family day care service will:

1. Require that all required records are recorded, properly maintained, updated and kept in the nominated secure place as per relevant legislation requirements. [Refer to Appendix 21 *Records and documents required to be kept at a service (R. 183)*]
2. Require that all records are kept confidential and only made available to authorised persons.
3. When a family day care educator leaves or is terminated from the service all documentation referred to in R.179 need to be submitted to the approved provider of the family day care service:
 - 3.1 Documentation of child assessments or evaluations for delivery of the educational program as set out in R.74
 - 3.2 An incident, injury, trauma and illness record as set out in R.87
 - 3.3 A medication record as set out in R.92
 - 3.4 Children’s attendance record as set out in R.159
 - 3.5 Child enrolment records as set out in R.160 and
 - 3.6 Record of visitors to the family day care residence or approved family day care venue as set out in R.165.
4. Ensure the following records are kept as required by Education and Care National Regulations:

Part 4.7, Division 1

- (R.158) Children’s attendance records to be kept by approved provider.
- (R.159) Children’s attendance records to be kept by family day care educator.
- (R.160) Child enrolment records to be kept by approved provider and family day care educator.
- (R.161) Authorisations to be kept in enrolment record.
- (R.162) Health information to be kept in enrolment form.

Part 4.7, Division 3

(R.177) Prescribed enrolment and other documents to be kept by approved provider.

(R.178) Prescribed enrolment and other documents to be kept by family day care educator.

(R.179) Family day care educator to provide documents on leaving service

(R.180) Evidence of prescribed insurance

(R.181) Confidentiality of records kept by approved provider

(R.182) Confidentiality of records kept by family day care educator

(R.183) Storage of records and other documents

(R.184) Storage of records after service approval transferred

Any documentation generated by the service in the operation of their duties and responsibilities under the *Education and Care Services National Law (WA) Act 2012* and the *Education and Care Services National Regulations 2012* will be kept by the family day care service.

Confidentiality

1. The family day care educator will keep confidential the affairs of each child in their care and of the child's family and shall not disclose any information to a third party other than the family day care service or as legally required to do so.
2. Confidential conversations will be conducted in a quiet area away from other children, parents, staff and family day care educators. Such conversations in relation to the health and well-being of the child should be noted in writing and stored in a confidential manner.
3. Reports, notes and observations in relation to family day care educators, family day care service staff and children must be objective, accurate, and free from bias and negative comments including use of labels.
4. Students, volunteers and/or visitors to the family day care educator's residence/venue will ensure that information in regard to family day care educators, family day care service staff, children, and families is not discussed outside of the context in which it was heard.
5. Any information received or transmitted via mobile telephone (including text / SMS) or any other electronic device (example email) shall be treated with the same confidentiality as any other written form of communication and must be stored confidentially.

Privacy

1. The family day care service and family day care educators will not collect sensitive information unless the individual has consented, or there is a legal requirement to do so or in other special circumstances that have a bearing on the well-being of the child.
2. Every reasonable step will be taken to ensure personal information collected, used or disclosed is accurate, complete and current.
3. Every reasonable step will be taken to ensure that personal information held within the family day care service is protected from misuse, loss, and from unauthorised access, modification or disclosure.

4. All personal information requested through Freedom of Information (FOI) will be managed by the approved provider.
5. Personal information would not usually be transferred overseas and then only if it meets the requirements of the National Privacy Principle 9.

Media and Social Media

The family day care service staff and educator will:

1. Respect the confidentiality and privacy rights of children and families when requesting written authorisation on the Child Enrolment form prior to the inclusion of a child’s photo in any media publication or social media.
2. Follow the Service Educator Code of Conduct obligations regarding Communication, social media and public relations to ensure communications reflect the status and objectives of the family day care service.
3. Liaise with Children’s Services Manager to seek approval prior to making any public comment to media outlets.

SUPPORTING DOCUMENTATION:

To implement this Policy refer to:

Appendix 22: *Code of Conduct*

Appendix 21: *Records and documents required to be kept at a service*

Appendix 23: *ECA Code of Ethics*

AUTHORISATION:

Version	Action	Date
Policy 7 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

Policy in this section as required by:

Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

Education and Care Services National Law (WA) Act 2012:

Section 3(3)(a)(e); 174(2)(b)(4)

Education and Care Services National Regulations, 2012– ‘Regulations’:

75;76; 80; 88(2); 93(2); 93(5)(b); 94(2); 99; 157

National Quality Standard (2010):

Standard 6.1; 6.2.

Element 1.1.4; 7.3.4

PURPOSE:

To ensure any complaints are dealt with efficiently, promptly and in a professional manner.

SCOPE:

This policy applies to family day care educators; family day care assistants; regular visitors, family day care service staff members, family day care educator family members, students, parents, children (including visiting children) and volunteers.

PRINCIPLE:

The service provider supports the individual's right to be heard fairly, the right to an unbiased decision made by an objective decision maker and the right to have the decision based on relevant evidence. This ensures all persons are provided with procedural due fairness in relation to complaint management.

POLICY:

A practical mechanism for people to provide feedback when dissatisfied with the family day care service will be developed and managed in a prompt and timely manner. Procedural due fairness will be followed in reaching an outcome for all persons.

PROCEDURES:

It is expected the grievance should initially be discussed with the person concerned. Every effort should be made to resolve the grievance at this level before moving on to the following steps.

All complaints may be lodged via face-to-face contact, telephone conversations or written notification and a record will be kept of the complaint until resolved.

Between the family day care educator and/or assistant and a family

1. If the grievance is not resolved satisfactorily either party can bring the matter to the attention of the family day care service staff to assist in the resolution of the matter.
2. Any grievance, which has been fully discussed between the family day care service staff and the parties involved and is still unresolved, can be referred for further mediation to the approved provider or a representative of the sponsoring body.
3. If still unresolved the matter can be referred to the Western Australian Ombudsman.
Phone: 1800 117 000.

Between the family day care educator and or an assistant and the family day care service

1. The family day care educator and or assistant has the right to approach the family day care service staff member concerned and to expect to have the grievance addressed in an understanding and sensitive manner.
2. If unresolved the family day care educator and or assistant can contact the approved provider or a representative of the approved provider who will attempt to find a resolution or an acceptable compromise by both parties.
3. If still unresolved the matter can be referred to the Western Australian Ombudsman.
Phone: 1800 117 000.

Between the family day care service staff and the family day care educator and or assistant

Child protection complaints will be directed to the Department of Child Protection (refer to Policy 1.6).

The following procedures apply to incidents other than those that will result in automatic termination as stated in the family day care educator's agreement:

1. When the family day care service is dissatisfied with a family day care educator and or assistant, then the complaints process will be followed.
2. When an issue is raised by a parent, staff member or community member, the family day care service will ask if the issue is a complaint. If it is deemed to be a complaint, then the complainant will be informed that the complaint will be followed up by all parties concerned if the complaint relates to a breach of Regulations or of special conditions of the family day care service, the family day care service staff will investigate the circumstances and discuss the complaint with the family day care educator.
3. The family day care service will advise the family day care educator and or assistant of non-compliance with the Regulations and/or conditions of the service, and the grievance procedure will be initiated.
4. The verbal advice will be followed up in writing to the family day care educator and or assistant.
5. The family day care service will advise the Regulatory body of an alleged complaint that poses a risk to the health, safety and wellbeing of the child within 24 hours of the complaint. De-registration of a family day care educator and or assistant:
 - 5.1 If the family day care educator and or family day care assistant breaches the service policies and procedures, National Regulations, and or National Law, the family day care service may recommend de-registration with the family day care service where demonstration of compliance is not met.

5.2 The family day care service will advise the family day care educator and or assistant if s/he has been de-registered from the family day care service and the reasons for this course of action in writing.

5.3 The family day care service will advise the Regulatory Unit in writing the date from which the family day care educator is no longer registered with the service.

Between family day care educator and family day care educator

1. Discuss with the person concerned and attempt to resolve the grievance.
2. If unresolved the family day care educator can contact the family day care service who will attempt to find a resolution or an acceptable compromise by both parties.
3. If still unresolved the family day care educator may refer the matter to the representative of the approved provider for further mediation.

Family day care service staff receiving the complaint will:

1. Determine and confirm the details of the complaint and record details on the complaints / grievance form (SE 1).
2. Confirm the content and intent of the complaint and the possible outcome to be achieved. (Should the nature of a verbal complaint appear major, staff should request that the complaint be put in writing to reduce the possibility of the complaint being misunderstood).
3. Explain the courses of action available.
4. Commit to seeking a resolution, if possible, in a positive manner and action immediately.
5. Determine whether the person making the complaint is satisfied with the proposed course of action and, if not, suggest an alternative course of action.
6. Follow up and monitor the outcome to confirm the person is satisfied and has received appropriate feedback

Approved Provider receiving a complaint will:

1. Acknowledge the complaint in writing within three (3) working days of receipt.
2. If follow up is required, an acknowledgement letter will give details of response times, how the matter will be resolved.
3. Follow up and monitor the outcome to confirm the person is satisfied and has received appropriate feedback.
4. Evaluate the nature of the complaint in informing policy and procedural reviews.

Use of Interpreter

The family day care service will offer an interpreter when handling complaints where required.

Access to information

Information deemed confidential under Freedom of Information legislation will not be accessible.

AUTHORISATION:

Version		Action	Date
Policy 8	v1	Endorsed	01/08/12
	v2	Amended date	20/07/17
		Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 51(4)

Education and Care Services National Regulations, 2012– ‘Regulations’:

30,180(1)(2)

R.30

A service approval for a family day care service is granted subject to the condition that the approved provider of the service must ensure that each family day care educator engaged by or registered with the service holds insurance against public liability with a minimum cover of \$10,000,000.

R.180

- (1) The approved provider of an education and care service must keep evidence of the current prescribed insurance at the education and care service premises, or in the case of a family day care service, at the principal office of the service, and must make the evidence available for inspection by the Regulatory Unit or an authorised officer under the Law.*
- (2) A family day care educator must keep evidence of the educator's current public liability insurance at the family day care residence or family day care venue and must make the evidence available for inspection by the Regulatory Unit or an authorised officer under the Law.*

PURPOSE:

To ensure appropriate insurance cover is obtained and kept up to date by the family day care service and the family day care educator and documentation of this insurance is available for inspection by the family day care service.

SCOPE:

This Policy applies to family day care educators and the family day care service.

PRINCIPLE:

The family day care service and family day care educator hold current public liability insurance that is accessible for inspection by the family day care service.

POLICY:

The family day care service will ensure that family day care educators and family day care assistants are informed of the appropriate insurance and legal cover required, their responsibilities and obligations, and their rights and entitlements. A family day care educator will hold current insurance policies that are available for inspection by the family day care service and regulatory body.

PROCEDURES:

To ensure all family day care service staff, family day care educators and family day care assistants are informed of and covered by appropriate insurance and legal policies, all family day care educators and the family day care service will hold:

1. A current public liability insurance policy in accordance with the Regulation and which adequately covers the family day care educator and residence and or venue.
2. When a family day care assistant or relief educator is registered with the family day care service to assist a family day care educator, it is the responsibility of the family day care educator to contact their insurer and provide proof of cover to the service.

AUTHORISATION:

Version	Action	Date
Policy 9 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Part 1 – Preliminary – 3 (3) (a) & (c); 175

Education and Care Services National Regulations, 2012– ‘Regulations’:

75; 88; 102; 168(2)(k); 169-175; 177-181

National Quality Standard (2010):

Element 4.2.1; 6.1.1; 7.3.1; 7.3.3;

PURPOSE:

To provide family day care educators and families with a clear procedure for the enrolment of children in the family day care service. This will ensure fairness and equity for all families seeking education and care services.

SCOPE:

This Policy applies to the family day care service, family day care educators and families.

PRINCIPLE:

To implement an enrolment process that is clear and equitable.

POLICY:

To provide an efficient enrolment procedure that is clear and understandable to family day care educators and families. To implement processes through the provision of secure recording and storing procedures that protects the confidentiality of families.

PROCEDURES:

The family day care service will:

1. Ensure that all children provided with care are enrolled with the family day care service.
2. Provide information to the parent/guardian of the Commonwealth Priority of Access and the Commonwealth Child Care subsidies.
3. Present alternative options for care if necessary.
4. Ensure an enrolment form is fully completed for each child prior to attendance at the family day care residence/approved venue.
5. Ensure the enrolment form contains:
 - 5.1 The full name, date of birth and address of the child
 - 5.2 The name, address and contact details of –
 - 5.2.1 Each known parent of the child and
 - 5.2.2 Any person who is to be notified of any emergency involving the child if any parent of the child cannot be immediately contacted and

- 5.2.3 Any person who is an authorised nominee [Refer to s.170(5) of the National Law WA Act 2012] and
- 5.2.4 Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child and
- 5.2.5 Any person who is authorised to authorise an educator to take the child outside the education and care premises
- 5.3 Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child
- 5.4 Details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person
- 5.5 The gender of the child
- 5.6 The language used in the child's home
- 5.7 The cultural background of the child and, if applicable, the child's parents
- 5.8 Any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs
- 5.9 Relevant authorisations in relation to:
 - 5.9.1 Obtaining treatment from a medical practitioner, dental or hospital treatment or ambulance service and
 - 5.9.2 Taking children on regular outings as under R.102.
- 5.10 Health information as required under R.162:
 - 5.10.1 The name, address and telephone number of the child's registered practitioner or medical service and
 - 5.10.2 If available, the child's Medicare number and
 - 5.10.3 Details of any specific healthcare needs of the child, including any medical conditions, allergies, including whether the child has been diagnosed as a risk of anaphylaxis and
 - 5.10.4 Any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to specific healthcare needs, medical condition or allergy and
 - 5.10.5 Details of any dietary restriction for the child and
 - 5.10.6 The immunisation status of the child and
 - 5.10.7 If the approved provider or a family day care educator has sighted a child health record for the child annotation is made.
- 5.11 Any trial period negotiated by the family day care educator and the parent.

6. Provide language support when a parent is having difficulty in completing the form. An enrolment interview may be conducted and if necessary organised in the parent's first language.
7. Ensure access for any child irrespective of cultural background, religion, sex, disability, parents' marital status, health status or income while meeting the specific needs of the local community.
8. Determine access for children with additional needs in consultation with all stakeholders and according to priority of access guidelines. Physical environments will be adapted as much as possible to suit children's additional needs.
9. After enrolment follow-up with families by the family day care service occurs through telephone contact, written communications, newsletters and surveys.

The family day care educator will:

1. If necessary implement a trial period to ascertain if the placement is appropriate for the child. This trial period will be negotiated with the parent.
2. Keep all enrolment forms in a secure place. The forms are to be kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and/or State Regulatory body.
3. Accept the enrolment on receipt of completed enrolment forms and payment of the required fees as stated in the 'Statement of Fees':
 Family day care educator must submit a copy of the completed enrolment form to the family day care service, prior to care commencing.
4. Update enrolment forms yearly or when there are changes to the family's circumstances and forward a copy to the family day care service.
5. Advise parents that it is their responsibility to notify them of any changes to their current details on enrolment forms.
6. Provide all families with information through specific orientation procedure, if possible prior to the child commencing education and care.
7. Provide to and discuss with, families the 'Statement of Fees'.
8. Work with families to identify the individual education and care requirements of each child and their family. This will include tailoring the orientation / settling in process to meet the needs of individual children and families in order to support the continuity of care between a child's home and the family day care residence/approved venue.
9. Keep all child enrolment records until the end of 3 years after the child's last attendance.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Child Enrolment

Statement of Fees - Educator

Statement of Fees Guide - Service

AUTHORISATION:

Version	Action	Date
Policy 10 v1	Endorsed	01/08/12
v2	Amended date	20/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Regulations, 2012– ‘Regulations’:

168(2)(i)(iii); 149

R.149 refers to centre-based services but a family day care service can align R.149 if utilising volunteers and or students.

National Quality Standard (2010)

Standard 2.3

Element 2.3.4; 4.1

PURPOSE:

To provide opportunities for the training needs of volunteers and students through imparting knowledge and experience from family day care service staff and family day care educators. Students can be provided with opportunities and resources to demonstrate their competencies, and to gain experience.

SCOPE:

This Policy applies to family day care educators, the family day care service and volunteers and students on practicum placements.

PRINCIPLE:

To provide opportunities for the training needs of volunteers and students in family day care.

POLICY:

To provide a clear and understandable process to allow for volunteers and students who participate in the family day care service, ensuring safety for them and the children.

PROCEDURES:

The family day care service can offer placements to:

1. Secondary school students who wish to gain work experience as part of a secondary school program, where the school has initiated the work experience, identified the student's suitability, worked with the service to arrange suitable times and provide authorisation for the student to participate.
2. Students attending other registered training organisations and studying in a relevant field, such as childcare, teaching, recreation or community services where the training organisation has initiated the placement, identified the students suitability, worked with the nominated supervisor in relation to times and expectations and provided written authorisation for the student to participate.

The family day care service will:

1. Provide students and volunteers with guidelines identifying their responsibilities, expectations and code of conduct while at the family day care service during a work experience induction.
2. Check that all students and volunteers over the age of 18 years have completed a Working with Children Check prior to commencing at the family day care service.
3. Inform students and volunteers that they must comply with all obligations under Policy 1.6 *Child Protection*.
4. Give support and guidance to students and volunteers where possible.
5. Assist students and volunteers to belong as part of the team and feel welcome.
6. Encourage students and volunteers to participate and communicate in an open and honest manner.
7. Ensure that students and volunteers do not discuss children's development or other issues with parents.
8. Request that students and volunteers adhere to all areas of confidentiality.
9. Ensure students and volunteers are never left alone or in charge of any children.
10. Require students and volunteers to abide by *Education and Care Services National Regulations 2012* while on placement.
11. Provide students and volunteers with access to family day care service policies and procedures.
12. Take all reasonable steps to ensure the written policies are followed.
13. Expect students and volunteers to take responsibility for the role that they are undertaking whilst on placement, viewing it as part of their own professional development.
14. Inform families when a student or volunteer is on placement at the service, if applicable and sign in / out of the 'Record of visitors to family day care residence' book.
15. Provide ongoing constructive feedback and assessment that is fair and equitable.
16. Provide students and volunteers with opportunities to learn and participate in a positive, encouraging environment.
17. Maintain a record of all students and volunteers attending family day care service.
18. Ensure all family day care educators maintain a record of any students or volunteers attending a family day care residence/approved venue.

The family day care educator will:

1. Ensure students and volunteers are never left alone or in charge of any children.
2. Inform the family day care service and families prior to a student or volunteer commencing a placement at the service.
3. Ensure the student or volunteer signs in / out of the 'Record of visitors to family day care residence' book.

LINKING POLICY:

Policy 1.6 *Child Protection*

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Record of visitors to family day care residence (ERFDC)

Appendix 29: *Fact Sheet: Volunteer, Student*

AUTHORISATION:

Version	Action	Date
Policy 11 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Regulations, 2012– ‘Regulations’:
168(2)(m)

PURPOSE:

To provide the family day care service, family day care educators and families with a clear procedure for correct authorisations for actions such as administration of medications, collection of children, excursion and providing access to personal records.

SCOPE:

This Policy applies to family day care educators, the family day care service and families.

PRINCIPLE:

To ensure appropriate procedures are in place for acceptance and non-acceptance of authorisations.

POLICY:

The family day care service will ensure that family day care service staff, family day care educators, and family day care assistants are informed of the appropriate authorisation for actions in relation to administration of medications, collection of children, excursion and providing access to personal records.

PROCEDURES:

The family day care service will:

1. Ensure documentation relating to authorisations contains:
 - 1.1 The name of the child enrolled in the service and
 - 1.2 Date and
 - 1.3 Signature of the child’s parent / guardian, or emergency contact person who is on the enrolment form and
 - 1.4 The original form/letter/register provided to the family day care educator.
2. Apply these authorisations to the collection of children, administration of medication, excursion and access to records.
3. Keep these authorisations in the enrolment record.
4. Exercise the right of refusal if written or verbal authorisations do not comply.
5. Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The family day care service or family day care educator can administer medication without authorisation in these cases, provided it is noted on medical plans and that parents/guardians be contacted as soon as practicable after the medication has been administered.

AUTHORISATION:

Version	Action	Date
Policy 12 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(b); 3(3)(a)(b)(c)(d)(e)(f); 166 , 167

Education and Care Services National Regulations, 2012– ‘Regulations’:

84; 155-156, 168(j)

National Quality Standard (2010):

Standard 1.1; 4.1; 4.2; 5.1; 5.2; 6.2

Element 2.3.1; 2.3.4; 3.2.2; 6.3.1, 6.3.2; 6.3.3

PURPOSE:

Behaviour guidance requires a broad approach for children to be physically and psychologically safe, gradually guiding them to communicate needs verbally, and developing independence skills without the use of aggressive or destructive behaviour to resolve conflict to meet their needs.

All persons working with children will encourage acceptable forms of behaviour that build children’s self-confidence and self-esteem and provide strategies to enable children to control their own behaviours. Family day care educators will create a physical and emotional environment that facilitates personal and social growth and assists children to regulate their energy to be appropriate to the task being undertaken.

SCOPE:

This Policy applies to family day care educators, family day care assistants, family day care service staff, volunteers and families.

PRINCIPLE:

To ensure appropriate procedures are in place that respect children’s rights and provide them with strategies and guidance to control their own behaviours.

POLICY:

Family day care educators will respect children’s rights and support them to develop to their full potential by encouraging acceptable social skills and allowing them to resolve conflicts using positive behaviour. Family day care educators will support the children in their efforts to regulate their energy to be appropriate to the task to be undertaken.

If the family day care educator breaches any of the procedures set out under this policy, the family day care service is entitled to terminate the family day care educator’s registration as a member of Eastern Region Family Day Care and the grievance procedures set out in this service policy manual will not apply.

PROCEDURES:

The use of physical punishment by family day care staff, family day care educators and assistants, volunteers, students and visitors as a behaviour guidance strategy is not acceptable under any circumstances.

The use of isolation, humiliation, intimidation, or negative labelling is not acceptable under any circumstances.

Family day care educators and assistants will:

1. Respect the values of parents/guardians
2. Respond to and acknowledge children's emotions such as happiness, anger, sadness, anxiety, frustration and fear
3. Establish an environment that promotes positive behaviour
4. Take into account a child's age, individual needs, personality, cultural background and the context of the behaviour
5. Offer choices in the decision making processes
6. Recognise limits with an understanding of why a child may behave in a certain way
7. Encourage children to practise positive and acceptable behaviour
8. Use redirection and distraction techniques
9. Implement strategies that demonstrate an understanding and empathy towards children who display behaviours that are not always consistent with their development and temperament
10. Provide children with a clear explanation why a particular behaviour is unacceptable, and provide an alternate, acceptable behaviour
11. Provide positive feedback when an acceptable behaviour is observed
[example: "I like it when you" "I feel happy when you"] and
12. Collaborate with families and family day care service staff in managing ongoing behavioural issues.

Family day care service will:

1. Support family day care educators and assistants in developing and implementing appropriate positive guidance strategies for children in their education and care service.
2. Provide training and professional development to encourage strategies that reinforce a positive learning environment for all children.

Collaboration with parents

The family day care educator will collaborate with families in regard to behaviour guidance strategies above for consistent practices to occur across the two environments.

LINKING POLICY:

- 1.6 Child protection
- 2 Interactions with children

AUTHORISATION:

Version	Action	Date
Policy 13 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

Policy in this section as required by:

National Quality Standard (2010):
Standard 2.1.4; 2.3.4

PURPOSE:

To protect family day care educator's health and safety within the family day care service.

SCOPE:

This Policy applies to family day care educators and family day care assistants.

PRINCIPLE:

To ensure procedures are in place to inform family day care educators and family day care assistants of the importance of personal health and wellbeing to maintain a positive and balanced home and business environment.

POLICY:

Family day care educators will be aware of and responsible for maintaining their own personal health and wellbeing in order to provide a quality education and care service.

PROCEDURES:

1. The family day care service recommends family day care educators take regular wellness breaks each year.
2. The family day care educator must provide a minimum of one week's notice to families and the family day care service of their unavailability to provide care due to a wellness break.
3. Family day care requires an amount of physically active work and lifting, it is therefore recommended that the family day care educator is aware of the information provided by the family day care service regarding manual handling.
4. Managing the balance between a family day care business and family commitments can at times impact in different ways, it is therefore recommended that the family day care educator is aware of the information provided by the family day care service regarding managing stress.
5. The family day care service recommends family day care educators consistently follow infection control guidelines and discuss their immunisation needs with a medical practitioner due to the potential exposure of communicable diseases.
6. The family day care educator may be requested to present a medical clearance certificate to confirm their fitness for work following an illness, injury or pregnancy.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Fact Sheet: Manual Handling

Fact Sheet: Managing Stress

AUTHORISATION:

Version	Action	Date
Policy 14 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

Policy in this section as required by:

National Quality Standard (2010):
Standard 7.1.3

PURPOSE:

To recognise the continuous service of family day care educators.

SCOPE:

This Policy applies to family day care educators.

PRINCIPLE:

The approved provider acknowledges the value of a family day care educator's role in supporting quality family day care through years of continuous service.

POLICY:

Ongoing continuity of care and commitment to children and families is achievable in family day care and family day care educators are recognised for ongoing service.

PROCEDURES:

1. All family day care educators are invited to an end of year celebration event.
2. Recognition of length of service is acknowledged by certificates at each 5 year period.

AUTHORISATION:

Version	Action	Date
Policy 15 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

OPERATIONAL POLICIES

The Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 3(3)(a-f); 169

Education and Care Services National Regulations, 2012– ‘Regulations’:

119-120; 127; 136(3); 153; 169 2(b) [align with 119-120, 124, 127]

National Quality Standard (2010):

Standard 4.2; 5.1; 5.2; 6.2.

Element 7.1.2; 7.1.3; 7.1.4; 7.1.5

PURPOSE:

To engage and register family day care educators who meet the Service Registration and Membership Process.

SCOPE:

This Policy applies to the family day care approved provider and family day care educators.

PRINCIPLES:

To act in an equitable and transparent manner when enacting the family day care service registration and membership process.

POLICY:

Family day care educators will meet the family day care service registration and membership process in order to provide education and care for children and families.

Minimum criteria for acceptance of application:

1. Minimum 18 years of age [R.119]
2. Possess or be actively working towards an approved Certificate 111 level education and care qualification [R.127]
3. Holds a current approved first aid qualification; undertaken current approved anaphylaxis management training; and undertaken current approved emergency asthma management training [R.136]
4. Meets the ‘fit and proper’ requirements [R.163; 169(a)(e)]

GENERAL PROCEDURES:

1. The family day care service will develop a comprehensive registration and membership process to be used when engaging family day care educators and approving them for registration.
2. The family day care service will sequence the steps in the specific procedures to meet contextual needs.

SPECIFIC PROCEDURES:

The family day care service will undertake the following steps when registering family day care educators:

1. Upon initial contact with the applicant:
 - 1.1 Gather the following information:
 - 1.1.1 Personal details – name, address, date of birth (DOB); contact details
 - 1.1.2 Qualifications (international qualifications assessment by ACECQA) and previous experience working with children and
 - 1.1.3 Details of family household members living in the residence and number including the number and age of the children.
 - 1.2 Provide the following information:
 - 1.2.1 Overview of family day care
 - 1.2.2 Numbers of children the applicant could provide care for
 - 1.2.3 Possible income earning potential
 - 1.2.4 What the family day care service offers educators to assist with their business operation
 - 1.2.5 Overview of information the family day care service will forward to the applicant, including home assessment documentation
 - 1.2.6 Information about meeting local government requirements and
 - 1.2.7 If the applicant is renting their proposed family day care residence then notify them of the requirement to gain home owner permission in order to proceed.
 - 1.3 Send Introductory Information to the applicant which includes:
 - 1.3.1 introductory letter including an introduction to the family day care service and an invitation to contact the family day care service if they wish to proceed with the application
 - 1.3.2 Overview of family day care
 - 1.3.3 Application process which includes procedures to be undertaken to meet the Policy and Procedures, *Fit and Proper Assessment of Family Day Care Educators, Assistants and Adults residing at the Family Day Care Residence*. This assessment must be undertaken prior to progressing the application
 - 1.3.4 Criteria for Service Registration including all qualification requirements and when these need to be achieved
 - 1.3.5 Information about how to access the family day care service Policies, National Quality Framework and the ACECQA site and
 - 1.3.6 *FDC Service Registration and Membership Application form* (noting fees may apply) to be returned to proceed with the application.

2. On receipt of the *FDC Service Registration and Membership Application*, the family day care service will:
Arrange for an interview either face to face at the applicants residence that meets the family day care service's requirements.

The following information will be covered in one or more interviews and will be documented:

- 2.1 Elaborate on information provided at initial contact - their understanding of education and care of children in a learning environment
 - 2.2 Possible income
 - 2.3 Business, financial and taxation responsibilities
 - 2.4 Establishment costs including but not limited to the following (Refer to supporting documentation):
 - National Police Clearance
 - Working With Children Check
 - Assessment of overseas qualification costs
 - Certificate 111 in Children's Services, First Aid, Anaphylaxis and Asthma training costs
 - Local Government fees
 - Medical Clearance
 - Vehicle registration
 - Small business set up costs
 - Public Liability Insurance
 - Child Accident Insurance
 - Child Car Restraints
 - Child Car Restraint check
 - Toys, equipment, resources and publications (Refer to supporting documentation)
 - Modifications to premises to meet Service requirements
 - Family day care service registration and membership fees
 - 2.5 **Regulation requirements including home and safety requirements, home safety audit checklist ; self-assessment / audit by service staff (Refer to *Residence/Approved Venue Assessment* form)
 - 2.6 Training and orientation requirements
 - 2.7 **Own family and household members –impact, responsibilities, ensuring a protective environment for the children is maintained
 - 2.8 Requirements for operating a family day care service - written records, observations
 - 2.9 Requirement to complete a recognised and accredited food safe course
 - 2.10 Play session visits and/or experienced educator/mentor information.
3. Applicant to submit the *FDC Service Registration and Membership Application* for the family day care service to determine if the applicant meets the 'fit and proper criteria' (Refer to Policy 22: *Fit and proper assessment of family day care educators, assistants and adults residing at the family day care residence*).
 4. The family day service will review the information from the 'fit and proper' assessment to determine whether the application from the applicant meets the family day care requirements and will proceed.

- 4.1 If the applicant meets the family day care service's requirements then the applicant will be directed to attend a family day care educator's service and/or play session where an observation and assessment form will be completed by the family day care service
- 4.2 If the applicant does not meet the family day care service requirements, a letter will be sent to the applicant informing them that they do not currently meet the family day care service requirements.
5. Family day care service policies are provided to the applicant.
6. Final educator registration check is undertaken by the family day care service, service registration documentation is completed and home environment is checked to ensure it meets the family day care service requirements.
7. The family day care service accepts the applicant's membership, conditional on family day care service requirements for setup being met, orientation undertaken and criminal history declaration provided.
8. The family day care service will provide orientation training to the new educator including but not limited to:
 - 8.1 Policies and Procedures
 - 8.2 ECA Code of Ethics and service code of conduct
 - 8.3 Regulatory obligations and governance
 - 8.4 Risk assessment
 - 8.5 Occupational, health and safety
 - 8.6 Health, safety and nutrition
 - 8.7 Interactions with children
 - 8.8 Child development and behaviour management
 - 8.9 Communication and relationship with families
 - 8.10 Planning and documenting learning environments and opportunities; children's progress
 - 8.11 Administration compliance
9. The Applicant Skills and Competency Assessment is undertaken to determine the applicant's knowledge of the Regulations and National Quality Standard
10. Initial support contact as per the service's procedure for new educators is implemented.

** These steps are not applicable for a relief family day care educator.

SUPPORTING DOCUMENTS:

To implement this Policy refer to the following documents:

Appendix 12: *Equipment and Toy List*

Appendix 13: *FDC Set Up Costs*

Appendix 17: *Residence and or Venue Assessment form*

Appendix 11: *FDC Service Registration & Membership Application form*

Appendix 14: *Fit & Proper Assessment – Educator*

Appendix 25: *Fact Sheet - FDC Assistant / Relief FDC educator*

Applicant Skills and Competency Assessment

AUTHORISATION:

Version	Action	Date
Policy OP 1 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

The Policy in this section is required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 3(3)(a-f); 169

Education and Care Services National Regulations, 2012– ‘Regulations’:

119-120; 127; 136(3); 144; 153; 169 2(b)(h) [align with 119-120, 124, 127]

National Quality Standard (2010):

Standard 4.2; 5.1; 5.2; 6.2

Element 7.1.2; 7.1.3; 7.1.4; 7.1.5

PURPOSE:

To engage and register family day care assistants who meet the service registration process.

SCOPE:

This Policy applies to the family day care approved provider and family day care educator assistants.

PRINCIPLES:

To act in an equitable and transparent manner when enacting the family day care service Registration and Membership Process.

Application of the policy and procedures:

POLICY:

Family day care assistants will meet the family day care service registration and membership process to provide early education and care for children and families.

GENERAL PROCEDURE:

1. The family day care service will develop a comprehensive registration and membership process to be used when engaging family day care assistants.
2. The family day care service will sequence the steps in the specific procedures to meet contextual requirements.
3. The family day care service will develop and maintain a Records Management process for registering family day care assistants,

Family day care assistant guidelines:

1. In the absence of the family day care educator the family day care assistant may assist the family day care educator:
 - 1.1 In transporting children between a family residence or approved family day care venue and:
 - 1.1.1 A school or
 - 1.1.2 Another education and child care service or children’s care service or
 - 1.1.3 The child’s home and

- 1.2 In emergency situations, including when the educator requires urgent medical care or treatment and
 - 1.3 When the educator needs to attend an appointment (other than a regular appointment) if –
 - 1.3.1 The absence is for less than 4 hours and
 - 1.3.2 The approved provider of the family day care service has approved that absence and
 - 1.3.3 Notice of that absence has been given to the parents of the child and
 - 1.4 In providing assistance to the family day care educator while the educator is educating and caring for children as part of a family day care service (there are not to be any extra children included in the initial child ratios, when the assistant works with the educator).
2. The approved provider will not approve the use of the assistant unless the family day care educator provides the written consent of a parent to use the assistant in the circumstances as set out in 1 above for each child being educated and cared for by the educator.

SPECIFIC PROCEDURES:

The family day care service will undertake the following steps (the sequence can be amended to meet contextual requirements) when engaging and registering family day care assistants:

1. Upon initial contact with the applicant:
 - 1.1 Gather the following information:
 - 1.1.1 Personal details – name, address, DOB, contact details
 - 1.1.2 Qualifications (international qualifications assessment by ACECQA) and previous experience working with children.
 - 1.2 Provide the following information:
 - 1.2.1 Overview of family day care
 - 1.2.2 Numbers of children in the family day care residence, in particular the assistant's own children
 - 1.2.3 Possible income earning potential – the family day care educator to advise the assistant of the payment rate
 - 1.2.4 Family day care service support and resource for educators and assistants.
 - 1.3 Send introductory information to the applicant that includes:
 - 1.3.1 Introductory letter including an introduction to the family day care service and an invitation to contact the family day care service if they wish to proceed with the application
 - 1.3.2 Overview of family day care
 - 1.3.3 Application process which includes procedures to be undertaken to meet the Policy and Procedures, *Fit and Proper Assessment of Family Day Care Educators, Assistants and Adults residing at the Family Day Care Residence*. This assessment must be undertaken prior to progressing the application
 - 1.3.4 Criteria for Service Registration
 - 1.3.5 information about how to access the family day care service policies

1.3.6 *FDC Service Registration and Membership Application form* (noting fees may apply) to be returned to proceed with the application

1.3.7 Information on how a family day care assistant can operate.

2. On receipt of the *Service Registration and Membership Application form* the family day care service will:

Arrange for an interview either face to face at the family day care educator or applicant's residence that meets the family day care service's requirements.

The following information will be covered in one or more interviews and will be documented:

2.1 Elaborate on information provided at initial contact their understanding of education and care of young children in a learning environment

2.2 Establishment costs including but not limited to the following (Refer to supporting documentation):

- National Police Clearance
- Working With Children Check
- First Aid, anaphylaxis and asthma training costs
- Vehicle registration if using a vehicle other than the family day care educator's vehicle
- Child Car Restraints
- Child Car Restraint check
- Family day care service registration and membership fees (if applicable)

2.3 Regulation requirements

2.4 Training and orientation requirements

2.5 Operational requirements within a family day care service - written records, observations

2.6 Play session visits and/or experienced educator/mentor information and

2.7 Requirement to complete a recognised and accredited food safe course.

3. Applicant to submit the *FDC Service Registration and Membership Application form* for the family day care service to determine if the applicant meets the 'fit and proper criteria' (Refer to Policy 22: Fit and proper assessment of family day care educators, assistants and adults residing at the family day care residence).

4. The family day service will review the information from the 'fit and proper' assessment to determine whether the application from the applicant meets the family day care requirements and will proceed.

If the applicant does not meet the family day care service requirements, a letter will be sent to the applicant informing them that they do not currently meet the family day care service requirements.

5. The family day care assistant will be given access to the service policies.

6. The family day care service accepts the applicant's membership, conditional on family day care service requirements being met, orientation undertaken and criminal history declaration provided.

7. Orientation training is provided to the new assistant.

SUPPORTING DOCUMENTS:

To implement this Policy refer to the following documents:

FDC Applicant Handbook

Appendix 11: FDC Service Registration and Membership Application form

Appendix 14: Fit & Proper Assessment – FDC Assistant

Appendix 25: FDC Assistant / Relief FDC educator fact sheet

AUTHORISATION:

Version	Action	Date
Policy OP 2 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

**FIT AND PROPER ASSESSMENT OF FAMILY DAY CARE
EDUCATORS, ASSISTANTS AND ADULTS RESIDING
AT FAMILY DAY CARE RESIDENCE**

POLICY OP 3

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 3(3)(a-f); 163; 164

Education and Care Services National Regulations, 2012– ‘Regulations’:

119; 127; 128; 136(3); 144; 163 164; 169 (2)(a)(e); 174(1)

National Quality Standard (2010):

Standard 3.1; 3.2

Element 2.3.1; 2.3.2; 7.1.5

PURPOSE:

To ensure the safety, wellbeing and education of children.

SCOPE:

Family day care educators, family day care assistants, and adults residing at the family day care premises.

PRINCIPLE:

To ensure the ongoing wellbeing, safety, education and care of children within family day care is maintained through an ongoing assessment process that determines if a person is fit and proper to be in the company of children.

POLICY:

Best endeavours will be undertaken to ensure family day care educators, assistants and adults residing at the family day care residence are fit and proper persons to be in the company of children.

GENERAL PROCEDURE:

The family day care service will develop:

An assessment process, that meets all legislative requirements, to determine if a family day care educator, assistant and/or adult is a fit and proper person to be in the company of children.

SPECIFIC PROCEDURES:

To undertake a fit and proper assessment:

Applicants will provide the following documentation to the family day care service to assist in the assessment of ‘fit and proper to be in the company of children’.

The service will use the information obtained from this documentation and other relevant contacts to assess the applicant’s fit and proper status for service registration.

Family day care educator

The family day care educator must:

1. Be over 18 years of age
2. Possess or obtain a National Police Clearance, that is not older than 6 months at time of application
3. Obtain a statement, from their original jurisdiction or make a declaration regarding any overseas criminal history, if the applicant has lived and worked overseas at any time within the last 3 years
4. Obtain a Working with Children Check
5. Will complete a medical survey with an accompanying declaration to affirm that all information provided in the medical survey is true and correct. The FDC service and/or approved provider may request the applicant to provide a medical clearance should any issues arise from the medical survey that may be considered to affect the work of the family day educator in providing education and care to a child/ren
6. Hold a current recognised First Aid Certificate
7. Hold a current approved Asthma and Anaphylaxis Emergency Management certification
8. Possess a current Driver's Licence if applicable
9. Provide a declaration of financial capacity to demonstrate they have the resources to operate their business
10. Provide two Referees – who agree to be contacted as referees;
[Note: A referee must be a person to whom the applicant is known and who preferably has observed the applicant caring for and educating children. The referees may be a previous employer of the applicant or has worked with him or her in a paid or unpaid capacity.

A person is not eligible to provide a reference for an applicant if the person is:
 - 10.1 *an employee of the applicant including family day care assistants*
 - 10.2 *related or related by marriage, including de-facto/spouse or*
 - 10.3 *the applicant*].
11. Provide a Curriculum Vita stating relevant qualifications and experience;
[Note: this includes information that identifies any role the applicant has held in an education and care service or a children's service in the previous 3 years and if so the name and location of the service.]
12. Disclose any formal disciplinary proceedings against the applicant;
[Note: this information identifies any formal disciplinary proceeding against the applicant under an education and care and/or children's services law of a participating jurisdiction and the outcome, if known by the individual.]
13. Hold a recognised and accredited food safe certificate.

Family day care assistant

The family day care assistant must:

1. Be over 18 years of age
2. Possess or obtain a National Police Clearance that is not older than 6 months at time of application
3. Obtain a statement from their original jurisdiction or make a statutory declaration regarding any overseas criminal history if the applicant has lived and worked overseas at any time within the last 3 years
4. Obtain a Working with Children Check
5. Will complete a medical survey with an accompanying declaration to affirm that all information provided in the medical survey is true and correct. The FDC service and/or approved provider may request the applicant to provide a medical clearance should any issues arise from the medical survey that may be considered to affect the work of the family day educator in providing education and care to a child/ren
6. Hold a current recognised First Aid Certificate
7. Hold a current approved Asthma and Anaphylaxis Emergency management certification
8. Possess a current Driver's Licence if applicable
9. Provide two Referees – if required
10. Provide relevant qualifications and experience;
[Note: this includes information that identifies any role the applicant has held in an education and care service or a children's service in the previous 3 years and if so the name and location of the service.]
11. Disclose any formal disciplinary proceedings against the applicant;
[Note: this information identifies any formal disciplinary proceeding against the applicant under an education and care and/or children's services law of a participating jurisdiction and the outcome, if known by the individual.]
12. Hold a recognised and accredited food safe certificate.

Adults residing at the family day care residences

An adult over 18 years of age and residing at a family day care residence must:

1. Possess or obtain a National Police Clearance that is not older than 6 months at time of application or possess a current teacher registration
2. Obtain a Working with Children Check, if planning to assist in any capacity working with children as a volunteer.

Family day care educator responsibilities

The family day care educator providing education and care at the approved family day care residence will:

1. Notify the service of any children residing or intending to reside in the family day care residence who are turning 18 years of age within 30 days prior to them turning 18
2. Ensure any children residing or intending to reside in the family day care residence who are turning 18 years of age, provide the family day care service provider with a Working With Children Check or proof of application.
3. Notify the family day care service in writing within 24 hours of any change of circumstances to residents or persons intending to reside who are over 18 years of age who have previously been assessed as fit and proper to be in the company of children
4. Notify the family day care service in writing of any person aged over 18 years of age intending to reside in the family day care residence on a temporary basis including a statement outlining the person's contact with children during the times the service is in operation

Provide a risk assessment to ensure the safety and wellbeing of children attending the service, if required by the family day care service. The risk management plan must include the names and period of the temporary residency and the children attending the service during this time.

Family day care service responsibilities

Inform family day care educators of their responsibility to meet these requirements.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 6: *Risk Assessment* form

Appendix 14: *Fit & Proper Assessment – Educator, FDC Educator Assistant*

Appendix 15: *Permission to use FDC Assistant / Relief FDC educator*

AUTHORISATION:

Version	Action	Date
Policy OP 3 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
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Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 170

Education and Care Services National Regulations, 2012– ‘Regulations’:

165; 166; 169(2)(f)

National Quality Standard (2010):

PURPOSE:

To record all visitors to family day care residences and venues whilst children are being educated and cared for at the residence or venue.

SCOPE:

This Policy applies to the family day care approved provider; family day care educators; and family day care assistants

PRINCIPLE:

To record all visitors to family day care residences and venues.

DEFINITION:

A visitor is a person visiting someone or somewhere, especially socially or as a tourist (Oxford English Dictionary).

For the purposes of this policy and attached procedures, a visitor becomes a resident after 30 continuous days of residing in the same premises. (Refer to Policy: *Fit and proper assessment of family day care educators, family day care assistants and adults residing at family day care residences.*)

POLICY:

Best endeavours will be undertaken to ensure a record of all visitors to family day care residence and venues whilst education and care is being provided to children is kept.

GENERAL PROCEDURES:

1. The family day care service will develop procedures for the keeping of records of visitors to family day care residences and venues.
2. The family day care educator will maintain a visitor's record to comply with the family day care service procedure.
3. The family day care educator will need to complete a risk assessment for visitors residing in the family day residence for less than 30 continuous days.

SPECIFIC PROCEDURES:

1. Family day care educators will ensure a record is kept which records all visitors to a family day care residence or venue during the service's hours of operation.

This record must include the following information:

- 1.1 Date
 - 1.2 Name and company details (if applicable)
 - 1.3 Time in/out
 - 1.4 Signature
2. The approved service provider must take all reasonable steps to ensure that the record of all visitors to the family day care residence or venue is kept by the educator.
 3. A family day care educator must not leave a child being educated and cared for by the educator at a family day care residence or approved family day care venue alone with a visitor.
 4. The approved service provider must take all reasonable steps to ensure that visitors to the family day care residence or venue are not left alone with enrolled children.
 5. Written records are to be kept for 3 years after the record was made.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:
Appendix 16: *Record of Visitors*

AUTHORISATION:

Version	Action	Date
Policy OP 4 v1	Endorsed	01/08/12
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Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 3(3)(a-f); 164.

Education and Care Services National Regulations, 2012– ‘Regulations’:

26(l); 75; 103; 104; 105; 106; 107; 108; 109; 110; 116; 117.

National Quality Standard (2010):

Standard 3.1; 3.2

PURPOSE:

To ensure the safety, wellbeing and education of children.

SCOPE:

Family day care service and family day care educator’s residences and venues.

PRINCIPLE:

Best endeavours are used through an ongoing assessment processes to ensure family day care residences and venues provide for the wellbeing, safety, education and care of children at those residences and venues.

POLICY:

The family day care service will undertake an assessment of the family day care residence and or venue to ensure the health, safety and wellbeing of children is protected.

GENERAL PROCEDURE:

The family day care service to develop:

1. An assessment procedure to be used when assessing each family day care residence and or approved family day care venue.
2. A re-assessment procedure to be used when re-assessing each family day care residence and or approved family day care venue.
3. A risk assessment procedure for family day care educators to use to assess and manage risk whilst providing education and care for children (Refer to Risk Assessment form).

SPECIFIC PROCEDURES:

Assessment prior to registration with the family day care service:

All family day care residence and venues will be assessed prior to registration with the service.

1. The family day care applicant will be provided with a copy of the Residence or Approved Venue Assessment for self-assessment.
2. A family day care service staff member will attend the venue or residence to assess the environment against the requirements stated on the assessment form.
3. The family day care staff member will provide the educator with a list of any identified outstanding items, if applicable.
4. On completion, the Residence or Approved Venue Assessment will be included with all other documents pertaining to the application and submitted for final approval to the nominated supervisor.

Annual reassessment of the approved family day care residences and or venues:

Reassessment will be conducted annually or additionally as required.

1. The family day care educator will be provided with a copy of the Residence or Approved Venue Assessment for self-assessment.
2. A family day care service staff member will attend the venue or residence to assess the environment against the requirements stated on the Residence or Approved Venue Assessment and will keep a copy on the family day care educator's file.
3. If the family day care educator is determined as non-compliant in meeting the family day care service requirements then:
 - 3.1 An action plan will be developed or
 - 3.2 The grievance procedure will be enacted or
 - 3.3 Cancellation of family day care membership will be enacted.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 6: *Risk Assessment form*

Appendix 17: Residence or Approved Venue Assessment

Appendix 20: *Continuous Improvement Plan*

AUTHORISATION:

Version	Action	Date
Policy OP 5 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

KEEPING A REGISTER OF FAMILY DAY CARE SERVICE STAFF, FAMILY DAY CARE EDUCATORS, FAMILY DAY CARE ASSISTANTS, STUDENTS AND VOLUNTEERS

POLICY OP 6

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:
Section 269

Education and Care Services National Regulations, 2012– ‘Regulations’:
149; 153; 154; 169(2)(b)(c)

National Quality Standard (2010):

PURPOSE:

To have a register of information on family day care service staff, family day care educators, family day care assistants, volunteers and students involved in the education and care of children.

SCOPE:

This policy applies to family day care service staff, family day care educators, family day care assistants, volunteers and students.

PRINCIPLE:

To have a process in the place to accurately and securely record information on family day care service staff, family day care educators, family day care assistants, volunteers and students in accordance with legislative requirements.

POLICY:

A register containing information of family day care service staff, educators, assistants, volunteers and students will be maintained by the family day care service in compliance with legislative requirements.

GENERAL PROCEDURE:

The family day care service will develop and maintain a register containing information on:

1. Family day care educators as required under R.153 of the National Regulations.
2. Family day care service staff, family day care co-ordinators and family day care assistants as required under R.154 of the National Regulations.
3. Volunteers and students as required under R.149 of the National Regulations.

SPECIFIC PROCEDURES:

1. The family day care service must keep and maintain at its principle office a register of each family day care educator and family day care assistant and any other person engaged by or registered with a family day care service to educate and care for a child.
2. The family day care educator's register must contain the prescribed information in respect of each family day care educator and family day care assistant engaged by or registered with a family day care service.

This information must include:

- 2.1 The full name, address and date of birth
- 2.2 The contact details of the educator/assistant
- 2.3 The address of the residence or approved family day care venue, including a statement as to whether it is a residence or a venue
- 2.4 The date that the educator/assistant was engaged by or registered with the service
- 2.5 Where applicable, the date that the educator/assistant ceased to be engaged by or registered with the service, for the period of 3 years following that date
- 2.6 The days and hours when the educator will usually be providing care and education to children as part of the service
- 2.7 If the staff member or educator is an approved provider, the number of the provider approval and the date that the approval was granted (if appropriate)
- 2.8 If the staff member or educator is a certified supervisor, the number of the supervisor certificate and the date it was granted (if appropriate)
- 2.9 Evidence of qualifications or that the educator is working towards that qualification
- 2.10 Evidence of first aid, anaphylaxis management, responding to allegations of child abuse, and emergency asthma management training
- 2.11 Evidence of any other training completed by the educator
- 2.12 A record of Working with Children Check notice number and expiry date
- 2.13 Details of each child cared for by the educator as part of the service including name, date of birth, days and hours that the educator usually provides care for that child
- 2.14 If the care is provided in a residence, the record must include the full names and dates of birth of all adults and children who normally reside at the residence
- 2.15 A record of the Working with Children Check notice number, record of criminal history record check, or teacher registration of each person aged 18 years and over who normally resides at the family day care residence, including the date of expiry if applicable and the date the check, card, record or registration was sighted by the nominated supervisor of the service
- 2.16 The name of the family day care educator that the family day care assistant will be working with.

(Refer to Appendix 18 Registers)

3. For family day care service staff, the register must contain the details of the designated educational leader, nominated supervisor and co-ordinators of the family day care service (Refer to Appendix 18 Registers).
4. For additional service staff, the family day care service will:
Keep a record of additional service staff, not directly involved in the care and education of children.

5. For volunteers and students, the family day care service will:
Include in the register details of any students or volunteers who participate in the care and education of a child.

The register must include:

- 5.1 full name, address and date of birth of the student or volunteer and
- 5.2 a record of the date and hours on which the student or volunteer participates in the service.
6. The family day care service will provide any information on the register and any changes to that information to the Regulatory Unit on request.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 18: *Register for Family Day Care Educators; Family Day Care Assistants; Family Day Care Service staff; and volunteers and students*

AUTHORISATION:

Version	Action	Date
Policy OP 6 v1	Endorsed	01/08/12
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The policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 3(2)(a); 163; 164; 165; 168; 170; 175

Education and Care Services National Regulations, 2012– ‘Regulations’:

74; 75; 76; 115; 116; 117; 118; 124; 127; 128; 144; 153; 154; 155; 157; 159; 160; 161; 162; 164 ;
169(2)(d); 170

National Quality Standard (2010):

Standard 1.2; 1.2; 2.1; 2.2; 2.3; 4.1; 4.2; 5.1; 5.2; 6.1; 6.2; 7.2
Element 7.3.1

PURPOSE:

To maintain quality of education and care and to continually improve the practices within the family day care service, whilst meeting relevant legal requirements.

SCOPE:

This Policy applies to family day care educators and family day care assistants.

PRINCIPLE:

To implement fair and transparent processes in supporting, monitoring and supervising family day care educators and family day care assistants, using best endeavours to ensure the continuing improvement of the service.

POLICY:

The family day care service will support, monitor and supervise family day care educators and assistants in complying with the Regulations and Standards and to be empowered to continually improve their service.

PROCEDURE:

The family day care service will develop procedures for:

1. Monitoring and supervising family day care educators and assistants by a schedule of visits (announced, unannounced, random, targeted campaign, and planned reviews, to ensure ongoing compliance).
2. The provision of guidance, information, support and reflection to assist registered family day care educators and assistants to understand their responsibilities and to comply with the National Law, National Regulations, and National Quality Standard and service policies.
3. Supporting all educators and assistants by making available advice and assistance at all times education and care is being provided, including educators and assistants residing in remote locations.

SPECIFIC PROCEDURES:

The following documentation will be used:

1. Family Day Care Visit Report (Appendix 19)
2. Residence or Approved Venue Assessment (Appendix 17)
3. FDC Service Registration and Membership Application and Educator/Assistant Register
4. Service Membership Agreement, Code of Conduct and accompanying documents
5. Risk Assessment form (Appendix 6)
6. Family day care educator continuous improvement plan (Appendix 20)

Program

1. The family day care service will ensure the educator and assistant have a current educational program displayed at the service at a place that is easily accessible to parents and available for inspection on request.
2. The family day care service will support educators to develop an educational program and monitor the program to ensure it meets the following criteria:
 - 2.1 Delivered in accordance with and based on an approved learning framework
 - 2.2 Based on the developmental needs, interests and experiences of each child
 - 2.3 Takes into account the individuality of every child and their family, and
 - 2.4 Incorporates opportunities to enhance children's learning during everyday routines
3. The family day care service will support educators to develop an educational program and monitor that the program to ensure it contributes to the following outcomes:
 - 3.1 Children have a strong sense of identity
 - 3.2 Children are connected with and contribute to his or her world
 - 3.3 Children have a strong sense of wellbeing
 - 3.4 Children are confident and involved learners and
 - 3.5 Children are effective communicators.
4. The service will monitor the program documentation used by the family day care educator to assess children's learning and progress in order to meet the requirements of R.74 (1a), (1b) and in a format that can be shared with families.
5. The service will monitor an educator/assistant provides, at a parent's request, the following information:
 - 5.1 The content and operation of the educational program as it relates to that child
 - 5.2 Information about that child's participation in the program and
 - 5.3 A copy of assessments or evaluations in relation to that child.
6. If an educator ceases registration with a service all documentation and assessments of child's development will be delivered to the family day care service.

7. The service will supervise, monitor and support the educator/assistants interactions and practices to ensure they are positive, ethical, and respectful and risks to children are minimised.

Qualifications

1. The family day care service will sight, record and retain copies of educators and assistant's relevant qualifications.
2. The family day care service will record and identify all other training completed by educators and assistants (Refer to Appendix 18 *Registers*).
3. The family day care service will monitor and support educators, to have or be actively working towards, at least an approved Certificate III Level Education and Care qualifications.

Continuous improvement

1. The family day care service will support:
 - 1.1 Educators/assistants to recognise their particular strengths, abilities and interests
 - 1.2 Educators with opportunities to work collaboratively with the family day care service and families to further develop their skills and improve practice and relationships
 - 1.3 Collaborative opportunities for educators to discuss and reflect on individual children and families and
 - 1.4 Family day care educators in an ongoing cycle of review through which current practices are examined and reviewed and new ideas generated.
2. The family day care service will record this information on individual educator's continuous improvement plans.

Physical environment

The family day care service will:

1. Monitor the family day care residence to ensure that the residence or venue and all equipment and furniture used for the education and care of children are clean, safe and in good repair
2. Support the educator/assistant to develop risk assessment plans for the physical environment
3. Monitor any modifications and or intention to modify the environment to ensure compliance with the *Residence and or Venue Assessment* form. The educator will notify the family day care service and relevant authorities in writing prior to commencement of modifications and
4. Support and monitor educators/assistants in providing a physical environment that is safe, suitable and creates a rich and diverse range of experiences, that promotes children's learning and development.

Records

1. Educators and assistants will be monitored and supported to understand the requirement for all records to be maintained in accordance with Legislative requirements, and are stored appropriately to ensure confidentiality.
2. The family day care service will monitor and support practices to ensure that all family and children's information is communicated in a professional and confidential manner whether the information is written, discussed, electronically transmitted or by any other means.

3. The family day care service will provide educators/assistants with the policies and processes necessary for the effective administration and management of their education and care service including compliance with legal requirements as required under R.169 (2).

Visits to family day care residences and venues

The family day care service will:

1. Conduct regular planned and unplanned support visits to educators and assistants and ensure a written record is kept of these visits.
2. Discuss and record progress towards continuous improvement plans during support visits to educators and assistants.
3. Support educators to manage care of own family members without compromising care and education of enrolled children.
4. Work alongside educators and assistants to determine their own professional development needs and support them to receive that training.
5. As applicable to the family day care service, educators and assistants will have access to a toy and resource library and to play sessions.

The family day care educator will:

1. Advise the family day care service when children are attending on an occasional basis out of core hours.
2. Advise the family day care service of times (hours/days) of closure.
3. Inform the family day care service when a family day care assistant will be providing education and care to an enrolled child.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Service Membership Agreement

Appendix 6: *Risk Assessment* form

Appendix 19: *Family Day Care Educator Visit Report*

Appendix 11: *FDC Service Registration and Membership Application*

Appendix 17: *Residence or Approved Venue Assessment*

Appendix 18: *Register for Educator/Assistant*

Appendix 20: *Continuous Improvement Plan*

Appendix 22: *Code of Conduct and accompanying documents*

AUTHORISATION:

Version	Action	Date
Policy OP 7 v1	Endorsed	01/08/12
v2	Amended date	20/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 164; 168

Education and Care Services National Regulations, 2012– ‘Regulations’:

168; 169(2)(g)

National Quality Standard (2010):

Standard 4.2; 7.1; 7.2; 7.3

PURPOSE:

To provide current information, support and training to family day care educators and assistants.

SCOPE:

This Policy applies to family day care educators and assistants (new and continuing) and FDC Service staff.

PRINCIPLES:

The family day care service will distribute information to family day care educators and assistants;
The family day care service will provide ongoing assistance and access to training for family day care educators and assistants.

POLICY:

The family day care service will provide current information, ongoing assistance, access to and opportunities for training.

GENERAL PROCEDURES:

The family day care service will support family day care educators with:

1. Initial and ongoing training opportunities and access for family day care educators and assistants.
2. A continuous improvement plan to assist them in developing their service as part of the quality improvement process.

SPECIFIC PROCEDURES:

The family day care service will:

1. Ensure every family day care educator and assistant is provided with orientation training.
2. Develop a philosophy statement and provide information and support to family day care educators and assistants to incorporate planning and programming to reflect this philosophy.
3. Ensure educators and assistants will have access to sufficient training and support to implement the *Early Years Learning Framework* and *My Time, Our Place Framework for School Aged Children*.

4. Designate in writing a suitably qualified and experienced person as Educational Leader to guide curriculum development and to ensure children achieve the outcomes of the approved learning frameworks.
5. Ensure educators and assistants have access to training and information regarding their responsibilities and requirements under the National Quality Framework.
6. Support and assist educators and assistants to develop own quality improvement plans including identification of strengths and training needs analysis (Refer to *Continuous Improvement plan*).
7. Endeavour to provide access to training to educators and assistants through a variety of means, including multimedia, learning packages and face to face training sessions facilitated by the service provider or an external trainer.
8. Maintain a record of training and support provided to educators and assistants.
9. Ensure family day care educators and assistants are informed and have access to ongoing essential training: for example: Responding to allegations, and Anaphylaxis and Asthma management.
10. Develop a plan for timely delivery of essential training for educators and assistants.
11. Endeavour to provide information of training opportunities available in the local area.
12. Provide educators and assistants with links to relevant curriculum documents and information websites.
13. Provide educators and assistants with electronic or paper copies of all service policies and procedures.
14. Ensure that educators and assistants have been provided with information about and support to develop processes for the effective maintenance, disposal and storage/display of records such as:
 - 14.1 Insurance documents
 - 14.2 Accident records
 - 14.3 Medication records
 - 14.4 Attendance records
 - 14.5 Provider/service approval
 - 14.6 Service rating
 - 14.7 Service waivers
 - 14.8 Service operation information
 - 14.9 Health and safety, including attendance of a child at risk of anaphylaxis or the occurrence of an infectious disease.
15. Actively seek feedback from educators and assistants regarding the level and quality of information, assistance and training provided.
16. Actively seek feedback and input from educators, assistants, and parents in the development and review of policies and procedures.

The family day care educator will:

1. Undertake to meet all essential training requirements as required under *Qualifications* in the Policy: *26 Monitoring, support and supervision of family day care educators and family day care assistants*.
2. In addition to legal requirements for training, undertake 8 hours of professional development between each service membership period.
If the family day care educator fails to comply with undertaking the 8 hours of professional development, a continuous improvement plan may be set between the family day care educator and staff.

SUPPORTING DOCUMENTS:

To implement this Policy refer to:

Appendix 19: *Educator Visit Report*

Appendix 20: *Continuous Improvement Plan*

AUTHORISATION:

Version	Action	Date
Policy OP 8 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
	Review date	01/10/18

Policy in this section as required by:

Education and Care Services National Law (WA) Act 2012:

Section 163; 164, 169

Education and Care Services National Regulations, 2012– ‘Regulations’:

47; 118; 128

National Quality Standard (2010):

Standard.2

Element 7.1.2

PURPOSE:

To employ family day care service staff who have relevant qualifications and skills to support family day care educators in their provision of Early Childhood Education and Care.

SCOPE:

This Policy applies to the family day care approved provider and family day care service staff.

PRINCIPLE:

To act in an equitable and transparent manner when employing staff to support the work of family day care educators in their provision of early childhood education and care.

POLICY:

Staff will have relevant qualifications and skills to support the family day care educator’s provision of early education and care that reflects the service’s philosophy.

GENERAL PROCEDURE:

Family day care service will employ qualified staff to support and monitor the practices of family day care educators engaged by the family day care service.

SPECIFIC PROCEDURES:

The employment of family day care service staff will be undertaken to meet the approved provider’s employment procedure or the procedure as listed taking regard of the Equal Employment Opportunity (EEO) and discrimination legislation.

1. Advertise position.
2. Upon request by the applicant an information package given to applicants detailing the job description, selection criteria and employment conditions. Applicants are advised to respond to the selection criteria and to provide a current curriculum vitae and certified copies of qualifications and other documentation.
3. Applications are received and recorded.
4. An interview panel is selected.

5. Applications are assessed and shortlisted based on the following criteria: responses to the selection criteria.
6. Shortlisted applicants are interviewed by the selected interview panel.
7. Referees are checked.
8. Second interview is undertaken if required.
9. Successful applicant is notified.
10. Once successful applicant accepts the position, all other applicants are notified and mechanisms to provide feedback, if requested, are put in place.
11. Contract and employment conditions are agreed. This includes but is not limited to commencement date, remuneration (superannuation and any other items if included in the remuneration package), and performance management dates.
12. Prior to commencing employment all required documentation as listed below will be provided to the employer.
13. Induction and Orientation begins

The family day care service will assess all applicants based on them meeting the following criteria:

1. Aged 18 years or over
2. Current Working With Children Check
3. National Police Clearance issued within the last six months
4. A criminal history declaration covering the period from the date of the police clearance to the first date of employment
5. If the applicant lived or worked outside of Australia at any time within the previous three years a declaration must be completed containing the following declaration: "I have not been convicted or charged with any criminal offence during my absence for Australia (add dates of absence from Australia)"
6. A disciplinary proceedings statement
7. Proof of Identity including:
 - 7.1 Photographic identification
 - 7.2 Full name or and any former name or other name that the applicant has been known by
 - 7.3 Residential address
 - 7.4 Current contact details
 - 7.5 Current drivers licence
8. Medical clearance
9. Details and evidence of the applicant's relevant skills, experience, training and qualifications including how the applicant meets the minimum requirements as set out in R.47 of the National Regulations

The following additional criteria are required for the position of:

Supervisor Certificate

The applicants must have:

1. adequate knowledge and understanding of the provisions of education and care to children
2. the ability to effectively supervise and manage an education and care service and
3. At least one of the following:
 - 3.1 At least 3 years' experience working as an educator in an education and care service; or a children's service or a former education and care services law
 - 3.2 An approved diploma level education and care qualification
 - 3.3 An approved early childhood teaching qualification.

Educational Leader

1. The approved provider of an education and care service must designate, in writing, a suitably qualified and experienced educator, co-ordinator or other individual as educational leader at the service to lead the development and implementation of educational programs in the service.
2. An approved first aid certificate including approved asthma and anaphylaxis management certification (Refer to Definitions for these requirements).

Family Day Care Co-ordinator

1. An approved diploma level education and care qualification
2. An approved first aid certificate including emergency asthma and anaphylaxis certification (Refer to Definitions for these requirements).

AUTHORISATION:

Version	Action	Date
Policy OP 9 v1	Endorsed	01/08/12
v2	Amended date	26/07/17
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APPENDICES

Preamble: The following document numbers are embedded in the policy and procedures. Family day care services may wish to insert their own documents, using the same numbering, that are relevant to their particular context.

Appendix	Title	Location
1	Child Protection Reporting Flow Chart	Attached
2	Excursion Risk Management Plan	Current form at ERFDC
3	Kidsafe Fact Sheet: Safety around animals	Attached
4	Notification of Serious incidents form (S101)	Current form at ERFDC
5	First Aid Kit contents list	Current list at ERFDC
6	Risk Assessment	Current form at ERFDC
7	Authorisation of Medication	Current form at ERFDC
8	Excursion Authorisation	Current form at ERFDC
9	Regular Outing Authorisation	Current form at ERFDC
10	Incident, Injury, Trauma and Illness Record	Current form at ERFDC
11	FDC Service Registration and Membership Application	Current form at ERFDC
12	Equipment and Toy List	Current list at ERFDC
13	FDC Set Up Costs	Current form at ERFDC
14	Fit & Proper Assessment – Educator, FDC Assistant	Current form at ERFDC
15	Permission to use FDC Assistant Relief FDC educator	Current form at ERFDC
16	Record of Visitors	Current form at ERFDC
17	Residence or Approved Venue Assessment	Current form at ERFDC
18	Registers for Family Day Care Educators; Family Day Care Assistants; Family Day Care; Service staff; and volunteers and students	ERFDC Staff use
19	Educator Visit Report	ERFDC Staff use
20	Continuous Improvement Plan	ERFDC Staff use
21	ACECQA Records and documents required to be kept at a service (Regulations 183)	Attached
22	Code of Conduct	Current form at ERFDC
23	ECA Code of Ethics	www.earlychildhoodaustralia.org.au
24	Medical Risk Minimisation Plan	Current form at ERFDC
25	Fact Sheet: FDC Assistant / Relief FDC educator	Attached
26	Fact Sheet: Managing Stress	Attached
27	Fact Sheet: Manual Handling	Attached
28	Fact Sheet: Play Session & Toy Library	Attached
29	Fact Sheet: Volunteer, Student	Attached
30	Fact Sheet : Incident injury trauma and illness	Attached
31	Fact Sheet : Fee setting guidelines	Attached

