



EDUCATOR HANDBOOK 2023

STATEMENT OF PHILOSOPHY

RESPECTFUL RELATIONSHIPS AND PARTNERSHIPS

Ace FDC statement of philosophy outlines the principles that underpin our practices in prioritising secure, respectful and reciprocal relationships with children families and the community. Our philosophy guides the way we work together with children and their families and the community to co construct children`s family day care experiences and co create family day care environments that acknowledge and value each child`s identity.

DIVERSITY

Ace Family Day Care aims to provide learning environment where children learn and develop exploring their world through stimulating and challenging play. We plan for children`s learning around their interests and their own specific needs, guided by the National Quality Standards, The Early Years Learning Framework and the School Aged Care Learning Framework-My Time, Our Place. This provides opportunities for children to reach their potential, in all areas of their development: Physical health and wellbeing, social emotional, language and cognitive and spiritual.

CHILD`S INTEREST, NEEDS/ WELL BEING

Ace Family Day Care recognises the importance of establishing a solid family day care foundation for our children. In early years of life children build vital knowledge and skills that support their approach to learning relationships and decision making in the future. We recognise children as involved learners and competent decision makers. Our learning environment provide places where children feel secure and supported to explore understandings about their world.

LEADERSHIP

We recognise families as children`s first and foremost educators and carers. We acknowledge the value of stabilising purposeful alliances with children`s families and are commuted to working together with families to co create productive and respectful environments for their children. We believe strong leadership will develop confident and dedicated family day care professionals. By operating as an integral part of each unique community and by actively participating in local early childhood and professional learning networks, we are able to work more closely with families and the community and build on each other`s strength and knowledge to support and enhance children`s developmental outcomes.

QUALITY CARE

We Believe by being purposeful in our mission to raise the quality of family day care, we will provide high quality, accessible, affordable, community-connected home-based family day care that will assists ACE FDC in partnering and openly collaborating with children, families and community to drive change for the benefit of all children.

ACE FAMILY DAY CARE

WELCOME TO ACE FAMILY DAY CARE

Dear Applicant,

Thank you for your expressed interest in becoming an educator with Ace Family Day Care.

Educators operate in a home - based environment for the children in their care.

Please find the following information:

- Information for Educators
- Educator Application Form
- Reference Check
- Mandatory Police Check
- WWC Check

If you think you can provide a warm, safe and stimulating environment for a group of children aged between 0-12 years and would like to be a part of our team, please complete the Application Form and two written References, a. copy of your police check and working with children check.

Ace Family Day Care

58A Marsh Parade

Casula 2170, NSW

acecasula@gmail.com

Yours sincerely,

Ace Family Day Care coordination unit 02 97347099

Nominated Supervisor

Marian Abdi-Hashi 0422262378

Introduction

Thank you for displaying an interest in becoming a registered educator with Ace Family Day Care. This handbook introduces you to Family Day Care. Please contact Ace Family Day Care Coordination Unit OR Marian for further information.

What is a Family Day Care?

Family Day Care is a child care service where children are cared for in small groups in a home-based environment. Educators can care for up to five children that have not started school or up to seven children less than 12 years. These educators are supervised, supported and encouraged by a team of qualified early childhood staff.

Family Day Care allows flexibility of hours and location for families. Family Day Care can cater for babies, toddlers, pre-schoolers and older children (before and after school care), in a home environment.

The Co-ordination Unit provides support and guidance to Family Day Care educator to help them provide quality child care. Educators are self-employed.

License

Ace Family Day Care is licensed by the Department of Education (DEC) and Educators are registered with the service. The Regulation sets out minimum standards under which educators and the service must operate. Prior to starting as an educator, you will be given a copy of this Regulation, it will be explained to you and you will have an opportunity to ask questions.

There will be additional Policies and Procedures to assist educators in understanding their responsibilities under the Regulation and ensure compliance.

Why do people become Family Day Care Educators?

People become Family Day Care educators for many reasons:

- You will make a difference
- They enjoy working with children
- Operate your own small business
- The opportunity to stay at home with your own child whilst still earning an income
- Flexibility in working hours
- Access to regular training, resources and support

What is expected of Educators?

To comply with all legal requirements including:

- Education and Care Services National Regulations 2023
- Policy and Procedures of Ace Family Day Care

Attend training

- The schemes funding agreement with the Federal Government
- The scheme agreement, policies and procedures²

To ensure the wellbeing to children by:

- Maintaining a healthy, safe, stable and stimulating environment
- Establishing practices which ensure the safety, health and wellbeing of every child in their care and which place the child's needs first.
- Working co-operatively with families to ensure best outcomes for children

To be part of the Scheme by:

- Working co-operatively with staff to ensure the best outcomes for children and their families
- Keeping up to date with scheme practices
- Actively participating in scheme activities
- Meeting all administrative requirements of the scheme

To conduct their business as a professional child care service by:

- Acting in an ethical and professional manner
- Attending training and being committed to professional development
- Ensuring ongoing consultation with families in relation to their children

Child Protection

All Family Day Care educators are mandatory reporters when children are at risk of harm or abuse. Regular Child Protection training is compulsory for educators and staff will assist and report and concerns educators have for the welfare of children in their care.

Educators must undergo a Working with Children Check These documents are a process to check the backgrounds of people in child related positions it includes:

- A check of relevant criminal records
- A check of relevant Apprehended Violence Orders
- A check of relevant employment proceedings
- An assessment of risk where a relevant record is found
- Report to the scheme

It is an offence for a Prohibited Persons to apply for, undertake or remain in child-related employment, paid or unpaid.

How will Family Day Care affect my family?

You will need to discuss your decision to be an educator with your family and must be sure of their support. Many people considering Family Day Care as a profession are parents who see this work as a way to be at home with their own children. Starting in Family Day Care will bring change to your children's lives just as your starting any new job would. There will be an adjustment period. It is hard for children to share their parents. Your children will see you cuddling other children and paying them attention.

The way you present your idea to your children is critical. If you make a decision carefully and are positive and self-confident, your children are likely to trust you to help them make the smooth transition. Family Day Care can have positive effects on your own children.

Do I have to change my home?

Registered Family Day Educators must provide an environment that is as safe as possible for children. All homes have to meet Education and Care Services National Regulations 2018 and scheme policies and Procedures.

For quality child care, children need a safe environment that:

- Is clean and hygienic
- Has adequate safe space for play both inside and outside
- Has adequate equipment and storage for toys, book and children's own belongings
- Has smoke detectors installed, a fire extinguisher, fire blanket and an emergency evacuation plan
- Has a first aid kit
- Is smoke free when children are in care

Children must not have access to hazardous items which include but not limited to:

- Cigarettes, matches or ashtrays
- Alcohol
- Poisonous plants
- Electrical appliances
- Firearms or weapons
- Hazardous material e.g. washing powder, chemicals, medicine

You will be much more successful if the space you use is attractive, large and comfortable. The changes you make to your home need not be permanent. If you are flexible and willing to experiment, you can learn what will work for everyone.

What will happen with our family pet?

If your family has pets, both the pet and the place where the pet is kept must be clean. All animals must have an enclosed area separate from the children. Children are not able to have any unsupervised access to the pet to protect the animal and child.

Pet hair can be a source of irritation to allergy or asthma sufferers and educators should keep all furnishing and carpets free from pet hair.

Insurance

Educators are required to have Public Liability Insurance to \$20 million. Family Day Care Australia offers comprehensive insurance at a competitive rate, which covers you at all times you are working as an Educator, and at any location. However, Educators can choose to hold Public Liability Insurance with other registered insurance companies. You will also need to notify your own home insurance company that you are running a Family Day Care business from your home.

Taxation

As a self-employed person you are responsible for maintaining your own records of income and expenditure for taxation purposes. You are also responsible for the payment of tax.

Taxation requirements are available from the Australian Taxation Office and Family Day Care Australia. Many Educators use accountants to ensure they receive the full benefit of eligible tax deductions.

Educator Networks

Educators support each other in the job by social events, training, phone contact, joint outings and relocation care. New Educators are referred to experienced educators to visit and to get advice and assistance. You will meet a whole new set of friends in Family Day Care!

What training is available?

Initially as a new educator you will undertake Induction training. This training aims to familiarise you with:

- Regulations, policies and procedures
- Child protection
- Children's development
- Activities and craft
- Interactions and communication
- Settling children into care
- How to market your service

Additionally, the Co-ordination Unit offers all educators training every three months. The training aims to develop your professional and practical skills as an educator. It is important that you are committed to continuing your professional development once registered.

How much will it cost to set up a Family Day Care Service?

There are costs involved in starting up a Family Day Care service as there are starting any business. It takes time to build up the clients to your service and therefore to build up your income. However, child care is in strong demand, if you are able to meet the needs of the families requiring childcare, your service will be successful.

You should take into account that while you build up your business your income may not be high. It is advisable that you take children into your service gradually over a period of time. Staggering the intake gives you and your family a chance to adapt to the demands of the job.

Everyone's start-up costs will vary depending on your home and individual circumstances. The following is a list to consider when establishing your service:

- Modifications to your home - this may include fencing, protecting your glass, gates, and general maintenance. Cost will vary on work being carried out.
- First Aid Certificate and Asthma & Anaphylaxis Management Certificate - depending on the course and the provider costs can range between \$130- \$200.
- Public Liability Insurance - depending on provider and what coverage options you choose cost can range between \$500-\$550.
- Purchasing of toys - this will be variable. You may have some resources from your own children, some educators are thrifty in purchasing second hand equipment, and sometimes educators are able to pick up bargains in sales.
- Fire safety - purchase of a fire blanket, fire extinguisher and smoke alarms approximately \$50-\$100.
- First aid kit - you are required to purchase and maintain a first aid kit for your home and another portable kit for excursions. Cost can be \$15 - \$70.
- Car safety check - depending on your car, and whether you already have car bolts fixed, this could be as little as \$30.

Application Process

1. Fill in an application form and return to the office (enclosing rates notice or landlord permission form and two reference checks).
2. You will be contacted by a member of the Co-ordination Unit and an interview be arranged. This interview is to assess your suitability as an Educator. Reference checks will be carried out. You will be contacted within a week to notify you if you are successful or unsuccessful.
3. Working with Children check to be completed.
4. A member from the Co-ordination Unit will contact you to arrange a time to come and view your home. At this meeting we will discuss with you any safety concerns, and your intentions for use of space.
5. New Educator induction training will be organised at a mutually convenient time. This will usually consist of two 5-hour sessions. These sessions look at an overview of Family Day Care, child development, administration requirements, Education and Care Services National Regulations 2018.

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6. We will organise for you to visit another educator in their home. This will allow you to see how a Family Day Care service operates and provide you with the opportunity to ask any questions and see how an educator manages the children and routine.

7. Complete First Aid Training and Asthma & Anaphylaxis Management if you do not have the qualification. Copies of your First Aid Certificate and Asthma & Anaphylaxis Management Certificate must be given to the office.

8. Purchase Public Liability Insurance.

9. Finalise any previous home safety or compliance issues.

10. You are then officially registered as an educator with our scheme.

11. Complete Child Protection Training and Food Handling Training.

12. Be willing to undertake or have already completed the Certificate III in children's Services.

At first glance this process may appear overwhelming however, Ace Family Day Care staff will guide you through the process to become an educator. They have many years of experience and have developed forms and systems to assist you. Please remember, you can contact the Co-ordination Unit at any time if you require any assistance or advice in regards to your service.

If you have any questions regarding the information in this booklet, please call any of Ace Family Day Care staff on 02 97347099 or Marian Abdi-Hashi 0422262378

Attached Forms

1. Educator Application form
2. Educator Leave form
3. Educator Medical Form
4. Change in circumstance form
5. Educator Termination form

STATEMENT OF COMMITMENT TO CHILD SAFETY

Our Statement for ALL stakeholders

- Our service is committed to child safety – WE HAVE **ZERO** TOLERANCE TO CHILD ABUSE
- We want children to be safe, happy and empowered
- We support and respect all children, as well as our educators, staff and volunteers
- We are committed to the safety, participation and empowerment of all children
- All allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures and reported immediately, as soon as practicable to the approved provider
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously
- Our service is committed to preventing child abuse and identifying risks early, and removing and reducing these risks
- Our service has robust human resources and recruitment practices for all educators, staff and volunteers
- Our service is committed to regularly training and educating our educators, staff and volunteers on child abuse risks
- We support and respect all children, as well as our educators, staff and volunteers
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children of diverse backgrounds, and to providing a safe environment for children with a disability

Our children:

We intended to empower children who are vital and active participants in our service. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say and implement what we can of their suggestions.

We promote diversity and tolerance in our service, and people from all walks of life and cultural backgrounds are welcome.

In particular, through training and information sharing we:

- promote the cultural safety, participation and empowerment of Aboriginal children
- promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- ensure that children with a disability are safe and can participate equally.

Our educators, staff and volunteers

- This handbook guides our educators, staff and volunteers on how to behave with children in our service.
- All of our educators, staff and volunteers must agree to abide by our code of conduct which specifies the standards of behaviour and conduct required when working with children.
- All educators, staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.

Training and supervision

- Training and education is important to ensure that everyone in our service understands that child safety is everyone's responsibility. We require educators to attend a minimum of 4 training sessions per annum. Child safety every 2 years.
- We work to maintain a culture in our service that all stakeholders feel confident and comfortable in discussing any allegations of child abuse or child safety concerns. We train our educators, staff and volunteers to identify and minimise risks of child abuse.
- New educators, staff and volunteers will be supervised, trained and/or informed to ensure they understand our service's commitment to child safety and protection.
- Any inappropriate behaviour will be reported through appropriate channels, including the Department of Health and Human Services and Police, depending on the severity and urgency of the matter
- Children will be removed from harm/or suspected harm (an official investigation will take place in this instance)

Recruitment

- We take all reasonable steps to employ skilled people to work with children. We develop a selection criteria and advertisements which clearly demonstrate our commitment to child safety and an awareness of our social and legislative responsibilities. Our service understands that when recruiting educators, staff and volunteers we have ethical as well as legislative obligations.
- We encourage applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds and people with a disability.
- All people engaged in child-related work, including volunteers, are required to hold a Working with Children Check and to provide evidence of this check or screening.
- We carry out reference checks and police record checks to ensure that we are recruiting the right people.

- If during the recruitment process a person’s record indicate a criminal history then the person will be given the opportunity to provide further information and context; the sentence, age and nature of the crime will be taken into account when considering a police check.

Fair procedures for personnel

- The safety and wellbeing of children is our primary concern. We aim to be fair and just by ensuring a fair and reasonable investigation and opportunity to respond to claims combined with supports, are in place during an investigation or disciplinary action in relation to child protection and child safety.
- All allegations of abuse and safety concerns will be recorded, monitored and stored accordingly.
- All personal information considered or recorded will respect the privacy of the individuals involved, whether they be staff, volunteers, families or children, unless there is a risk to someone’s safety. We have safeguards and practices in place to ensure any personal information is protected. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it.

Legislative responsibilities

Our service takes our legal responsibilities seriously, including:

- **Failure to disclose:** Reporting child sexual abuse is a community-wide responsibility. All adults who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to the police.
- **Failure to protect:** People of authority in our service will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so.
- Any personnel who are **mandatory reporters** must comply with their duties.

Risk management

- Services are required to protect children when a risk is identified (see information about failure to protect above). In addition to general safety risks, we proactively manage risks of abuse to children.
- We have risk management strategies in place to identify, assess, and take steps to minimise child abuse risks, which include risks posed by physical environments (for example, any doors that can lock), and online environments (for example, no staff or volunteer is to have contact with a child in services on social media).

Regular review

- This will be reviewed every 12 months or following a significant incident. We will ensure that families and children have the opportunity to contribute.
- Allegations of abuse will be reported directly to the approved provider and Police and Department of Education and Training
- We work to ensure all children, families, staff and volunteers know what to do and who to tell if they observe abuse or are a victim. Training every 2 years will be provided to educators and information for families will be circulated.

DEFINITIONS

- **Activity Statement** the individual's working or studying arrangements
- **Additional Child Care Subsidy (child wellbeing) - Provider Eligible Arrangement:** Certificate where provider has identified a child as being at risk (no eligible individual can be identified)
- **Adrenaline Auto injector:** Device for administering measured adrenaline in the event of an anaphylaxis reaction
- **Arrangement with an organisation (third party):** An agreement made with an employer or other organisation that is liable for the fees
- **Auxiliary employee's:** Workers employed or contractually engaged by the family day care service , although may not work directly with children (ie. administration or maintenance workers)
- **Behaviour guidance plan:** A documented plan with an agreed set of strategies between the family day care service and the family to assist the child in their learning, when managing or redirecting undesired or disruptive behaviours.
- **Behaviour guidance:** Strategies to assist children gain understanding and learn about managing their own behaviour in a positively way
- **Challenging behaviour:** Behaviour that is disruptive to one's optimal development, others, or the environment and is repetitive and/or predictable and impacts the child's learning or is disruptive, risky or confronting to other children.
- **Child Centred Practice:** Engaging in practices and strategies that position the child as central in decisions, practices and considerations.
- **Child Study:** A child that is being observed for the advancement of the student's knowledge; written authorisation from families is required.
- **Child's file:** Required documentation in accordance with 'National Quality Framework' and may include; Custody Orders, Parenting Plans, Medical Management Plans (MMP), relevant information to administer the Child Care Management System (Harmony) and any additional information determined relevant by the family day care service .

- **Childcare Management System (Harmony):** A national computer system that provides details of Child Care entitlements and childcare supply and usage to, families, services and the government. (source: Department of Social Services)
- **Code of conduct:** A set of behaviours that dictate the expected behaviours of stakeholders
- **Communicate effectively:** Listen and respond fairly and equally, share information and seek assistance if concerned
- **Continual Improvement:** A commitment to improve on current practice
- **Complying Written Arrangement:** prescribed information setting the terms and conditions of enrolment
- **Delegates – (Approved Provider and Delegates):** Nominated Supervisor, Director, Nominated Supervisor, Educational Leader and Coordinator or any person acting on the direct behalf of the approved provider to implement Education and Care National Quality Framework.
- **Dispute resolution:** The method used to resolve complaints, disputes or matters of concern through an agreed resolution process
- **Individual / Claimant** person responsible for payment of fees
- **Families / family / family's:** Biological mother and/or father; legal guardian as determined by a court of law; step-mother; step-father, with signed authority; foster parent, in accordance with the Department of Human Services (DHS); adoptive parent, as determined by a court of law; any individual delegated responsibility to make decisions on the family's behalf (authorised nominee).
- **General complaint:** A raised concern that may relate to any aspect of service delivery (ie, lost clothing or fees)
- **Grievance:** A grievance is a formal complaint and may require the implementation of a formal grievance procedure in the attempt at achieving a resolution.
- **High level supervision:** Maintaining a distance between yourself and the child no more than arm's length.
- **Identified unsafe person:** A person who may pose a risk to the health, safety or wellbeing of any child attending the service, or whose behaviour or state of mind may make it inappropriate for him/her to be on the premises or to remove a child from the premises (even if authorised) e.g. a person suspected of being under the influence of drugs or alcohol.
- **Inclusion support facilitator (ISF):** Works with the family day care service to ensure that children are included and supported in all aspects of the program and environment.
- **Infection:** The invasion and multiplication of microorganisms either bacterial or viral in body.
- **Infestation:** The lodgement, development and reproduction of arthropods (i.e. insects) either on the surface of the body or persons or clothing, such as head lice.
- **Kids' alive do the 5 Water Safety Program:** A water safety program aimed at ensuring children are safe around water.
- **Management team:** Approved provider, Nominated Supervisor, Educational Leader, Director

- **Medication:** Drugs that can be used to prevent or treat a particular illness, disease or alignment.
- **Metered dose inhaler (puffer):** Device used to administer asthma medication
- **Parenting order:** A set of requirements, actions or decisions determined by a court of law as to how the parenting arrangements and parenting decisions are to be conducted.
- **Parenting plan:** A set of conditions and agreements as determined by the family as to how the parenting arrangements and decisions will be made to care for the child.
- **Privacy breach:** An act or practice that interferes with the privacy of an individual
- **Relevant Arrangement:** an agreement of enrolment that does not meet the full requirements for a Complying Written Statement
- **Spacer device:** A device used to increase the efficiency of delivery of asthma medication
- **Stakeholders:** Any individual, group or organisation that has an interest in the family day care service and its operations.
- **Standing Item:** A topic that is re-occurring on the meeting agenda
- *** Students / volunteers:** Students studying a related early childhood qualification/accredited course requiring a practical placement in a licensed early childhood education and care service. Students are required to hold the appropriate safety checks in accordance with the 'National Quality Framework'.
- **Supervisor / Mentor:** Person allocated responsibility for students and visitors
- **Training and Professional Development:** A course, information session or materials that is targeted to a specific area and enhances skill development and or knowledge of skills.
- **Training Institution / Registered Training Organisation (RTO)** is an organisation providing Approved Training leading to qualifications or statements of attainment.
- *** Volunteers** are individuals that attend a Family day care service, undertake approved tasks in the scope of the educator's role in accordance with the 'National Quality Framework' without remuneration.

* Require '*Direct Supervision*' of the Educator or family day care service representative in accordance with the Education and Care Regulations 2011

ADMINISTERING FIRST AID

The administration of first aid assists in the treatment of minor injuries and illnesses through to life saving first aid treatment following an accident or illness causing injury or risk to life.

It is vital when being responsible for children in an education and care service, you remain trained, prepared and rehearsed in the administration of first aid and maintain an accessible fully stocked first aid kit.

You must hold a current and approved first aid qualification, be familiar with all procedures including documentation processes and commit to risk management strategies to reduce the risk of injury and illness while children are attending care in your home.

You and your assistant are responsible for:

- Displaying a resuscitation flow chart (CPR) in a prominent position in the indoor and outdoor environment of your home
- Ensuring all children’s Medical Management Plans (MMP) are up to date and displayed
- Ensuring attendance records are fully completed on arrival and departure
- Ensuring a suitably equipped, readily accessible and recognisable first aid kit that complies with Education and Care Services National Regulations is available at all times
- Ensuring that the environment is safe and that other children are not in danger of becoming ill or injured
- Ensuring records are stored in a safe secure location maintaining confidentiality
- Being contactable by telephone whilst children are in care
- Supervising children at all times
- Ensuring that families are notified within 24 hours if their child is involved in an incident, illness, injury or trauma and record details (including the administration of first aid) on the Incident, illness, injury or trauma record
- Notifying the service immediately of any serious or notifiable incident
- If an ill or injured child requires further medical attention or hospitalisation (transferrable to hospital) continue to ensure that all children are adequately supervised. You may;
 - Contact ill/injured child’s family to arrange for them to travel from your home to the hospital in ambulance with child
 - Immediately arrange for assistance (contact the service to advise and support you) to care for children in care while you travel with ill/injured child in ambulance.
 - If unable to provide alternative supervision for attending children signing injured child into paramedics care to be met at hospital by family or service representative

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- Ensuring near miss incidents are documented and communicated to the service
- Debriefing with children after any incident, illness or trauma to support their understanding of the events

I agree to:

- Maintain current First Aid (approved), anaphylaxis and CPR accreditations
- Maintain a fully stocked, accessible first aid kit (including mobile first aid kit)
- Complete accident, illness, injury and trauma records in the event of an incident
- Notify families or authorised nominees on the child's enrolment form if an incident, illness or injury should take place (within 24 hours)
- Notify the service of any incident, illness or injury

ASSESSMENT OF EDUCATORS, EDUCATOR ASSISTANTS AND PERSONS RESIDING AT THE FAMILY DAY CARE HOME

Family day care differs from centre-based care in that you are operating from your home where family members or other residents are also considered in the suitability of providing care for children. Educator assistants and residents are required to hold prescribed credentials to be determined as fit and proper to be in the presence of children.

Family day care also differs in that you are contracted to the family day care service to operate your own business including the administration of the Child Care Subsidy (CCS). It is the Service's responsibility to ensure that all claims are verified for accuracy, you need to ensure everything you submit is accurate.

You need to be committed to ensuring the health and safety of children and the protection of Commonwealth funds and ensure educator assistant's and people residing at your home are fit and proper.

You are required to alert the service of any changes within your home and undertake regular checks of your home to ensure children's safety. The service may audit claims for payments at times, you are required to be prepared for an audit at all times.

You are responsible for:

- Actively be working towards or hold a minimum Certificate III in Early Childhood Education and Care (must provide evidence monthly of activity toward gaining qualification)
- Maintaining current certifications including First Aid, Asthma, Anaphylaxis, Child Safety and Child Protection awareness and Food safety
- Maintain a current working with children screening and National Police Check
- Holding current insurance of Public Liability – minimum \$10 million and displaying certificate of currency whilst operating
- Attending information sessions in relation to Family Assistance Legislation annually
- Completing documentation for claims for Child Care Subsidy accurately in accordance with Payment of fees policy and procedures
- Advising the service of any persons aged over 18 years that are currently (or commenced – including turning 18 years of age) residing at your residence
- Ensuring residents over 18 years of age to hold a current working with children screening and National Police Check, notify the service immediately if a person residing at the home or venue or educator assistant no longer meets the fit and proper determination

Residents are responsible for:

- Maintain a current working with children screening and National Police Check
- Residents aged over 18 years are required to attend an information session 'Residing In A Home that is approved for education and care annually
- Follow the directions of the educator or educator assistant whilst present

I agree to;

- Maintain required insurance
- Display required information
- Maintain safety screenings such as Police Check, Working with Check
- Ensure residents are fit and proper to be in the presence of children
- Notify the service of any changes to myself or residents at my home

AUTHORISATIONS - ACCEPTANCE AND REFUSAL

Working with families has its challenges and without authorisations you would be unsure of what to do in certain situations or circumstances and families may not be aware of the requirements and standards you are obligated to meet i.e. discipline, safe sleeping etc.

Authorisations are; for a range of reasons to ensure you and families have a shared understanding of the education and care program being provided.

You need to ensure you understand the importance of ensuring authorisations are discussed, negotiated and have agreed outcomes and are signed on the child's file.

You are responsible for:

- Ensuring parents/guardians sign the authorised section of their child's enrolment form prior to commencing (who can collect the child, authorise the administrations of first aid or whom to notify in the event of an emergency etc).
- Gaining written permission for the use of an educator assistant in your program prior to children attending or upon the engagement or registration of an educator assistant
- Ensuring that, children who require medication is authorised in writing, signed and dated by parent/guardian
- You will **NOT** administer medication if it is not in its original container or has passed expiry date, you may need to contact the parent to administer the medication or to collect the child
- Ensuring that, children requiring medication that can be self-administered is obtained in writing, signed and dated by parent/guardian or authorised nominee. If you are unsure of the child's ability to self-administer, you may request an authority from a medical practitioner or you may request the parent/guardian or authorised nominee supervise the administration of medication
- If you require additional training to administer or supervise the administration of medication, this cost will be covered by the parent/guardian or authorised nominee
- Ensuring that parents/guardians or authorised nominees are informed; complete and sign consent to the medical treatment on the child's file which may include the transportation of a child by an ambulance
- Providing information and permission forms to parents/guardians or authorised nominees for excursions and regular outings prior to excursion or regular outing taking place. If an excursion or regular outing is refused, alternative can be offered or the child may be requested to remain at home

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- Only allowing a child to leave with a person who is their parent/guardian or authorised nominee, (or with authorisation of one of these), except in the case of a medical or other emergency
- Refusing the child leave with a parent/guardian or authorised person if you feel:
 - the person is unfit (e.g. inebriated)
 - not capable of caring for the child or
 - the authorised person gives permission for the child to walk home and you feel the child is not capable or the environment they will be alone in you consider unsafe
 - The siblings or older children to take the child do not appear to be capable
- Ensuring families are aware of their right to refuse authorisations and the impacts that may have (alternate care, attending the service or collecting the child)
- Be contactable by telephone whilst children are in care (this includes whilst on excursions and outings and out of nominated office hours)
- Ensuring any received updates to authorisations are communicated to the service within 24 hours
- Reviewing Medical Management Plans (MMP's) quarterly with any changes or amendments to be updated and communicated to service within 24 hours - to be placed on the child's file
- Reminding parents twice per year to review authorisations for currency
-

I agree to;

- Ensure authorisations are fully completed prior to a child commencing
- Ensure any changes to children's records are recorded and notified to the service within 24 hours
- Ensure regular outings and excursions forms are fully completed prior to taking place
- Notifying the service of any changes to children's files within 24 hours

CODE OF CONDUCT

The way in which people conduct themselves has a direct impact on the family day care service and although it is accepted that people come from a range of backgrounds and experiences that contribute to their values, standards, ideas and communication, a code of conduct will guide behaviours for building effective and cohesive working relationships for all stakeholders of the service.

Management, educators, staff and families, in most cases work effectively together for the care and education of children, although sometimes we communicate with differences which may lead to misunderstandings.

This code of conduct will assist everyone to work together collaboratively.

In relation to children I will:

- UNDER NO CIRCUMSTANCES – ignore or disregard suspected or disclosed abuse by notifying any reasonable belief to the regulatory authority
- UNDER NO CIRCUMSTANCES - will a child be smacked, physically restrained or degraded
- UNDER NO CIRCUMSTANCES - will a child be made to feel scared, humiliated or isolated (including time out)
- UNDER NO CIRCUMSTANCES - Enter into a care arrangement directly between myself and the family without explicit service approval
- UNDER NO CIRCUMSTANCES – falsify records and documentation
- UNDER NO CIRCUMSTANCES – provide false or misleading information
- UNDER NO CIRCUMSTANCES are children not enrolled into the service to remain on the premises without a parent or guardian present

And always:

- Ensure the environment is safe
- Not discriminate against a child or their family due to race, religious beliefs, sexual orientation, job or disability
- Regard children equally with respect and dignity, encourage children’s efforts, show empathy if they are hurt, sad, angry, jealous etc.
- Respect the confidential nature of information gained or observed
- Implement safe sleeping practices
- Inform children if physical contact from you is required (self help, hygiene, first aid) seek permission, understanding each child’s non-verbal abilities

ACE FAMILY DAY CARE

- Never do things of a personal nature for a child that they can do themselves; i.e. helping them go to the toilet or changing their clothes
- Speak to children respectfully, avoid using labels (darling, sweetheart - and especially negative labels – lazy, naughty etc) ·
- Speak in an encouraging and positive manner, get down to the child’s level as often as possible, listen (to their opinions, views, ideas and suggestions) and answer accordingly to extend their knowledge and understanding and make them feel respected, welcomed and appreciated
- Engage with non-verbal children’s body language - make them feel understood (pointing, laughing, grunting, smiling) and respond accordingly
- Seek children’s input and suggestions, accommodate where appropriate – explain to children if not appropriate
- Undertake professional development at least annually to ensure currency of skills and knowledge
- Never be affected by drugs or alcohol while caring for children
- Respect children’s right for privacy
- Be a positive role model at all times
- Assist families to better understand early childhood development
- Refrain from the use of profane, insulting, harassing, aggressive or otherwise offensive language
- Refrain, at all times from gossiping (talking negatively behind their back) or public criticism about the service. If an issue occurs approach the service directly
- Notify the service of: a serious incident, any complaint alleging a serious incident has occurred or is occurring at the service, any complaint alleging the National Law or National Regulations or Family Assistance Legislation have been contravened; or is being contravened; any new person aged 18 and over residing at the residence; any circumstance that may affect whether a person residing at the home continues to be fit and proper to be in the company of children; any renovations or other changes to the family day care home that create a serious risk to the health, safety and wellbeing or children attending or likely to attend

In relation to Claiming Commonwealth Funding:

- Ensure documentation relating to Child Care Subsidy is accurate
- Ensure family members only sign for claims for federal funding for care that has actually taken place

ACE FAMILY DAY CARE

- Notify the service of absences of children (sick, holiday etc) monitor claims and notify the service of any discrepancies within 7 days

**Raise any issues or grievances in accordance with the Complaints and grievances policy and procedures.

I agree to;

The Code of Conduct

COMPLAINTS AND GRIEVANCES

People, working together bring a range of benefits, celebrations, challenges and sometimes disappointments, not everyone sees situations the same or they may feel mistreated in some way.

In almost all of cases, issues can be resolved through a willingness to work together with honest communication. In some cases, people involved may need help or assistance to resolve the issue.

There are also times or incidents where people feel they need to complain about someone or something and in the interest of children's health and safety we encourage you and families to raise concerns.

Complaints and grievances, if dealt with professionally and timely such as putting children first and seeking a resolution are opportunities for you and the services to improve.

Grievance: two or more parties are unable or unwilling to come to a conclusion.

Complaint: (written or verbal) that something is unacceptable, children's health, safety and/or wellbeing may be at risk, or as a client you did not get what you agreed to.

You should deal with any concerns or complaints with respect, fairness and acceptance and aim to seek a resolution to suit everyone, particularly children.

You are required to:

- Notify the service if a family member suggests a care arrangement outside of the service's knowledge and approval
- Notify the service of: a serious incident, any complaint alleging a serious incident has occurred or is occurring, any complaint alleging the National Law , National Regulations or Family Assistance Legislation have been contravened; any new person aged 18 and over residing at the residence; any circumstance that may affect whether a person residing at the home continues to be fit and proper to be in the company of children; any renovations or other changes to the

family day care home that create a serious risk to the health, safety and wellbeing of children attending or likely to attend.

I agree to:

- Notify the service of a complaint
- Treat any and all complaints seriously and not treat the person making the complaint any different

Enrolling requires families to provide personal details and information ranging from names and addresses, to personal sensitive information like parenting arrangements, medical conditions and financials etc. The sharing of information places parents in a vulnerable position.

Information and details gained from parents is essential for the service to meet its obligations, treat personal information with the highest of regard and confidentiality.

You are responsible for:

- Monitoring, maintaining and storing all records confidentiality (not accessible or visible to anyone other than authorised persons) and for the appropriate timeframes as directed by the service
- Ensuring Parenting Plans are kept out of view of other families and not discussed other than with approved persons such as the approved provider or authorised officers from the regulatory authority
- Respecting family's choices about their child being photographed or videoed, and children's choices about being photographed or videoed, do not share or display children's photos without the written authorisation recorded on the child's file
- Ensuring students remove any identifiers from children's records or prior to using for assignments and have signed approval from the parent

I agree to;

- Keep all records confidential in a secure lockable storage unit
- Not disclose any information to others

DELIVERY AND COLLECTION OF CHILDREN

Delivery and collection of children can be one of the most hectic periods of the day, it is a time where children's level of excitement or distress combined with the need for you and families to communicate collide.

Delivery and collection is vital to the effective operation and handover of information on children and contributes to the building of relationships, partnerships and program development.

You are responsible for:

- Ensuring families have completed the authorised nominee section of their child's enrolment form prior to commencing so you are aware of who can collect children
- Ensuring the attendance record is fully completed with the full name, date and time each child arrives and departs signed by person collecting and dropping off
- Ensuring all gates and locks are in working order daily prior to children's attendance
- Supervising children at all times
- Conducting immediate headcount after each drop off or pick up of any child - initial the attendance record after each count
- Notifying the service if a child is absent from care and record on the attendance record as soon as practicable within 24 hours
- Preparing children for any known change of collection, either timing or person collecting
- Implementing procedures of an unauthorised attempt to collect a child and ensure parent/guardian or authorised person is contacted immediately
- In the event that family fail to collect their child at the end of the day and after the service has closed ensure that procedures are followed and notify the service
- Regular late collection (4 times in a one-month period), or neglect to complete required records and documentation are to be notified to the service

I agree to:

- Ensure authorisations are fully completed prior to children commencing
- Ensure the attendance register is signed upon delivery and collection of children
- Contact the service if an unauthorised person should attempt to collect a child
- Contact the service if a child is not collected 2 hours after schedule collection time

EMERGENCY AND EVACUATION

Emergencies can happen, and if, in the unlikely event it should, securing children's safety is and will always be the first priority. Family day care services are required to undertake risk minimisation precautions and plans to deal with and manage emergencies and evacuations to ensure children's health and safety.

Emergency drills play an integral role in the health and safety of children and should be practiced regularly to ensure children and adults alike are familiar with practices, roles, duties and expectations to secure everyone's safety. Children that have practiced emergency situations are more likely to react in a manner that will remove them from harm or better follow instructions if a real threat or emergency should present itself.

Safety as the *primary* concern and we have a range of strategies including risk minimisation, authorisations, safety screening etc. in place, but we are also committed to ensuring children and educators are well equipped in the unlikely event of emergencies and evacuations in an attempt to condition appropriate behaviours to either remove, eliminate or escape the danger.

You are responsible for:

- Developing emergency management plans in accordance with your home in conjunction with the service— a copy is to be provided to the service
- Ensure there is a copy of the emergency and evacuation floor plan and instructions displayed in a prominent position near each exit and that all children, families and visitors are briefed and aware of the emergency procedures
- Ensuring all available exits out of your home have an exit sign displayed with no obstructions preventing access to any exit
- Being contactable whilst children are in attendance at your home for emergency alerts – ensure your contact details remain current
- Having ready access to emergency equipment such as fire extinguishers and fire blankets, and be adequately trained in their use
- Having working and sufficient smoke detectors positioned throughout your home and ensure they are tested monthly and batteries changed at daylight savings time – March each year
- Maintaining a fully equipped first aid kit that meets Australian standards in accordance with the Education and Care Services National Regulations
- Maintaining an evacuation kit, including contact numbers for each child, required medication, water, snacks, nappies (if required) a mobile telephone etc.

ACE FAMILY DAY CARE

- Rehearsing and documenting emergency evacuation procedures with the children every three months and document the events - ensuring all children are involved (more regular if children are young or new to the service)
- Providing awareness and support to children before, during and after emergencies and drills
- Evaluating the effectiveness of the evacuation drill and consult with Approved Provider or Nominated Supervisor of any modifications that may be required
- Monitor the Bureau of Meteorology and Country Fire Authority websites on days where there is a high or declared risk of bushfire (Daily during high fire season)
- Contact emergency services immediately in the event of an emergency and follow instructions
- Contact the service as soon as practicable in the event of an emergency
- Ensuring the sign-in book is fully completed as per the requirements of the 'Delivery and collection of children policy and procedures
- Keeping record of all visitors to your home, including time of arrival and departure in accordance with the Visitors to a family day care residence policy and procedures ensuring they are accounted for in the event of an emergency
- Ensuring there are induction procedures including emergency management in place to inform new educator assistants, students and volunteers
- Ensuring 'Near Miss' incidents are documented and communicated to the service
- Ensuring records are stored in a safe secure location maintaining confidentiality

I agree to;

- Ensure exits signs are displayed at all exits
- Develop emergency exit plans and display in prominent area
- Display emergency contact numbers for easy access
- Practice emergency management drills regularly (or based on risk assessment)
- Maintain a record of visitors
- Ensure children are signed in and out of your home

ENROLMENT AND ORIENTATION

Enrolment and orientation is one of the cornerstones in building a quality education and care service. First and foremost for the children as it allows the service and the family to negotiate outcomes, discuss expectations and prepare for a professional working relationship with the child/ren as central.

The enrolment and orientation period can be a time of distress for the child and family; however, a quality enrolment and orientation experience will lead to clarity of expectations from both families and the service in meeting the child's needs.

Enrolment and orientation process aim to implement practices to establish a shared understanding between the service and families.

Sound orientation processes protect the family and the service by providing information that may eliminate and/or clarify misunderstandings and address expectations for short and long term outcomes and benefits.

Sound enrolment and orientation allow the family to identify and discuss how they would like their child's early childhood experiences to be; we want families to express their long-term goals and aspirations and allow the service to inform and discuss this with families in the context of the Education and Care National Quality Framework, forming the foundations for a successful partnership.

You are responsible for:

- Seeking support from the service to ensure compliance in relation to education and care and family assistance legislation adhering to service's policies and procedures at all times
- Referring families seeking care to the service (Educators are NOT PERMITTED to enter into care arrangements with families) for enrolment. Enrolments through educators will not be recognised by the service or attract Child Care Subsidy (CCS)
- Introducing each family to the program areas including, play, sleeping, outdoor, toileting/nappy changing and any other areas that children will have access to during the education and care program. Encourage families to ask questions and provide information in relation to the Education and Care National Quality Framework
- Check enrolment forms are completed prior to the child commencing care and monitor regularly for currency (any changes are to be communicated with the service immediately)
- Agree on sleeping arrangements in accordance with the Red Nose recommendations. Assist families understanding if requests fall outside of Red Nose recommendations. Document sleeping agreements for children under 3 years of age, to be signed by authorised person listed on the child's enrolment form and the educator

ACE FAMILY DAY CARE

- Encourage a separation routine with the family, for example will the child need to wave goodbye at the window, become involved in a favourite activity or cuddle their comfort item or any other requirement or ritual the child may require to separate securely. Encourage parents/guardians to stay with their child as long as the child requires. Educators should be providing comfort and reassurance to children who are showing signs of distress when separating from family members, remind families they can call to check on the wellbeing of their child and that you will contact them if the child does not settle.
- Gather information from parents in relation to children's choices, interests and strengths - to implement an initial program to engage the child. Share with the family the child's prominent interests and/or activities from throughout the day. Monitor and inform the family as to how the child is settling and engaging in the program
- Supporting families to complete and maintain records and documentation accurately in relation to care arrangements and claims for federal funding
- Encourage the family to nominate an approximate time they will collect their child from your home, prepare the child and their belongings for collection, remind the person collecting to sign the attendance register and inform them of the child's day. Any other documentation requiring signatures must be presented to the person collecting the child prior to leaving the premises ie. Medication, accident etc.
- Ensuring that parents/guardians of a child attending your home understand that they can enter the service premises at any time their child is in attendance
- Ensuring you are available to the family to answer any questions, or discuss the child's day whilst ensuring adequate supervision of other children and maintaining confidentiality
- Referring family member to the service if unable or unsure to answer or provide resources and information

I agree to:

- Check enrolment forms and other documentation (regular outing, Medical Management Plans, Immunisation status) is completed and signed prior to the child commencing care
- Know who is able to collect children from your home
- Ensure children are signed in and out of your program
- Refer families wanting care to the service for enrolment
- Assist children and families to settle into your program

EXCURSIONS

Excursions are integral to children's learning and in many cases the family day care provider is better positioned to incorporate excursions into the educational program than is a centre-based service. Excursions can enhance children's learning by providing hands-on experiences to build on their knowledge and experience and embed learning. For many families, excursions are one of the primary attractions to family day care as the child, whilst in care, can experience local communities and everyday socialisation.

Children should be exposed to a broad range of activities and life experiences to support and enhance learning. We believe that by providing children with everyday 'home-life' experiences within their community, coupled with intentional teaching strategies and quality resources, we are able to achieve optimal social development.

Optimal social development includes exposure to a range of people and experiences. Excursions, including regular outings, provide valuable opportunities for children to explore the wider community and extend the educational program and support children's attendance at playgroups or other external activities such as libraries to enhance children's learning.

You are responsible for:

- Holding a current Australian Driver's License if intending to drive with children in motor vehicle during an excursion or regular outing
- Being contactable by telephone whilst children are in attendance at the service (including whilst on an excursion or regular outing)
- Ensuring any motor vehicle/s used to transport children during excursions or regular outings is suitably maintained, roadworthy, safe for children, registered and adequately insured
- Notifying the service of each or any motor vehicle that will be used to transport children, your license details and any changes to these, including any driving offences
- Keeping vehicle/s locked and inaccessible to children when not in use
- Performing a risk assessment prior to any proposed excursion or regular outing in accordance with Education and Care Services National Regulations and in accordance with Water Safety policy and procedures
- Reviewing and Identifying routine outing requirements and gain permission from the service every 3 months and parents/guardians annually in accordance with the Education and Care Regulations
- Obtaining written authorisation from parent/guardian or authorised prior to a child attending an excursion in accordance with Education and Care Services National Regulations

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- Ensuring that risk assessments are available at your home for families to view prior to excursion or regular outings
- Ensuring that risk assessments for excursions and regular outings that involve motor vehicle travel includes details of each child's restraint needs which, may need to be assessed more frequently than every 12 months
- Adhering to national and state laws and safety standards regarding motor vehicle safety (including .05 blood alcohol requirements, speeding and parking)
- Taking all necessary items on excursions or regular outings such as evacuation bag and first aid kit, contact details for each child, nappies, bottles, snacks and water, Medical Management Plans and any required medication
- Arranging excursions based on the educational program
- Ensuring sun protection measures are implemented on excursions and regular outings in accordance with sun protection policy and procedures
- In the event of an accident, breakdown or emergency situation the Emergency and evacuation policy and procedures should be followed
- Providing adequate supervision of all children during regular outings and excursions – ensuring enough adults are present
- Ensuring that parents/guardians, volunteers or students participating in an excursion are adequately supervised at all times and are not left with sole supervision children
- Displaying a notice at your home indicating that children are on an excursion, and including the location of the excursion and expected time of return to the service
- Contact Police if child missing for 5 minutes and follow their instructions
- Notifying the service immediately of any serious or notifiable incident (child injured, missing)

I agree to:

- Ensure your car is registered and roadworthy
- Complete, sign and have parents sign routine outing and excursions forms prior to outing
- Conduct a risk assessment prior to routine outing or excursion
- Seek approval from the service prior to routine outing or excursion
- Never leave student's or volunteers with the sole responsibility of children

GOVERNANCE AND MANAGEMENT OF THE SERVICE

The governance and management of the service sets the standard for its operation and creates the culture.

Governance is the processes, systems, attitudes and leadership that guide and protect the organisation. Sound governance sees the development and delivery of management and operational foundations, such as a statement of philosophy and set of policies and procedures that will set and dictate the operations of a family day care education and care service.

Aim to set a high standard of operation and strive to achieve excellence, compliance and quality practices in family day care service delivery.

You are responsible for:

- Ensuring Public Liability insurance of minimum \$10,000,000 is maintained as current
- Maintain credentials and renew prior to expiration (first aid, anaphylaxis CPR etc.) and be displayed or available for inspection from the regulatory authority or service
- Displaying and working within the family day care service’s Statement of philosophy
- Being available to the service at all times children are registered for care and education
- Ensuring that all required enrolment and other documentation is completed, properly maintained, updated and stored in a safe and secure place in accordance with Education and Care Services National Regulations
- All enrolment and other documents are stored in a safe and secure place, not divulged or communicated to any other person in accordance with the Education and Care Services National Regulations
- Support orientating families by delivering the orientation program in conjunction with the service within specified time-frames
- Seeking information from families to ensure accuracy of records and child’s education and care program is reflective of family values and practices
- Informing families of any specific details of the child’s health or wellbeing
- Develop budget based on enrolments in conjunction with approved provider , to be implemented for continual improvement and sound financial management to operate a small home business
- Report any disclosures of abuse to the service for advice and support immediately, report any reasonable beliefs to child protection authorities
- Only making legitimate claims for Child Care Subsidy CCS usage (record children’s ACTUAL attendances) in accordance with the Payment of fees policy and procedures

ACE FAMILY DAY CARE

- Maintaining records to inform the Child Care Management System in accordance with Australian Government Department of Education and Training (DoET) requirements Notifying the service daily of any absences as they occur
- Providing information to service upon request, ensuring documentation is maintained orderly and ready for inspection by the service at all times. Documentation found not orderly and up to date may result in counselling or eventual termination of this agreement
- Working collaboratively with the service at each visit to measure and improve standards of the educational program
- Conducting safety audits quarterly and provide a copy to the service in accordance with Approval, assessment and reassessment of family day care venues policy and procedures (Home safety checklist)
- Participating and contributing to the Quality Improvement Plan (QIP) by implementing reflective practice principles as a way of identifying areas of strength and opportunities for improvement
- Participate in annual training and refresher courses in relation to the service’s QIP and as identified in the Staff Appraisal system as per Approval and assessment of family day care educators and educator assistants’ policy and procedures by undertaking regular professional development (4 per annum 2 as indicated by the staff appraisal outcome and 2 as indicated by the services quality improvement plan).
- Attending regular educator or network meetings (minimum 6 per annum)
- Engaging children in community activities in agreement and authorisations of families and the service ie. Library, bank, fruit shop, kindergarten, playgroups, homework groups etc.
- Develop ways for children’s suggestions and input to be captured (suggestion boxes, training for educators) and implemented where appropriate throughout the service
- Notify the service within 24 hours of a serious incident in accordance with the National Education and Care Services Regulations
- Returning all required enrolment and other documentation in accordance with Education and Care Services National Regulations 2011 to the service upon ceasing engagement or registration

I agree to:

- Record all records accurately
- Store all records securely
- Protect all records confidently
- Notify the service of any incidents immediately or as soon as practical within 24 hours

INCIDENT, ILLNESS, INJURY AND TRAUMA

Although all precautions can be taken to prevent illness, injuries and accidents they can and do sometimes happen, but it is the preparation, communication and training that should occur to ensure the situation is contained or at least minimised.

Consistent strategies and processes including risk assessment and risk management combined with education, professional development and practice drills can minimise or eliminate altogether harm to children and other stakeholders.

You must recognise the importance of keeping children safe and families informed and undertake every reasonable precaution in accident and illness prevention through the implementation of risk assessments and risk management in accordance with Department of Education and Training we provide training and support to educators and educator assistants on safe behaviours and choices. We stringently promote our policies and procedures and take every precaution to ensure they are being implemented at your home.

In the unlikely situation where an accident or injury occurs every precaution is taken to; attend to, protect, ensure the health, safety and wellbeing of both, the injured or ill child or person and to care for the psychological wellbeing of children witnessing the incident.

You are responsible for:

- Ensuring there is a suitably equipped and maintained first aid kit that meets Australian standards in accordance with the Education and Care Services National Regulations
- Maintaining a portable and suitably equipped first aid kit that can be taken offsite for excursions and regular outings
- Ensuring a resuscitation flow chart (CPR) is displayed in a prominent position in the indoor and outdoor environments of your home
- Implementing daily hygiene and infection control procedures in accordance with *Staying Healthy: Preventing infectious diseases in early childhood education and care services*

- Regularly checking equipment and resources both indoors and outdoors for hazards and taking the appropriate action to ensure the safety of children when a hazard is identified
- Supervise children at all times
- Observing signs and symptoms of children who may appear unwell and responding to any illness in accordance with Infectious disease policy and procedures and Administration of first aid policy and procedures
- Provide a safe sleep and/or rest environment for the child if unwell
- Monitoring, maintaining and storing all legislated and required records including, incident, accident illness records, medication records, cleaning schedule, notifications of breakouts etc.
- Verifying a child’s Immunisation using History Statements from the Australian Immunisation Register to secure enrolment that states:
 - The child is up to date with vaccines, or;
 - is on a recognised vaccine catch-up schedule; or
 - has a medical preventing them from being fully vaccinated
- Informing families of a suspected or confirmed communicable disease with children fitting the recognised immunisation catch up schedule or having a medical reason for non-immunisation, be excluded in accordance with the exclusion table in accordance with Infectious disease policy and procedures
- Requesting the parents/guardians or authorised nominees make arrangements for the child or children involved in an incident, illness injury to be collected from the service
- Contact emergency services if child deteriorates and notify parent/guardian or authorised nominee
- Ensuring that families are notified within 24 hours if their child is involved in an incident, injury, trauma or illness at service and record details (including the administration of first aid) on the Incident, Injury, Trauma and Illness Record in accordance with Administration of first aid policy and procedures and Infectious disease policy and procedures
- Notify the service within 24 hours of a serious incident in accordance with the Education and Care Services Regulations 2011
- Reviewing the cause of any incident, injury or illness and taking appropriate action to remove the cause if required (nail in fence, split in wooden table, buckled leg of chair, bike wheel)
- Ensuring that completed medication records are kept until the end of 3 years after the child’s last attendance
- Ensuring that incident, injury, trauma and illness records are kept and stored securely until the child is 25 years old

When a child develops symptoms of illness while at the service, you will:

- Contact the parents/guardians or authorised emergency contact for the child to outline the signs and symptoms observed
- Request that the child is collected from the service if the child is not well enough to participate in the program
- Allow the child to rest in an appropriate sleep/rest environment under high supervision whilst waiting for collection
- If contagion is suspected, separate from other children as far as practicable whilst maintaining supervision of all children
- Contact the service for additional supports in supervising children
- Call an ambulance if a child appears to be deteriorating rapidly or has an underlying medical condition
- Notify the service and provide incident report as soon as practicable, within 24 hours

I agree to:

- Monitor children for signs of illness
- Notify families if children become ill and request children be collected if too unwell to participate if you suspect the child may be contagious
- Notify families if a breakout of a communicable disease
- Ensure children's records are up to date
- Notify the service of a suspected or confirmed communicable disease
- Complete all records accurately

INFECTIOUS DISEASE

Children are at greater risk of infections mainly due to their developing immune systems and immature hygiene skills and practices.

Children attending group care settings such as family day care are at even greater risk to infection due simply to a greater exposure.

You are responsible for:

- Be contactable by telephone whilst children are in attendance at the service

- Monitoring, maintaining and storing all legislated and required records, including notifications of infectious diseases, medical records, illness, accident and injury records etc.
- Ensure children’s enrolment record is completed in accordance with Education and Care National Regulations
- Ensuring that information from the Department of Health about the recommended minimum exclusion periods is displayed and is available
- Implementing daily hygiene and infection control procedures to ensure all reasonable steps are taken to prevent the spread of infectious disease in accordance with *Staying Healthy: Preventing infectious diseases in early childhood education and care services*
- Providing information and resources to families to assist them in the identification and management of infectious diseases through newsletters
- Requiring families to notify the service if their child has been diagnosed with an infectious disease
- Verifying a child’s Immunisation using History Statements from the Australian Immunisation Register to secure enrolment that states:
 - The child is up to date with vaccines, or;
 - is on a recognised vaccine catch-up schedule; or
 - has a medical preventing them from being fully vaccinated
- Observing signs and symptoms of children who may appear unwell and responding to any illness in accordance with Incident, illness, injury and trauma policy and procedures and Administration of first aid policy and procedures

If an infectious disease is suspected responding to any symptoms in the following manner:

- Isolating the child from other children as far as practicable (whilst maintaining adequate supervision)
- Ensuring the child is comfortable and appropriately supervised
- Maintaining supervision for other children in attendance
- Administer first aid if required and/or in accordance with the child’s medical management plan MMP and Administration of first aid policy and procedures Medical conditions policy and procedures and Incident, injury, trauma and illness policy and procedures
- Contacting the child’s parent/guardian or authorised nominee informing them of child’s condition and ask for them to collect the child as soon as possible
- Ensuring all bedding, towels and clothing which have been used by the child is laundered separately and disinfected

- Ensure all/any toys, equipment and eating utensils used by the child are disinfected or sterilised
 - Inform approved provider and all families as soon as practicable of a suspected or confirmed of an infectious disease
 - Ensure confidentiality of any personal health related information relating to the child and their family
 - Exclude children not fully vaccinated in accordance with Education and Care National Regulations
- Notify the service within 24 hours of a suspected or confirmed infectious disease
 - Ensuring that an incident, illness, injury and trauma record is completed as soon as practicable, but no later than 24 hours of an illness occurring in accordance with Incident, illness, injury and trauma policy and procedures
 - Requiring a clearance certificate from a registered medical practitioner prior to returning to the service if the child has been absent due to a confirmed infectious disease
 - Maintaining records to inform the Child Care Management System, including absences

I agree to:

- Ensure children are monitored for illness
- Report to the service and families if a suspected or confirmed communicable disease is reported
- Complete all records accurately
- Ensure children's files remain current
- Provide a comfortable rest environment for unwell children
- Closely monitor and supervise unwell children
- Call an ambulance if a child deteriorates or has a medical condition

INTERACTIONS WITH CHILDREN

The interactions children experience throughout their lives shape the person they become; positively or negatively. Studies show children who experience positive, reciprocal and respectful relationships also experience better life-long outcomes.

Interactions are *'THE'* cornerstone to children's emotional and psychological well-being and should never be underestimated or substandard.

You are responsible for:

- Treating children with respect in accordance with the Code of conduct policy and procedures
- Considering group sizes and composition of children already enrolled when introducing a new child into the program and support the child's transition through a negotiated orientation program in accordance with Enrolment and orientation policy and procedures
- Ensuring the education and care program is inclusive and welcoming to children – keep clear documentation on children, speak with families and identify children's interests, consult with the educational leader to develop a program that is reflective of the children's needs, interests and abilities.
- Ensuring the educational program contributes to the following outcomes for each child:
 - The child will have a strong sense of identity;
 - The child will be connected with and contribute to their world;
 - The child will have a strong sense of wellbeing;
 - The child will be a confident and involved learner;
 - The child will be an effective communicator
- Providing an education and care program in accordance with the Education and Care National Regulations that;
 - encourages the children to express themselves and their opinions
 - allows the children to undertake experiences that develops self reliance and self esteem
 - maintains at all times the dignity and rights of each child
 - gives each child positive guidance and encouragement toward acceptable behaviour
 - has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child
- Encouraging children to develop relationships with each other, staff, students and volunteers by supporting their relationships and facilitating their communication

ACE FAMILY DAY CARE

- Ensuring effective communication with families by sharing daily information about children's learning, development, interactions, behaviour and relationships and seek families feedback and input, implement families practices and beliefs into the program where possible
- Developing positive strategies to assist children to manage their own behaviour, and to respond appropriately to conflict and the behaviour of others – assist them label their behaviours and feelings and provide strategies for dealing with each behaviour (how to deal with anger, jealousy etc)
- Accessing external agencies if and when required to support children, families and/or program development – no external agency will be engaged for an individual child or family without their express consent of the family
- Developing links and partnerships with other services and/or professionals to support children and their families, where required – research and contact support services around your area
- Planning behaviour management plans in conjunction with the child (age and developmentally appropriate), families, the educator, the educational leader and any involved support agencies (if involved)
- Ensuring when an individual behaviour guidance plan is required for children with a diagnosed condition, the plan is supportive of the child's behaviour – ie. Preparing a child for change, preparing the environment prior to the child's arrival etc. and is designed in conjunction with a medical practitioner, family and educational leader
- Sourcing equipment and resources to enhance children's learning by either, purchasing quality products, utilising toy lending libraries or sharing toys and resources between educators etc.
- Arranging excursions based on the educational program
- Ensuring the education and care program is documented and displayed

I agree to:

- Maintain children's records of observations
- Develop and display an educational program
- Reflect on children's learning for future program development
- Discuss the educational program and seek areas for improvement with the educational leader
- Keep parents informed of children's learning and development
- Treat children with dignity and respect at all times

MEDICAL CONDITIONS

Food allergies, asthma and anaphylaxis are amongst many medical conditions children are diagnosed with. But medical needs and conditions come with a range of diagnoses and a range of requirements.

Medical conditions can, and do contribute to the quality of life for children and their families with the need for special consideration and management of some diagnoses such as asthma, anaphylaxis or diabetes requiring an ongoing Medical Management Plan (MMP).

Medical management plans may be in place for either a short time or long term whilst the child receives treatment; others require regular modifications and changes whilst the child attends family day care.

You are responsible for:

- Checking all authorisations are completed and signed prior to children commencing
- Ensuring any received updates in relation to the child's file, including Medical Management Plans (MMP) are communicated to the service within 24 hours
- Ensuring a photo of the child is displayed along with their Medical Management Plan (MMP)
- Ensuring the implementation or risk and communication plans in accordance with the Medical Management Plans (MMP) for each child with specific medical conditions and the Education and Care National Regulations
- Ensuring all visitors are aware of the presences and location of children's Medical Management Plan (MMP) and location of child's medication at your residence
- Requiring a Medical Management Plans (MMP) to be communicated to stakeholders, of a child diagnosed with a specific medical condition including asthma, diabetes or at risk of anaphylaxis diagnosis
- Developing and implementing a communication plan and encouraging ongoing communication between families regarding the current status of the child's specific health care need, allergy or other relevant medical condition
- Communications plans are to be updated at every attendance and can be sent home with the family for further communication between the service and the family (means of communication can include – written or verbal, email, log book)
- Ensuring All children are monitored for anaphylaxis or allergic reactions
- Ensuring the implementation of risk minimisation strategies in accordance with the Medical Management Plan (MMP) for each child with specific medical conditions in conjunction with the Providing a child safe environment and Administration of first aid

- Ensuring educators are developing a risk minimisation strategy in consultation with families, using this guide
www.allergy.org.au/images/scc/ASCIA_Risk_minimisation_strategies_table_030315.pdf
- Ensuring that children who are over preschool age who are able to self-administer medication have been, in accordance with the Authorisations, acceptance and refusal policy and procedures;
 - authorised to do so by their parent/guardian or authorised nominee (educators may request further information from the child’s medical practitioner)
 - this authorisation is recorded and kept with the child’s enrolment documents and,
 - medication is self-administered in accordance with the child’s Medical Management Plan (MMP)
 - the child is adequately supervised during the self-administration of medication or in accordance with the Medical Management Plan
 - once medication has been administered this is recorded in the ‘Administration of medication record’ and countersigned by educator and parent/guardian or authorised nominee
- **Ensuring children that require medication are in attendance with their medication – by checking on arrival, the child’s medication is physically present and within expiry, and signed into the Medication Record in accordance with Administration of first aid policies and procedures. Children will not be accepted into care without the required medication – families will be asked to find alternate care arrangements or return with the child and their medication**
- If needle, ‘sharps’ are used by a child attending the service, these will be disposed of in an approved sharps dispenser
- Ensuring that emergency contact information is displayed near all telephones
- Ensuring parents are notified of any known allergens that may cause harm and risk manage
- Ensuring that practices and procedures in relation to safe handling, preparation, consumption and service of food are developed and implemented in accordance with the Nutrition policy and procedures

I agree to:

- Monitor children with a medical condition
- Maintain records accurately
- Complete communication records for families

- ☐ Not administer medication unless in original container and within expiry date
- ☐ Not accept a child into care without required medication
- ☐ Complete medication record

NUTRITION

Children develop at a rapid rate, their physical and psychological well-being is dependent on a number of important factors, nutrition and diet is one of those factors.

Nutrition has a direct impact on the overall development of the body and is vital for muscle, bone, immunity and psychological development. Communities and families vary greatly in their views and practices in relation to food, diet and nutrition. Communities working together to better understand food and its nutritional impact, cultural differences, individual preferences and early childhood development leads to children experiencing quality nutritional practices and educational programs that meet their individual physical, nutritional and cultural needs.

Our values and practices are guided and informed by *Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood* resources and include the following messages:

- Less is best for screen time
- Water: a healthy and essential drink
- Learning through active play
- Finding new flavours

Recognise the family's role in children's health, safety and nutrition and encourage participation in planning and implementing healthy eating plans through ongoing communication and negotiation aimed to best suit the child's individual needs.

You are responsible for:

- Being informed and aware of individual children's food related allergies, diseases and/or intolerances and cater accordingly or request families provide food and snacks for their child to cater for those needs
- Having the ability to read and understand food labels
- Having safe drinking water available to children at all times in accordance with Education and Care Services National Regulations
- Preparing, handling and storing food in accordance with *Food Safety Training* and cross infection control methods

ACE FAMILY DAY CARE

- Providing and promoting food and drinks in accordance with Education and Care Services National Regulations 2011 and based on the *Australian Guide to Healthy Eating and the Dietary Guidelines for Children and Adolescents* and ensures;
- Food or beverage is offered at regular intervals throughout the day is nutritious and adequate in quantity;
 - Regards to the dietary requirement of individual children taking into account
 - Each child's growth and development needs
 - Any specific cultural, religious or health requirements
 - Medical Management Plans (MMP)
 - Offered at regular intervals
- Displaying weekly food and drink menus accurately and are accessible to families in accordance with Education and Care Services National Regulations 2011
- Providing a positive eating environment which reflects and supports cultural and family values by supporting the child to eat in a manner they would at home (hands, chopsticks, fork, spoon) including foods that are familiar to the child
- Creating a relaxed atmosphere at mealtimes where children have enough time to eat and enjoy their food as well as interacting with educator and other children – use this time to converse and engage children to extend their knowledge
- Ensuring and providing children with opportunities to serve their own food and drink – allowing children the time and right utensils to serve themselves and clean after meals and snacks
- Ensuring that new foods will only be introduced in consultation with families
- When a child is not hungry respecting their decision and not insisting that they eat, offer food again later
- Minimising choking risks by providing appropriate foods and high supervision at meal and snack times
- Implementing cross-contamination practices at all times – not allowing children to share utensils etc. in accordance with Infectious diseases policy and procedures
- Attending training opportunities to continue to develop knowledge and skills on food preparation, hygiene, safety, storage, cultural influences, allergies and intolerances
- Sourcing information and activities appropriate to children that assist in their understanding of nutrition and health and using mealtimes and food preparation and cooking times to extend children's knowledge of food and nutrition

ACE FAMILY DAY CARE

- Role modelling healthy food and drink choices – consuming nutritional foods and water whilst children are in care
- Avoiding eggs and nuts or any other foods in accordance with the services risk management plan if providing meals and snacks
- Encouraging children to eat the more nutritious foods in their lunchbox (if required by the service), such as sandwiches, fruit, and yoghurt, before eating any less nutritious food such as sugary snacks etc.
- Celebrating special occasions and traditional holidays as appropriate and in consultation with families and educational leaders and using this time to introduce culturally appropriate foods and practices
- Providing a suitable place where mothers can breastfeed or express breast milk comfortably
- Ensuring safe handling of breast milk and infant formula including transporting, storing, thawing warming, preparing and bottle feeding – correct labelling to ensure that children are given their mother’s breast milk.
- Bottle feeding babies by nursing them in a semi-upright position – no prop feeding (putting children with a bottle on a pillow or cushion)

I agree to:

- Provide and or promote healthy eating
- Display a weekly menu if providing meals or snacks
- Monitor children for anaphylaxis
- Supervise children during meal times
- Be aware of children’s medical management plans and individual meal needs

PARTICIPATION OF STUDENTS AND VOLUNTEERS

Working with children has its challenges, many of which cannot be learnt from books alone, practicum is an integral aspect of student’s learning and contribute greatly to the shaping of the broader education and care sector.

Early childhood professionals that assist, support, guide and teach students on practicum assist in professional learning and development, help shape the future of education and care and promote the value of not only early childhood, but family day care as a quality choice for families.

Volunteers and students contribute to services by bringing many diverse skills that can add value and depth to children's experiences and programs. Educators that welcome and support students and volunteers enrich children's experiences.

You are responsible for:

- Ensuring students have current mandatory safety checks including current working with children screening and National Police Check
- Ensuring the staff record in accordance with Education and Care Services National Regulations
- Introducing each family member to the student or volunteer
- Ensuring students and volunteers complete the visitor register daily upon arrival and departure
- **Ensuring NO visitor – including students and volunteers - is left alone with any child being cared for or educated by the family day care service**
- Ensuring children's developmental and educational information is recorded and stored safely and confidentiality in accordance with Confidentiality policy and procedures
- Ensuring children are aware of the student and/or volunteers role while at the service by explaining their role in the service
- Ensuring that student or volunteers do not remove records or personal details from the educator's home without having removed personal (identifying) information and with the written permission of the parent/guardian or authorised nominee
- Ensuring students and volunteers attending excursions or regular outings remain under the educator's or educator assistant's direct supervision in accordance with Excursion policy and procedures
- Signing off students practical workplace assessments upon completion of tasks and providing positive constructive feedback to enhance the student' learning
- Assisting the student to communicate with families of any 'Child Study' requirements in relation to their assessment tasks and studies

I agree to:

- Never leave students or volunteers alone with children
- Ensure all parents are aware of and have provided written permission for the student or volunteer to participate in the children's program
- Report any issues with student to the service
- Ensure the student or volunteer signs the visitors register upon arrival and departure

PAYMENT OF FEES

Family Day Care Education and Care Services, like all business' require appropriate business management to ensure the coverage of; expenses, liabilities and of course, growth.

However, there are strict guidelines on administering government funds as outlined under the Family Assistance Law.

It is imperative that under this legislation and guidelines, robust governance including monitoring of claims and finances are in place to protect the service against fraud and to meet all obligations under the Service Agreement to be eligible to continue to administer Child Care Subsidy to families.

Fraud Detection and Management.

There have been many instances in family day care with families and educators colluding to gain federal funds without providing education and care services. Our service is committed to protecting federal funds; we have fraud detection measures in place to identify and manage suspicions and substantiated acts of fraud and deception. We implement a range of strategies to ensure records are monitored, educators and families are informed of their responsibilities through both induction and orientation programs.

Our monitoring systems include;

- Setting a selection criteria
- Recruitment processes
- Monitoring educators and families claims for subsidy
- Gathering and maintaining supporting documentation on each family's activity arrangements
- Random audits of monthly claims (4 per month)
- Risk management strategies
- Training for coordinators in the detection of fraud
- Requiring educators to notify of absences immediately
- Requiring families to notify of absences within 24 hours
- Suspending care if fraud is suspected (conduct a full audit)
- Maintaining records of children's attendance during home visits
- Regularly monitoring educators register

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- Ensuring children's attendance is in accordance with enrolment documentation and allowable hours
- Requiring educators to develop budgets based on enrolments

You are responsible for:

- Sign any and all declarations truthfully and ethically, seek further clarity if unsure
- Attend training to ensure the Family Assistance Legislation is constantly met
- Implementing the fee schedule – educators are **NOT** to enter into any fee arrangement or additional payments with the family (arrangements outside of the service may result in the termination of the contract between the service and the educator) record any additional services the families may access (nappies, food)
- Their own child, their partner's child, (foster, adopted, kinship or otherwise legal responsibility) not attracting Child Care Subsidy if present whilst providing education and care
- Their or their partner's brother, sister, half-brother, half-sister, step brother or step sister (relative) does not attract Child Care Subsidy for said children if they are being cared for by the educator at the time the educator is providing education and care
- Does not provide care for more than 50% of relative's children – provide evidence from relatives to confirm which children are related, letter from family member etc.
- Not claim Child Care Subsidy if own child is in attendance at another family day care program on the same day you or your partner is delivering an education and care program unless the child has prescribed information (Certificate of ACCS, eligible disability or other recognised special circumstances)
- In conjunction with the approved provider develop a budget based on enrolments, costs, improvements etc.
- Maintain budget, to be accessible by the service
- Recording actual care sessions for each child's attendance in accordance with the eligible Activity Statement and ensure records are completed and signed by the person dropping off or collecting the child (Initialising children's attendance if person dropping off does not fully complete, to be signed by authorised person at next attendance)
- Record absences for the scheduled sessions – absences require family's signature at the next attendance and notifying the service of absences as they occur or as soon as practicable either by phone or email within 24 hours
- Maintain accurate records of services to families including receipts (nappies, food)
- Maintain and store all required records in accordance with Family Assistance Legislation and Services Policies and Procedures

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- Ensuring claims are submitted by 4pm Friday of the previous fortnight to secure payment the following week (Educators will be paid 2 weeks in arrears)
- Educators will advise the service of discrepancies or outstanding payments of submitted invoices within 14 days remittance of non-payment (raise any queries in relation to fees and accounts directly with the service)
- Reporting any suspected cases of fraudulent claims to the Australian Department of Education and Training tip off line and service
- Ensure ALL records are stored confidentially and are accessible to the service and ready for a random audit. Three incidents of not being fully prepared for an audit will result in counselling and risk management plan, continued identified risk may result in termination of agreement

I agree to:

- Act honestly and ethically at all times and only record actual attendance and make legitimate claims for Child Care Subsidy

PROVIDING A CHILD SAFE ENVIRONMENT

All children have the right to be safe whether it is in their home or attending an education and care service.

We know children learn best through play and exploration with a range of materials that can be manipulated, utilising all of their senses. By providing a safe environment we can assist children to not only explore but to develop self-help, independence and knowledge, however, safety is so much more.

A child safe environment is committed to children's safety at all levels, emotionally, physically, expression, culture and so on, it protects their sense self-identify, the key to their overall well-being and development.

There are challenges in operating an education and care service from a home and this takes particular consideration, from ways of making children feel safe and provide them a sense of belonging in someone's home through to engaging and building partnerships with families. Building partnerships with families allow the sharing of information on child development, behaviour management etc. and provides an opportunity to observe the families for signs of stress.

You are responsible for:

- Ensuring a current working with children screening and National Police Check
- Ensuring all persons over the age of 18 years residing at your home hold a current working with children screening and National Police Check

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- Ensuring all students and volunteers hold a working with children screening and National Police Check
- Having an understanding of the obligations, existence and application of the current child protection law in accordance with Education and Care Services National Regulations by attending training and refresher course annually
- Ensuring a court order prohibiting an adult from contacting an enrolled child is implemented fully in accordance with Delivery and collection of children policy and procedures and Authorisations, refusal and acceptance policy and procedures
- Ensuring any disclosures of potential abuse are taken seriously, documented and reported to the service and the contained procedures for disclosures are followed. If the service does not address the issue, the educator, educator and assistant can report the allegation to the Department of Health and Human Services www.dhs.vic.gov.au or the Police if imminent danger is suspected
- Monthly maintenance checks, using the 'Home Safety' checklist should be conducted to ensure furniture, and equipment is clean and in good repair
- Ensuring daily safety checks of the premises (indoor and outdoor) and records are maintained
- Promoting the cultural safety, participation and empowerment of children (for example, by having zero tolerance of discrimination by assisting children identify the person rather than the nationality, skin colour or clothing first/, celebrating children's family's celebrations by requesting information from families and conducting research / aim to provide familiar food by requesting recipes from families)
- Promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities respect children's privacy and dignity at all times / respect for privacy and self-help abilities allow children to try and build their own skills, respect children's choice of what they want help with and how they want to be touched / accessibility to the education and care facilities and program, ensuring children can access what they need to develop self-help ie. their bag, hand towels, activities etc)
- Participating in training and professional development on the importance of maintaining a healthy and safe environment where children's wellbeing is protected at all times – attending at least one health and safety professional development per annum
- Being contactable by telephone whilst children are in attendance at the service
- Remaining aware of Emergency and evacuation procedures in accordance with Emergency evacuation policy and procedures
- Ensuring the requirement to report any allegations of child abuse to the service and this is then reported to the police or child protection

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- If an allegation of child abuse is made, ensuring as quickly as possible that the child(ren) are safe by removing any risks – visitors etc, contact police and the service
- Encouraging children to ‘have a say’ and participate in all relevant activities where possible, especially on issues that are important to them – seek their feedback, ask children questions and implement their choices as often as practicable
- Do not develop any ‘special’ relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- Do not exhibit behaviours with children that may be construed as unnecessarily physical (for example inappropriate sitting on laps. Sitting on laps could be appropriate sometimes, for example while reading a storybook to a small child in an open plan area)
- Do not put children at risk of abuse (for example, by locking doors, smacking, refusing food or making threats of harm)
- Do not do things of a personal nature that a child can do for themselves, such as toileting or changing clothes
- Do not engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities, relationship issues, movie themes)
- Do not use inappropriate language in the presence of children (swearing, adult themes)
- Do not express personal views on cultures, race or sexuality in the presence of children
- Do not discriminate against any child, including because of culture, race, ethnicity or disability
- Do not engage in private ‘babysitting’ arrangements with any family or child without the written consent of the service
- Do not ignore or disregard any suspected or disclosed child abuse
- Understanding the procedures for reporting suspected child abuse
- Being receptive to offered support from service in response to concerns or any reports relating to the health, safety and wellbeing of a child
- Maintaining confidentiality at all times when dealing with child protection
- Notify Department of Education and Training (DET) within 24 hours of a serious incident or a complaint alleging legislation was breached

I agree to:

- Protect children from harm and hazards at all times
- Place children’s needs as central to all decisions

- ☐ Take disclosures of abuse seriously and report to the service and child protection authorities
- ☐ Remain aware of child protection guidelines and child safety standards
- ☐ NOT ALLOW any physically, psychologically, sexually or any other recognised form abuse
Either directly by you or witnessed

SLEEP AND REST

Sleep and rest is vital to children's overall health and wellbeing. And like all other areas and activities children engage in, the sleep environment is no different and needs to be maintained in a clean, hygienic and safe manner at all times that can be fully supervised whilst children are sleeping.

You have an obligation to protect children by taking every precaution to remove and or manage risks in a sleep environment this can include bedding, sleeping arrangements, cords from blinds, sleep toys, air quality and even portable heaters.

Families will have their own preferences of how their child sleeps and this will need to be taken into consideration when negotiating individual care arrangements. However the service will not engage in unsafe sleeping arrangements. Families need to be aware that you are obligated to provide safe sleeping practices and you will assist families with this understanding if their requests fall outside of safe sleeping.

You are responsible for:

- Ensuring each child's individual, developmental and medical needs are considered in accordance with Medical conditions policy and procedures, Enrolment and orientation policy and procedures and Authorisations, refusal and acceptance policy and procedures
- Ensuring sleep and rest environments are free from hazards (cords out of reach, properly fitted bedding etc) in accordance with Red Nose sleeping recommendations
- Discussing and negotiate safe sleep practices with families both on enrolment and ongoing in accordance with Red Nose Practices (sleep baby on back, smoke free, face and head uncovered etc)
- Only provide sleeping furniture that meets Australian Standards (no bassinets)
- Developing a safe sleeping plan for children under 3 years of age in accordance with Red Nose recommendations
- Developing risk assessment and supervision plans for children sleeping overnight including emergency management in accordance with Emergency management and evacuation policy
Ensuring children have nothing around their necks when sleeping (dummy strings or amber teething necklace)

- Ensuring children’s bedding is not shared between children and laundered weekly
- Supervising sleeping children at all times – consider children sleeping and awake and develop a supervision plan accordingly
- Provide non-sleeping children with opportunities for quiet time and rest
- Not use electric blankets or wheat bags in children beds
- Not share beds with children overnight
- Ensuring a resuscitation flow chart (CPR) is displayed in a prominent position in the sleep environment
- Implementing emergency procedures in accordance with Emergency management and evacuation policy and procedures
- Learning individual children’s-tired cues and support their sleep and rest needs (regardless of time of day)

I agree to:

- Provide a safe, hygienic sleeping environment
- Supervise sleeping or resting children
- Develop safe sleeping plans for children under 3 years of age
- Provide a suitable safe and hygienic environment for children wanting to rest
- Not share bedding between children

SUN PROTECTION

A balance of ultraviolet radiation (UV) exposure is important for optimal health. Too much of the sun’s UV rays can cause sunburn, skin and/or eye damage and potentially lead to skin cancer. Exposure to the sun’s UV rays during childhood and adolescence is associated with an increased risk of skin cancer in later life and too little UV from the sun can lead to low vitamin D levels, essential for healthy bones, muscles and general good health.

Australia is known for its high incidences of melanoma and other UV related cancers with studies showing sun exposure in the first fifteen years of life contributes significantly to the likelihood of skin cancer.

You are responsible for:

- Maintaining an adequate supply of sunscreen ensuring parent/guardians or authorised nominees provide adequate supply (if parent supplying) within expiry dates
- Providing shade outdoors as often as practicable (ie, trees, shade cloth, umbrella)
- Accessing UV ratings daily in accordance with Cancer Council and applying sun protection accordingly
- Applying sunscreen to children in accordance with their signed authorisations 20 mins prior to sun exposure or supporting children to apply their own sunscreen if practicable
- Washing hands between applying sunscreen to children or use disposable gloves (one per child)
- Role modelling SunSmart procedures (applying sunscreen, wearing appropriate hat and clothing and seeking shade)
- Storing children’s hats separately - not sharing children’s hats
- Supervising children at all times in sun, ensuring they remain covered, protected and hydrated
- Seeking information and activities appropriate to children that assist in their understanding of sun protection (i.e. UV, consequences of sun exposure, benefits of sun protection)

I agree to:

- Apply sunscreen to children on recommended UV rating days
- Seek shade where possible
- Role model appropriate sun protection behaviours
- Check sunscreen is within expiry date

VISITORS TO FAMILY DAY CARE RESIDENCES**(WHILST CHILDREN ARE BEING CARED FOR)**

Family day care brings a range of benefits to children and their families but differs to centre-based care as educators are operating an education and care service often from their home and predominately the only person with the supervisory responsibility for the children.

Regular visitors that may attend education and care services include:

- Service representatives
- Regulatory authority representatives
- Tradespersons
- Extended family and friends of either the child, educator , educator assistant or residents of the home

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- House guests whilst holidaying
- Support workers for individual children
- Any other person that does not reside at the home

It is your role to welcome and work with visitors to build and enhance programs and experiences for children whilst remaining vigilant in supervisory requirements to ensure the safety of children at all times. Children are never to be left alone in the presence of visitors.

You are required to discourage unnecessary visitors or repairs and maintenance be carried out, whilst children are being cared for, additionally, all attempts will be made to schedule unavoidable visitors to times that are best suited to enable you to meet your obligations to children.

Visitors are only visitors for no more 7 days, if a visitor remains after 6 nights they would be required to meet Assessments of educators, educator assistant's and persons residing at the family day care home or venue policy and procedures

You are responsible for:

- Ensuring children are never left alone with visitors and support and remind children to remain in your presence
- Maintaining a register of visitors - Ensure ALL visitors fully complete and sign the Visitors register including date, signature, arrival and departure times and nature of visit
- Preparing children for visitors to the service - assisting children's understanding of the visitors' role at the home
- Notifying the service of any person over the age of 18 years living at your home within 24 hours and provide
 - Criminal history record check (issued not more than 6 months prior) OR:
 - Working with children check/card (WWCC)
- Notifying the service of any house guest over the age of 18 years within 7 days or staying at the home (at which time the house guest would now be considered a resident) and providing the following;
 - Criminal history record check (issued not more than 6 months prior) OR:
 - Working with children check/card (WWCC)
- Notifying the service of any changes of a visitor/resident which may affect their 'fit and proper' status ie. criminal conviction
- Minimising, as far as practicable, the number of visitors to your home by; scheduling visitors, where practicable, to attend when educational leader/coordinator can be in

attendance to support the supervision of children, schedule visits outside of children's attendance and keep 'social' visits (friends and relatives of educators) to a minimum

- Conducting immediate headcount after each drop off or pick up of any child - initial the attendance record after each count
- Ensuring records are stored in a safe secure location maintaining confidentiality in accordance with the Confidentiality policy and procedures

I agree to:

- NEVER leave children alone in the presence of visitors
- Ensure ALL visitors complete and sign the visitors register upon arrival and departure
- Notify the service if a visitor intends on staying longer than 6 nights
- Keeping visitors to a minimum

WATER SAFETY

Drowning is a leading cause of death for children aged 1-4 years in Australia.

Whilst most drowning occur in backyard swimming pools, it is important to be aware that children can drown in as little as 5 cm of water. Other water hazards in relation to children's drowning are:

- nappy buckets
- toilets
- wading pools
- spas
- bathtubs
- fish ponds
- fountains
- pet drinking bowls
- dams
- creeks
- lakes and beaches

Water activities when conducted safely bring a number of developmental advantages to children, although the risks associated with water activities demand that you undertake a thorough risk assessment prior to implementation.

You are responsible for:

- Conducting a risk assessment prior to regular outings or excursions in accordance with the Education and Care Services National Regulations and Excursions policy and procedures
- Ensuring yard and home is checked for water hazards daily, (puddles, dog water bowls) prior to children commencing care
- Ensuring any grey water systems or water tanks are inaccessible to children
- Ensuring all gates, locks and barriers around water hazard including buckets (laundry) fish tanks, are checked daily and are in working order at all times
- Ensuring pot plants, boxes, chairs or other items that children can use to climb onto are kept away from gates and barriers around water hazards
- Ensuring water hazards that are unable to be adequately supervised at all times are isolated from children (buckets, laundry)
- Ensuring any fish tanks/aquariums within reach of children has a secure lid and is on a stable base, making the water inaccessible to children or has a barrier
- Ensuring wading/paddling pools, water play containers, troughs/baths or any other water containers are emptied immediately after each use and stored in a manner that prevents the collection of water when not in use
- Ensuring that containers of water (including cleaning buckets) are sealed with child-proof lids and out of reach of children
- Supervising children using High Supervision Standards (within arm's reach) when in and around water
- Ensuring Cardiopulmonary Resuscitation (CPR) guide is displayed
- Recording and notifying the service of near misses or incidents in and around water
- Immediately emptying water activities and end of activity (water trough/ paddle pool)
- Notifying the service immediately of any serious or notifiable incident as soon as practicable within 24 hours
- Seeking information from families about child's attitude toward water and observing children's behaviour around water, monitoring risky behaviour, remove activity if necessary
- Informing families of any risk minimisation plans relating to identified water hazards for ALL stakeholders to follow
- Promoting the 'Kids Alive do the 5' water safety program with families

ACE FAMILY DAY CARE

I agree to:

- Ensure all water hazards are removed or are inaccessible to children
- Conduct risk assessment prior to excursions or regular outing
- Maintain current CPR