



Sunshine Family Day Care Policies and Procedures

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ACCEPTANCE AND REFUSAL OF AUTHORISATIONS POLICY

Linked to: r92-94,r96,r99,r102,r160-161,r168,r172 NQS 2.3; 7.1

To further ensure the safety and wellbeing of the children being educated and cared for at FIRST IDEA FAMILY DAY CARE SERVICES, Services. These guidelines outline the procedures to be followed when:
Obtaining written authorisation from a parent/guardian or person authorised and named in the child's enrolment record

Refusing written authorisation from a parent/guardian or person authorised and named in the child's enrolment record

POLICY

The service collect all required authorization from the parents or guardian according to the Regulation when we enrol children for education and care service with us

SCOP

This policy applies to Nominated supervisor, Coordinator, Educator, Educator Assistants, children, family and visitors of family day care

IMPLEMENTATION

Authorizations to be kept in enrolment record

The authorisations to be kept in the enrolment record for each child enrolled at an education and care service are



- (a) an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek
 - (i) medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
 - (ii) transportation of the child by an ambulance service; and
- (b) if relevant, an authorisation given under regulation 102 for the education and care service to take the child on regular outings.

The authorisations to be kept in the enrolment record for each child educated and cared for by a family day care educator are—

- (a) an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the family day care educator to seek—
 - (i) medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
 - (ii) transportation of the child by an ambulance service; and
- (b) if relevant, an authorisation given under regulation 102 for the family day care educator to take the child on regular outings.

Authorisation for excursions

The approved provider of an education and care service must ensure that a child being educated and cared for by the service is not taken outside the education and care service premises on an excursion unless written authorisation has been provided.

The nominated supervisor of an education and care service must ensure that a child being educated and cared for by the service is not taken outside the education and care service premises on an excursion unless written authorisation has been provided.

A family day care educator must ensure that a child who is being educated and cared for by the educator as part of a family day care service is not taken outside the residence or approved family Day Care venue on an excursion unless written authorisation has been provided.

The authorisation must be given by a parent or other person named in the child's enrolment record as having authority to authorise the taking of the child outside the education and care service premises by an educator and must state—

- (a) the child's name; and
 - (b) the reason the child is to be taken outside the premises; and
 - (c) the date the child is to be taken on the excursion (unless the authorisation is for a regular outing); and
 - (d) a description of the proposed destination for the excursion; and
 - (e) the method of transport to be used for the excursion; and
 - (f) the proposed activities to be undertaken by the child during the excursion; and
 - (g) the period the child will be away from the premises; and
 - (h) the anticipated number of children likely to be attending the excursion; and
 - (i) the anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion; and
 - (j) the anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion; and
 - (k) that a risk assessment has been prepared and is available at the service.
- (5) If the excursion is a regular outing, the authorisation is only required to be obtained once in a 12 month period.



Responsibility to Inform Service

It is the responsibility of the legal guardian to inform the Service if a parent or other adult has been denied access to a child by a Court Order. The Service must hold copies of any court orders relating to the child/ren.

Unauthorised Parent Seeking Access to the Child

Any adult or parent who has been denied access to a child by a Court order is not permitted to be on the Educator's Premises or approach the Educator or the child at any time for any reason. In the event that an unauthorised parent seeks access Educators will implement the following procedure:

- If possible, contact the custodial parent and co-ordination office. If an Educator is in doubt call the police.
- Educators are to advise the unauthorised parent that they cannot relinquish the child without authorisation from the custodial parent/guardian. Educators will request from the custodial parent, written authorisation for the non custodial parent to collect the child.
- If the Service or Educator does not hold written permission from the custodial parent, then the unauthorised parent will be asked to leave the premises or the vicinity of the child.
- If possible , Record a description of the unauthorised parent and vehicle registration or other relevant details. Co-ordinators will record details of the incident and will notify the approved provider.

The Educator will notify the Co-ordination Unit of any incident involving contact by an unauthorised parent as soon as practical. The Co-ordination Unit will discuss the event with the custodial Parent/Guardian at the earliest opportunity.

Identifying the Main Custodian in Dual Custody Situations

In the absence of a Court Order or Legal Orders the Service will:

- Take advice from the adult/parent with whom the child is primarily residing regarding placement in care or other decisions relating to the needs of the child.
- in the event that two parents are sharing the care equally. It is expected that both parents will enrol separately and lodge separate Child Care Subsidy claims. The Educator and Service will refer to the appropriate custodial parent for the period of time the children are in care regarding care requirements.

The care arrangements and information relating to care will be treated as confidential

SOURCE

- Department of Education and Training (DET)
- Australian Children's Education and Care Quality Authority (ACECQA)
- Belonging, Being & Becoming – The Early Years Learning Framework for Australia:
- My Time, Our Place – Framework for school age care in Australia
- Early Childhood Australia – Code of Ethics
- Early Childhood Australia.
- Criminal History Requirements: Family day care
- Guide for Family Day Care Educators
- Delivering children's programs in a family day care service
- DET Emergency Management Guidelines



- Protecting the Safety and Wellbeing of Children and Young People
- Children's Wellbeing Act 2005
- Department of Education and Training – Acceptance and refusal of authorisations policy

ADMINISTRATION OF FIRST AID POLICY AND PROCEDURE

Linked to: r(12); r(85-89), r(97), r(136(3)), r(161), r(162), r(168), r(174), r(176) NQS 2.2.; 2.12; 2.2.1; 2.2.2

First aid can save lives and prevent minor injuries or illnesses from becoming major. The ability to provide prompt basic first aid is particularly important in the context of a Family Day Care Service where Educators have a duty of care and obligation to assist children who are injured, become ill, or require support with administration of medication.

POLICY

The family day care educator engaged by or registered with the service must hold a current approved first aid qualification, have undertaken anaphylaxis management training and have undertaken emergency asthma management training.

SCOP

This policy applies to the Approved Provider, Coordinator, Educators, and Educator Assistants of the Family Day Care Service.

IMPLEMENTATION

The family day care educator will develop an Action Plan to follow in event of a medical emergency. First Aid qualifications

The family day care educator will:

- Possess a current approved first aid qualification.
- Undertake anaphylaxis management training.
- Undertake emergency asthma management training.
- Implement practices to minimize cross infection while providing first aid.
- Maintain the list of emergency services, a list of the child's current contact numbers and emergency services and keep these in an accessible position at all times.

First Aid Kits

The first aid kit will be accessible to family day care educators, family day care educator assistants, regular visitors, staff members, family day care educator family members, students, parents and volunteers, but inaccessible to children.

Family day care educator assistants, regular visitors, staff members, family day care educator family members, students, parents and volunteers will be informed of the location of the first aid kit on their first day in the family day care residence and/or venue.

Family day care educators will possess a portable first aid kit for excursions and a permanent first aid kit will be located in the family day care educator's vehicle if transporting children.

Contents of the first aid kit are identified in Appendix 5 and are to be replaced if used and kept within date.

Personal Protective Equipment [PPE] aids (for example gloves and masks) are to be kept with the first aid kits.

If sharps (such as needles) are used by a child in care, the family day care educators will dispose of these in an approved Sharps Dispenser.

Communication with families



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

First Aid response

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

Give appropriate first aid treatment which may include medical assistance. Any medical or dental treatment required must be carried out by the parent/s/family nominated preferred medical/dental practitioner where possible.

Call an ambulance if required and stay with the child until the ambulance arrives.

Contact the parent/s or nominated contact on the enrolment form (by telephone or the most direct method of contact as indicated by the parent/s on the enrolment form) to inform that an ambulance has been called for their child.

Remain with other children in care whilst the child goes in the ambulance.

Contact the family day care service by the next working day of calling an ambulance. The ambulance response will be financed by the parent.

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Education and Care Services National Law Act 2010. (Amended 2018).

Education and Care Services National Regulations. (2011)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2018). (Amended 2020).

Revised National Quality Standard. (2018).

PROCEDURE IN THE EVENT OF AN INCIDENT, INJURY, TRAUMA or ILLNESS

If an incident, injury or illness occurs whilst a child is under the care of a FDC educator, the educator will administer First Aid and seek hospital transportation and treatment if required. In the event of a child being subjected to trauma, educators will support children following advice from other professional bodies such as Emerging Minds & BeYou.

Emergency Response Procedures

Follow instructions as per the child's ASCIA Action Plans for children who are known to have asthma or allergies including anaphylaxis

- Administer adrenaline autoinjector or reliever inhaler medication (Ventolin) as instructed
- Contact an ambulance **immediately** for any incident involving anaphylaxis
- Contact an ambulance **immediately** for asthma emergencies if the child cannot breathe normally after following their Action Plan for asthma and receiving reliever inhaler medication or if their breathing become worse.

Head Injuries

All head injuries will be considered as serious and should be assessed by a doctor or the nearest hospital. The child must be closely observed until the parent or guardian collects the child from the educator- or they are transferred to hospital.

- if the child has suffered a head injury and is unconscious, they should not be moved unless there is immediate danger



- Call for an Ambulance immediately
- Monitor the airway and breathing until the arrival of an ambulance
- If breathing stops or they have no pulse, begin CPR immediately

Incident or injury management

The educator will:

- ensure the safety of themselves and others- DRSABCD (Danger, Response, Send for Help, Airway, Breathing, CPR, Defibrillation)
- attend to the child immediately
- if the illness or incident involves asthma or anaphylaxis, refer to the child's Medical Management Plan or Action Plan
- administer First Aid procedures
- assess whether further medical attention is required (hospital or other medical assistance)
- call for help- Contact an ambulance and stay with the child
- contact the parent/s or nominated authorised person on the child's enrolment form to inform them an ambulance has been called and request them to either:
 - come immediately to educator's residence or place of incident/injury or
 - meet the ambulance at the hospital
- immediately arrange for assistance (contact approved provider to request assistance) to care for children in care whilst you travel with an injured/ill child in an ambulance
- if unable to provide supervision for attending children, sign injured child into paramedic's care to be met at the hospital by the parent or authorised nominee or approved provider
- remain with the child until the ambulance arrives
- reassure the child and other children
- ensure any medical conditions/history is readily available (eg: Emergency Action Plan for Asthma or Anaphylaxis)
- Action Plans should provide guidance of First Aid responses in an emergency as provided by the child's doctor and authorised by the child's parents

Calling an ambulance

Do not hesitate to contact an ambulance if you think emergency services are required.

If a child displays any of the following symptoms or suffers any of the following call 000:

- the child has experienced unconsciousness or an altered state of unconsciousness
- is experiencing difficulty breathing for any reason
- has difficulty breathing and has not responded to reliever inhaler medication (even if they are not diagnosed with Asthma)
- is showing signs of shock
- is experiencing severe bleeding, or is vomiting blood
- has an injury to their head, neck or back
- could have broken bones
- has an extremely high temperature, with or without a rash
- has a temperature above **38°C** for an infant under 3 months old

Dial 000 and be prepared to answer the following:

- the address of where the ambulance is required and the closest cross street
- what the problem is
- how many people are injured
- the child/person's age
- the child/person's gender
- if the child/person is conscious and



- if the child/person is breathing

ANIMAL AND PET POLICY

Linked to: r116, r168 NQS 2.1; 2.2; 2.2.1; 3.1.2; 3.2.2

Having a relationship with a pet and/or animal can help children develop a caring disposition and skills such as nurturing, responsibility, empathy and improved communication. Having a pet in an early childhood environment enables children who are not otherwise exposed to animals learn these skills. The pet will become part of the daily educational program and lead to activities and learning about other animals. The safety of children, however, is always our first priority. Our Family Day Care Service will ensure that no animal poses a health or safety risk to children, adults or visitors in approved family day care residences or venues.

POLICY

Having a pet at our Family Day Care Service can be a valuable part of children's education enriching their learning about nature, ecology and relationships. Our Family Day Care Service aims to provide a safe, hygienic and humane environment for all animals and pets that visit or reside at the Service, educating children in the proper care of animals.

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinators, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

The National Quality Standard encourages educators to understand and appreciate the natural environment and the interdependence between people, plants, animals and the land. Pets help children from a young age learn to care for other living things. They can teach a sense of responsibility, caring and tolerance. They can offer many opportunities for developing observational skills and provide basic natural science experiences. If the educator wishes to have a pet in their Family Day Care Service, they must make all the decisions in consultation with the approved provider/ coordinator and families. An assessment of each residence is conducted at least annually to ensure that the health, safety and wellbeing of children who are educated and cared for by the service are protected. Regulation 116 includes ensuring the risk posed by any animals at the residence/or venue.

Whilst there are several benefits to keeping animals within a family day care service, there are also a range of concerns which need to be considered to ensure the safety and wellbeing of both the children and the animals. Encouraging direct contact and developing bonds with animals can help children to develop empathy. Providing children with access to animals within our service will help them learn about life cycles and relationships and improve communication skills. We feel role modelling of appropriate behaviours with animals and guidance in caring for the needs of animals are beneficial for children.

Questions to consider prior to having a pet at the FDC approved residence or venue

- Who will pay for the care and upkeep of the animal, including feeding, health care and cleaning?
- What physical space is available in the Family Day Care residence? Is it adequate for the animal you are considering?
- Is the FDC educator and families happy with the decision to keep an animal at the service?
- What time will be available throughout the day to care for the animal?
- Are there any children or adults residing at the family day care residence who are allergic to, or have phobias of, animals?



- What changes to Service's policies and procedures need to be considered? For example, hand washing policy will need to be updated to include washing hands after having contact with the animal.
- What are the health and safety risks?

Other things to consider include

- Some animals, such as lizards, turtles, snakes, spiders and tropical fish may not be an appropriate choice. Check with a veterinarian if you are unsure whether an animal is suitable for children and check with the local health department for regulations and advice regarding animals in family day care services/residences. Some states and territories require a license for keeping certain animals.
- Animals that may be more likely to be suitable for family day care may include goldfish, hermit crabs, stick insects, mice or rats. All these animals are relatively low maintenance and can be left safely over a weekend if they are provided with enough food and water.

Assessing and Managing Risks

Whilst there are many benefits to providing children with access to animals and keeping pets at the family day care residence, there are matters that management and educators need to consider for the safety and wellbeing of both the children and the animals concerned prior to choosing a pet or having an animal visit the Service.

A risk assessment should therefore be conducted when deciding the type of animal and the way the children engage with it.

Potential risks may include:

- diseases- from birds (Parrot fever -psittacosis) and other animals
- injury due to biting, kicking or pushing a child over (e.g. farm animals)
- scratching (e.g. chickens, rabbits, guinea pigs)
- pests and vermin (snakes, rats, mice)
- allergies (e.g. bees, wasps, ants)

Disease

As animals can spread disease, access to animals at the family day care residence requires special consideration to prevent this. Health authorities identify that germs can be present on the skin, hair, feathers and scales, and in the faeces, urine and saliva of animals. While these germs may not cause disease in the animal, they may cause disease in humans.

Effective hand washing and cleaning

Children and adults should employ effective hand washing after touching or feeding animals, or cleaning their bedding, tanks, cages or enclosures. However, it is important to engage children with these tasks as they learn responsibility through 'hands on' learning experiences.

Appropriate supervision and clothing

Children should also be appropriately supervised when they have contact with animals to avoid potential injury or harm to the child or the animal.

Ensure children wear appropriate clothing and footwear when handling animals and pets. Be aware of children who may have allergies to insects such as bees, wasps and ants that may be more apparent when animals are kept at the family day care residence.



Family Day Care Educator Pets

- The educator should prepare children for the animal visit, gaining perception into how the children may react to the pet.
- The educator, children and families should consider the rationale for having a pet and long-term implications of such a decision prior to getting the pet.
- All pets and their enclosures are to be kept clean and hygienic with appropriate bedding and water.
- Food will be made available for all pets and animals but kept out of reach of children at all times.
- Any animal or pet kept at the family day care residence will be regularly fed, cleaned, vaccinated, and wormed (as appropriate), and checked for fleas and diseases.
- Animals including pets will not be allowed in the sand pit or any other play area. In event that this happens, educators will refer to and adhere to the *Sand Pit Policy*.
- Animals including pets will never be taken into the food preparation area/kitchen nor will they have access to the eating or sleeping areas, toys, bedding, eating surfaces and/or utensils.
- Anyone who has handled the animal or pet will immediately wash their hands.
- Children's animal or pets will only be allowed in the educator's residence with granted permission from the coordinator and educator.
- The educational program will include how to properly care for animals and how to treat them appropriately.

Uninvited Animal Visit

There are situations that may spontaneously occur, involving animals. For example, there may be a situation where an animal or bird has made its way into the Family Day Care Service. Depending upon the type of animal or bird the educator may use this as a spontaneous learning experience for the children. At all times the highest priority will be to ensure the safety and wellbeing of the children.

If an animal or bird is potentially dangerous such as a snake or spider, educators will contact an appropriate authority for assistance.

Victoria: [Wildlife Victoria](#): Australian Wildlife Emergency Response 03 8400 7300

A professional should monitor the animal's movements to ensure a speedy and efficient capture, but priority is to be given to educator, child and family safety. At no time is the potentially dangerous animal, insect or bird to be approached or touched by educators, children or families.

If an unidentified dog enters the family day care residence or property, the educator/educator assistant will refer to the *Managing Unidentified Dogs Policy*.

Visits from Children's Pets

Occasionally a child may have a new pet such as a puppy or kitten that they wish to bring to the service to show their peers and educator. Whilst this provides a wonderful learning experience for children, families must be advised to seek permission from the educator prior to bringing in the pet. A risk assessment should then be completed before giving permission to the family. Families should also be advised that pets visiting the service that are not confined (for example, in a fishbowl or bird/mouse cage) must not be left at the service but be taken with the family member at the conclusion of their visit.

Pests and Vermin

- Pest control will occur at the family day care residence on an annual basis as a minimum.
- Pest control certificates are required as part of the annual assessment of a family day care residence.
- The coordinator or approved provider will monitor any occurrences at the family day care residence to determine the success of control measures.



- If pests and/or vermin are seen, or evidence of pests and/or vermin such as droppings, the educator must take the necessary action to arrange for an inspection
- The Educator is responsible for arranging additional pest control visits for their home as required.
- Where appropriate, the educator will discuss safety issues relating to dangerous products, plants, vermin and objects with the children.
- Educators will thoroughly clean all areas that pests have accessed in the residence/property with disinfectant.
- If the remains of animal or animal faeces have been found, the remains will be disposed of according to the local Council guidelines and the area where the remains were found will be thoroughly disinfected.

ASSESSMENT, APPROVAL AND RE- ASSESSMENT OF EDUCATOR RESIDENCES

Linked to: r 63, r75, r97, r116; r117 r169(2)(a) r116(2), r117 r103 r104 r105 r106 r109 r110, r 163 (1) (2), r 168, NQS 7.1.2

Under the Children (Education and Care Services) National Law and the Education and Care Services National Regulations, the approved provider of a family day care service must conduct an assessment (including a risk assessment) of each approved family day care residence and proposed venue before education and care is provided to children at the residence or venue. An annual assessment must be conducted, including a risk assessment, of each family day care residence and approved venue to ensure that the health, safety and wellbeing of children who are educated and cared for by the service are protected. Records of all assessment must be maintained.

POLICY

We aim to ensure the Sunshine Family Day Care residence and/or venue protects children's health, safety and wellbeing. By conducting comprehensive risk assessments, potential hazards that may cause injury or harm to children being cared for at a residence or venue are identified and actions to minimise potential risk is clearly documented.

Sunshine Family Day Care acknowledges the importance of assessing and reassessing the suitability of Educators environments. The service conducts a thorough residence/venue inspection prior to registering all new Educators, and also conducts ongoing compliance checks in line with the Educators Service Agreement.

The Approved Provider/ Nominated Supervisor of Sunshine Family Day Care will conduct an initial home safety assessment, including a risk assessment of each residence before education and care is provided to children at the residence, and regularly on an ongoing basis at least annually to ensure the health, safety and wellbeing of children is protected.

SCOP



This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistance, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

1. *Assessment of Sunshine Family Day Care Residents/Venue*

The assessments will consider matters based on the National Quality Standards such as the suitability of the residence for the number, ages and abilities of the children attending or likely to attend the service. The service has developed Initial Home Safety Check form to be used by the Approved Provider/Nominated Supervisor when conducting the first home safety check. Initial Home Safety Check form based on Family Day Care Victoria Safety Checklist. All these items on the form must be satisfied by Matters that will be taken into consideration include the following:

- Indoor safety
- Outdoor safety
- The suitability of the residence according to the number, ages and abilities of children attending
- The risk posed by children
- The suitability of nappy changing areas
- The existence of water hazards, water features or swimming pool
- Vehicle safety
- Glass safety
- If any glazed area is accessible to children or 075m or less above floor level, the glazed area must be:
 1. Glazed with safety glass
 2. Treated with a product that prevent glass from shattering if broken
 3. Guarded by barrier that prevent a child from striking or falling against the glass
- Family day care venue must be approved by the Regulatory Authority. (A venue will only be approved in exceptional circumstance)
- Any proposed renovation to the residence
- Any other changes to the residence that will affect the education and care provided to children at the premiseshe service.

(The form “Initial Home Safety Check” is attached to this policy)

The home visit check will take two hours approximately. The Approved provider/Nominated Supervisor will clarify any issues arising from the home safety check with the prospective educator; If the Approved provider/ Nominated Supervisor identifies a hazard, complete Home Safety Check Hazard Identification Form, and provide this Form to Coordinator, who will supervise Educator. The prospective Educator will have the opportunity to discuss the potential danger and to be demonstrated how it can be minimised.

2. *Approval Family Day Care Educator Residents/Venue*



The Approved Provider/Nominated Supervisor will give the applicant one-month time to improve the condition of the residence and the second visit can be arranged after that. At end of second visit, if the coordinator still considers the hazard to be potentially dangerous to child, it will lead to refusal of the registration.

During second visit coordinator will:

- Complete with educator Risk Assessment and Minimisation Form, this form includes:
 - Risk minimisation plan for potential risk and strategy to minimize risk
 - Risk assessment of routing outting places and approve this places for Educational Program
 - Emergency management. Coordinator will be discussed with Educator about procedure of emergency evacuation and lock down. Assess assembly points and check evacuation map
- Ensure all identified hazards are checked to compliance

Once this process has been completed and the FDC residence is determined as a safe educational environment, the prospective Educator will be invited to the office to sign the Service Agreement for one year and Risk Assessment and Minimisation Plan. Sunshine Family Day care will issue to the educator Certificate of Registration and provide with copy of completed Initial Safety Check List, Risk Assessment and minimisation Plan and Sunshine Family Day Care Educator Safety Guideline.

3. Annual Reassessment of Family Day Care Residence

Sunshine Family Day Care Educators and Educator Assistants must participate in an Annual Audit, including

- Reassessment of the family day care residence.
- Compliance review (all educators must comply with the expectations of the National Quality Standards, Sunshine Family Day Care Policy and Procedures, participate and follow up the improvement plan of the service,
- Financial audit.
- review of previous performance and Professional Development of the Educator

Successful completed audit, Sunshine Family Day Care will renew the Service Agreement, Provide Sunshine Family Day Care Educator with Professional Development Plan

All requirements as identified within the Annual Review interview and Home Safety Check must be completed within two weeks

Upon successful completion of the Annual Audit the educator will be re-registered and Sunshine Family Day Care will issue Certificate of Registration

Unsuccessful Annual Review

Educators must contact coordinator as soon as possible if they have any problems complying with any requirements, recommendations from the Home Safety check in particular.

If any requirements are not successfully achieved by the educator, steps may then be taken to terminate the Service Agreement. The educator will no longer be able to provide the service if the Service Agreement is not re-signed. Parents/guardians of children in care whose educator fails to comply with the requirements will be contacted by coordinator and to offer alternative care for their child

Responsibilities:

The approved provider of a Family Day Care Service must conduct an assessment (including a risk assessment) of each residence and approved family day care venue of the service, ensuring:

- Children are provided with a safe, secure education and care environment that poses minimal risks
- Educators provide a safe environment, meeting all regulatory standards by completing regular checklists, which monitor the suitability and safety of the education and care environment



- All Educators and Educator Assistants hold current Working with Children Checks
- An assessment is conducted prior to any child or Educator commencing with the service
- The suitability of the residence or venue in accordance with the number, age and abilities of individual children attending or expected to attend the service
- Children have access to sufficient furniture, materials and developmentally appropriate equipment suitable for their education and care
- All equipment and furniture used in providing education and care are safe, clean and in good repair.
- The service has enough seats and utensils for children to use at meal-times
- The location and design of toilets and hand washing facilities enable safe and convenient access by the children
- Adequate supervision is provided for children when using toilet facilities
- Adequate, developmentally and age appropriate toilet, washing and drying facilities are provided
- Hot water taps have temperature controls or safety guards to reduce risk of being scalded
- The suitability of nappy change facilities for children attending or likely to attend the service
- Nappy change facilities are located in an area that prevents unsupervised access by children
- Laundry facilities are adequate and appropriate for educators to deal with soiled clothing, nappies and linen
- Laundry facilities are located and maintained in a way that does not pose a risk to children
- the adequacy The service is well ventilated and has adequate natural lighting
- The premises is are maintained in accordance with all regulations and building standards
- Fencing of the outdoor space used by children at the service is enclosed and is of a height and design that prevents preschool age children or under from getting beneath, through or over.
- Any items that children may use to assist them to scale a fence (play equipment, branches of a tree) are either removed or moved away from the fence
- All glazed areas of the residence or venue complies with glass sub regulation (2). Areas that are a) accessible to children and b) is .75m or less off the ground are either:
 - o glazed with safety glass if the Building Code of Australia requires this,
 - o treated with a product to prevent shattering if hit
 - o or guarded by barriers to prevent a child from striking or falling against the glass.
- Indoor spaces are kept at a temperature that ensures the safety and wellbeing of children
- Existing water safety hazards, including water features and swimming pools at/or near the residence and/or venue are considered as part of the risk assessment
- If required, a current swimming pool compliance certificate is available for sighting
- The risk posed by animals at the residence or venue are carefully considered within the risk assessment.
- Notification has been made of any proposed renovations and/or changes to the residence or venue that will affect the education and care provided to children at the service.
- An annual assessment is conducted of the family day care Educator and Educator Assistant and any adult over the age of 18 residing at family day care residence
- Educators and Educator Assistants must hold current first aid certificate, anaphylaxis and asthma management training certificates
- A comprehensive annual assessment is conducted on the premises of each residence and approved family day care venue of the service

ASSESSMENT OF EDUCATORS, EDUCATOR ASSISTANTS, ADULTS RESIDING AT RESIDENCE POLICY



Linked to: r84, r119, r127, r136, r144, r153, r154, r163, r164, r168, r169, r325, r358, r359, S 3 (2)(a); S 173 NQS:2.2; 2.2.3; 4.1.1; 7.1.2

Our Family Day Care Service has the responsibility of ensuring Family Day Care educators, educator assistants and all persons over the age of 18 residing at the family day care residence are fit and proper persons to be involved in the provision of education and care to young children. Our Service closely monitors Family Day Care educators and educator assistants to ensure the fitness and propriety of all adults. Co-ordinators provide FDC educators and educator assistants with ongoing professional support, assistance and supervision and maintain accurate records to safeguard children's safety and wellbeing.

POLICY

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

SCOP

This policy applies to Approved Provider, Coordinator, Educators and Educator Assistants of the Family Day Care Service.

IMPLEMENTATION

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

Specific Procedure:

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

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

Family day care educator

The family day care educator must:

be over 18 years of age;

have a current Working with Children Check;

- complete a medical survey with an accompanying declaration to affirm that all information provided in the medical survey is true and correct. The family day care service and/or service provider may request the applicant to provide a medical clearance should any issues arise from the medical survey that may be considered to affect the work of the family day educator in providing education and care to a child/ren;
- hold a current recognised First Aid Certificate;
- hold current approved Asthma and Anaphylaxis Emergency Management certification possess a current driver's licence if driving a vehicle as part of business;
- provide a declaration of financial capacity to demonstrate they have the resources to operate their business;
- provide two referees – who agree to be contacted as referees;
- [Note: A referee must be a person to whom the applicant is known and who preferably has observed the applicant caring for and educating children. The referees may be a previous employer of the applicant or has worked with him or her in a paid or unpaid capacity.



A person is not eligible to provide a reference for an applicant if the person is:

- an employee of the applicant including family day care educator assistants;
- related or related by marriage, including defacto/spouse; or
- the applicant, disclose any formal disciplinary proceedings made against the applicant;

[Note: This information identifies any formal disciplinary proceeding against the applicant under an Education and Care and/or Children's Services law of a participating jurisdiction and the outcome, if known by the individual].

- Hold a recognised and accredited food safe certificate. Family day care educator assistant

The family day care educator assistant must:

Be over 18 years of age;

- obtain a Working with Children check;
- undertake a Department for Child Protection check (if available);
- complete a medical survey with an accompanying declaration to affirm that all information provided in the medical survey is true and correct. The family day care service and/or service provider may request the applicant to provide a medical clearance should any issues arise from the medical survey that may be considered to affect the work of the family day educator in providing education and care to a child/ren;
- hold a current recognised First Aid Certificate;
- hold a current approved Asthma and Anaphylaxis Emergency management certification; possess a current driver's licence if driving children in a vehicle;
- provide information regarding relevant qualifications and experience;

[Note: This includes information that identifies any role the applicant has held in an education and care service or a children's service in the previous 3 years and if so the name and location of the service].

- disclose any formal disciplinary proceedings against the applicant;

[Note: This information identifies any formal disciplinary proceeding against the applicant under an Education and Care and/or Children's Services law of a participating jurisdiction and the outcome, if known by the individual].

- Hold a recognised and accredited food safe certificate. Adults residing at the family day care residence

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

- obtain a Working with Children Check;
- and national police check

Family day care educator responsibilities

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

- Notify the service of any children residing or intending to reside in the family day care residence who are turning 18 years of age within 30 days prior to them turning 18.
- Ensure any children residing or intending to reside in the family day care residence who are turning 18 years of age, provide the family day care service provider with the requirements of Adults residing at the family day care residence|| (see above).
- Notify the family day care service in writing within 24 hours of any change of circumstances to residents or persons intending to reside who are over 18 years of age who have previously



been assessed as fit and proper to be in the company of children.

- Notify the family day care service provider in writing of any person aged over 18 years of age intending to reside in the family day care residence on a temporary basis including a statement outlining the person's contact with children during the times the service is in operation.

The Family Day Care educator and educator assistant will:

- ensure all documentation demonstrating they are a fit and proper person is provided to the Family Day Care service and kept up to date
- notify the approved provider of any new person aged 18 years or over who resides or intends to reside at the family day care residence (including overseas or interstate visitors)
- notify the service provider of any children residing or intending to reside in the FDC residence who are turning 18 years of age within 30 days prior to them turning 18
- notify the approved provider immediately if they are aware of any circumstance relating to a person over the age of 18 years who has been previously considered as fit and proper by the provider may no longer be fit and proper to be in the company of children.
- keep a detailed record of all visitors to the family day care residence, including their name, signature, date, time of the visitor's arrival and departure.
- ensure a child being educated and cared for by the Family Day Care Service is never left alone with a visitor or student.
- provide a risk management plan to ensure the safety and wellbeing of children attending the service if required
- provision of home insurances, rental agreements and any other documentation for approval of place of residence to operate a family day care service

Family day care service responsibilities

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

BEHAVIOUR GUIDANCE POLICY

Evidence linked to: r73-76, r80, r82, r86, r99, r102-117, r136, r155, r156, r162, r162(a), r168(h), r165, r167, r169 (2)g, r171, r73 NQS: 2.1, 2.2, 3.1.1, 3.1.2 NQF: 1.1; 1.2; 1.3; 1.4; 5.1, 5.1.1; 5.1.2; 5.2; 5.2.1; 5.2.2

POLICY

The right for children to receive positive guidance in a supportive and respectful environment is protected in National Regulations. Children learn to face a variety of challenges throughout their lives and through this develop not only self-regulation, but positive dispositions such as resilience and perseverance. Learning the difference between acceptable and unacceptable behaviour assists children to regulate their own behaviours in different social and emotional environments when interacting with peers and adults

PURPOSE

We aim to create positive relationships with children making them feel safe, secure, and supported within our Family Day Care Service. We will ensure children are treated with respect, consistency, fairly and equitably as they are supported to develop the skills and knowledge required to behave in a socially and culturally acceptable manner.

Supporting children to develop socially acceptable behaviour and self-regulation is a primary goal for educators and families. This is embedded in fundamental documents including the Early Years Learning



Framework (EYLF), The Education and Care Services National Regulations, and the National Quality Standard (NQS).

SCOPE

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

DEFINITIONS

Self-regulation: The ability to manage energy states, emotions, behaviour and attention: the ability to return to a balanced, calm and constant state of being. Self-regulation is a key factor for mental health, wellbeing and learning (Kidsmatter, cited in the Guide to the NQF, p.629).

IMPLEMENTATION

The behaviour and guidance strategies used by staff and Educators at our FDC Service are designed to give children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual.

Educators understand that as children grow and develop self-regulation becomes an important aspect of social and emotional development as they begin to understand how their actions affect others.

We believe in providing boundaries as part of a loving and secure relationship with children and families to help them feel secure and self-confident. Children benefit from knowing that their environment is stable and that a competent adult is taking care of them.

There are three aspects to promoting positive behaviour:

A learning environment that is positive and supportive and provides developmentally appropriate experiences and resources.

Strategies for building skills and strengthening positive behaviour based on age-appropriate behaviour expectations.

1. Strategies for decreasing undesired behaviours.

Approved Provider/ Coordinator/ Educator Will Ensure:

- Information is gathered from families about their children's social skills and relationship preferences, which will be recorded in the child's individual file. Our educators will use this information to engage children in experiences that support children to develop and practice their social and decision-making skills.
- A partnership is developed with local schools and other professionals or support agencies that work with children who have diagnosed behavioural or social difficulties to develop plans for the inclusion of these specific children. This information will be kept confidential and in the individual child's file.
- Children are given the opportunity to make choices and experience the consequences of these choices when there is no risk of physical or emotional harm to the child or anyone else.
- Children are acknowledged when they make positive choices in managing their behaviour.
- Positive strategies are implemented to enable educators to encourage positive behaviour in children in order to minimise adverse behaviour. In addition, we will implement strategies educating children about behaviour limits and the consequences of inappropriate behaviour.
- Excessive behaviour is managed and communicated with families.
- Support educators continuously enhance their skills and knowledge in guiding children's behaviour.



- A Strategic Inclusion Plan (SIP) is developed with local support agencies as required for individual children.
- The SIP is reviewed on a periodic basis reflecting changes that have been applied through the implementation of the plan.

Educators/Educator Assistant Will:

- Encourage and support each child's social and emotional development, striving to develop children's self-regulation and an understanding of the feelings of others.
- Actively work with younger children to promote and role-model positive ways to interact with others.
- Actively work with all children to support them in constructing and conveying ways of expressing needs, resolving conflict, and responding to the behaviour of others.
- At all times provide positive role-modelling in their dealings with children, other educators and staff, and families.
- Guide children's behaviour, teaching them how to be considerate of others – to think about the effects of their actions on others. It is important that children understand what acceptable and unacceptable behaviour is and how to manage their emotions.
- Talk calmly with children about the consequence of their actions, and the reason for rules.
- Use positive guidance through redirection. In the instance of adverse behaviour being persistently observed, Educators will evaluate their program, room set up, supervision etc. to reflect on triggers and sources of inappropriate behaviour.
- Role model appropriate behaviour and language, encouraging children to socialise with other children, including children of different cultural backgrounds as well as from different age groups and different genders.
- Implement "Time with" an adult, which will be used when all other strategies (above) have been exhausted. "Time with" allows children time to reflect on their actions, assisting in fostering self-discipline and to acknowledge that there are consequences to actions. "Time with" will occur under the supervision of other Educators.
- Take into consideration the child's past experiences as their behaviour could be a result of past trauma such as changes in routine, changes or losses within the family, placement in care, or more serious circumstances involving abuse, neglect, or family violence.
- Be responsive to these former experiences, designing and implementing behaviour plans with the individual child that include strategies which will assist alternative and positive behaviour.
- Ensure all strategies being implemented are appropriate to the child's age and developmental capacity.
- Adapt a positive approach, excluding cruel, harsh, humiliating or demeaning actions.
- Consult with industry professionals to support individual children within the FDC Service as required and implement strategies within the program to benefit all.
- Commit to professional development and keep up to date with industry information regarding behaviour management.
- Re-direct a child who may be causing or about to cause harm to himself or herself, another child, or adult. Incidents may include a child who is kicking, spitting, biting, throwing furniture or toys, punching or hitting, or being disruptive. Redirection may also include an incident where a child places him/herself in a dangerous situation, for example, climbing a fence or hiding in a potentially dangerous position. Safety is a priority, and this may mean using physical re-direction in which an Educator will actually remove the child from the harmful situation.
- Complete a 'Behaviour Incident Report' with each incident that occurs. Families are to be notified where the and will be required to read and sign in an instance where a child or children's safety has been jeopardised.



- Continue observing the child, where a similar incidence occurs three times the child's parents and Educators will meet to discuss the behaviour of concern as they assist in creating a Strategic Inclusion Plan (SIP) to support the child in the environment.
- Be sufficiently informed, trained and supervised to implement the Strategic Inclusion Plan (STP) created, ensuring that information is composed and recorded for reflection on its effectiveness for the individual child.
- Exchange information with families about behaviour guidance which is encouraged both on an informal and more formal basis, such as parent interviews and through newsletters.
- Support children to explore different identities and points of view and to communicate effectively when resolving disagreements with others.
- Participate in planned and spontaneous conversations with children about emotions, feelings and issues of inclusion and fairness, bias and prejudice, and the consequences of their actions, as well as the appropriate rules and the reasons for the rules.
- Provide children with the language and vocabulary needed to express their emotions and feelings and verbalise their concerns.
- Encourage children to listen to other people's ideas, consider pro-social and altruistic behaviour and collaborate and negotiate in problem solving situations.
- Listen empathetically to children when they communicate their emotions, provide encouragement as they reassure the child it is normal to experience positive and negative emotions.
- Guide children to remove themselves from situations where they are experiencing frustration, anger, or fear.
- Support children to negotiate their rights and rights of others and mediate perceptively when children experience difficulty in resolving dissimilarity.
- Learn about children's relationships with others and their relationship preferences they have and use this knowledge to encourage children to manage their own behaviour and expand on their empathy skills.
- Work with individual families and professional agencies to ensure that a consistent approach is used to support children with diagnosed behavioural or social difficulties.
- Use positive language, gestures, facial expressions, and tone of voice when redirecting or discussing children's behaviour with them.
- Remain calm, respectful and tolerant as they encourage children who are strongly expressing distress, frustration or anger.
- Guide children's behaviour with a focus on preserving and promoting children's self-esteem as they learn to self-regulate their behaviour.
- Inform families of behaviour concerns the FDC Service may have with their child on a daily basis, ensuring that positive aspects of the day are also communicated.

Families Will:

- Collaborate with Educators and professional agencies when required in order to develop a broader understanding of the child's developmental level and share any recent events which may be influencing the child's behaviour.

Children Will:

- Learn to respect the rights and needs of others by anticipating the result and consequences of their behaviour appropriate to their developmental stage.
- Be given positive guidance towards acceptable behaviour so they learn what acceptable and unacceptable behaviour is.
- Gradually develop an understanding of their actions and how their behaviour impacts on others.
- Be encouraged to use their words rather than actions to resolve conflicts.



- Build on strengthening their communication through:
 - Greeting others when they arrive and depart from the FDC Service
 - Sharing resources
 - Assisting when it is time to pack away the indoor and outdoor environment
 - Using manners such as please and thank-you
- Learn to wait for their turn for an appropriate period of time. This will depend on age and development level.
- Learn about the feelings of others throughout the program in order to assist children to understand the consequences of their actions.

Be encouraged to engage in cooperative and pro-social behaviour and express their feelings and responses to others' behaviour confidently and constructively, including challenging the behaviour of other children when it is disrespectful or unfair.

Positive behaviour strategies:

Guiding children's behaviour is an important aspect of caring for and educating children. Positive strategies need to be developed to assist children to learn appropriate ways of behaving. Corporal punishment and unreasonable discipline are not permitted in children's services, not only because the child may be physically harmed, but also because it nearly always has detrimental effects on the child's self-esteem and feelings of security.

Our Family Day Care Service will:

- Establish positive relationships with children.
- Empower children to use language and other forms of non-hurtful communication to communicate their emotions.
- Promote positive, empathetic relationships between children assisting them to develop respectful relationship.
- Encourage and assist children to make decisions for themselves and provide opportunities for independence and self-regulation.
- Provide clear and reasonable limits so that children know what is expected of them and follow through to help them abide by the limits.
- Model appropriate behaviours.
- Provide positive feedback and focus on children's strengths and achievements and build on their abilities.
- Be understanding and supportive, acknowledging children's emotions.
- Help children develop a sense of social responsibility, so that they become aware of the impact of their actions on others.
- Promote children's initiative and agency.
- Discuss guidelines, rules, limits, and what is fair with children, and use their contributions in setting limits and guidelines.
- Provide age appropriate, challenging, and interesting activities, experiences, and equipment for children to use and become engaged in.
- Provide opportunities for children to explore both the indoor and outdoor environment.
- Set up the environment (indoor and outdoor) for children to engage in activities and experiences in accordance with their abilities and interests.
- Ensure there is sufficient materials and equipment.

Implement a regular routine to support children's positive behaviour. Routines help to provide a sense of security, so children feel settled



BUSH FIRE MANAGEMENT POLICY

Linked to: r(12), r(51), r(89), r(93), r(97), r(98), r(168), r(169), s(167) NQS: 2.2; 2.2.1; 2.2.2

Bushfires are an inherent part of Australia's environment. Bushfires can significantly impact on lives, property and the environment. The basic factors that determine whether a bushfire will occur include the presence of fuel, oxygen, and an ignition source. The intensity and speed the bushfire will spread depends on the current temperature, fuel load (fallen bark, leaf litter, small branches), fuel moisture (dry fuel will burn quickly, damp or wet fuel may not burn at all), wind speed, and slope angle. Emergency management arrangements for fire safety differ within each state and territory and are determined by the State Emergency Services or combined emergency service agencies.

Regulations 97 and 168 (2) of the Education and Care Services National Regulations require that every early childhood education and care service in Australia, including family day care services, has an emergency and evacuation policy and procedure which includes:

- a risk assessment to identify the potential emergencies that are relevant to the service
- instructions for what must be done in the event of an emergency and evacuation procedures
- an emergency and evacuation floor plan, and
- the rehearsal of emergency and evacuation procedures every 3 months.

POLICY

The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated or cared for by the service from harm and from any hazard likely to cause injury. Family day care educators must also meet this requirement (section 167).

Family day care services and family day care educators ensure the protection of children from harm and hazards presented by bushfires

The Family Day Care service's priority is the safety of its educators and children. On a Catastrophic day all educators on the Department of Education and Training's Bushfire At-Risk Register will be closed.

SCOP

This policy applies to the Approved Provider, nominated supervisor, coordinator, educators, educator assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Fire ratings are forecast for four days for each Bureau of Meteorology district in Victoria. Fire ratings are updated daily and published on the website of the Country Fire Authority www.cfa.vic.gov.au.

Fire ratings provide information to the community regarding how dangerous a fire would be in if started in the relevant region on a specific day.

A Catastrophic day is determined by the Emergency Management Commissioner. Catastrophic is the highest fire danger rating given for a Bureau of Meteorology district. Catastrophic conditions are the worst conditions for a bush or grassfire. Education and care services (children's services) identified as being at the greatest risk of bushfires will be pre-emptively closed on days determined by the Emergency Management Commissioner as having a Catastrophic Fire Danger Rating.

The Country Fire Authority website provides information about the locations and boundaries of Bureau



of Meteorology districts. This information will assist in identifying the relevant Bureau of Meteorology district for individual family day care educators

The educator's residence in identified high risk locations on the Department's Bushfire At-Risk Register are advised to monitor the Country Fire Authority website for declared Catastrophic days www.cfa.vic.gov.au. OR get information from local radio during bush fire season.

OR upload appicating "VIC emergency" from website <https://www.emergency.vic.gov.au/respond/>

Where possible, four to seven days notice of a planned closure will be provided; parents and educators should, however, expect that in some instances fewer than 4 days notice may be provided.

Once a Catastrophic day has been determined by the Emergency Management Commissioner this decision will not change – regardless of any changes in the weather forecast. This will help limit confusion and help the family plan for how the children will be cared for when the family day care service is closed.

Coordination Unit will:

- Remind all families of our Bushfire Policy and Procedures.
- Request all families using our service in bushfire prone locations to have alternate care arrangements in place for pre-emptive closure days.
- Identify any staff who may not be able to attend work on Catastrophic or Extreme days due to living in, near or having to travel through bushfire prone areas and arrange a contingency plan to maintain support to Educators and families.

Strategies during the Fire Season Coordination Unit:

- Develop a file which contains all the educator's details whose residence is on the Department of Education and Training's Bushfire At-Risk Register. Updating the file before bush fire season each year.
- Every day during bush fire season, Coordinator checks CFA Fire Danger Ratings and future forecast. Take appropriate actions according to bush fire emergency management plan. +Listen regularly to the radio on days declared as Catastrophic Fire Danger.
- Take action as required according to strategies for different fire ratings and/or situations.
- Staff may not travel into bushfire prone areas on days declared as Extreme or Catastrophic .

Educators in bushfire prone locations to:

- Have access to Internet: www.cfa.vic.gov.au. Or local Radio.
- Create or review their Household Bushfire Site Assessment, their personal Educator Emergency Management Plan and personal Bushfire Survival Plan annually.
- Identify an appropriate evacuation location, in consultation with the Coordination Unit and local fire authority.
- Inform parents of a prearranged evacuation location if one has been identified.
- Prepare their homes - clearing the outside of their homes of clutter, debris and plant litter; have



hoses connected to outside water supply at all times; have mops and buckets strategically placed around the outside of the house and fill only if threatened by fire.

- Prepare or refresh their Evacuation/Relocation Kit in a portable carry bag eg backpack.
- Ensure car has woollen blankets, drinkable water and a first aid kit.
- Listen regularly to the radio for Fire threats on days rated Extreme and Catastrophic Fire Danger for Victoria. On a Catastrophic day, educator in the affected area must close its service.
- Prior to excursion in the car, if travelling, check CFA website for any current warnings or fire incidents, and tune into a local radio station to keep informed of any warnings that may be broadcast.
- On days declared as Extreme. Educators and children must not travel into bushfire prone areas.

Planned Closure Procedures

Pre-emptive Closure for Catastrophic Fire Danger Rated Days:

- When a Catastrophic Fire Danger day has been declared then our Family Day Care services in the danger areas will close as a preventative measure.
- Where possible up to 4 days notice of a pre-emptive closure will be given. Parents and Educators should however expect that in some instances fewer than 4 days notice may be provided.
- If parents have received notice that the service will potentially close pre-emptively, parents should start preparing for alternative care arrangements for their child/ren in the event that the planned closure proceeds.
- The final decision to close will be confirmed before 1 pm the day prior, and once this decision is made it will not change – regardless of any changes in the weather forecast. This is to help limit confusion and help families plan for how they will care for their children when our family day care service is closed.
- Advice of potential closure will be given to Educators by the Coordination Unit and Educators will inform parents.
- Advice of final decision to close will be given to family day care service by the Department of Education and Training, and the coordination unit staff will subsequently inform or confirm with Educators and parents directly by phone or mobile, leaving messages if contact person unavailable.
+When a family day care service is closed as a preventative measure a sign is to be attached to the front door indicating that the service is closed due to a Catastrophic Fire Danger Rating and identifying whether the educator has remained on site or not. (Note whilst it is highly recommended that no staff will remain on site, as the care facility is also the Educators home then remaining or going is left to the discretion of the individual educator.)
- When a family day care service is closed due to a Catastrophic Fire Danger declared day then payment will still be required from the parent and the Australian Department of Education, Employment and Workplace Relations (DEEWR) will continue to pay Child Care Subsidy and the day will be listed as an absence.
- If parents experience financial hardship and are unable to pay the parent's portion of their child care fees due to a bushfire or local emergency please contact the Coordination Unit as they may be able to have Special Child Care Subsidy applied in exceptional circumstances.



Unplanned Closure of Service Procedure

In the event that a Family Day Care service's town /area is being threatened by an unpredicted breakout of a fire:

- All efforts will be made to call parents or their emergency support contacts to advise them of an unplanned closure prior to care commencing.

If fire breaks out locally whilst children are in care, Educators will enact their personal Emergency Management Plan and make the decision to evacuate/relocate if possible or follow the safety techniques if evacuation/relocation is no longer a safe option.

All efforts will be made to call parents or their emergency support contacts to collect the children as soon as practicable and it is safe to do so.

Re-Open a Service after Unplanned Closure Procedure

Where a service has experienced an unplanned closure due to local emergency, families will be advised of the re-opening date via phone.

FDC Coordination Unit staff will inform Educators and parents as soon as practicable after the emergency what the child care fee and Child Care Subsidy arrangements will be as this will be determined by the DET Office.

Declared Extreme Fire Danger (less than Red Code)

Educators in bushfire prone locations are:

- Requested to limit all travel to essential only eg school pickups, and restrict their activities to their homes on days declared Extreme Fire Danger.

RESOURCES

- Early Childhood Services at the highest risk of fire danger are placed on the Department's Bushfire At-Risk Register (BARR).
- FDC residences and/or venues that have been identified as located in an area considered high risk of bushfire must not operate on any day declared to be a Catastrophic day for the district in which the FDC residence/venue is located.
- NQF approved services in Victoria listed on the BARR must submit their Emergency Management Plan (EMP) via the [NQA ITS Online Portal](#) by 1 September each year.
- Inclusion on this register is a trigger for Early Childhood Services to pre-emptively close on days declared **Catastrophic** in their Bureau of Meteorology district.
- Emergency Management Plan resources:
https://www.education.vic.gov.au/Documents/childhood/providers/support/EmergencyManagementPlan_EarlyChildhood.docx
- Emergency Management Plan [template for early childhood services](#)
- See [Bushfire and Grassfire Preparedness](#) for further information



- For information regarding emergency closures and relocations:
<https://www.education.vic.gov.au/about/programs/health/pages/closures.aspx>

Fire Danger Rating updates: <https://www.cfa.vic.gov.au/warnings-restrictions/total-fire-bans-and-ratings>

- Bushfire Emergency Planning Guideline [A guide to planning for bushfire emergency](#)
- [Australian Government Department of Education, Skills and Employment](#) – Emergency and natural disaster assistance
- [Emerging Minds](#)- Bushfire preparedness for your family
- [Be You](#)- resources- Bushfires and mental health
- Department of Education Victoria- Emergency Management Plan Template

CHILD PROTECTION POLICY

Linked to: r(84), r(155), r(175), r(176), S(162(A) NQS: 2.2, 2.2.1; 2.2.2; 2.2.3

The Family Day Care (FDC) Service is committed to providing a child safe environment where children's safety and wellbeing is supported and children feel respected, valued and encouraged to reach their full potential. We will ensure all management, educators and volunteers understand the meaning, importance and benefits of providing a child safe environment and critically, understand their obligations and requirements as Mandatory Reporters. At all times, management, staff and volunteers will treat children with the utmost respect and understanding.

Our FDC Service believes that:

- Children are capable of the same range of emotions as adults.
- Children's emotions are real and need to be accepted by adults.
- A reaction given to a child from an adult in a child's early stages of emotional development can be positive or detrimental depending on the adult's behaviour.
- Children who preserve, enhance and better understand their body's response to an emotion are more able to predict the outcome from a situation and evade them or ask for help.

POLICY

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

SCOP

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors (including contractors) of the Family Day Care Service.

What is abuse?

Child abuse is any action towards a child or young person that harms or puts at risk their physical, psychological or emotional health or development. Child abuse can be a single incident or can be a number of different incidents that take place over time.

There are eight types of abuse, some of which are further divided into more specific categories:

1. Physical abuse
2. Neglect, incorporates:
 - a. Supervision



- b. Shelter/environment
 - c. Food
 - d. Hygiene/clothing
 - e. Medical care
 - f. Mental health care
 - g. Education – not enrolled / habitual absence
3. Sexual abuse, incorporates:
 - a. Abuse of a child
 - b. Abuse of a young person
 - c. Problematic sexual behaviour toward others
4. Psychological harm
5. Danger to self or others
6. Relinquishing care
7. Carer concern, incorporates:
 - a. Substance abuse
 - b. Mental health
 - c. Domestic violence
8. Unborn child

MANDATORY REPORTERS

Mandatory reporters are people who deliver the following services, wholly or partly, to children as part of their paid or professional work:

- Health care (e.g. registered medical practitioners, specialists, general practice nurses, midwives, occupational therapists, speech therapists, psychologists, dentists and other allied health professionals working in sole practice or in public or private health practices)
- Welfare (e.g. psychologists, social workers, caseworkers and youth workers)
- Education (e.g. teachers, counsellors, principals)
- Children's services (e.g. childcare workers, family day carers and home-based carers)
- Residential services (e.g. refuge workers)
- Law enforcement (e.g. police)
- Registered psychologists providing a professional service as a psychologist
- A person in religious ministry or a person providing religious-based activities to children

All staff have a responsibility to recognise and respond to concerns for safety, welfare and the wellbeing of children and young people, and to report these concerns to management. According to the *Children and Young Persons (Care and Protection) Act 1998* mandated reporters (including people employed in children's services and unpaid managers of these services) must make reports if they suspect on reasonable grounds a child is at risk of significant harm because:

- the child's basic physical or psychological needs are not being met or are at risk of not being met
- the parents or other caregivers have not arranged and are unable or unwilling to arrange for the child to receive necessary medical care



- the parents or other caregivers have not arranged and are unable or unwilling to arrange for a school age child to receive an education
- the child has been, or is at risk of being physically or sexually abused or ill-treated
- the child is living in a household where there have been incidents of domestic violence and they are at risk of serious physical or psychological harm
- the parent's or other caregiver's behaviour means the child has suffered or is at risk of suffering serious psychological harm.

IMPLEMENTATION

Child protection training, in line with recognized authorities, will be undertaken by family day care service staff and family day care educators. This training will be updated at least every three years.

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

The family day care educator is required to report any allegation of abuse, neglect or assault, including sexual assault to the nominated supervisor of the family day care service.

If the allegation is made about someone other than the family day care educator, the family day care educator must not discuss the allegation in any way to alert the person suspected of child abuse that a concern has been raised.

The notification must be made no more than twenty four (24) hours after the day on which the incident or allegation was made.

Where an allegation of physical, sexual, emotional, psychological abuse or neglect is investigated by the Department of Human Services, the family day care service will be guided in its decisions by the recommendations of the officers of the Department, and take whatever action is deemed appropriate for the safety and welfare of all the children in care.

Where a serious incident has occurred, as prescribed under the National Regulations, the procedures within the Policy Serious Incidents, Emergencies and Evacuation must be followed. Allegation or suspicion that a child in family day care is suffering abuse by someone outside the family day care educator's home

The allegation is not to be discussed with the alleged perpetrator or any other person outside the reporting structure.

Whenever a family day care educator or family day care service staff forms a belief that a child may be at risk of child abuse or neglect, the concern must be reported to the nominated supervisor or may be reported directly to the Department for Child Protection.

The nominated supervisor will ensure that the reporting procedures are carried out and will provide appropriate feedback to the person who raised the concern that action has been taken.

Family day care educators and family day care assistants will document the disclosure, observation and concerns accurately and objectively. The family day care educator shall not discuss or take visual images of the child in question or investigate the suspicion themselves.

Meeting the Child Safe Standards

The Child Safe Standards are compulsory minimum standards to ensure we are well prepared to protect children from abuse and neglect. From 1 January 2016, all early childhood services are required to comply with new child safe standards designed to ensure that organisations that work with children take steps to create a culture of child safety and protect children from all forms of abuse.

In complying with the child safe standards we must include the following principles as part of our response to each standard:



- promoting the cultural safety of Aboriginal children
- promoting the cultural safety of children from culturally and/or linguistically diverse backgrounds promoting the safety of children with a disability.

Standard 1:

Strategies to embed an organisational culture of child safety, including through effective leadership arrangements

We need to recognise the importance of keeping children safe. Under this standard, we need to establish new ways or build on existing systems to embed or improve on a culture of child safety throughout all levels of their organisation.

Preventing child abuse and responding to allegations is everyone's business. The child safe standards aim to drive cultural change in organisations so that protecting children from abuse is embedded in everyday thinking and practice. To engage this cultural change, we need to:

- help leaders and managers create an organisational culture that protects children from abuse
- ensure the organisation's policies and practices reflect a commitment to child safety
- ensure leadership is aware of allegations and substantiated cases of abuse and responds in ways that protect children from abuse
- ensure staff and volunteers know and understand the organisation's commitment to child safety
- commit to continuous improvement through regular reviews and updating policies and practices, and being open to scrutiny.

Standard 2:

A child safe policy or statement of commitment to child safety

We need to have a publicly accessible child safe policy or public statement of commitment to child safety, with an overarching set of principles guiding the development of policies and procedures to protect children from abuse.

A child safe policy is an overarching document that provides key elements of the approach to becoming child safe. It sets out the processes for reporting and responding to concerns and allegations (or clearly refers people to where these processes can be found), and refers to the code of conduct which should provide specific guidelines on appropriate behaviour with children.

We take zero tolerance for child abuse, is committed to acting in children's best interests and keeping them safe, and actively works to empower children.

Standard 3:

A code of conduct that establishes clear expectations for appropriate behaviour with children

We are required to develop or review codes of conduct and ensure they provide all staff and volunteers with a set of clear principles about how we should behave with children.

Standard 4:

Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel



We need to ensure that newly recruited and existing staff and volunteers understand the importance of child safety, are aware of the relevant policies and procedures, and are trained to minimise the risk of child abuse. This should be done by engaging various recruitment tools, and providing staff and volunteers with appropriate training and supervision to minimise the risk of child abuse.

The Working with Children Check is actively used by us and is an effective screening tool when hiring new staff and volunteers, and as an effective monitoring tool on an ongoing basis for relevant personnel. However, we can over-rely on the Working with Children Check at the expense of other essential recruitment processes such as reference checks, as well as ongoing support, supervision and training, all critical to managing and reducing the risk of child abuse.

Standard 5:

Processes for responding to and reporting suspected child abuse

We are required to develop and implement clear policies and procedures to ensure:

- A supportive environment for children, personnel or families who report allegations of abuse or child safety concerns
- Staff, volunteers, families and children know how to report abuse allegations, and feel comfortable doing so
- Clear policies and procedures for notifying authorities, including the police, of suspected child abuse that comply with all legal requirements

policies for reporting and responding to suspected child abuse should be clear and comprehensive to encourage staff, volunteers, families and children to report any suspected child abuse through appropriate internal channels. Leadership needs to be made aware of any allegations of abuse or child safety concerns, and the police and/or child protection must be notified if child abuse is suspected.

We must be supportive to children, families and staff who have reported or witnessed abuse or have a child safety concern.

Standard 6:

Strategies to identify and reduce or remove risks of child abuse

We need to adopt a risk management approach by identifying and considering their child safety risk(s) based on a range of factors including the nature of their activities with children, physical and online environments and the characteristics of children to whom they provide services. This covers both 'usual' risks and risks posed by specific activities such as excursions and overnight trips. Where risks are identified, we are required to institute measures to reduce or remove them.

We have an active approach to the duty of care in protecting children tend to have a risk management approach and a commitment to continuous improvement. Additionally, implementation of a risk management approach is part of organisations' recognition of our legal responsibilities to ensure the safety of children.

Standard 7:

Strategies to promote the participation and empowerment of children

We need to ensure children feel safe and comfortable in reporting concerns or allegations of abuse. We have simple and accessible processes that help children understand what to do if they want to report



abuse, inappropriate behaviour or concerns for their safety. All personnel need to have an awareness of children's rights and adults' responsibilities regarding child abuse.

Reportable conduct scheme

The Reportable Conduct Scheme seeks to improve organisations' responses to allegations of child abuse and neglect by their workers and volunteers. An allegation of 'reportable conduct' could include: sexual abuse; grooming; sexting; inappropriate physical contact or sexualised behaviour with a child.

As of January 2019, approved education and care services and children's services including Family Day Care and Out of School Hours Care services are identified organisations under this scheme.

Working with children check Victoria

All adults engaged in paid or voluntary child-related work require a Working with Children Check. This includes: childcare services, family day care, occasional care and outside school hours care.

Teachers and volunteers currently registered as teachers with the Victorian Institute of Teaching (VIT), they are exempt from the Working with Children Check (unless they have been given a Negative Notice). If they have suspended or cancelled their registration, the exemption no longer applies.

REPORTING AUTHORITY	CONTACT DETAILS
Department of Health and Human Services North Division Intake- 1300 664 977 South Division Intake- 1300 655 795 East Division Intake- 1300 360 391 West Division Intake- 1300 664 977	Child Protection Crisis Line (urgent concerns) Ph. 13 12 78 National Child Abuse Helpline: Ph. 1800 99 10 99 (9am-5pm AEST)

CHILD SAFETY AND WELLBEING POLICY

*Evidence linked to: S84, S155, S168, 162(A), S358, r73-76, r80, r82, r86, r99, r102-117, r136, r155, r156, r162, r162(a), r168(h), r165, r167, r169 (2)g, r171, r73
NQS: 2.2, 2.2.1, 2.2.2, 2.2.3, 5.1.1, 7.1*

POLICY:

Sunshine Family Day Care Service is committed to the safety, wellbeing and support of all children and young people in all aspects of operation within our Service. Services within Victoria are required to comply and adhere to the Child Safe Standards under the Child Wellbeing Safety Act 2005 (Vic). The Victorian Child Safe Standards were reviewed in 2019 with an aim to better align with the National Principles for Child Safe Organizations to ensure a greater focus on the safety and wellbeing of all children, improve Aboriginal cultural safety and empower children and young people. Sunshine Family Day Care Service is committed to implementing an inclusive and culturally safe environment for Aboriginal and Torres Strait Islander children.

PURPOSE

Our *Child Safety and Wellbeing Policy* will ensure the FDC Service meets all obligations and requirements under the Child Wellbeing Safety Act 2005 (Vic). Our Child Safety and Wellbeing Policy will work together with the Service's *Code of Conduct Policy*, *Recruitment Policy*, *Child Safe Environment Policy*, *Reportable Conduct Policy* and other related policies to develop a child safe culture within the service and community. This policy will provide direction and guidance for all FDC educators, staff and



visitors (including students and volunteers) to comply with and adhere to the 11 Child Safe Standards to ensure a child safe environment for all children. Eleven new Child Safe Standards were released in 2021, with Services having to comply to the new standards from July 2022. The 11 new Standards will replace the previous 7 Child Safe Standards and Principles.

The 11 Child Safe Standards aim to create a culture where:

- the safety of children is promoted,
- child abuse is prevented and
- allegations of child abuse will be taken seriously and acted upon.

SCOPE

This policy applies to families, staff, FDC educators, Approved Provider, Nominated Supervisor, management, students, volunteers and visitors of the Family Day Care Service.

OUR COMMITMENT TO CHILD SAFETY AND WELLBEING STATEMENT

- ✓ **PREVENT, PROTECT and EMPOWER** are the three guiding pillars for Sunshine Family Day Care and ensure an organizational culture that strives to continually improve and strengthen child safety to provide better futures for children and young people.
- ✓ As a child safe organization Sunshine Family Day Care is committed to supporting and providing environments where children and young people are respected, their voices are heard, their rights are upheld and their safety is paramount.
- ✓ Sunshine Family Day Care Service is committed to the safety and wellbeing of all children and young people. We understand our responsibilities and statutory duty of care to comply with both the **Victorian Child Safe Standards** and the **Reportable Conduct Scheme** to build our capacity as an organisation to prevent and respond to allegations of child abuse.
- ✓ Sunshine Family Day Care Service is committed to implementing and abiding by our **Child Safety and Wellbeing Policy** based on Child Safe Standards in Victoria (2022), which accentuates our **ZERO** tolerance for child abuse and raising awareness about the importance of child safety in our service and the community.
- ✓ We are dedicated to protecting children from abuse and neglect and promote a child safe environment, maintaining children's wellbeing. We adhere to our comprehensive **Child Protection Policy**, standing by our mandatory reporting responsibilities to protect children from physical, sexual, emotional and psychological abuse and neglect.
- ✓ We work to ensure there is clear awareness between appropriate and inappropriate behaviour concerning adults and children. We require clear precincts between children and employees, volunteers and the community to maintain children's safety.
- ✓ We are dedicated to promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.
- ✓ We value diversity and **DO NOT TOLERATE** any discriminatory practices.
- ✓ We are committed to ongoing professional development for educators and staff to maintain their ability to distinguish and respond to situations of abuse and neglect, ensuring educators and staff are responsive to their responsibilities in keeping children safe.
- ✓ We work in collaboration with the United Nations Convention on the Rights of the Child and have confidence in educating children about their right to be safe. We believe in teaching children what to do if they feel unsafe and encouraging them to express their view and thoughts on matters that directly affect them.
- ✓ As Sunshine Family Day Care educators we listen to and empower children to act on any concerns, they or others may raise which is reflective in our policies and procedures in keeping children safe. The



participation and empowerment of children and young people is imperative.

- ✓ Engaging children and listening to their views is crucial for ensuring they are involved in making decisions that impact their futures. Upholding their rights and valuing the contributions they make promotes their inclusion and safety.
- ✓ We value the input of and communicate regularly with families and guardians

At Sunshine Family Day Care, we take our policy and legal responsibilities seriously, including:

Failure to disclose: Reporting child sexual abuse is a community-wide responsibility. All adults in Victoria 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.

DEFINITIONS

Child/Children refers to both children and young people under the age of 18 years.

Child Abuse refers to a sexual offence committed against a child, an offence committed against a child under section 49M (1) of the Crimes Act 1958 (Vic) such as grooming, physical violence against a child, causing serious emotional or psychological harm to a child, serious neglect of a child (Child Wellbeing and Safety Act 2005. Vic)

Complaint: Expression of dissatisfaction made to or about an organisation related to its products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required. [AS/NZS 10002:2014 Complaint Management Standard]

Information Sharing Obligations refers to the Child Information Sharing Scheme and the Family Violence Information Sharing Scheme.

Significant Harm refers to circumstances causing concern for the safety, welfare and wellbeing a child or young person present to a significant extent. This means it is sufficiently serious to warrant a response by a statutory authority irrespective of the family's consent.

What is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child's or young person's safety, welfare, or wellbeing. In the case of an unborn child, what is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child.

Reasonable grounds refer to the need to have an objective basis for suspecting that a child may be at risk of abuse and neglect based on:

- firsthand observation of the child or family
- what the child, parent, or other person has disclosed
- what can reasonably be inferred based on observation, professional training and/or experience that causes the mandated reporter to believe the child has been abused or is likely to be abused or,



- signs of physical or sexual abuse leading to the belief that the child has been abused.
Failure to disclose refers to the failure of a mandated reporter who has reasonable belief that a child under 16 has had a sexual offence committed to them by an adult to make a report to the police.

Failure to protect refers to a person of authority in the organisation who has the power or responsibility, but who negligently fails to reduce or remove the threat of substantial risk of child sexual abuse.

IMPLEMENTATION

Sunshine Family Day Care Service is committed to creating and maintaining an environment that promotes the safety of all children and embeds the Victorian Child Safe Standards. All FDC educators, staff and volunteers are responsible for promoting a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging.

CHILD SAFE STANDARDS

In Relation to Standard 1: Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.

Through the identification and journey of establishing a culturally safe organisation, Sunshine Family Day Care Service will:

- show respect and a commitment to reconciliation by developing a Reconciliation Action Plan (RAP)
- promote cultural safety for Aboriginal children
- will reflect on the current level of cultural competence of our educators and staff
- model and provide guidance to educators and staff to ensure compliance with a zero tolerance of racism within the FDC Service
- build and strengthen our knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and contributions
- encourage educators and staff to attend professional development to support educator and staff knowledge and understandings of Aboriginal and Torres Strait Islander cultures and perspectives
- identify and challenge our own cultural assumptions, beliefs and commitments to cultural competency
- engage with local Aboriginal families and communities through Aboriginal Education Consultative Groups
- invite Elders and Traditional Owners to speak to children, educators, staff and families about the histories and cultures of the local area
- develop an Acknowledgement of Country in collaboration with Elders, community members, children and families which will be displayed and given during special events and incorporated into the program on a regular basis
- develop awareness and meaningful understanding about Aboriginal and Torres Strait Islander people as part of the cultural heritage of all Australians
- encourage Aboriginal and Torres Strait Islander communities to access children services
- show sensitivity and respect to Aboriginal and Torres Strait Islander languages by incorporating verbal and visual languages into the Service environment.
- ensure our Anti-Bias and Inclusion Policy is adhered to, so all children, families, educators and staff are welcomed and treated equitably and with respect.
- ensure our Respect for Children Policy is adhered to as educators develop positive relationships with children based on respect and fostering children's self-esteem and development

FOUNDATION STEPS or FUTURE STEPS

Sunshine Family Day Care Service will reflect and review our cultural practices to determine the Service's journey and stage of cultural competence. Foundation Steps are to be identified for services that are just starting out on their cultural competence journey. Foundation Steps are to be documented to outline changes required to policies, procedures and public commitments to show a plan of action to comply with Standard 1. Further Steps are to be



documented for services who have already begun a journey of cultural competence and the Service indicates they are meeting all **Compliance Indicators of Standard 1.**

A *Child Safety and Wellbeing Action Plan* has been developed to assist services to document their progress and compliance of Standard 1 and identify actions required for Foundation Steps or to identify compliance as Further Steps.

In Relation to Standard 2: *Child safety and wellbeing is embedded in organisational leadership, governance and culture.*

In the planning, development and implementation of a *Child Safety and Wellbeing Policy*, Sunshine Family Day Care Servicewill:

- create and maintain a child safe environment and comply with the Ministerial Order No. 870- Child Safe Standards and Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015
- ensure a *Child Safety and Wellbeing Policy* is developed, implemented and reviewed with children, families and educators
- complete a self-audit to assess our progress in meeting the requirements of the Child Safe Standards
- develop a Child Safety Code of Conduct specific to our Service and ensure the Code of Conduct is adhered to by all educators, staff and visitors to set behavioural expectations when working with children
- ensure compliance of the *Child Safety and Wellbeing Policy* and implementation of the 11 Child Safe Standards within the Service
- include child safety as a regular agenda item at team meetings
- adhere to a zero tolerance for child abuse
- value the input of and communicate regularly with families and carers regarding our *Child Safety and Wellbeing Policy*
- embed the eleven Child Safety Standards into Service policies and procedures
- promote the safety of children at all times
- foster a culture of openness and respect where children and adults feel safe to disclose risk of harm to children

In Relation to Standard 3: Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.

With a focus on children's rights to safety and participation, Sunshine Family Day Care Service will:

- listen to and act decisively on any child safety concerns or allegations of abuse that are made
- recognise, respect and foster children's rights where their voices and views are listened to and valued
- promote the inclusion of children's voices in all decisions that affect them
- ensure every child will be equally valued. Their achievements and learning will be celebrated.
- collaborate with children and families to support children's learning
- ensure information about the child's participation in the program is available for families
- view children as active participants and decision makers, working with each child's unique qualities and abilities
- undertake critical reflection practices to reflect upon children's participation within the educational program
- ensure educators and staff adhere to the *Respect for Children Policy* and provide a child safe, comfortable and happy environment where children's concerns are always taken seriously and responded to
- support children's consent by acknowledging and respecting a child's right to refuse or say no
- never force a child to do something against their requests: This includes rest, eat, participation in group experiences and activities
- respond respectfully and appropriately to children's attempts as they participate within the educational program
- empower children to speak up and raise any concerns
- encourage children to develop confidence in their ability to express themselves
- ensure children are aware of how to raise concerns or provide feedback
- respond or report to children about how their feedback has been acted upon
- discuss with children how their photos and images will be used within the service or outside of the service and where age-appropriate ask children's permission before taking photos or videos
- ensure all educators, staff and volunteers are committed to identifying possible risk and significant risk of harm to children and young people and adhere to the *Child Protection Policy*



- ensure the *Behaviour Guidance – Bullying Policy* is adhered to as educators and staff provide support and direction for children to raise concerns
- educate children about protective behaviours through educational programs that are at an age-appropriate level and understanding
- complete a Risk Assessment regarding the implementation of Child Protection Educational Programs
- provide opportunities for children to contribute to the development of the *Service Philosophy* and Service Policies and Procedures

In Relation to Standard 4: *Families and communities are informed and involved in promoting child safety and wellbeing.*

As we endeavour to inform and involve families and communities in establishing and maintaining a Child Safe approach, Sunshine Family Day Care Servicewill:

- ensure new families are provided with a *Family Handbook* during the enrolment and orientation process to share information regarding service operations and governance of the Service
- ensure all families are welcomed and respected at Sunshine Family Day Care Service and are encouraged and supported to participate in decision making
- maintain confidentiality and privacy as per our *Privacy and Confidentiality Policy* when working with children, families and educators in relation to Child Protection matters
- respond to requests for information from Information Sharing Entities (ISEs) to improve children’s wellbeing and safety under the Child Information Sharing Scheme
- ensure families are informed of our *Child Safety and Wellbeing Policy* upon enrolment through the Family Handbook and orientation process.
- ensure families are invited and encouraged to participate in the development and review of Service Policies and the *Service Philosophy*
- provide regular information about the FDC Service and ongoing opportunities for families to contribute to our curriculum
- inform families about the processes for providing feedback and making complaints
- encourage families to contribute to the continuous quality improvement progression within the Service through their involvement in the self-assessment and QIP review
- invite families to be involved with the self-assessment process and be informed of goals developed that form the Quality Improvement Plan (QIP)

In Relation to Standard 5: *Equity is upheld and diverse needs respected in policy and practice.*

As we aim to recognise and support diversity and work to promote vulnerable children, Sunshine Family Day Care Service will:

- ensure a Statement of Commitment to Child Safety and Wellbeing is developed to demonstrate a strong culture of child safety within the FDC Service
- work in partnership with families and other professionals to ensure specific consideration and adaptations allow children with additional needs access and participation and achieve positive learning outcomes
- ensure all children are supported to participate in the educational program
- be responsive to each child, irrespective of their additional needs and abilities
- practice inclusivity and support children with additional needs to enable them to have equitable access to resources and participation of the educational program
- gather information about children’s additional needs, cultural background and supports that may be required through the enrolment and orientation process
- support educators to implement inclusive strategies and practices in the delivery of quality education and care
- ensure the educational program and curriculum are inclusive and meet the individual needs of children with additional needs disability or developmental delay



- create an inclusive program, which is adaptable and supportive of all children
- ensure all children have the right to be treated equally and with respect

In Relation to Standard 6: *People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.*

To ensure suitable educators and staff are employed in line with Child Safe recruitment practices, Sunshine Family Day Care Service will:

- implement a probation and induction orientation program to ensure new educators and staff are aware of their roles and responsibilities in relation to ensuring children are safe and well within the Service
- ensure comprehensive processes are followed in relation to recruitment of new educators and staff to include a commitment to Child Safe practices
- implement effective pre-employment screening to ensure we engage educators and staff who have the skills, experience, qualifications and general 'fit' in line with legislative and regulatory requirements.
- ensure all preferred candidates undergo appropriate pre-employment checks including reference checks, Working With Children Checks (WWCC), immunisation status checks (including COVID-19 vaccination, as required), and where applicable National Police criminal history checks before an offer of employment is recommended
- ensure all educators and staff are required by law to undergo a Working with Children Check (WWCC) which is verified by the Service to ensure it is valid and current
- ensure at least 2 references are provided for a reference check. Where possible references should be from the immediate previous employer. The reference checks will ascertain, where possible, the applicant's attitudes and behaviours in previous child-related roles and ascertain whether the applicant has ever been the subject of complaints
- provide an induction process for all new educators and staff including relevant information on child safe practices adhering to the Child Safe Standards, Code of Conduct, strategies that identify, assess and minimise risks to children and mandatory reporting procedures
- ensure comprehensive job descriptions for each position will be available for all applicants, educators and staff members

In Relation to Standard 7: *Processes for complaints and concerns are child-focused.*

With a focus on responding appropriately to complaints and concerns, Sunshine Family Day Care Service will:

- ensure educators, staff and visitors follow and comply with the Dealing with Complaints Policy when matters are raised regarding Child Safety and Wellbeing
- follow the Dealing with Complaints Policy for procedures regarding receiving and managing informal and formal complaints
- safeguard the interests of all children, their families, educators, staff and visitors, using procedures to ensure appropriate privacy and confidentiality practices are upheld
- inform families about the processes for providing feedback and making complaints
- investigate and document the grievance or complaint fairly and impartially as per the Grievance/Complaints procedure
- keep appropriate records of any complaint investigation and outcome and store these records in accordance with our Privacy and Confidentiality Policy and Record Keeping and Retention Policy
- notify the Regulatory Authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised. Notification must include any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at a FDC residence or



approved venue or any allegation that sexual or physical abuse of a child has occurred or is occurring at a FDC residence or approved venue

- ensure the Reportable Conduct Scheme Policy is adhered to and ensure that all allegations based on reasonable grounds are reported, including allegations made against educators or staff who do not have direct contact with children, and conduct that allegedly occurred outside of their work
- review complaints and grievances as recorded in the *Complaints and Grievance Management Register* to ensure a pattern of similar grievances is not occurring
- ensure educators or staff will report any concerns they may have about inappropriate actions of any other employee that involves children or young people to management as per the *Reportable Conduct Scheme Policy*

In Relation to Standard 8: *Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.*

In order to demonstrate our commitment to education and training for our educators, staff and volunteers, Sunshine Family Day Care Service will:

- provide all educators and staff with professional learning for the Child Safe Standards
- ensure Child Protection training is valid and updated every 12-24 months, and whenever significant changes are made to the child protection law or reporting requirements, to maintain skills and knowledge required by National Regulations and best practice
- develop a culture of learning through reflective practice within the service to drive continuous improvement
- ensure educators and staff participate in professional development to keep up to date with Child Protection 'refresher' and Child Safe Standards training ensuring currency and compliance
- ensure a person's Working with Children Check is read before the person is engaged as an educator, volunteer or staff member at the FDC Service
- ensure the approved provider has read a person's Working with Children Check before nominating that person as a nominated supervisor or person in day-to-day charge of the service.
- ensure visitors to FDC Services are suitable and approved to work with children, including visitors engaged to provide professional development or allied health professionals

In Relation to Standard 9: *Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.*

As we develop a commitment to providing a safe physical and online environment for children, Sunshine Family Day Care Servicewill:

- ensure risk assessments are completed to contribute to the development of identifying, preventing and reducing risks of child abuse and harm
- strongly oppose any type of abuse against a child and endorse high quality practices in relation to protecting children
- ensure all educators, staff and visitors understand their roles and responsibilities in protecting children from abuse and neglect and maintain up-to-date knowledge of child protection law
- ensure educators and staff undertake child protection awareness training every 12-24 months, and whenever significant changes are made to the child protection law or reporting requirements
- assess and manage the risk of abuse to children as part of our daily practice
- work with an ICT security specialist to ensure the latest security systems are in place to ensure best practice



- obtain parent permission for children to use computers as part of the enrolment procedure
- ensure that children are never left unattended whilst a computer or mobile device is connected to the internet
- ensure personal mobile phones are not used to take photographs, video or audio recordings of children at the FDC Service
- only use educational software programs and apps that have been thoroughly examined for appropriate content prior to allowing their use by children
- provide parents and families with information about the apps or software programs accessed by children at the FDC Service
- ensure educators and staff participate in professional development regarding online safety
- ensure privacy filters and parental control settings are turned on and used when children are accessing digital technologies online

In Relation to Standard 10: *Implementation of the Child Safe Standards is regularly reviewed and improved.*

With a focus on regular review of Child Safe Standards policies and procedures, Sunshine Family Day Care Servicewill:

- ensure our Child Safety and Wellbeing Policy is reviewed each year as part of our cycle of self-evaluation each year
- welcome input and plan consultation from children, families, educators and staff as part of the policy review process
- include the development of a Quality Improvement Plan (QIP) as part of the reflection procedure
- reflect on what current practices and actions regarding Child Safety and additional actions will be included in the QIP
- review the effectiveness of the Dealing with Complaints Policy and procedures to ensure all complaints and grievances have been handled fairly and professionally
- track complaints to identify recurring issues within the FDC Service and/or any individual FDC residence or approved venue
- reflect and review complaints provided to our service as opportunities for learning and improvement
- keep a complaints/grievance register to record details of complaints such as complainant details, investigation details and further action taken
- ensure each policy has a recommended review date stated in the 'Review' section of the policy document and changes are clearly documented through version control

In Relation to Standard 11: *Policies and procedures document how the organisation is safe for children and young people.*

To ensure our policies and procedures demonstrate how the organisation is safe for children, Sunshine Family Day Care Servicewill:

- ensure all policies and procedures will be made available for families and educators to view at all times
- ensure all policies developed will be made in consultation with management, staff, educators and families of children attending the FDC Service



- ensure policies include clear, simple statements and are presented in a logical format
- ensure Risk Assessments are completed to address risks of child abuse and harm, including a supervision risk assessment
- ensure information about our Dealing with Complaints Policy is easily accessible to all families
- ensure the name and telephone number of the person to whom complaints can be made is clearly visible at each FDC Service residence and approved venue
- discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint
- investigate and document the grievance or complaint fairly and impartially
- notify the Regulatory Authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised. Notification must include any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the FDC Service or any allegation that sexual or physical abuse of a child has occurred or is occurring at the FDC Service
- provide information relating to Child Safe practices within our Recruitment Policy to ensure our recruitment and screening processes play a vital role in protecting children from harm
- ensure Early Childhood Intervention Practitioners (ECIP) or 3rd party visitors to the Family Day Care Service follow our ECIP Management Policy to ensure a Child Safe environment
- ensure any ECIP or 3rd party visitors are made aware of our Code of Conduct Policy and child safe policies including the Reportable Conduct Scheme Policy

OTHER RELEVANT LAWS:

Education and Training Reform Act 2006- Child safe standards- Managing the risk of child abuse in schools.
Ministerial Order No. 870
The Commission for Children and Young People Act 2012
Failure to Disclose 2014
Failure to Protect 2015
The Charter of Human Rights and Responsibilities Act 2006 (Vic)
Working with Children Act 2005 (Vic)
Child Wellbeing and Safety Act 2005 (Vic)
Family Law Act 1975
Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015
Children Youth and Families Act 2005 (Vic)

CODE OF CONDUCT POLICY

NATIONAL QUALITY STANDARD (NQS)

Quality area 4: Staffing arrangements

4.1 Staffing arrangements enhance children's learning and development.

4.1.2 Every effort is made for children to experience continuity of educators at the service.

4.2 Management, educators and staff are collaborative, respectful and ethical.

4.2.1 Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.

4.2.2. Professional standards guide practice, interactions and relationships.

Quality area 7: Governance and leadership

7.1.1 A statement of philosophy guides all aspects of the service's operations.

7.1.3 Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.



EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

- r82 Tobacco, drug and alcohol- free environment
- r83 Staff members and family day care educators not to be affected by alcohol or drugs
- r84 Awareness of child protection law
- r168 Education and Care Services must have policies and procedures
- r182 Confidentiality of records kept by family day care educator

We believe in forming an inclusive and welcoming environment and workplace by providing experiences that motivate and facilitate personal growth and development Family Day Care Educators. The values that underpin our work ethic includes equality, respect, integrity and responsibility. Our Service is committed to adhere to the ECA Code of Ethics (2016) which is based on the principles of the United Nations Convention on the Rights of the Child (1991) and provides a framework for the reflection about the ethical responsibilities of early childhood professionals.

Sunshine Family Day Care Service is committed to creating and maintaining an environment that promotes the safety of all children and embeds the National Principles for Child Safe Organisations. All staff and volunteers are responsible for promoting a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging.

NATIONAL QUALITY STANDARD (NQS)

Quality area 4: Staffing arrangements

- 4.1 Staffing arrangements enhance children's learning and development.
 - 4.1.2 Every effort is made for children to experience continuity of educators at the service.
- 4.2 Management, educators and staff are collaborative, respectful and ethical.
 - 4.2.1 Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
 - 4.2.2. Professional standards guide practice, interactions and relationships.

Quality area 7: Governance and leadership

- 7.1.1 A statement of philosophy guides all aspects of the service's operations.
- 7.1.3 Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

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RELATED POLICIES

Governance and Management of the Family Day Care Service Policy
Interactions with children Policy
Staffing Policy
Dealing with complaint Policy
Child Safe Environment Policy
Child Protection Policy
Record Keeping Policy
Respect for Children Policy
Responsible Person Policy
Child Safety and Wellbeing Policy

PURPOSE



Our Family Day Care Service aims to establish a common understanding of work place standards and ethics expected of all Sunshine Family Day Care Staff and Contractors of the Service. We aim to ensure positive working relationships are formed between all educators, educator assistants, and management, promoting dignity and respect by avoiding behaviour which is or may be perceived as harassing, bullying or intimidating. Educators, educator assistants and management will at all times conduct themselves in an ethical manner and strive to ensure that all interactions are positive and respectful and are in accordance with the Service's philosophy.

Our FDC Service takes every reasonable effort to accommodate the diversity of all children in implementing the Child Safe Standards. We are committed to the safety and wellbeing of children and young people. We recognise the importance of and responsibility for, ensuring our Service provides a safe and supportive environment which respects and fosters the rights and wellbeing of children in our care. We are dedicated in promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

SCOPE

This policy applies to the Approved Provider, Coordinator, Educators, and Educator Assistants and Family Day Care Residents over 18 years old of the Family Day Care Service.

IMPLEMENTATION

The Family Day Care Service will adhere to the Early Childhood Australian Code of Ethics, National Regulations and Quality Standards, and Service policies and procedures at all times, promoting positive interactions within the Service and the local community.

Respect for people and the service

- Our Family Day Care Service is committed to the Service philosophy and values, inclusive of best practice in early childhood education and building positive partnership with children, families and SUNSHINE FAMILY DAY CARE Educators and staff
- Our FDC Service developed a Statement of Commitment to Child Safety and Wellbeing to demonstrate a strong culture of child safety within the Service
- Staff, Educator and management adhere to our Child Safe policies including Child Safe Environment Policy, Child Protection Policy, Reportable Conduct Policy (Vic Services) and Child Safety and Wellbeing Policy at all times and take all reasonable steps to protect children from abuse and harm
- Effective, open, and respectful reciprocal communication and feedback between the SUNSHINE FAMILY DAY CARE Service, children, families, and management is conveyed.
- It is important to treat colleagues, children, and families with respect. Bullying or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening, or derogatory language or intimidation towards other Educators, Educator Assistants, children, visitors, or families is unacceptable and will not be tolerated.
- Educators are committed to valuing and promoting the safety, health, and wellbeing of Educator Assistants, volunteers, children, and families.
- Educators are committed to an Equal Opportunity workplace and culture which values the knowledge, experience, and professionalism of all Educators, team members, and managers, and the diverse heritage of our families and children of the SUNSHINE FAMILY DAY CARE Service.

Expectations of family day care educators

Educators will:

- Ensure their work is carried out proficiently, harmoniously, and effectively. They will act in a professional and respectful manner at all times whilst at work, giving their full attention to their responsibilities and adhering to all Service policies, procedures, laws, regulations, and National Quality Standard.
- Act honestly and exercise attentiveness in all Service operations. They will carry out all lawful directions, retaining the right to question any direction which they consider to be unethical. If uncertain they can seek advice from the Nominated Supervisor, Approved Provider or the Ombudsman.



- Have a solid understanding of the Service's policies and procedures and the ECA Code of Ethics. If uncertain about the content of any policy or procedure with which they must comply, Educators should seek clarification from the Nominated Supervisor or Approved Provider.
- Be courteous and responsive when dealing with colleagues, students, visitors, children, and families.
- Work collaboratively with colleagues and recognise and value diversity
- Be mindful of their duty of care towards themselves and others.
- Be positive role models for children at all times.
- Respect the rights of all children.
- Respect the confidential nature of information gained about each child participating in the program.
- Engage in critical reflection to inform individual and collective decision making and ensure continual improvement.

Expectations of approved providers and nominated supervisor

In addition to the above responsibilities, Approved Providers and Nominated Supervisors are expected to:

- Promote a collaborative and interconnected workplace by developing a positive working environment where all Educators can contribute to the ongoing continuous improvement of the overall service.
- Promote leadership by working with Educators and providing opportunities for professional development and growth.
- Provide flexible opportunities to ensure all staff, Educators, Educator assistants can participate in staff meetings and professional development.
- Provide ongoing support and feedback to Educators.
- Keep Educators informed about essential information and changes and make documents readily accessible to them.
- Ensure copies of the ECA Code of Ethics is available to SUNSHINE FAMILY DAY CARE Educators and families.
- Model professional behaviour at all times whilst at the Sunshine Family Day Care Service
- Implement supportive and effective communication systems, consulting Educators in appropriate decision making.
- Take appropriate action if a breach of the code of conduct occurs.
- Share skills and knowledge with Educators.
- Give encouragement and constructive feedback to Educators, respecting the value of different professional approaches.
- Ensure that Educator, Educator Assistants and Family Day Care residents over 18 years old completed and updating Child Protection Mandatory reporting training
- Ensure that Educator, Educator Assistants and Family Day Care residents over 18 years old hold current and valid Police check and Working with Children Check Card

Reporting a breach in the code of conduct

- All Educators, Educator Assistants and Family Day Care Residents are required by law to undergo a Working with Children Check, which is verified by the Approved Provider.
- All Educators must report possible risk of harm to children or young persons to the Approved Provider.
- Educators will report any concerns they may have about inappropriate actions of any colleague that involves children or young people to the Approved Provider.
- Management will report any allegations or child related misconduct to Child Protection (or reporting authority within your state/territory)

Adhering to service confidentiality

- Unless authorised to do so by legislation, Educators and Educator Assistants must not disclose or use any confidential information without appropriate approval.
- All Educators and Educator Assistants are to ensure that confidential information is not accessed by unauthorised people.
- Educators and Educator Assistants will adhere to the *Governance and Management of the Family Day Care Service Policy*.

Record keeping

- Educators will maintain full, accurate, and honest records as required by national regulations.
- Approved Provider has a responsibility to ensure that Educators comply with their record keeping obligation outlined in the *Governance and Management of the Family Day Care Service Policy*.



DUTY OF CARE

- The Approved Provider, Nominated Supervisor, Sunshine Family Day Care Staff and Educators have a responsibility to take reasonable care for the health and safety of themselves and others at the workplace to enable compliance with the work health and safety legislation
- Duty of Care relates to both physical and psychological wellbeing of individuals.
- Educators and Educator Assistants must adequately supervise the children at all times to ensure the safety and welfare of children and young people in their care. This includes taking all reasonable action to protect children and young people from risk of harm that can be reasonably predicted.

Social media

- The Family Day Care Service offers its current families and educators a Facebook page as a communication tool. The account is administered by management of the service.
- Only current families and Family Day Care staff may have access to the page as the page is locked as 'Privacy type: Closed: Limited public content. Members can see all content.'
- The intention is that this group will allow you to:
 - Keep in touch with what's happening at the Service
 - connect with other parents, and
 - share your thoughts about programs, policies, and procedures.
 - Ensure that the photos of children have not been posted
- The Administrator controls the content on the page and ensures that the postings are relevant and respectful of the Service, the children, the staff, families, and greater community.
- SUNSHINE FAMILY DAY CARE Educators and other staff members who have a personal Facebook account are not permitted to post any negative comments relating to the Service, children, colleagues, or families. If they choose to 'like' the Service's page they have a responsibility to ensure that their profile picture is an appropriate representation of an early childhood Educator. If it is not, we request that they do not 'like' the page.
- Staff members are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook. The Service does not recommend staff to add families of the Service as they will be seen still as a representative of the Service and held to the Service's Code of Conduct on all posts on their private 'wall' if families have access.
- Families are asked in our *Social Media Policy* to respect that staff may have a personal policy on adding families due to their professional philosophy and that the Service does not recommend staff to have families as friends on their private account.
- Staff members are not permitted to request the 'friendship' of families from the Service.

Use of alcohol, drugs, and tobacco

- Smoking is NOT permitted in or on surrounding areas of the Sunshine Family Day Care Service.
- It is expected that the odour of cigarette smoke will not be detected on an employee of the SUNSHINE FAMILY DAY CARE Service's clothing. If an employee is found smoking on the premises, that employee may be terminated.
- Sunshine Family Day Care Service is bound by the Education and Care National Regulations. As such, alcohol, drugs, or other substance abuse by Educators and/or Educator Assistants can have serious adverse effects on their own health and the safety of others. As such, all Educators and/or Educator Assistants and Family Day Care Educator Residents over 18 years old must not:
 - Consume alcohol nor be under the influence of alcohol while working/resigning approved Family Day Care Educator residents,
 - use or possess illegal drugs at any workplace,
 - drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances, or
 - bring alcohol or any illegal drugs onto the premises.
- If a co-worker suspects a colleague to be affected by drugs or alcohol, they must inform the Nominated Supervisor immediately. No employee will be allowed to work under the influence of drugs or alcohol.
- Educators undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to the Nominated Supervisor.
- All issues pertaining to these matters shall be kept strictly confidential. A breach of this policy may initiate appropriate action including the termination of employment.



Dress code

- All SUNSHINE FAMILY DAY CARE Educators must wear professional and industry appropriate clothes
- Enclosed shoes must be worn at all times (strictly no high heels, thongs, or wedges).
- Clothes must be suitable for free movement, active play, and messy play.
- No offensive logos or political statements are to be displayed on clothing.
- Jewellery – Remove dangling earrings.
- Long hair should be tied up and kept out of your face.
- Cover up tattoos if needed (if they are inappropriate for children).

Personal hygiene

Family Day Care Educators and Educator Assistants are to adhere to the following standards:

- Long hair is to be clean and neatly tied back: Ensure hair does not hang in your eyes.
- Makeup is to be light and natural.
- Fingernails are to be clean and well groomed.
- Nail polish (if worn) cannot be chipped.
- SUNSHINE FAMILY DAY CARE Educators will follow appropriate oral hygiene practices.
- An appropriate deodorant/antiperspirant will be worn.
- Strong perfumes will not be worn as they may cause allergic reactions in children.

Personal phone calls/mobile phones/smart watches

We are mindful that SUNSHINE FAMILY DAY CARE Educators have a duty of care to ensure children are protected from potential risk of harm. It is imperative that all SUNSHINE FAMILY DAY CARE Educators and Educator Assistants provide children with their full attention, ensuring supervision is maintained and remains on the children.

- No personal mobile phones are to be used during working hours.
- Sunshine Family Day Care Staff are not permitted to use smartwatches to access emails and social media during working hours. Smart watches are only to be used for viewing the time
- Personal mobile phones are not to be used to take photos of children as this is a breach of children's privacy. (Service mobile phones or iPads may be used if it's for the purposes of 'observations' etc.)
- Children are at no time to be given access to staff mobile phones.

Dismissal

All Sunshine Family Day Care Staff of the Family Day Care Service are made fully aware that the following breaches of the Code of Conduct and role responsibilities may lead to termination of employment:

- Reporting to work under the influence of alcohol or drugs
- Refusal to complete required additional training
- Possessing or selling drugs at the SUNSHINE FAMILY DAY CARE residence
- Immoral, immature, or indecent conduct while educating and caring for children at the SUNSHINE FAMILY DAY CARE residence.
- Refusing to work as reasonably directed
- Not ensuring firearms and ammunition (if relevant) are stored separately and locked away.
- Bringing disrepute to the SUNSHINE FAMILY DAY CARE Service.
- Causing disruption or discontent in the relationship between a family and the SUNSHINE FAMILY DAY CARE Service.
- Disclosure of confidential information.
- Falsifying documentation.
- Taking, abusing, defacing, or destroying company property.
- Falsification of reports, documents, or wages information.
- Failure to report for work without notice.
- Walking off the job.
- Failure to follow policies and procedures.
- Vulgarity or disrespectful conduct to families, management or colleagues.
- Making or publishing false, vicious, or malicious statements about any employee of the Service, or the Service itself.



Disciplinary action

All Sunshine Family Day Care Staff, Educators, Educators Assistants and Family Day Care Educator residents over 18 years old are made fully aware that continued abuse of the following may result in disciplinary action. These include, but are not limited to the following:

- Unauthorised absence
- Using a personal mobile phone or device to take photographs of the children
- Consistent or ongoing poor work standard
- Carelessness in the performance of duties
- Consistent or ongoing low level of enthusiasm
- Lack of personal cleanliness and hygiene
- Failure to report health, fire, or safety hazards

CODE OF CONDUCT AGREEMENT

I have read and understood the Service's Code of Conduct and agree to abide by the provisions set out in the Code of Conduct at all times. Failure to do so may lead to disciplinary action or dismissal.

NAME		SIGNATURE	
POSITION		DATE	

CONTROL OF INFECTIOUS DISEASE POLICY

Linked to: r(77), r(85-88), r(93), r(90), r(162), r(168), S(174(2)(a)). NQS: 2.1.1; 2.1.2; 2.2

The spread of infections in the early childhood environment is facilitated by microbial contamination of the environment, as well as the greater exposure to young children who are still developing hygienic behaviours and habits. Our Family Day Care Service will minimise children's exposure to infectious diseases by adhering to all recommended guidelines from relevant authorities regarding the prevention of infectious diseases, promoting practices that reduce the transmission of infection, ensuring the exclusion of sick children and educators, supporting child immunisation, and implementing effective hygiene practices. Our Service will provide up-to-date information and advice to parents, families and educators sourced from the Australian Government Department of Health, Australian Health Protection Principal Committee (AHPPC) and state Ministry of Health about infectious diseases as required. Recommendations from the Health Department will be strictly adhered to at all times.

POLICY

Sunshine

SCOP

This policy applies to the Approved Provider, Nominated supervisor, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Our Service is committed to minimise the spread of infectious diseases and viruses by implementing recommendations as stated in the *Staying healthy: Preventing infectious diseases in early childhood education and care services* (Fifth Edition) developed by the Australian Government National Health and



Medical Research Council and advice provided from the Australian Health Protection Principal Committee (AHPPC).

We are guided by decisions regarding exclusion periods and notification of infectious diseases by the *Australian Government- Department of Health* and local Public Health Units in our jurisdiction as per the Public Health Act.

The need for exclusion and the length of time a person is excluded from the Service depends on:

- how easily the infection can spread
- how long the person is likely to be infectious and
- the severity of the infectious disease or illness.

This policy must be read in conjunction with our other Quality Area 2 policies:

- COVID-19 Management Policy
- Incident, Illness, Accident and Trauma Policy and
- Medical Conditions Policy and
- Handwashing Policy

Procedures to minimise the risk of cross infection are to be in line with the recommendations outlined in Staying in Childcare (4th Ed.) and Health Department of Australia Communicable Disease Publication:

- Hand washing;
- Exclusion guidelines;
- Immunisation;
- Nappy changing;
- Cleaning the family day care residence and/or approved venue;
- Dealing with spills of blood and bodily fluids;
- Animals.

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

When to wash hands

Children:

- Prior to preparing foods.
- Before and after meals and snacks.
- Before and after changing nappies and toileting.
- After handling of animals.
- Prior to preparing foods.
- Before and after meals and snacks.
- Before and after changing nappies.
- Before and after administering first aid.
- After handling of animals.
- After coming in from outdoor play.
- After wiping nose secretions.
- After coming in contact with blood and bodily fluids.

Exclusion of infectious/sick children

Identify if the symptom or medical condition is a communicable disease and determine the exclusion period according to the communicable diseases guidelines.

Contact the child's parents or authorised emergency contacts as soon as practicable.

Notify the family day care service.



Notify the relevant regulatory authority, e.g. Health Department..

Advise all parents and staff of the occurrence of an infectious disease, the exclusion period and display a notice at the service.

Unwell children should be excluded if they require a level of care and attention that would be detrimental to the safety and wellbeing of other children in care.

Immunisation Record Management & Legal Responsibilities

Immunisation is the most effective method of disease prevention. The more people are immunised, the less likely the disease will exist and spread. A non-immunised child is far more likely to acquire a disease such as measles or whooping cough if they have not been immunised.

Children who attend Family Day Care should be up to date with their immunisations. Family Day Care Educators should be aware of a child's immunisation record, past or present illnesses, medications, allergies or other immune problems.

Sunshine Family Day Care supports immunisation of all children, as recommended by the Australian Government. Under the 'No Jab, No Play' legislation, before enrolling a child at preschool age, early childhood services must first obtain evidence that the child is:

- fully immunised for their age OR
- on a vaccination catch-up program OR
- unable to be fully immunised for medical reasons.

We must request, obtain and keep (with enrolment record) an immunisation status certificate for each enrolled child.

- Where required, provide parents with information regarding:
 - requirements of the law for enrolment
 - locating and accessing immunisation services
 - obtaining immunisation documents required for enrolment at the service.

In the case that a child commences at our service under the grace period; take reasonable steps to obtain the required documents over 16 weeks from the first day the child attends the service and retain a record of the grace period eligibility (for example, using the Grace period eligibility assessment form) with the child's enrolment record.

Quick Guide to Proof of Immunisation

For every child enrolled after 28 February 2018, the parent must provide a copy of an Immunisation History Statement from the Australian Immunisation Register. Only a copy from the statement from the AIR is accepted.

It must show that the child:

- is up to date with vaccinations for their age OR
- is on a recognised vaccine catch-up schedule OR
- has a medical condition preventing them from being fully vaccinated.

Documents produced by GPs or other immunisation providers will no longer be acceptable as proof of immunisation.

To check if a child's immunisations are up to date, look for the date of the next due immunisation/s and make sure that date is after the child will start at your service or within the two months prior.

'Conscientious objection' is not an exemption under the 'No Jab No Play' legislation. The purpose of removing this exemption is to ensure as many children as possible are vaccinated against serious and potentially life-threatening illnesses.



If parents/carers have questions or concerns about immunisation or particular vaccines, they should seek answers from a qualified source, such as a GP or immunisation nurse. The Better Health Channel also provides quality-assured information online.

Nappy changing

Apply nappy changing procedure in accordance with Staying Healthy in Childcare (4th Ed.) guidelines (p.24-25).

- Use the following method to stop diseases spreading through contact with faeces: Wash your hands.
- Place paper on the change table.
- Always wear gloves when changing nappies.
- Remove the child's nappy and put it in a 'hands-free' lidded bin. Remove any clothes with urine and/or faeces on them.
- Clean the child's bottom.
- Remove the paper and put it in a hands-free lidded bin.
- Remove your gloves now, before you touch the child's clean clothes.
- Remove gloves by peeling them back from your wrists, turning them inside out as you go.
- Do not let your skin touch the outer contaminated surface of the glove. Put the gloves in the bin. Dress the child. Wash and dry the child's hands. Now you can hold the child close to you.
- Take the child away from the change table.
- Clean the change table with detergent and warm water, paying particular attention to the mat at the completion of each nappy change.
- Wash your hands.

All toys and equipment used by children must be kept clean and in good condition at all times. Infant toys must be cleaned after each use.

Clean all areas and equipment used by children with detergent and warm water, then rinse and allow to dry.

The family day care residence and/or venue used by children must be kept clear of hazards, floors must be swept and washed.

All furniture used in providing the education and care service must be safe, clean and in good repair.

Dealing with spills of blood and bodily fluids

Family day care educators will:

- Ensure use of hygiene and infection control precautions by all people in contact with children in the family day care residence and/or venue.
- Wash hands and skin with warm, soapy water after any contact with blood, faeces, urine, vomit or any other body fluids.
- Wear gloves where possible to clean up spilt blood, faeces, urine, vomit or other body fluids with neutral detergent and water, and regularly wash floors, toileting and nappy change areas, nappy change surfaces and mats, play equipment and toys.
- Ensure all cuts, abrasions, dermatitis or open skin on their hands is covered with a water resistant occlusive dressing, which should be changed each time it is soiled or wet.
- Dispose of soiled nappies and clean soiled clothes, towels, washing clothes, linen and equipment in accordance with other policies in this document.



- Prevent any sharing of combs, brushes, toothbrushes, bottles, dummies, pacifiers, towels, facecloths and handkerchiefs.
- Be aware the risk of contracting blood borne diseases including HIV through skin contact with blood is low but is more likely if there are open cuts, abrasions and open wounds that are uncovered.
- Use gloves when applying first aid to bleeding wounds.

Practice

If exposed to blood or bodily fluids (via needle stick injury; skin contact; splash into eyes, nose or mouth; or biting):

- seek medical advice as soon as practical about risk of infection and post exposure treatment, including HIV and Hepatitis B and C treatment and testing regardless of the known or presumed infection status of source person of the blood or body fluid.

For needle stick or sharps injuries involving exposure of any educators or children to blood or body fluids:

- wash the injured area with soap and running water;
- dry the wound and cover with a water resistant occlusive dressing;
- dispose of the object that caused the injury, wear gloves and use forceps or tongs to pick up the object, and discard into a sealed firm container to be disposed of

For skin contact with blood and or bodily fluids:

- wash off with warm water and soap as soon as possible and cover all open skin with a water resistant occlusive dressing;
- if splashes into eyes, rinse for 5 to 10 minutes with water, or a sterile eye irrigation solution if available. If wearing contact lenses, rinse the eyes with the lenses in, remove the lenses and rinse the eyes again and do not put the contaminated lenses back in;
- if splashes into the nose or mouth, blow your nose or spit out and rinse with water.

For clothes, toys or other objects that have been contaminated by blood or body fluids, wear gloves and a protective apron or overalls, mop excess fluid with disposable paper towel and wash with detergent and water.

To clean a blood spill on the floor:

- avoid direct contact with the spill;
- wear gloves and, if needed, a protective apron or overalls and eye protection and disposable mask if eye or face splashes are likely;
- contain the spill as far as possible by placing absorbent paper or paper towel around the edges of the spill, mop up as much as possible with absorbent paper, discard into a sealed heavy plastic bag and dispose;
- clean up the remaining spill and contaminated surface with detergent and water;
- dry or ventilate the area, discard all gloves and disposable materials into a sealed heavy plastic bag for disposal;
- any contaminated clothing, cloths or cleaning implements should be washed in detergent and hot water. If using a washing machine, wash contaminated and non contaminated materials separately, use the longest cycle for contaminated material, and if washing by hand, wear gloves;
- for spills onto carpet or upholstered furniture, wear gloves, mop up as much excess fluid as possible with absorbent paper, clean with a detergent and water, and shampoo with an industrial carpet cleaner as soon as possible.



Recording and reporting practices

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

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

Family day care educators must fill in an Incident Report form if they think that they have been exposed to blood borne diseases or to blood or body fluid from a needle stick, sharps injury, splash into the face, eyes, mouth or nose or contact with an open wound, regardless of the known or presumed infections status of the person or child who is the source of the blood or body fluid.

Animals

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

Sandpit maintenance

- All sandpits must be covered when not in use.
- All contaminants identified within the sandpit must be removed immediately. For family day care educators and/or family members
- If a family day care educator or any family member were to be diagnosed with a communicable disease or condition, that person has to be isolated from the children in the family day care residence.
- The family day care educator must report any diagnosed communicable disease or condition to the family day care service.
- The family day care service may determine further action: for example medical clearance or closure of the family day care residence.

COVID 19

In the event of a confirmed COVID-19 case in any FDC residence/service, the Public Health Unit and Regulatory Authority will be notified and advice followed to ensure the safety of children, educators and visitors to the service. (NQA ITS)



- the Department of Education, Skills and Employment in [state/territory] is notified of a positive COVID-19
- directions from the PHU are followed to close the FDC service and an industrial/deep clean of the service is conducted
- all families and staff are notified of the closure of the service if advised to do so by the PHU
- privacy and confidentiality laws are adhered to- the person who has the confirmed case of COVID-19 will be on a 'need to know' basis only
- information is provided to the PHU for contact tracing
- COVID-19 testing will be conducted for educators, educator assistants and family members residing in the FDC residence
- COVID-19 testing will be required for all children and families as advised by PHU
- re-opening dates will be confirmed to the Regulatory Authority, DESE and families when advised by the PHU

RESOURCES

[Recommended exclusion periods- Poster](#) [Staying Healthy: Preventing Infectious diseases in early childhood education and care services](#)

[Minimum periods for exclusion from childcare services \(Victoria\)](#)

CORONAVIRUS (COVID-19) MANAGEMENT POLICY STATEMENT POLICY

Evidence to: r77, r85, r86, r87, r88, r90, r93, r162 NQS: 2.1.1, 2.1.2

COVID-19 is a new strain of coronavirus that was originally identified in Wuhan, Hubei Province, China in December 2019. The World Health Organization (WHO), has declared that COVID-19 outbreak as a 'pandemic' - a Public Health Emergency of International Concern (effective 11 March 2020). This is mainly due to the speed and scale of transmission of the virus in countries around the world, including Australia.

COVID-19 is transmitted from someone who is infected with the virus to others in close contact through contaminated droplets spread by coughing or sneezing or by contact with contaminated hands or surfaces. According to Department of Health, the time of exposure to the virus and when symptoms first occur is anywhere from 2-14 days.

Symptoms can range from a mild illness, similar to a cold or flu, to pneumonia. People with COVID-19 may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

The [Australian Government](#) is constantly updating the current status of COVID-19 including health recommendations, travel restrictions, and a vast collection of resources and information to help people make informed decisions. As this information is changing rapidly, our Service is constantly monitoring health alerts and implementing measures suggested by key health experts to minimise the transmission of COVID-19.

Sunshine Family Day Care has a range of comprehensive policies in place to guide best practice in relation to health and safety, dealing with infectious diseases and maintaining a child safe environment. Our duty of care and responsibilities to children, parents, families and all Sunshine Family Day Care staff to provide a safe environment is of utmost importance.

The evolving nature of COVID-19 and the unprecedented steps required to protect our community as recommended by the Australian Government, has resulted in the development of a specific policy to assist Sunshine Family Day Care manage this pandemic.

This policy will change as required to ensure the protective measures against COVID-19 as advised by our government are implemented by Sunshine Family Day Care.

PURPOSE



Sunshine Family Day Care will minimise children's exposure to COVID-19 by adhering to all recommended guidelines from the Australian Government- Department of Health and local Public Health Units to slow the spread of the virus. We will implement practices that help to reduce the transmission of the virus including the exclusion of any person (child, educator, educator assistant, Sunshine Family day Care staff, parents, visitors or volunteers) that is suspected or has tested positive to having COVID-19. Sunshine Family Day Care will implement effective hygiene practices as per our existing policies and procedures.

Sunshine Family Day Care will provide up-to-date information and advice to families and educators sourced from the Australian Government, Department of Health and state Ministry of Health about COVID-19 as it becomes available. Recommendations and health measures mandated by the Health Department will be strictly adhered to at all times.

SCOPE

This policy applies to children, families, educators, management, and visitors.

CORONAVIRUS (COVID-19) MANAGEMENT PROCEDURE

Sunshine Family Day Care is committed to minimise the spread of the COVID-19 virus by implementing recommendations provided by the [Australian Government- Department of Health](https://www.dhhs.vic.gov.au/) and Victorian department of health and Human services <https://www.dhhs.vic.gov.au/> to slow the spread of the virus.

Sunshine Family Day Care implements procedures as stated in the Staying healthy: Preventing infectious diseases in early childhood education and care services (Fifth Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

Sunshine Family Day Care will implement practices that help to reduce the transmission of the virus including the exclusion of any person (child, educator, staff, parent, visitor or volunteer) that is suspected or has tested positive to having COVID-19. Our Service will implement effective hygiene practices as per our existing policies and procedures and increase the frequency of cleaning and disinfecting high touch areas as per SafeWork Australia recommendations.

Our Service will provide up-to-date information and advice to parents, families and educators sourced from the Australian Government, Department of Health and state Ministry of Health about COVID-19 as it becomes available. Recommendations and health measures mandated by the Federal Government Department of Health will be strictly adhered to at all times.

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the Australian Government- Department of Health and local Public Health Units in our jurisdiction under the Public Health Act. COVID-19 is a notifiable condition in all states and territories of Australia.

The Public Health Unit may contact the Approved Provider in the event of any child, educator, staff member or visitor who has attended our Service, and has tested positive to COVID-19. Contact tracing will be conducted by the PHU and further advice provided.

National Coronavirus (COVID-19) Health Information Line
1800 020 080 Call 131 450 for translating and interpreting service
Department of Health, Human Services (DHHS) 1300 651 160
Health Direct 1800 022 222
Department of Education and Training (DET) 1800 338 663
WorkSafe Victoria 13 23 60



This policy must be read in conjunction with our other Service policies:

- Sick Children Policy
- Incident, Illness, Accident and Trauma Policy and
- Medical Conditions Policy
- Interactions with Children Policy
- Infectious Diseases Policy

Minimising the transmission of COVID-19

Sunshine Family Day Care is committed to minimise the spread of the COVID-19 virus by implementing recommendations provided by the Australian Government- Department of Health and Safe Work Australia.

Sunshine Family Day Care implements procedures as stated in the Staying healthy: Preventing infectious diseases in early childhood education and care services (Fifth Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the Australian Government- Department of Health and Victorian Department of Health and Human Services under the public Health Act. COVID-19 is a notifiable condition in all states and territories of Australia

The Public Health Unit may contact the Approved Provider in the event of any child, educator, staff member or visitor who has attended our Service, and has tested positive to COVID-19. Contact tracing will be conducted by the PHU and further advice provided.

Risk Management

Sunshine Family Day Care has effective and systematic risk management processes in place to identify any possible risks and hazards to our learning environment and practices related to COVID-19. Where possible, we have eliminated or minimised these risks as is reasonably practicable. Control measures are reviewed in consultation with Educators, Coordinator and Nominated supervisor. Due to the constant changes in managing our Service during the pandemic, our approach to risk management is ongoing and fluid.

Effective 15 March 2020, the Australian Health Protection Principal Committee made recommendations to the general public to help manage the spread of COVID-19. These measures include implementing good hygiene, self-isolation and social distancing.

Amendments to this statement have been updated regularly and include recommendations for risk mitigation measures such as:

- exclusion of unwell staff, children and visitors
- reducing mixing of children by separating cohorts
- enhanced personal hygiene for children, staff and parents
- full adherence to the NHMRC childcare cleaning guidelines and cleaning and disinfecting high touch surfaces at least twice daily, washing and laundering play items and toys
- discouraging excursions to local parks, public playgrounds and
- recommending influenza vaccination for children, staff and parents.

Parents of children with a current Asthma Action Plan are advised to update this if needed in consultation with their child's health care professional. Updated plans should be provided to management for distribution to relevant staff members. (Asthma Australia).

Staff with compromised immune systems are also requested to seek medical advice whilst working in early education and care during the pandemic. The Australian Health Protection Principal Committee reiterates the need to practise physical distancing, practise good cough and hygiene and consider downloading the COVID Safe app.¹

Infection Control Training

Our staff are committed to assist in infection prevention controls and have completed COVID-19 infection control training.

Whilst there is no vaccination for COVID-19, we strongly recommend that all staff, children and families receive the seasonal influenza vaccination.

Hygiene practices

¹ (AHPCC Statement 6 July 2020)



Our Service will ensure signs and posters remind employees and visitors of the risks of COVID-19 and the measures that are necessary to stop its spread including hand washing and hand rub procedures and information about COVID-19.

Coronavirus (COVID-19) printable resource updated regularly and provided to Educators

These will also be communicated to families through email, newsletters and social media. Alcohol-based hand sanitiser will be kept out of reach of young children and only available for adults to use. If parents decide to apply this to their child, they must supervise the child to avoid rubbing it into their eyes or a child swallowing the gel/liquid. Our Service will supply disposable tissues and have bins available with plastic liners available in several locations for disposing used items.

Information provided to families may include:

- symptoms of COVID-19
- transmission of the virus
- self-isolation and exclusion
- prevention strategies- including hand hygiene and self-isolation
- contact details for health assistance
- CCS and ACCS information
- Public Health Orders (if required)
- Wearing of face coverings
- Permitted Work Permit Scheme
- Service closures

The Approved Provider, Nominated Supervisor, educators, staff, families and visitors will comply with the following:

Exclusion/ Self-isolation/ Self-quarantine

Sunshine Family Day Care has an obligation to ensure the health and safety of educators, employees, children and visitors in the workplace, so far as reasonably practicable. We will implement “NO visitor” practice in family day care educator residence/venue during the working hours. If educator had visitors during out of working hours we may therefore collect information from visitors about their potential exposure to COVID-19 in order to identify, assess and control risks of infection in line with Department of Health guidelines. Information collected will only be viewed by Nominated Supervisor and will be stored securely. To comply with privacy laws, personal information will only be disclosed on a ‘need to know’ basis to the Public Health Unit to prevent and manage COVID-19 if required. (ACTU Privacy at work)

- any person visiting Family Day Care Educator/venue - including families ‘dropping off’ children, must sign the Parent/Visitor Health Declaration confirming that they will notify Service in case of Self Isolation, Do not bring child if any symptoms, will follow Service’s policies and procedures to keep educator, staff and other children safe.
- effective 28 March 2020, any person entering Australia from any destination will be required to undertake 14-day quarantine at designated facilities (Australian Government)
- parents to agree to have their child’s temperature taken by a staff member prior to entry to the Service
- parents agree to have their child excluded if their child’s temperature is equal to or above 37.5°C . Educator will record the temperature on arrival time. The follow table outline the recommendations of Victoria State Government Education and Training



Temperature reading	Required action
Less than 37.5°	Child able to attend service.
Equal to or greater than 37.5° on first reading	The child should be asked to wait in a separate room and have their temperature re-checked in 15 minutes. If the child is wearing outerwear, the educator should suggest the child remove this once they are indoors.
Equal to or greater than 37.5° on second reading	The child should return home with their parent/carer. If their parent/carer is not present, the child will need to be isolated and the parent/carer contacted to collect them from the service as soon as possible. Families should be encouraged to seek the advice of their healthcare professional who can advise on next steps and coronavirus (COVID-19) testing.

- Any person who has been in close contact with someone who has a positive diagnosis must self-isolate for 14 days (see: Quarantine for coronavirus (COVID-19))
- household members of a person who has a confirmed case (including children) of COVID-19 must also be isolated from the childcare Service and general public
- the Public Health Unit will provide further information on a case-by-case basis as to the length and place of isolation. (see: COVID-19 self-isolation)
- in the event of a staff member, parent, child or visitor being diagnosed with COVID-19 the Public Health Unit will conduct contact tracing and provide further advice to our Service if required
- any person (educator, employee, enrolled child, parent, caregiver, visitor or contractor) who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath, should be tested either by visiting a free COVID-19 respiratory clinic or contacting their GP to arrange a test for COVID- 19 and not attend our Service under any circumstance.

Implement effective hygiene measures

The national campaign Help StopThe Spread and Stay Healthy, launched by the Australian Government has emphasised that effective handwashing is a vital strategy to help reduce the spread of the COVID-19 virus. Handwashing with soap and water for at least 20 seconds whenever you cough, sneeze or blow your nose, prepare food or eat, touch your face or use the toilet is recommended.

Sunshine Family Day Care will adhere to National Regulation requirements and Government guidelines to ensure all educators, children, families and visitors to the Service implement best practice.

Face coverings

Department of Health units in states/territories may introduce various measures to help slow the spread of coronavirus during the pandemic

- People living and working in Melbourne and the Mitchell Shire (Victoria) will be required to wear a face covering whenever they leave their home (including travelling by public transport)².
- Face coverings are mandatory for all Victorians aged 12 and over when they leave home³.

Parents are required to wear face coverings at drop-off and pick-up times

Educators and carers working in early childhood are not required to wear a mask whilst educating and caring for children. Staff are required to wear face coverings whilst completing other duties in within the ECEC service, this include working in the office and visit educator residence/venue.

A person who has a medical condition, disability or a mental health condition is not required to wear a mask or face covering.

Sunshine Family Day Care will educate staff on how to wear a face covering correctly and other risk mitigation strategies to ensure the face covering does not become contaminated.

<https://www.dhhs.vic.gov.au/updates/coronavirus-covid-19/face-coverings-1159pm-wednesday-22-july>

https://www.education.vic.gov.au/childhood/Pages/coronavirus_ec_healthhygiene.aspx#link11

Sunshine Family Day Care will ensure:

² Effective 11.59pm 22 Jul, 2020

³ Effective 11.59pm 2 August, 2020



- all educators, employees, parents, children and visitors must wash their hands with soap and water or use the alcohol-based hand sanitiser provided upon arrival to the Service
- all persons over the age of 12 use a face covering if mandated by the Public Health Unit
- temperature screening of adults and children is conducted as they enter the Family Day care Educator Residence/venue and Sunshine Family Day Care Office
- hands must be thoroughly dried using disposal paper and disposed of in the bin provided
- disposable tissues must be used to wipe noses, eyes or mouths and disposed of in the bin provided immediately after use
- hands must be washed following the use of tissues
- hands must be washed thoroughly using soap and water before and after using the toilet
- cough and sneeze etiquette must be used- cover your cough and sneeze with your hand or elbow
- educators and staff must adhere to our Handwashing Policy at all times
- children are supervised when washing hands
- educators and staff must adhere to effective food preparation and food handling procedures
- educators will wash their hands or use alcohol-based sanitiser, before wearing gloves and wash their hands after wearing gloves
- educators and staff must adhere to our Health and Safety Policy for cleaning and disinfecting surfaces and equipment (such as toys, puzzles, outdoor toys, bedding, playdough etc) as per Staying healthy: Preventing infectious diseases in early childhood education and care services recommendations
- staff will maintain a cleaning register of all surfaces and equipment conducted
- equipment, resources and surfaces including high-touch surfaces- taps, door handles, light switches, nappy change areas, toys, keyboards and laptops/iPads will be cleaned more frequently as required using detergent and water followed by disinfectant
- cleaning contractors hygienically clean the Service to ensure risk of contamination is removed as per Environmental Cleaning and Disinfection Principles for COVID-19 or Cleaning and disinfecting after a confirmed case of coronavirus (COVID-19) factsheet
- washroom facilities for employees have adequate supplies of soap, toilet paper and alcohol-based sanitiser

NOTE: According to the World Health Organisation, COVID-19 may survive on surfaces for a few hours or up to several days. (March 14 2020)

Social/Physical distancing in children's services

Social or physical distancing is important because COVID-19 is most likely spread from person-to-person through close contact with a person while they are infectious, close contact with a person with a confirmed infection who coughs or sneezes or from touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection and then touching your nose or mouth⁴.

Social or physical distancing in early childhood education and care is not feasible for educators to perform their job, however we will implement measures to minimise the risk of exposure as *reasonably practicable*.

Early Childhood Education and Care services are not subject to restrictions on how many people (adults or children) can be on the premises at one time. Our Service will encourage educators to apply physical distancing measures where possible and not gather in groups or encourage groups of parents to congregate. (AHPPC)

To reduce the spread of COVID-19 parents are reminded of the following:

- if your child is sick, do not send them to Family Day Care Educator
- do not visit Family Day Care Educator if you or another family member is unwell
- sanitise your hands at regular intervals throughout the day
- avoid physical contact with other people who may be sick- such as older people and people with existing health conditions
- clean and disinfect high touch surfaces regularly (door handles, car seats, mobile phone, toys, dummies)
- promote strictest hygiene measures when preparing food at home and at the Service

To minimise the risk of exposure to COVID-19 Sunshine Family Day Care will:

⁴ Australian Government Department of Health. Coronavirus disease



- undertake a risk assessment to identify potential risks and mitigate with consideration risks to children and staff
- revisit the risk assessment whenever new risks or potential risks are identified
- restrict the number of visitors to Family Day Care Educators
- restrict the number of family members visiting Family Day Care Educator by:
 - parents use hand sanitiser before sign in/out
 - Displacing poster “1,5 Social Distancing” near the front entry indicating a 1.5 metre mark for parents/families to use
 - Educator will collect child inside of the house, next to the enter door.
- minimise the visiting care room by residents of the house (including out of working hours)
- reduce mixing of children by separating cohorts (including staggering meals and play times)
- where possible, outdoor play will be provided our educators using their backyard.
- office staff should, where reasonable practical use separate areas or separate themselves as much as possible from one another
- increase ventilation within the Service (office and Family Day Care Educator residence/venue)
- ensure cots, mats, cushions, highchairs etc are positioned at least 1.5 metres apart
- seat children at opposite ends of a table when playing and eating
- educator should serve children food and avoid children to self-serve from a shared plate
- contact parents of children who have chronic medical conditions or immunosuppression as they may be at an increased risk of disease and require additional support/care
- cancel all group outings to public places (routine outing/excursions to local shops, parks, libraries, aged care facilities)
- Include COVID 19 risk assessment in drop off pick up from/to school
- cancel large group celebrations
- educator will apply practice wash hands with soap and water for at least 20 seconds or sanitise hands with alcohol-based sanitiser

Suspected cases of COVID-19 at our Service

As per our Sick Child Policy (2020) we reserve the right to refuse a child into care if they:

- we have reasonable grounds to believe that a child has a contagious or infectious disease (this includes COVID-19)
- are unwell and unable to participate in normal activities or require additional attention
- have had a temperature/fever, or vomiting in the last 24 hours
- have had diarrhoea in the last 48 hours
- have been given medication for a temperature prior to arriving at the educator’s home
- have started a course of anti-biotics in the last 24 hours

If your child becomes ill whilst at the educator’s home, educators will respond to their individual symptoms of illness and provide comfort and care.

Educators will take your child’s temperature. If the temperature is above 37.5°C you will be contacted immediately and required to collect your child within 30 minutes. If you are unable to collect your child, an emergency contact person will be contacted, and they must collect your child within 30 minutes.

Educators will attempt to lower your child’s temperature by:

- removing excessive clothing (shoes, socks, jumpers)
- encourage your child to take small sips of water
- move your child to a quiet area where they can rest whilst being supervised

Educators will wear disposable gloves to avoid contamination.

Educators will keep accurate records of the child’s temperature, time taken, time parent/s were contacted, educator’s name and time of collection.

All information will be recorded in our Incident, Illness, Accident and Trauma Record. Parents will be required to sign this record upon collection of their child.

Sunshine family day care educator will disinfect Family day cate area including toys, furniture, all surfaces once the child is collected



Parents are reminded to ensure their contact details are current and emergency contact details are updated if required.

Sunshine Family Day Care also reserves the right to prevent educators, parents, family members or visitors to enter our premises if the Approved Provider or Nominated Supervisor suspects instances of COVID-19.

Notification

The Approved Provider or Nominated Supervisor is mandated by law to notify the Public Health Unit or [Health Information hotline](#) on 1800 020 080 of any confirmed or suspected cases of COVID-19. In addition, the Approved Provider must also notify the Department of Education and Training within 24 hours

WorkSafe

Website: <https://www.worksafe.vic.gov.au/report-confirmed-covid-19-diagnosis>

Phone: 13 23 60

Sunshine Family Day Care will notify WorkSafe within 48 hours if an employer becomes aware that an employee or independent contractor has received a confirmed diagnosis of COVID-19 and has attended the workplace within the infectious period (14 days prior to receiving the confirmed diagnosis and until clearance from isolation has been received). Failing to notify WorkSafe may result in a significant fine⁵.

Approved provider/Nominated supervisor reserves the right to request employees and educators/ educator assistance and residents of the house to self-isolate if they suspect they have come into contact with someone who has a confirmed COVID-19 infection.

At all times, privacy laws must be adhered to and information about individuals must not be shared without permission.

Sunshine Family Day Care reserves the right to request educators to self-isolate if they suspect they have come into contact with someone who has a confirmed COVID-19 infection.

Talking to children about COVID-19

As per our Interactions with Children Policy, our Service is committed to maintaining positive interactions and relationships with children and their families. Information provided to children about COVID-19 will be age appropriate and sensitive to their emotional wellbeing. Educators will both acknowledge children's concerns and be open to discussions about COVID-19.

Educators will inform children about the virus and emphasise preventative measures such as handwashing, use of tissues, cough and sneeze techniques and limiting touching other children's faces.

Posters to demonstrate correct handwashing methods will be referred to and educators will model techniques.

Children's emotional well-being will be closely monitored by all educators and any concerns communicated with parents and families.

Children's questions

In the event of a

provided to parents

Department of Education and Training

Website: www.education.vic.gov.au/childhood/providers/regulation

Email: licensed.childrens.services@edumail.vic.gov.au

Phone: 1300 307 415

us, information will be

Payment of Fees

Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) will recommence on Monday 13 July 2020 following the end of the ECEC relief package funding. Under Family Assistance Law, parents who receive CCS are required to make a co-contribution to their childcare fees (Gap Fee). Fees are not to be increased, service offerings amended, or new administrative fees added. (until 28 September 2020).

As per our Payment of Fees Policy, fees are payable to educator in 5 days after receiving invoice. Invoices will therefore be sent out from [20/07/2020].

⁵ Effective 28 July 2020



From 13 July 2020 until 4 October 2020, changes to the activity test have been made to assist families who can no longer engage in the same hours of work, training, study or other activity prior to the COVID-19 crisis. Families may meet the requirements to access 100 hours of subsidised child care per fortnight for up to 12 weeks. Families will need to update their activity levels through myGov.

Children must continue to meet immunisation requirements.

CCS hourly rate caps will be adjusted from 13 July 2020

Families receiving Additional Child Care Subsidy

If a family's current ACCS determination continues past the end of the above package period, they will return to ACCS entitlement. If, however this determination expires during the period, our service will need to apply for determination to ensure ACCS continues to flow when the system return to normal ie: Child Care Subsidy from 13 July 2020.

Families may be eligible for Additional Child Care Subsidy due to temporary financial hardship. Applications can be made via myGov.

Children considered at risk

Where a child is enrolled and is considered 'at risk' of serious abuse or neglect, our Service will refer the child or family to the appropriate support agency in order to comply with the legislative requirements.

Allowable Absences from childcare

42 initial absence days will come into effect for the 2020/21 financial year⁶.

The Approved Provider is obliged to recover gap fees for absence days once CCS recommences from 13 July 2020 unless the service is forced to close on public health advice as a result of COVID-19 (until 31 December 2020).

Allowable Absences Provisions will also take effect on 13 July 2020. This allows families to receive CCS for absences up to seven (7) days before a child's first physical attendance at a service and seven (7) days after a child's last physical appearance where they have been booked in for care for a set of predetermined reasons. Further information can be found at: additional absence reasons (<https://www.education.gov.au/child-care-provider-handbook/reporting-absences>)

Session reports to the Child Care Subsidy System will recommence from 13 July 2020.

Return to Stage 3 or Higher 'Stay at Home' restrictions 13 July until 31 December 2020

Should our serviced be located in an area of Stage 3 or higher 'stay at home' restrictions, we will remain open to provide service for essential workers and Vulnerable families. During this period of restrictions, gap fees will be waived, and an absence recorded. If we are directed to close by the Public Health Office, families will be notified immediately.

What happens if our Service is forced to close?

The decision to close our Service will be made, and advised, by relevant state and territory governments PHU or the Regulatory Authority. This may be due to a confirmed case of COVID-19 in our Service community.

Should this occur, all families will be notified immediately via email and/or phone.

The Approved Provider must notify the Regulatory Authority within 24 hours of any closure via the NQA IT System , the Regulatory Authority for Work Health and Safety in their state/territory (Safe Work Australia) and the Department of Education, Skills and Employment (DESE) in their state or territory. In addition, Services that need to temporarily close for COVID-19 related reasons must now also report closures (and re-openings) via your third party software or the Provider Entry Point (PEP).

Victoria: CCSAssessments-VIC@dese.gov.au

Our Service will receive a 'deep clean' to ensure all areas are cleaned and disinfected.

We will continue to keep families informed as to when we are expected to re-open as advised by the Public Health Unit.

If our Service is forced to close on public health advice as a result of COVID-19, out of pocket fees will be waived for the period 30 June until 31 December 2020.

From 13 July 2020, should our Service be directed to shut down due to COVID-19, or a fire, flood or other local emergency, our standard local emergency procedures will be followed. Activating a period of local emergency will allow families access to additional absences if the initial 42 absence days per child per financial year have been used. Additional absences days claimed due to COVID-19 related reasons, do not require a medical certificate (until 31 December 2020).

⁶ Effective 1 July 2020



Staff entitlements if sick or suspected to have COVID-19

Under workplace health and safety laws, our Service must ensure the health and safety of all employees.

Confirmed COVID-19

If an educator or residents of the house is confirmed to have COVID-19, they are unable to attend the workplace and cannot return to work until they have completed a period of self-isolation of at least 14 days. A doctor's certificate or clearance is required for educator and all residents of the house .

Full and part-time employees who cannot attend work due to illness can take paid sick leave.

As per our privacy obligations under the Privacy Act, the identity of a person with a confirmed case of COVID-19 will only be shared with Public Health and/or on a strictly 'need to know' basis. Access to personal or medical information can only be shared with the consent of the employee.

Educator residence's risk assessment will be provided before to return to the Service. Educator must to provide a receipt to confirm deep cleaning and disinfecting.

Approved Provider/Nominated Supervisor will notify Department of Training and Education and Victorian department of health and human services about confirmed case

Self-Isolation Unpaid Pandemic Leave

Effective 8 April 2020, employees who are required to self-isolate by government or medical authorities or acting on advice of a medical practitioner may access unpaid pandemic leave. (effective 8 April to 30 September 2020).

Pandemic leave needs to start before 31 July 2020 but can finish after this date. The agreement has to be in writing and the employer needs to keep it as a record.

This leave provides employees with:

- 2 weeks of unpaid pandemic leave
- the ability to take twice as much annual leave at half their normal pay if their employer agrees.

Introduction of the Transition Payment

All approved early childhood education and care services will receive a Transition Payment, calculated up to 25 per cent of the revenues in the reference period or to the existing hourly rate cap, whichever is lower. This payment will be paid weekly from 13 July until 27 September 2020 (with the last two payments in the period brought forward). The Transition Payment will be paid as a grant under the Community Child Care Fund. For more information see: Grant Agreement Template with terms and conditions and Transition Payment Guidelines. In order to receive the Transition Payment, services must maintain employment of their team of staff and not increase fees (includes: educators, centre directors and managers, administration staff, cooks and cleaners).

Waivers

In the event of staff members requiring to self-isolate due to possible infection of COVID-19, the Approved Provider will apply to the Regulatory Authority for waivers for qualifications and/or ratios to minimise disruptions to our provision of care. (Payment for waivers must be paid, however will be reimbursed by the regulatory authority)

Communicating with families

Our Service will establish continue regular communication channels with families and share information about COVID-19 as required.

Due to the fluid nature of COVID-19 and the necessity of self-isolation for some staff members, our Service will endeavour to inform parents and families of any staff changes on a daily basis.

Staff who have approved leave will be replaced with casual staff and families will be informed as per our usual practices to ensure continuity of care where possible.

Our Service will provide families with information about the transition back to CCS and ACCS.

As restrictions continue to be lifted across all states and territories, our risk mitigation measures may also be eased. Any changes to our current organisational plans will be communicated clearly with families.

Caring for our community

We understand that the outbreak of COVID-19 and the constant amount of information received through the media may be very stressful to young children and parents. The anxiety about this virus may be overwhelming and cause fear and anxiety to some people, especially children.

Sunshine Family Day Care is committed to continue to provide quality education and care to all children and support families responsibly during this unprecedented challenge with the COVID-19 outbreak.

Knowing how to look after yourself, and others is very important during this crisis.



We will promote a safe and supportive environment by:

- reassuring children they are safe
- acknowledging and listening to children's questions
- promoting and implementing hygiene routines for handwashing and cough and sneezing
- keeping regular and familiar routines within our Service
- ensuring children eat well throughout the day
- engaging children in play, games and other physical activities
- being alert to children's level of anxiety and provide quiet and relaxing activities
- ensuring children are provided with rest and sleep when needed
- providing information to families and support services as required

Stage 4

Early childhood education and care (including Sessional Kindergarten, Long Day Care, Outside School Hours Care, Family Day Care, In-Home Care (e.g. nannies)) for Permitted Workers, Permitted Industry Remote Workers authorized for care and Vulnerable Children (effective from 6th of August, 2020) ⁷

Permitted workers, are able to access onsite childcare and kinder if there is no one else in their household who is able to supervise children. For example, a permitted worker in a single parent household may access childcare and kinder. If there is another carer in the household, permitted workers can still access onsite childcare if the other parent/carer cannot supervise children. This could be for a number of reasons - for example, their partner or co-parent:

- has a medical condition, or chronic illness which prevents them from caring for the child
- has a disability
- is completing full time study and must attend onsite
- works from home, but in a role that means they cannot supervise the children - resulting in the permitted worker not being able to do their job

Both carers do not have to be permitted workers to access childcare - but we are asking that Victorians only access childcare and kinder services if they have to.

In line with the above, permitted workers are also able to continue with pre-existing in-home care arrangements if there is no one else in their household who is able to supervise their child⁸.

Sunshine Family Day Care will:

- Remind open and provide care for Permitted Workers, Permitted Industry Remote Workers authorized for care and Vulnerable Children
- Develop and implement for Educators, who is provide Care during Stage 4 COVIDSafe Plan using Guidelines from Business Victoria (<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/covid-safe-business/covid-safe-plan>)
- Implement and monitor Workplace attendance register in the office and in educator residence/venue
- Provide online support for Educators
- Follow recommendation form Department of Education Slicks and Emolument (DESE) under CCS funding
- Update Families and educators through the e-mail

Recourses for educators and families:

Dr Michelle Dickinson- Video for kids about COVID-19

<https://youtu.be/OPsY-jLqaxM>

[UNICEF- How to talk to your child about COVID-19 https://www.unicef.org/coronavirus/how-talk-your-child-about-coronavirus-covid-19](https://www.unicef.org/coronavirus/how-talk-your-child-about-coronavirus-covid-19)

[Health and safety advice for early childhood education and care services in the context of coronavirus \(COVID-19\)](#)

[Be a Soapy Hero - Poster 1 \(pdf - 1 \(pdf - 1.03mb\)](#)

[Be a Soapy Hero - Poster 2 \(pdf - 1 \(pdf - 1.06mb\)](#)

[Be a Soapy Hero!](#)

⁷ https://covidlive.com.au/docs/stage-4-restrictions.pdf?fbclid=IwAR2UTCEhpN1J1R_6Oz4QRQ_2GvVL4NAq5SipP6oaycwiQIFV8D85O0uyOe0

⁸ <https://www.dhhs.vic.gov.au/permitted-worker-scheme-covid-19>



[Beyond Blue](#)

[Headspace](#)

[Black Dog Institute](#)

[Coronavirus \(COVID-19\) frequently asked questions <https://www.health.gov.au/resources/publications/coronavirus-covid-19-frequently-asked-questions>](#)

[Information for people with a suspected case](#)

[\[https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-people-with-a-suspected-case_3.pdf\]\(https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-people-with-a-suspected-case_3.pdf\)](#)

[Home Isolation Information <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/self-isolation-self-quarantine-for-coronavirus-covid-19>](#)

[Coronavirus \(COVID-19\) resources <https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>](#)

[Victorian Department of Health and human services <https://www.dhhs.vic.gov.au/>](#)

[Information on Social distancing \[https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-on-social-distancing_2.pdf\]\(https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-on-social-distancing_2.pdf\)](#)

[Recently travelled overseas Poster <https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-print-ads-recently-travelled-overseas.pdf>](#)

[Simple Steps To Help Stop The Spread Poster](#)

DEALING WITH COMPLAINTS POLICY

Linked to: r(168), r(173), r(176), r(183) NQS: 6.1; 6.1.2; 6.2; 7.1.2; 7.2.1

Feedback from families, Educators and the wider community is fundamental in creating an evolving Family Day Care Service working towards the highest standard of care and education.

It is foreseeable that feedback will include divergent views, which may result in complaints. This Policy details our service's procedures for receiving and managing informal and formal complaints. Parents and Educators, Visitors, Students and the Community can lodge a grievance with the Approved Provider with the understanding that it will be managed conscientiously and confidentially.

POLICY

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

SCOP

This policy applies to children, families, Educators, management and visitors of the Family Day Care Service.

IMPLEMENTATION

It is expected the grievance should initially be discussed with the person concerned. Every effort should be made to resolve the grievance at this level before moving on to the following steps. All complaints may be lodged via face-to-face contact, telephone conversations or written notification and a record will be kept of the complaint until resolved.

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

If the grievance is not resolved satisfactorily, either party can bring the matter to the attention of the family day care service staff to assist in the resolution of the matter.

Any grievance which has been fully discussed between the family day care service staff and the



parties involved and is still unresolved, can be referred for further mediation to the approved providery.

If still unresolved, the matter can be referred to the Regulatory Authority

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

The family day care educator and/or assistant has the right to approach the family day care service staff member concerned and to expect to have the grievance addressed in an understanding and sensitive manner.

If unresolved, the family day care educator and/or educator assistant can contact the approved provider or a representative of the approved provider who will attempt to find a resolution or an acceptable compromise by both parties.

If still unresolved, the matter can be referred to the Regulatory Authority.

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

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

When the family day care service is dissatisfied with a family day care educator and/or educator assistant, then the complaints process will be followed.

When an issue is raised by a parent, staff member or community member, the family day care service will ask if the issue is a complaint. If it is deemed to be a complaint, then the complainant will be informed that the complaint will be followed up by all parties concerned.

If the complaint relates to a breach of Regulations or of special conditions of the family day care service, the family day care service staff will investigate the circumstances and discuss the complaint with the family day care educator.

The family day care service will advise the family day care educator and/or educator assistant of non-compliance with the Regulations and/or conditions of the service and the grievance procedure will be initiated.

The verbal advice will be followed up in writing to the family day care educator and/or assistant. The family day care service will advise the Regulatory body of an alleged complaint that poses a risk to the health, safety and wellbeing of the child. Note: under ACECQA: the monitoring and enforcing compliance with the National Law and National Regulations, the State Regulatory body undertakes including receiving and investigating serious incidents and complaints.

De-registration of a family day care educator and/or educator assistant.

If the family day care educator and/or family day care educator assistant breaches the service policies and procedures, National Regulations and/or National Law, the family day care service may recommend de-registration with the family day care service.

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

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

Between family day care educator and family day care educator

Discuss with the person concerned and attempt to resolve the grievance.

If unresolved, the family day care educator can contact the family day care service who will attempt to find a resolution or an acceptable compromise by both parties.

If still unresolved, the family day care educator may refer the matter to the representative of the



approved provider for further mediation.

Family day care service staff receiving a complaint will:

Determine and confirm the details of the complaint and record details.

Confirm the content and intent of the complaint and the possible outcome to be achieved.

Explain the courses of action available.

Commit to seeking a resolution, if possible, in a positive manner and action immediately. Determine whether the person making the complaint is satisfied with the proposed course of action and, if not, suggest an alternative course of action.

Follow up and monitor the outcome to confirm the person is satisfied and has received appropriate feedback.

NB: Should the nature of the verbal complaint appear major, staff should request that the complaint be put in writing to reduce the possibility of the complaint being misunderstood.

Approved Provider receiving a complaint will:

Acknowledge the complaint in writing within two (2) working days of receipt.

If follow up is required, an acknowledgement letter will give details of response times and how the matter will be resolved.

Follow up and monitor the outcome to confirm the person is satisfied and has received appropriate feedback.

Evaluate the nature of the complaint in informing policy and procedural reviews.

Serious Complaints

If a concern is about quality in child wellbeing and safety, the complaint should be directed in writing to Department of Education and Training within 24 hours.

Privacy and Confidentiality:

The Approved Provider , Nominated supervisor and Educators will adhere to our Privacy and Confidentiality Policy when dealing with grievances. However, if a grievance involves a staff member or child protection issues, a government agency may need to be informed. (see: Reportable Conduct Scheme in *Child Protection Policy*)

Conflict of Interest

It is important for the complainant to feel confident in

- being heard fairly
- an unbiased decision-making process

Our FDC Service may also engage the resources of an Independent Conflict Resolution Service to assist with the mediation of a dispute. We will ensure that throughout the conflict resolution process the Services Code of Conduct is be adhered to.

DELIVERY AND COLLECTION OF CHILDREN POLICY

Linked to: r(84), r(99), r(157), r(160), r(165) r(166) r(173) r(176), r(178), S(162(a)) NQS 2.2; 2.2.2; 2.2.1, 2.2.3

Arrival and departure times are planned to promote a smooth transition between home and our Family Day Care Service. The opportunity to build secure, respectful and reciprocal relationships between children and



families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

To ensure the safety of children at our Family Day Care Service our Arrival and Departure Policy is strictly adhered to, allowing only nominated authorized persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

POLICY

The arrival and departure of child is an important part of their day. Communication between Educators and parents during this transition is essential as it provides the opportunity for information to be exchanged about the child/ren. Based on the Regulation, procedures for the departure and arrival of children have been developed to ensure the safety and well being of the children in care.

The Education and Care Services National Law Act and National Regulations indicate: A child may only leave the education and care service premises under any of the following circumstances:

- A parent or authorised nominee collects the child
- A parent or authorised nominee provides written authorisation for the child to leave the premises
- A parent or authorised nominee provides written authorisation for the child to attend an excursion
- The child requires medical, hospital or ambulance treatment, or there is another emergency.

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Signing in and out

An attendance record must be kept by the educator with details as specified in the Education and Care Services Regulations. The attendance record must be signed by the person who delivers and/or collects the child from the service.

Educator must be aware that a duty of care exists at all times the child is given into the care of the service and released from the service into the care of another authorised person.

A child's enrolment record must identify who is authorised to collect the child from the service or family. An Educator may only give a child into the care of a person who is:

- a parent of the child
- a guardian of the child
- a person who has lawful authority to collect the child; or
- a person who is authorised by the child's parent, guardian or person who has lawful authority to collect the child.

When an educator collects children from other care services or schools, the educator will act on behalf of the family and sign any records of attendance

Families are required to provide copies of any court orders or other relevant documents to scheme staff to ensure any directives are followed in accordance with the order. Families are required to advise scheme staff and educators of any change in status of the court orders.

Family day care educators:

- Ensure they personally receive children into and farewell children from care



- provide independent safe access to activities for children on arrival and immediately prior to departure, to make time for conversations between educator and the family.
- Plan strategies for communicating with families about their children and provide regular information to families about their child's experiences, routines and interactions.
- Make sure personal information about a child or family is not discussed in front of others
- Ensure the parent/authorised person who delivers/collects the child records the exact arrival/departure time and initials this on the CCS claim form
- Record any absence and the absence code on the CCS claim form and obtain parent's initials when child returns to care
- Record times of arrival/departure of children who are unaccompanied by their parents (eg. where the educator takes the child to school) and obtain parent's initials when child is collected
- Ensure any alterations to the records are initialled by the appropriate person. The use of white out or other editing aids is not acceptable
- Record the names of persons authorised to collect children and release children only to those persons, except in extreme emergency.
- Take action to minimise harm to children if persons authorised to collect children are adversely affected by alcohol or drugs, eg:
 - contact emergency contact person for the child
 - call police if you have to release the child

Families:

- Record the exact arrival and departure time (ie. nearest 5 minutes) of each child on the CCS claim form and initial these times. Where the educator has recorded this information due to school/preschool attendance, initial the entry as soon as possible
- Discuss appropriate alternative arrangements with the educator if unable to personally deliver or pick up their child
- Provide written permission to the educator for another adult to deliver or pick up their child if they are unable to do so
- Provide written permission to the educator for school age children to arrive and leave care independently. This permission form will include emergency procedures if the child fails to arrive at school or the family day care home
- Confirm by initialling the educator's entry on CCS claim forms when their child has been absent from care
- Initial any alterations to the CCS claim forms where appropriate. The use of white out or other editing aids is not acceptable
- Inform their educator about any parenting or consent orders in relation to their children
- Provide their educator with information about their child's health and well being which may impact on their care experience
- Take action to minimise harm to children if persons authorised to collect children are adversely affected by alcohol or drugs.

Children leaving the education and care service premises

The approved provider, The nominated supervisor, educator must ensure that a child who is being educated and cared for by the educator as part of a family day care service does not leave the residence or approved family Day Care venue except in accordance with the Regulation that states:

The child may only leave the relevant premises if the child

- is given into the care of



- a parent of the child; or
- an authorised nominee named in the child's enrolment record; or
- a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
- leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
- is taken on an excursion in accordance with this Division; or
- is given into the care of a person or taken outside the premises—
 - because the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency.

In this regulation parent does not include a parent who is prohibited by a court order from having contact with the child.

School aged children

If a child is attending the FDC service for before and/or after school care, the educator is responsible for:

- signing the child 'out' of care upon dropping the child to school and 'in' care upon collecting the child from school
- ensuring they have contact details and timetables for the bus operator if the child is using School Bus transportation
- ensuring they have school contact phone numbers in case of an emergency
- ensuring they know the safest walking route to and from school if the child is authorised to walk to school
- following steps should the child not arrive home by the expected time (including contacting the school; contacting the parent/s; contacting the coordinator; notifying Police and if a serious incident has occurred- notifying the Regulatory Authority)

Parents will provide a signature or initial the educator's records upon collecting their child at the end of the day.

Visitors

- to ensure we can meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our service must sign in when they arrive at the FDC Service and sign out when they leave. It is also a requirement of the National Regulations that Visitors are not left alone with children at any time.
- to minimise the risk of exposure to COVID-19, we may restrict the number of visitors to our FDC service including students on work placements, volunteers, additional family members, delivery of goods or contractors
- signage will clearly indicate who is permitted to enter the FDC service
- signage will alert all adults to adhere to physical distancing requirements
- all visitors must adhere to our *Handwashing Policy* and wash their hands upon arrival and departure of the service

EMERGENCY EVACUATION POLICY

Linked to: r(97), r(98), r(99), r(169). NQS: 2.2, 2.2.1; 2.2.2

Emergency and evacuation situations in early education and care services may arise for a variety of reasons, often suddenly and unexpectedly. It is vital that if an emergency situation arises educators are confident to manage the situation effectively and efficiently, maintaining the safety and wellbeing of children, families and visitors.



Ensuring that educators and children know what to do in an emergency situation requires vigilant planning and practice. Regularly practicing the drills for emergency situations also provides an opportunity to help support and build on children's coping mechanisms and resilience.

POLICY

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

Examples being:

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

Our Family Day Care Service has a duty of care to maintain the safety and wellbeing of each child, the educator, and all persons residing or visiting the FDC residence during an emergency or evacuation situation. We are committed to identifying risks and potential hazards of emergency and evacuation situations by conducting thorough risk assessments on an annual basis and continually planning for further risk minimization and improvement to our policy and procedures.

SCOP

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Emergencies that require immediate evacuation

These procedures can be applied to fire, flooding and bomb threats. The family day care educator will: Write up a risk assessment that identifies any potential emergencies that are relevant to the family day care service and/or geographical context.

Prepare an emergency plan and evacuation strategies indicating procedures and instructions to be followed in an event of an emergency.

Develop a Fire Readiness Plan. Keep a written record of:

- The person responsible for checking the fire safety of the residence and/or venue; How often the residence and/or venue's smoke detectors, fire extinguishers, and/or fire blankets are checked and maintained and/or replaced; and
- Whether the residence and/or venue has a RCD if there is a power overload or a faulty electrical appliance.

Ensure the residence and/or venue:

- exits are kept clear and easily identifiable;
- power outlets and power boards are not overloaded;
- there is sufficient air circulation around electrical equipment such as ovens, dryers, computers; and
- is kept free of fire hazards such as dry leaf litter in gardens and gutters.

Write up a risk assessment that identifies any potential emergencies that are relevant to the family day care service and/or geographical context.



Prepare an emergency plan and evacuation strategies indicating procedures and instructions to be followed in an event of an emergency.

Develop a Fire Readiness Plan including the Prepare, Ac, and Survive Steps. Documentation of this event to be made in an Incident Report.

Family day care residence and 'lock down'

In the event of a situation where children and educators need to stay inside the residence and/or venue until they are notified otherwise by an appropriate authority, the following procedure will apply: All children will proceed to a designated area in the residence and/or venue (as indicated in the emergency plan and evacuation strategies) and sit waiting for the residence to be deemed safe.

Family day care educator will contact relevant authorities and the family day care service who will inform the parents.

Documentation of this event to be made in an Incident Report.

The evacuation procedure

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

- The family day care service/educator will:
 - Inform all persons in the residence and/or venue to evacuate.
 - Telephone 000 or the local emergency service required and give their name, location of emergency (town, street number and telephone number).
 - Move all persons to the primary evacuation assembly area as indicated in the Emergency Plan and Evacuation Strategies.
 - Take the daily register (sign in and out book), parent contact file and any other relevant documents/items (for example portable first aid kit) with them when evacuating.
 - Check all persons who are registered at the residence and/or venue at that time are in the evacuation assembly area.
 - Keep all children and persons calm during the evacuation.
 - Inform the family day care service of the evacuation. The family day care service will inform the parents.

Once the area has been declared safe by the appropriate authorities, the educator and the children can re-enter the residence and/or venue.

If the family day care's residence and/or venue emergency exits, as indicated on the the family day care service/educator will utilise any alternative evacuation exits to ensure all persons leave the residence and/or venue in a safe manner.

If the primary evacuation assembly area is affected by the emergency, the family day care service/educator will immediately identify an alternative assembly area for all persons to exit to. This is to be clearly indicated to all who are exiting the residence and/or venue.

If a child or person is requiring first aid or unable to leave the residence and/or venue due to an injury, the family day care service/educator will:



ensure all other persons are evacuated; and assist the person who is injured to evacuate.

Evacuation drills

The family day care service/educator will:

- Conduct an evacuation drill every 3 months.
- Document and evaluate the emergency evacuation drill stating the date, time of day and the number of adults and children undertaking the drill and how it went.

Communication equipment

The family day care educator must have access to operating communication equipment (for example, but not limited to, telephone, two way radio) to enable immediate communication to and from emergency services, parents and/or the family day care service.

Communication with families

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

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

Rehearsal of All Emergency Procedures

An emergency and evacuation procedure is practiced every 3 months. The rehearsals of the emergency and evacuation are documented

Fire Emergency

To effectively plan and respond to fire and emergency evacuations Educators/staff will: make sure Evacuation Plan and Procedures should be displayed for people to read

Identify potential emergencies and take precautions and plan for relevant worst-case scenarios. Have fire extinguishers and fire blanket readily accessible near areas where fires are likely to start, such as kitchen.

Ensure all fire protection equipment is tested every 6 months in accordance with Australian Standard entitled AS 1851—2005, Maintenance of fire protection systems and equipment, and is kept in proper working condition.

Date of the test

Name of the person who carried out the test

Ensure all fire exits are kept clear (all doors in service should be easily opened in an emergency) Ensure smoke detectors are installed and batteries are replaced quarterly.

Ensure all Educators are aware of the correct use of a fire extinguisher, the acronym PASS can be used to train staff in using fire

extinguishers ✕ Pull pin or release lock

✕ Aim low at the base of the fire

✕ Squeeze handle

✕ Sweep fire extinguisher from side to side at base of fire

Have an evacuation pack, which includes basic first aid kit, children's necessities such as nappies, parent contact numbers

Display near all telephones current emergency telephone numbers, police, fire, ambulance, poisons information centre, Community Services



Medical emergencies

These may include serious health issues such as asthma, anaphylaxis, diabetes, fractures, choking, seizures. Emergencies such as these generally involve only one child; however, this can affect everyone in the service. It is important that the response to these types of emergencies is practiced.

Immediate appropriate medical assistance will be given to a child in care who requires it, either because of serious illness, accident or injury.

If a child suffers an accident, illness, or injury, every effort will be made to notify the child's parents of the nature of the accident, illness or injury promptly. The details of any medication, or appropriate medical treatment administered to the child; and any other matter concerning the child's health while the child is in care, will be given to the child's parents as soon as possible.

If the parent cannot be contacted, the Educator will notify the parent's listed emergency contact person. It is the responsibility of each parent to keep the Co-ordination Unit notified of current emergency contacts.

The Educator must advise the Co-ordination Unit of the nature of any accident or injury to a child that required medical assistance while in the family day care. This information must be recorded on a Public Liability Incident Report Form and a Reporting of Serious Injury or Death form.

In the case of accident or injury, the Scheme will keep this written record until the child is twenty-one years of age. All such information will be treated by the Scheme as confidential.

In the event of a child's death or serious injury or harm, The service must, within 24 hours, report to the Regulatory Authority and the relevant forms must be completed. Support will be given to the parent, the Educator and the children and families as outlined in our Critical Incident Policy.

In the event of a suspected SIDS death, the SIDS foundation may be contacted by the service if requested by the Parent and/or Educator.

Emergencies that require first aid

These may result from fires, building damage, burglary, intruders, and animals. The educator's house must be equipped with a full first aid kit kept in the secure place and accessed in the event that first aid needs to be given inside the house. First Aid will be administered by the educator holding a First Aid Certificate in a quiet area away from the group of children to ensure everyone remains calm.

Emergencies that require us to stay inside the house

These may include: intruders, suspicious people outside the house, animals, natural disasters and storms. The educator will be involved in the decision making process. In some cases it may be enough to simply stay inside the house – as in natural disasters and storms whilst in other scenarios – intruders or suspicious persons outside the house it may be necessary to lock doors and windows to the house to prevent access whilst also calling the Police to attend the service stating in detail our concerns for the safety of children whilst giving clear directions and our contact number. A mobile phone number may also be necessary.

In the situation where we had a human intruder Educator would ensure to the best of their ability that the children were kept in a room away from the intruder. Educators are to approach the situation calmly and follow the emergency procedures as displayed in the house.



The Police would be contacted and attendance requested. Families would be contacted by the educator to inform them of the situation. The safety of children is paramount at all times and Educator will act with their best interests in mind.

Emergencies that require immediate evacuation

It is the role of Educator to ensure the safety of the children in their care. Dial 000 as soon as alarm is raised. (If a real fire not a drill)

All play rooms will be checked by the educator.

Collect emergency contact book and attendance book. Group children together.

Proceed to assembly point.

Check numbers of children against sign in sheet.

Assess situation as to see whether further evacuation is necessary,

All measures will be taken to inform all parents of the children's whereabouts.

RESOURCES

- Country Fire Authority Victoria: www.cfa.vic.gov.au
- Victoria Police: www.police.vic.gov.au
- Victoria State Emergency Service: www.ses.vic.gov.au

ENGAGEMENT OF FAMILY DAY CARE EDUCATORS POLICY

Evidence of link to: r169(2)(b), r119, r120, r127, r136, r143(a)(b), r153, r168 NQF: QA7: Element 7.1.2

POLICY:

Sunshine Family day care Educators provide early education and care for babies and children up to 13 years of age in a natural and flexible home learning environment. Educators are early childhood education and care professionals who hold or are actively working towards a Certificate III level of an early childhood qualification. Our Service aims to engage and register Educators who are appropriately qualified, are passionate early childhood educators and are committed to ongoing training and professional learning with the support of our coordinators, educational leaders and approved provider/Nominated supervisor. Family day care educators will meet the family day care service engagement and registration process in order to provide education and care for children and families. Minimum criteria for acceptance of application:

- Minimum 18 years of age [R.119].
- Possess, or be actively working towards, an approved Certificate III level education and care qualification [R.127].
- Hold a current approved first aid qualification and have current anaphylaxis management training, have current asthma management training;
- Completed approved anaphylaxis management training and undertake approved emergency asthma management training.
- Hold insurance against public liability with a minimum cover of \$10,000,000
- Meets the fit and proper' requirements [R.163; 169(a)(e)].
 - Hold a valid working with children check
 - Have a police check less than two years older.



PURPOSE

We aim to create and maintain a positive, professional and transparent approach to recruit, register and engage family day care Educators to Sunshine Family Day Care Service

SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator and Educators of the Family Day Care Service.

IMPLEMENTATION

Sunshine Family Day Care Service will have a consistent process in the registration and engagement of family day care Educators. Educators will come from a variety of backgrounds and life experiences, to reflect the diversity within our community, whilst adhering to all current Education and Care Services National Regulations and National Quality Standards.

Our Service will use a variety of advertising methods to attract and recruit family day care Educators, which may include paper based, electronic/social media and word of mouth. All potential Educators are required to submit a written application including resume stating relevant qualifications, interest, suitability and availability. We encourage opportunities to discuss our processes of recruiting, training and engagement of potential Educators.

To be engaged or registered as a family day care Educator, the applicant must:

- Be considered a fit and proper person to be providing education and care to children
- Be a responsive and effective communicator
- Have a deep understanding of the approved learning frameworks- Belonging, Being and Becoming: The Early Years Learning Framework for Australia and Our Time Our Place: Framework for School Aged Care in Australia
- Obtain proof of identity and residing address
- Have PRODA account
- Conduct at least two Professional reference checks on all FDC Contract Educators as a part of the screening process

Educators should be expected to:

- Have adequate knowledge and understanding of the provision of education and care to children
- Have knowledge and competence in ensuring the safety, health and wellbeing of all children being educated and cared for in their residence or approved venue
- Have the proposed residence or venue assessed and approved by the provider prior to commencement of providing education and care to children
- Notify the provider of all family members residing in your residence
- Be prepared to allow coordinators to regularly visit their residence to assess safety and compliance and review the educational program
- Have policies and procedures available at the residence or approved venue and be readily accessible by all educators, staff, volunteers and families
- Be prepared to self-assess their performance in delivering care and education to children in their care and plan for future improvements in their Quality Improvement Plan
- Implement policies and procedures
- Abide by the Code of Conduct at all times
- Complete a minimum of 4 training sessions annually with our Service

Potential family day care Educators may be:



- Required to gain a medical check from a qualified medical practitioner, stating he/she is physical and/or mentally capable of the duties and requirements for work in family day care
- Required to have their vehicle checked by an authorised restraint fitter to check condition of seat belts, child restraints, tyres etc.

PROCEDURES

Sunshine family day care service will develop an engagement and registration process to be used when engaging family day care educators and approving them for registration.

The family day care service will sequence the steps in the specific procedures to meet contextual needs.

This procedure is to be followed in order to provide quality education and care for children and families within Sunshine Family Day Care Service. The approval, engagement and registration of a person as assistant Educator is subject to approval by the Service provider and their ability to demonstrate they are a fit and proper person as outlined in the Education and Care Services National Regulations.

Steps

1. Initial Contact

a) Gather information

- Personal details – name, address, date of birth and contact details
- Prospective Educator's:
 - ✓ educational qualifications
 - ✓ Working with Children Check/ Working with vulnerable people/ Record of criminal history check
 - ✓ National Police Record Check
 - ✓ Evidence of current approved First Aid qualification
 - ✓ Evidence of current anaphylaxis management training
 - ✓ Evidence of current emergency asthma management training
- Details of family or household members living in the residence, including the number and age of children
- Discuss Educator's previous employment experiences, languages spoken at home, interests, suitability and availability

b) Provide the potential Educator with the following information

- Overview of the Family Day Care Service
- Application process
- Qualification requirements
- Roles and responsibilities of an Educator
- Available support
- Ongoing professional learning

c) Induction and Orientation information to be sent to the applicant

- Induction letter
- Overview of Family Day Care
- Access to family day care policies and procedures
- Kids safe Guideline for self-assessment
- Service Registration Application Form

2. Interview

- Before Interview (Phone call to reference's contacts)
- Assess application form and documentation
- Sunshine Family Day Care interview questionnaire



Educator may be advised for additional action if any condition will be found during test If Interview and test

3. Initial Home Visit

If Prospective educator meet all selection criteria Initial home Visit will conducted by nominated supervisor. Educator may advised for return visit if any condition will be find and nominated supervisor will provide with suggestion to safety check

4. Orientation Visit

After Perspective educator meet all selection criteria and safety check, assigned coordinator will visit prospective educator for orientation and risk assessment and minimisation plan

Coordinator will discuss with Prospective educator with potential risk, included child abuse and potential risk for children and care and develop strategy for reduce and/or minimise risk.

Risk assessment and minimisation plan include follow areas

- Emergency evacuation plan and procedures.
- Pointed assembly points
- Risk minimisation strategy
- Approval and assessment routine outing exertion places used by educator as a part educational program (parks, playgrounds, library, community centres)

5. Induction Program

The educator induction program aims to familiarised newly registered Educators with aspects of Family Day Care, including Salaar FDC specific information, administration requirements, child development, and the Regulatory requirements.

➤ Program contents may include but limited to:

1. Regulatory obligations and governance
2. National Quality Framework
3. Sunshine Family day care overview (Service Philosophy)
4. Health and safety Policy and Procedures
5. Child development
6. Child protection and Child safety Standards
7. Code of contact
8. Behaviour management
9. Approved leaning framework and Program planning
10. Children experience
11. Nutrition
12. Risk assessment for Excursion
13. Travel with the children in family day care
14. Continuous improvement

6. Sunshine Family Day Care Registration Certificate

After completion of requirements Sunshine family Day Care will Register Family Day Care Educator in the system issue Certificate of Registration for one year. Certificate will be reviewed annual

EQUAL OPPORTUNITY, ANTI-BIAS AND INCLUSION POLICY

Linked to:r(155), r(156), r(157) NQS: 5.1: 5.1.1; 5.1.2; 5.2; 5.2.1

Anti bias is the practice of inclusion and underpins our Family Day Care Service philosophy. It is the acceptance that all children are valued and respected. We believe in the statement of inclusion as



advocated by Early Childhood Australia (ECA) that ‘Inclusion means every child has access to, participates meaningfully in, and experiences positive outcomes from early childhood education and care programs.’ (2016).

Our Family Day Care Service believes that children have the right to be treated equally and our goal is to develop children’s identity and self-esteem in a trusting and supportive environment. We embrace diversity in all its forms to help develop positive and accepting attitudes in children, and to help them gain a better understanding of their environment, community, country, and the world.

POLICY

Sunshine Family Day Care Service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment, marital status, political conviction, pregnancy, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. Education and care will be made available to the community in accordance with the Commonwealth —Priority of Access Guidelines.

We aim to provide an inclusive environment for all children, families and educators, acknowledging the uniqueness of everyone regardless of their race, gender, sexuality, religion, culture, physical and mental abilities and socio-economic background. This policy ensures all children, families, and staff are welcome and treated equitably and with respect.

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

The service will have access to current information regarding Equal Opportunity legislation. Families, educators and staff will be given clear instructions about the Commonwealth Priority of Access Guidelines. The service will endeavour to ensure that all policies and practices are inclusive.

Our EQUAL OPPORTUNITY, ANTI-BIAS AND INCLUSION POLICY underpins the philosophy of the Family Day Care Service. The role of educators is to encourage children to share and learn about the individuality of each child and their family and their role in the FDC Service.

This policy aims to assist children to form positive social relationships develop their identity and self-awareness and to learn to accept the diversity of members within and outside of the FDC Service community.

“Educators who are culturally competent respect multiple cultural ways of knowing, seeing and living, celebrate the benefits of diversity and have an ability to understand and honour differences. This is evident in everyday practice when Educators demonstrate an ongoing commitment to developing their own cultural competence in a two-way process with families and communities” (EYLF, p.16).

Children

Equal Opportunity principles will be an integral part of the service’s daily programs and routines. Children will be given positive experiences which encourage equal opportunity.

Programs will actively include opportunities for the children to experience diversity of culture, gender roles etc.



Family day care educators and service staff will treat individual children and their families with respect. They will take into account individual differences in language, attitudes, abilities, assumptions and expectations.

Aboriginal children will be supported in their placement in the service by their family having access to the Aboriginal Resource Worker.

Children who have a disability will not be discriminated against and will be afforded access to the service where:

- a place exists;
- they meet the required priority of access;
- the service is able to access and/or borrow appropriate resources to care for the child.

The service will support family day care educators in their efforts to include children with a disability within their service by actively participating in the Inclusion Support Program.

Family day care educators and service staff

All educators/staff will be selected or employed according to equal opportunity guidelines.

As Sunshine Family Day Care Service operates in an area of high Aboriginal population, at least one position will be filled by an Aboriginal person (The Equal Opportunities Act, 1984 S50[d]).

Where the community in which the service is operating comprises of a particular ethnic group, the service will make every effort to include workers from that group at the service, provided they meet the required selection criteria and are considered to be the best person for the position.

The service will actively promote the opportunity to become a family day care educator within particular ethnic communities when statistics reveal a need from within that ethnic population. Applicants with disabilities who apply for advertised positions or registration will be assessed according to the selection criteria and will not be discriminated against because of their disability. During induction staff and family day care educators will be provided with information on the procedures to be followed in the event of harassment or discrimination experienced carrying out their role at the service.

Clear guidelines and grievance procedures will be developed in accordance with the state and federal equal opportunity legislation and made available to family day care educators and staff.

Promoting inclusion and diversity into the curriculum

The Nominated Supervisor and FDC Educators will:

- promote positive influences, modelling appropriate communication, non-bias or gender specific language and attitudes
- develop appropriate expectations for each child based on their individual strengths, developmental needs, and interests
- assist Educators with the development of required skills and knowledge for working with all children and families.
- work with Inclusion Support Professionals to assist in the inclusion of children with additional needs
- explore the values and uniqueness of the diversity within the FDC Service. These opportunities will form part of the curriculum.
- treat children with respect by answering their questions honestly



- adapt activities, interactions, communication, the environment, and documentation to ensure all children and families are actively included and supported to participate in the curriculum
- provide children with a range of resources, equipment and opportunities to enhance their awareness of diversity
- reflect on the curriculum ensuring inclusive practice and goals set for children are realistic and being met.
- involve families in the planning of learning opportunities reflective of their culture.

Promoting and Supporting Children's Home Languages

The Nominated Supervisor and Educators will:

- acknowledge that the use of children's home language underpins their sense of identity and conceptual development (EYLF/MTOP)
- promote and support children's home languages in the Service
- present books that reflect different languages and children's first language
- create an environment which supports natural language learning and interaction
- assist parents to understand the value and importance both their home language and English

engage in professional development about cultural diversity and building linguistic capacity.

ENROLMENT AND ORIENTATION POLICY

Linked to: r77-80, r88, r90 r92, r93. r96, r97, r99 – 102, r157, r160-162; r168, r 173, r177, rr178, 181 r183
NQS: 6.1; 6.2;

Enrolment and orientation to a Family Day Care service is an exciting and sometimes, an emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families, the Family Day Care Service, our Family Day Care educators, and importantly, trust with the child. Such partnerships enable the Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Service.

POLICY

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

SCOP

This policy applies to children, families, educators/educator assistants, management and visitors of the Family Day Care Service.

IMPLEMENTATION

1) Enrolment

According to the Child Care Provider Handbook (June 2019) 'enrolling children is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy. An enrolment links the child, the individual claiming the subsidy and the child care service.' An enrolment notice is required for each child attending the



service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

Our Service accepts enrolments of children aged between **6weeks-12** years of age.

Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity for each family day care educator engaged
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained
- d) priority of access guidelines are adhered to.

The Family Day Care Service recognises the Educator as an agent for the Service in relation to the enrolment of children into the Service as permitted by National Education and Care Services Regulations and provide an efficient enrolment procedure that is clear and unambiguous to Family Day Care educators and families.

Priority of access

Our FDC Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- At risk of serious abuse or neglect
- A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Enrolment of child

When a family has indicated their interest in enrolling their child in our Service, we will organise an enrolment meeting to share information and build relationships.

- Families will be provided with a range of information about our Family Day Care Service which may include:
 - the service philosophy, inclusion, programming methods, incursions, excursions, fees, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process for our State, signing in and out procedure, the National Quality Framework, FDC educator qualifications, educator and parent communication strategies.
- Enrolment interviews with families will be conducted by the coordination team
- Families will be provided with information and referral to FDC Educators who may be available for their care needs
- A mutually convenient time will be organised to visit the FDC residence for an enrolment interview (Families may be encouraged to meet with several educators in their area who have current vacancies).
- Any matters that are of a sensitive nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with the coordination team. Families will be required to bring any documents required in relation to court orders, medical needs or plans.
- Families will complete the enrolment form informing the coordination team of their child's interests, strengths and individual needs- (eg: settling strategies for young children; before and after school needs)



- Families are required to pay an enrolment fee.
- Families are invited to ask questions and seek any further information they require
- Families will be provided with a Parent Handbook
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the FDC educator's residence/venue
- If a family or child uses English as a second language or speak another language at home, we request that at this time families provide us with some key words in the language/s the child speaks so that the FDC educator can learn the words
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- Information about gap fees and absences will be discussed.
- It is a legal requirement that prior to the child starting at the FDC Service we have all required documents including
 - the completed enrolment form
 - medical management plans (if relevant) completed by the child's general practitioner
 - birth certificate or passport
 - a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age *and*
 - details of any court orders, parenting orders or parenting plans
- It is a requirement of the Family Assistance Office that immunisation information held by the Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare subsidy.
- Parents must notify the Service if their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their AIR immunisation history statement
- Families are to be advised that since January 2018 children who have not been immunised due to parent's conscientious objection cannot be enrolled at the Service
- If a child cannot be immunised due to a medical condition they may still be enrolled at the Service with supporting documentation (Medical Exemption Form).
- If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service
- Unborn children may be placed on the waiting list to avoid the unfair allocation of places that may occur if children can only be placed on the list after birth. If an unborn child is placed on the waiting list, the family must advise the Service of the expected birth date. It is the responsibility of the parent to inform the coordination team of the name and date of birth of the child within three months after the expected birth date. If this information is not provided, then the child and family details will be removed from the list.
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.

FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION FOR ENROLMENT OF THEIR CHILD:

1. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address and contact telephone number



2. The full name, residential address and contact telephone number of a person or persons, authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
3. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from the FDC educator's residence (authorised nominee)
4. Full name of the child
5. Child's date of birth
6. Child's birth certificate or passport
7. Child's residency status
8. Child's address
9. Gender of the child
10. Language used in the child's home
11. Cultural background of the child
12. Provision of care – if care will be a routine and/or casual etc.
13. Session start and end times
14. Complying Written Agreement including fee information
15. Immunisation History Statement
16. Any court orders or parenting agreements regarding the child
17. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
18. Any special requirements of the family, including for example cultural or religious requirements
19. The individual needs of a child with a disability or with other additional needs
20. A statement indicating parental permission for any medications to be administered to the child whilst at the Service
21. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or FDC educator to seek:
 - medical treatment for the child from a registered practitioner, hospital or ambulance service
 - transportation of the child by an ambulance service
22. Child's Medicare number (if available)
23. Specific healthcare needs of the child, including allergies and intolerances
24. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
25. Details of any dietary restrictions for the child
26. The name, address and telephone number of the child's doctor
27. CRN for child and claimant
28. Child Care Subsidy Assessment confirmation

Authorization for regular occurring transportation and regular outings/excursions will be discussed with the parent and provide additional authorization form

2) Orientation of the service



During parent interviews and orientation of the Family Day Care residence with their FDC Educator and Coordinator, families will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform
- have Child Care Subsidy (CCS) explained to families and assistance may be offered to assist with the application process.
- be provided with an outline of the Service policies which will include key policies such as: Payment of fees, Sun Safe, Incident, Injury, Trauma and Illness, Control of infectious diseases, Sick child policy and Administration of Medication
- be shown the signing in/out process at the FDC residence
- be advised of appropriate clothing for children to wear each day, including shoes, hats and sunscreen
- be informed about policies regarding children bringing in toys from home
- be introduced to the FDC educator assistant (if applicable)
- be taken on a tour around the residence or venue
- be asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- be informed of the daily report and how parents can view this or informed about the online platform/App the FDC service may use
- be introduced to the routine and educational program, including portfolios and the observation cycle
- be informed about communication strategies including meetings, interviews, newsletters, emails, etc.
- be given the opportunity to set goals for their child
- confirm preferred method of communication
- be advised that it is their responsibility to notify the FDC educator of any changes to their current details on enrolment forms (eg: new phone numbers)

Final checks by coordination team will ensure:

- Enrolment form is completed accurately and, in its entirety
- authorisations are signed by both parents/guardians
- a child with medical needs does not begin at the service unless a medical management plan is received and medication is brought to the service each day
- the child's Medical Management Plan is recorded, and this information is shared/distributed to the FDC educator
- Action Plans are completed in full (if relevant)
- Administration of Medication forms are completed (if relevant)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs
- FDC educator/educator Assistants are aware of the new child including any medical conditions, interests, developmental needs, and strengths
- immunisation history statement and birth certificate have been sighted and photocopied
- the child is added to the Observation cycle



- the enrolment is lodged through Harmony Web or PEP with Department of Education, Skills and Employment (DESE)
- a file for the Child's information is created
- contact is made with families to share details on how the child is settling to care during the first few weeks
- families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process.

Child care subsidy

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years.

There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school

[Child Care Package – Information for families](#)

- Documentation may be required such as Australian driver licence, Australian passport, Foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate
- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- Families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance

Complying written arrangement and additional child care subsidy (accs) (child wellbeing) procedures

- The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Arrangement* (CWA) and is an agreement to provide care in return for fees.
- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider.
- The CWA must include the following information:
 - the names and contact details of the provider and the individual(s)
 - the date the arrangement starts
 - the name and date of birth of the child (or children)
 - if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
 - the usual start and end times for these sessions of care
 - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
 - details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.



- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA.
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.
- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.
- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect.
- Our service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

Enrolment record keeping

- Our *Record Keeping Policy* outlines the information and authorisations that we will include in all child enrolment records.

On the child's first day

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator; contact the FDC educator during the day to 'check' in on their child and request help with separation if this is a problem for their child.

On the first day, the child and their family will be welcomed and shown where or how to sign their child in/out of the service

- The FDC educator will discuss what is happening during the day and show where the child's locker is located
- Information about collecting their child at the end of the day will be discussed
- the FDC educators will ensure information about the child's first day is shared with parents (through online APP or day book)
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

EXCURSIONS AND REGULAR OUTINGS POLICY

Linked to: r(4(1)), r(89), r(97 – 102), r(124), r(136), r(161),r(168), r(170) NQS

Excursions/incursions enhance children's learning by providing them the opportunity to participate in curriculum planned activities and experiences to extend on their skills and knowledge in the current interest



topic. Our Family Day Care Service recognises that excursions provide opportunities for children to explore the wider community in a small or larger group and extend on the educational program provided offered by our experienced Family Day Care educators.

POLICY

Outings and/or excursions with Sunshine Family Day Care are important learning experiences for children and not only help them to understand the world around them but enrich the care experience. Parental permission will be sought for all excursions and the personal safety and wellbeing of all will be paramount. To ensure that all outings/excursions and incursions undertaken by the Family Day Care Service are planned and conducted in a safe manner, maintaining children's health, safety and wellbeing at all times in accordance with National Legislation. We believe excursions/incursions provide the children with the opportunity to expand and enhance their skills and knowledge gaining insight into their local and the wider community.

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Family Day Care educators, educator assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Outings /Excursions will be conducted with the children's safety and wellbeing in mind at all times. We will regularly schedule incursions and visitors to our Family Day Care Service and participate in regular outings, however, if we feel an excursion will benefit the children and offer a valuable experience, we will adhere to the National Regulations and Family Day Care Service policies and procedures to plan and manage an experience that is enjoyable and educational for children. This policy relates to excursions that may be a 'regular outing' or a one-off excursion for a particular purpose.

Definitions (effective 1 October 2020)

Excursion: means an outing organised by an education and care service or family day care educator but does not include an outing organised by an education and care service provided on a school site if-

- (a) a child or children leave the education and care service premises in the company of an educator and
- (b) the child or children do not leave the school site

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

- (a) that the service visits regularly as part of its educational program; and
- (b) where the circumstances relevant to the risk assessment are *substantially* the same on each

Considerations for an excursion

The purpose of the excursion should be clearly identified by the FDC educator and provide information on how the excursion or incursion supports the educational program and contributes to the outcomes for children.

Excursions/incursions should be planned in advance and consideration given to the:

- time away from the FDC residence/or venue
- availability of toilet and washing facilities at the venue
- access to safe drinking water



- adequate health and hygiene practices
- possible risk to children (identified in risk assessment)
- accessibility for all children
- transportation in FDC educator's car
- cost
- teaching children safety procedures and responsibilities whilst on an excursion
- weather- wet weather arrangements
- Risk Assessment documentation provided by the excursion venue

Excursion risk assessment

Family Day Care educators must conduct a risk assessment which reflects regulation 101 before an authorisation is scheduled under regulation 102 to determine the safety and appropriateness of the excursion/incursion. If the excursion involves transporting children, the risk assessment must adhere to **all** components of regulations 101 and 102 (effective 1 October 2020).

The FDC Service will ensure:

- an *Excursion/Incursion Risk Assessment* and management plan is developed by the FDC Educator prior to any excursion or incursion
- families are notified about the excursion using an *Excursion Permission* letter and written authorisation must be provided by a parent or other person named in the child's enrolment record
- families have a right to view the risk assessment prior to the excursion/incursion upon request in which the FDC Service must comply with ensuring all information is available
- the risk assessment must
 - identify and assess possible risks that the excursion/incursion may pose to the health, safety and wellbeing of any child being taken on the excursion
 - specify how the identified risks will be managed and minimised
 - consider the proposed route and destination for the excursion and
 - identify any water hazards
 - reflect on any risks associated with water-based activities
 - consider the transport to and from the proposed destination for the excursion
 - consider the duration of the transportation
 - consider any requirements for seatbelts or safety restraints under a law for our **state/territory** jurisdiction
 - the process for entering and exiting the education and care service premises and the pick-up location or destination (as required)
 - procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking and disembarking
 - consider the ratio of adults to children involved in the excursion
 - consider the risks posed by the excursion/incursion, the FDC educator, educator assistant or other responsible adults required to provide supervision, and whether any adults with specialised skills are required to ensure children's safety (eg: lifesaving skills)
 - consider the planned activities
 - determine the duration of the excursion
 - consider items that should be taken on the excursion (mobile phone, emergency contacts, first aid kit, medical plans, etc.).
 - consider strategies to ensure supervision is consistent at all times during the excursion- transitions, toileting, departure and conclusion of the excursion



If the excursion is a regular excursion, or *'regular outing'* a risk assessment is only required to be carried out once in a 12-month period however, must be regularly reviewed. If circumstances around the excursion change, a new risk assessment is required.

Parent authorisation

The Family Day Care Service/Nominated Supervisor will ensure:

- that a child is not taken outside the FDC residence/venue on an excursion unless written authorisation has been provided
- the authorisation must be given by a parent or other authorised person named in the child's enrolment record as having authority to authorise transportation of a child.
- the authorisation form must state:
 - the child's name
 - the reason the child is to be taken outside the premises
 - the reason the child is to be transported (if transportation is included in the excursion)
 - if the authorisation is for a regular outing, a description of when the child is to be taken on the regular outing
 - the date the child is to be taken on the excursion and transported
 - a description of the proposed pick-up location and destination for the excursion
 - the method of transport to be used for the excursion- eg: FDC educator's private vehicle
 - the proposed activities to be undertaken by the child during the excursion
 - the period the child will be away from the FDC residence or venue
 - the period of time during which the child is to be transported
 - the anticipated number of children likely to be attending the excursion
 - the anticipated educator to child ratio attending the excursion to the anticipated number of children attending the excursion (as per regulations for FDC services)
 - the anticipated number adults who will accompany and supervise the children on the excursion
 - any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported
 - that a risk assessment has been prepared and is available at the FDC Service
 - that written policies and procedures for transporting children are available at the Service
- if the excursion is a regular outing, the authorisation is only required to be obtained once in a 12-month period.

Staffing arrangements

The Family Day Care Service and FDC educator will ensure that:

- educator to child ratios are no less than the prescribed ratios as per National Regulations
- additional staff are engaged to provide care and support to children with additional needs
- FDC educators are aware of their responsibility to provide supervision to other responsible adults or volunteers assisting on the excursion
- FDC educators are aware the procedures to follow in the event of an emergency
- FDC educator must hold current approved first aid qualification, current approved emergency asthma management and current approved anaphylaxis management training

Parent and volunteer participation

The Family Day Care Service will ensure parents and volunteers:

- are encouraged to participate in excursions where possible
- cannot be counted as part of the educator to child ratio
- cannot be left alone with a child/children and must be supervised by the FDC educator at all times
- are briefed prior to participating on an excursion about the risk assessment, emergency procedures, supervision, photograph policy for privacy and confidentiality and use of mobile phone



- are aware that smoking is not permitted
- are aware of need to wear appropriate clothing and footwear.

Items to take on an excursion

The FDC educator must ensure that the following items are taken on all excursions, as per the risk assessment:

- a suitably equipped first aid kit
- fully charged and operating mobile phone
- emergency contact information details for all children participating on the excursion
- medication for children requiring medical and relevant medical management plans
- items required for excursion circumstances- such as sunscreen, hats, other equipment

Transportation for excursion

It is a requirement of the National Regulation that the means of transport is stated on the risk assessment record and parent authorisation record. Information must be included in the risk assessment about the process for embarking and disembarking the means of transport, including how each child is to be accounted for.

The *means of transport* may mean:

- **Walking**
FDC educators must ensure children and adults use the safest footpaths and safe crossings where possible, such as pedestrian crossings and traffic lights
FDC educators will ensure all children and adults obey road rules
FDC educators will ensure children follow the 'stop, look, listen and think' process when walking near roads
FDC educators will remain vigilant that no child runs ahead or lags behind the group
- **Bus**
the Family Day Care Service or FDC educator must ensure that the seating capacity as displayed on the compliance registration is not exceeded. All children must sit on seats, preferably with, or close to an adult. Any requirements for seat belts or safety restraints under law must be followed depending on the vehicle used. If the bus has seat belts, they must be worn at all times. If the bus has seat belts, they must be worn at all times.
- **Train**
the FDC educator will be required to contact the local station prior to the excursion to inform them of the time you will be travelling, the destination, and the number of children and adults who will be travelling.
Provisions should be made to ensure children have ample time to board the train safely and in an unhurried way. This will allow the station to inform the train guard so that they can hold the train for the period of time for safe boarding and disembarkment. All children should be seated at all times, with an adult close by. All children should be seated in the one carriage if possible- and not in a Quiet Carriage.
- **Car**
FDC educators and FDC educator assistants must only transport the number of children that can be safely transported in the car. The motor vehicle that is used to transport children on an excursion must be fitted with child restraints and/or seatbelts that are appropriate for the age and weight of each child, that conform to the Australian Standards, and are professionally installed or checked by an authorised restraint fitter. The vehicle must be registered and free of any defects that could put any passenger at harm.
All children must be fastened in the vehicle according to National Child Restraint Laws for Vehicles (below). The FDC educator and FDC educator assistant who transport children should hold a current



Australian driver's licence. The process for entering and exiting the Service premises safely must be considered at all times.

National child restraint laws for vehicles

- children up to the age of six months must be secured in an approved rearward facing restraint.
- children aged from six months old but under four years old must be secured in either a rear or forward-facing approved child restraint with an inbuilt harness.
- children under four years old cannot travel in the front seat of a vehicle with two or more rows.
- children aged from four years old but under seven years old must be secured in a forward-facing approved child restraint with an inbuilt harness or an approved booster seat.
- children aged from four years old but under seven years old cannot travel in the front seat of a vehicle with two or more rows, unless all other back seats are occupied by children younger than seven years in an approved child restraint or booster seat.
- children aged from seven years old but under 16 years old who are too small to be restrained by a seatbelt properly adjusted and fastened are strongly recommended to use an approved booster seat.
- children in booster seats must be restrained by a suitable lap and sash type approved seatbelt that is properly adjusted and fastened, or by a suitable approved child safety harness that is properly adjusted and fastened.

If the child is too small for the child restraint specified for their age, they should be kept in their current-sized child restraint until it is safe for them to move to the next level.

If the child is too large for the child restraint specified for their age, they may move to the next level of child restraint.

Insurance

FDC educators must review their insurance policy prior to the excursion/incursion to ensure liability is protected by the FDC Service. A copy of the insurance policy should be kept within the FDC educator's vehicle at all times.

ENGAGEMENT OF FAMILY DAY CARE EDUCATOR ASSISTANTS POLICY

Linked to r. 84, 119, 124, 136, 144, 153, 154, 163, 169 NQS: 7.1.2

POLICY:

Under specific circumstances, a family day care educator assistant, may assist the family day care educator in providing education and care to children as part of a Family Day Care Service. The family day care educator assistant must be approved and engaged by or registered by the approved provider and meet all relevant requirements of the National Law and National Regulations.

Family day care educator assistants will meet the family day care service Engagement and Registration Process to provide early education and care for children and families.

PURPOSE

Sunshine Family Day Care Service aims to establish and maintain a constructive and professional approach in the engagement and registration of educator assistants.

SCOPE



This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

PROCEDURE:

A family day care educator assistant may be engaged by or registered by the service, to assist family day care educators in providing education and care to children.

The family day care service will have a registration process to be used when engaging family day care educator assistants.

The family day care service will maintain a register of family day care educator assistants approved by the service that meets the requirements of Reg 154.

FAMILY DAY CARE EDUCATOR ASSISTANT GUIDELINES:

In the absence of the family day care educator, the family day care educator assistant may assist the family day care educator:

- (i) In transporting children between a family residence and/or approved family day care venue and:
 - a. a school; or
 - b. another education and child care service or children's care service; or
 - c. the child's home; and
- (ii) In emergency situations, including when the educator requires urgent medical care or treatment; and
- (iii) When the educator needs to attend an appointment (other than a regular appointment) if –
 - a. The absence is for less than 4 hours; and
 - b. The approved provider of the family day care service has approved that absence; and
 - c. Notice of that absence has been given to the parents of the child; and
- (iv) In providing assistance to the family day care educator whilst the educator is present educating and caring for children as part of a family day care service (there are not to be any extra children included in the initial child ratios, when the educator assistant works with the educator).

The approved provider will not approve the use of an educator assistant unless the family day care educator provides the written consent of a parent for each child being educated and cared for by the educator to use the assistant in the circumstances as set out in above.

An educator assistant cannot be used for:

- non emergency absences of the educator for more than 4 hours; regular absences of the educator;
- when parents do not provide consent; when the service denies consent.

Approval Procedures:

- An educator assistant must be approved by the service provider and demonstrate they are — fit and proper|| to be in the company of children by satisfying the following criteria; they must:
- be over 18 years old;
- provide name, address, date of birth and contact details;
- provide the name of the educator/s they will provide assistance for; provide a copy of their Working with Children Check;
- provide a copy of their current approved First Aid qualification;
- have current anaphylaxis management training;
- have current asthma management training;
- have knowledge of the Child Protection Procedures within the Service Policy
- have a knowledge of the transportation, Excursions and Regular Outings Procedures within the



Service Policy;

- have a business rate of vehicle registration if using a vehicle other than the family day care educator's vehicle;
- use appropriate Child Car Restraints;
- have a Child Car Restraint check;
- complete a recognised and accredited food safe course.

Applicant to submit the Family Day Care Educator Assistant Registration Form for the family day care service to determine if the applicant meets the 'fit and proper' criteria

Sunshine family day service will review the information from the registration form to determine whether the application meets the family day care requirements and will proceed.

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

The family day care educator assistant will be given access to the service policies and procedures.

Family day care educator assistant specific circumstances

An educator assistant must be approved and engaged by or registered by the approved provider to assist a family day care educator under specific circumstances.

- written consent must be provided by parents of each child being educated and cared for by the educator to the use of the family day care educator assistant in each specific circumstance.
- written consent must be provided to the approved provider
- in the event of an emergency, parents of each child must be notified as soon as possible by the family day care Educator, Educator Assistant or service representative.

Specific circumstances include:

- assisting the family day care educator as part of the Family Day Care service
- in the absence of the family day care educator, transporting a child between a residence or approved venue and school or another educator and care service or children's service or the child's home
- providing education and care to a child in emergency situations, including when the family day care educator may require urgent medical care or treatment
- providing education and care to a child while the family day care educator attends an appointment provided:
 - the absence is less than four hours
 - the approved provider has approved that absence and
 - parents have been provided notice of the absence

Family Day Care Educators Responsibility

- To obtain approval from the service to have an educator assistant linked to their registration
- notify families of their intention to use an educator assistant and request written authorisation/consent
- seek approval from the approved provider on each occasion to utilise educator assistant
- ensure the educator assistant is provided with a comprehensive induction to the residence
- ensure the educator assistant is made aware of any changes to children's medical needs or authorised persons to collect them- authorised nominees
- ensure the educator assistant is aware of:
 - policies and procedures
 - enrolment information (including authorised nominees)



- location of first aid kit
- location of emergency fire equipment
- location of exits and evacuation plan
- emergency phone numbers
- emergency contact details of all children
- individual children's medical management plans and emergency action plans
- individual children's routines
- procedures for the collection of children from the service
- children's personal belongings- hats, backpacks, special toy
- administration procedures for collection of fees, absences, communication with families
- privacy and confidentiality (including use of own mobile phone)
- safe transportation of children policy and procedures

Ensure the residence meets all applicable Residence Assessment requirements

The educators own children can be cared for by the educator assistant when the educator is absent, as long as the child: educator ratio is maintained and no CCS will be applicable.

Consent

- The family day care educator must collect written consent of a parent of each child for their intended use of the educator assistant.
- In the event of the educator assistant being required in an emergency, the parent must be notified as soon as possible by the educator, educator assistant or the service representative.
- In the event of the educator assistant providing non regular transport, the educator must provide prior notice to the parent.
- In the event of the educator assistant providing the care and education for an irregular, non emergency for less than four hours:
 - a) the educator must first seek approval from the service on each occasion at least 48 hours prior; and
 - b) the family must be notified by the educator before each occurrence.

FURNITURE & EQUIPMENT SAFETY POLICY

Linked to: r103, r105, r116, r174, r176 NQS 2.2

Adequate furnishings and equipment are an essential component of quality Family Day Care services. Under National Law, we have a responsibility to protect the health and safety of children enrolled at our FDC Service. Whilst this is reflected in our health and safety policies, nursery furniture and equipment require careful consideration to minimise risks to all those entering the Service.

POLICY

Management and Family Day Care educators have a responsibility and duty of care to ensure that the building (residence or venue), furniture, grounds, and equipment are safe and hygienic. We aim to ensure that all furniture and equipment at the Family Day Care residence or venue adheres to recognised safety standards and is age appropriate for the children.

SCOP



This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

IMPLEMENTATION

Our Family Day Care Service understands the importance of children experiencing and learning about risk through safe and creative play. All children have the right to be safe. The provision of safe environments for children is essential to prevent injury and enable them to grow and develop. Our FDC Educators will only use furniture and equipment that has been made in accordance with Australian mandatory design standards

The Family Day Care Service will ensure:

- assessments are conducted of the Family Day Care residence or venue at least annually to ensure that the health, safety and wellbeing of children are protected
- a proactive process of risk management is implemented, and clear processes are in place for the identification of hazards, risk minimisation and other control measures
- every reasonable precaution is taken to protect children from harm (e.g. not locating a swing too close to a concrete wall)
- National Law and the Education and Care Services National Regulations and licensing requirements that relate to the safety of children at the Family Day Care Service are adhered to
- records are kept of inspections and maintenance of furniture, playgrounds and equipment
- FDC educators conduct daily/weekly routine visual inspections to identify obvious hazards in surfacing, fixed and mobile equipment, moving parts, swings, ropes, chains, tyres, fences, sandpits
- mandatory Australian Safety Standards are always adhered to when
 - purchasing new equipment or furniture, in particular in relation to cots, prams and strollers, baby dummies and dummy chains, baby walkers, bicycle helmets, and child restraints
 - installing equipment (for example: equipment footings, clustering of equipment, free height fall, swings)
 - entrapment hazards
- the equipment and furniture used in providing education and care at the Service is safe, clean and in good repair
- there is sufficient furniture and developmentally appropriate equipment so each child can take part in the educational program depending on their interests, ages and abilities
- to implement recommendations from organisations, such as Kidsafe, on fall zones and suitable heights of furniture, equipment and playground equipment (soft fall such as grass, sand or tan bark)
- the age recommendation in relation to the age and developmental stage of the children using the furniture and equipment is adhered to.
- FDC educators are aware of appropriate instructions for use and supervision for all equipment and furniture
- furniture in the FDC residence or venue is securely built so it will not collapse, is easy to clean, and non-toxic
- entrapment hazards are identified; it is easy for small fingers and limbs to get caught in gaps. Head and upper body entrapments can cause death by asphyxiation. (Be aware that fingers can get caught in holes or openings between 5-12mm, limbs in gaps between 30-50mm and heads in gaps over 85mm.)
- all equipment and furniture is kept in a clean and hygienic state, particularly before and after food service.
- furniture and equipment does not contain any lead. This is most likely to occur with second-hand furniture



- the Regulatory Authority is notified of any serious incident involving serious injury or trauma to a child within 24 hours.

Educators/Educator Assistants will ensure:

- to provide effective supervision of children, including the supervision of infants at all times to minimise the risk of accidents and injuries that could result from the furniture and equipment within the learning environment and nursery
- consideration should be made for the different ages of children at the service and adapt supervision of these play resources accordingly
- they regularly check furniture and equipment for stability and wear and tear- (corners, surface-splinters, missing bike handle grips, faulty cleats in boards or ladders, heavy objects on climbing frames that destabilise the equipment)
- considerations are made about fall zones and heights recommended by KidSafe
- soft fall is maintained (grass, sand, tanbark or fall mats)
- they keep records of daily/weekly inspection of indoor/outdoor equipment
- that a record is kept of any furniture or equipment that needs maintenance in the *Equipment and Maintenance Record* and this is reported to the Coordinator
- the FDC educator ensures repairs and maintenance is completed as indicated above
- they carefully consider all aspects regarding the use of furniture and equipment and how it suits the age and stage of the children's development
- to regularly test locking devices to ensure they are functioning correctly
- non-toxic, easy to clean surfaces will be sourced for all equipment
- to reflect on common accidents and incidents in the learning environment and implement an action plan to ensure the safety of children and minimise accidents at the Family Day Care Service
- to provide a safe physical environment that allows children to play safely
- they remain up to date with health and safety changes within the early childhood sector by attending appropriate professional development
- the furnishings and equipment within the program support and stimulate children's development
- the Coordinator/Approved Provider and Regulatory Authority are notified of any serious incident involving serious injury or trauma to a child within 24 hours.

Nursery Furniture

- all equipment will comply with compulsory Australian safety standards- (AS/NZS 2172 for cots AS 4684 for highchairs)
- locking devices and stability of cots and highchairs will be checked daily/weekly
- inspections will be made to check bolts and nuts on cots to ensure they are maintained as per instructions supplied with the cot
- nappy change facilities are suitable for children attending the service. Any nappy change table must be sturdy and have:
 - roll-off protection, such as a child safety harness and raised edges
 - ends and sides that are raised at least 100mm with smooth edges
 - no gaps that could injure a child's fingers or toes
- the Nursery area will be free from small objects or items that can break and become a potential hazard
- cots will be positioned away from heaters, power points, windows or curtain and blind cords
- FDC educators will always use furniture and equipment that is free of rough surfaces, sharp edges, points, projections and/or small pieces that can break off
- the use of unsafe equipment such as baby walkers will be avoided



- to reduce the risk of harm, collapsible furniture and furniture that presents possible entrapment hazards will not be used (e.g. toy boxes with heavy lids)
- sleeping infants will be closely monitored at all times
- all infants will be safely secured in their highchair when eating
- FDC educators will ensure that the sides of cots are put up when occupied by children

GOVERNANCE AND MANAGEMENT OF THE FAMILY DAY CARE SERVICE POLICY

r. 168, 177. 181-184, NQS: 7.1, 7.1.2, 7.1.3, 7.2, 7.2.1, 7.2.2., 7.2.3

Policy:

The Governance Policy provides the overall direction, effectiveness, supervision and accountability of Sunshine Family Day Care Service. Management are responsible for guiding the direction of the service, ensuring that its goals and objectives are met in line with the philosophy, and all legal and regulatory requirements governing the operation of the service.

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

Sunshine Family day carer aims to ensure all legal and financial requirements are implemented and recognised through appropriate governance practices, providing quality education and care, meeting the principles, practices and elements of the Early Years Learning Framework and the National Quality Standard.

:

IMPLEMENTATION

Governance is the process that directs and controls our Family Day Care Service, ensuring accountability, and supporting decision making.

The Approved Provider, Nominated supervisor, coordinators and educators of the Service accept the legal responsibilities associated with establishing, administering, and maintaining the Service.

Sunshine Family Day care has the following structure:

Approved Provider	Sunshine Family Day Care PTY LTD
Nominated supervisor	Sahra Ali, Liiban Mohamud
Coordinator	Muna Mohamed, Amina Ali, Ayesha Nadeem
Educational Leader	Muna Mohamed
Responsible Person	Muna Mohamed, Ayesha Nadeem
Educator	As per Educator Register
Educator Assistant/s	As per Educator Register



The Approved Provider/nominated supervisor is/are legally responsible for:

- ensuring compliance by all FDC educators and educator assistants with the Education and Care Services National Law and Education and Care Services National Regulations.
- complying with Family Assistance Law
- appointing suitably qualified Coordinators and FDC educators in the Service.
- supporting the Coordinators in their role, providing adequate resources to ensure effective administration of the Family Day Care service.
- developing a clear and agreed philosophy which guides business decisions and the work of management and staff
- ensuring background checks, including criminal history and Working With Children Checks, are completed for all staff, FDC educators and educator assistants.
- determining whether or not a person working in the service is a 'fit and proper person'.
- acting honestly and with due diligence
- ensuring there is a sound foundation of policies and procedures that complies with all legislative and regulatory requirements, and that enables the daily operation of each Family Day Care Service to be in line with the Approved Provider's philosophy and goals.
- maintaining up to date and current policies and procedures for compliance by all FDC educators
- confirming incident, injury, illness or trauma records are stored in a kept in a safe and secure place.
- being an employer, including all legal and ethical responsibilities that this entails
- appointing staff and monitoring their performance
- ensuring FDC educator and educator assistant's qualification requirements are current
- ensuring all educators and staff have a clear understanding of the hierarchy of management and Providing current telephone contact details of approved provider, educational leader/coordinators, and educator upon enrolment, returning call, if missed, as a priority, as soon as practicable – be available whilst children are registered to be in care
- providing clear and direct written and verbal feedback and instruction that is suitable and appropriate to the task
- ensuring the Service remains financially viable and can meet its debts and other obligations as they fall due
- managing control and accountability systems
- approving annual financial statements and providing required reports to government bodies and maintaining appropriate delegations and internal controls
- complying with funding agreements where appropriate
- reviewing the work process regularly
- supporting and assisting Coordinators and FDC educators in completing a Quality Improvement Plan (QIP) for the Service and updating it at least annually.
- ensuring the education program is based on an approved learning framework (EYLF and MTOP) and contributes to each child's sense of identity and wellbeing.



- developing coherent aims and goals that reflect the interests, values and beliefs of all stakeholders of the Service
- establishing clearly defined roles and responsibilities for all FDC personnel
- evaluating and improving the performance of all FDC personnel
- Maintaining a database of each educator's qualifications (including working towards) evidence of working towards ie. Progression reports issued from RTO every 3 months and expiry dates of certifications (First Aid, CPR, Anaphylaxis, Asthma and Food Safety) are entered into a database that alerts the service prior to expiration
- complying with all other Victorian and Australian governments' legislation that impacts upon the management and operations of a Service.
- Ensuring Public Liability insurance of minimum \$10,000,000 is maintained as current

PROCEDURES

- All family day care service staff, family day care educators and family day care assistants will be given information on legal and ethical requirements. For example: Induction/Orientation or Professional development training.
- Every family day care service will hold a policy and procedures file which is provided to family day care educators and accessible to families.
- Family day care educators will have a working knowledge of policies and procedures within the file.
- An industry Code of Conduct will be followed by the family day care service staff, family day care educators, family day care assistants, volunteers and students.
- The family day care service will:
- Provide all family day care staff, family day care educators and family day care assistants with a copy of the Code of Conduct including responsibilities of all parties.
- Provide all family day care staff, family day care educators and family day care assistants with training at induction in relation to the Code of Conduct and update existing persons of any changes.
- Ensure changes within the services are explained to all family day care staff, family day care educators and family day care assistants and families prior to implementation.
- Ensure if a change to a policy/procedure is made, then at least 14 days notice to the parents of children enrolled at the family day care service must be given before implementing any change to a policy and/or procedure.
- Family day care staff and family day care educators and assistants will be given information on the ECA Code of Ethics.
- The copy of policies available for Families and educators in the Sunshine Family Day Care office, in Educator home/Residents and online.

Service philosophy

- The development and review of the philosophy and policies will be a continuous process on an annual basis or when required.
- The philosophy and associated statement of purpose will reinforce all other documentation and the practices of the Service. The philosophy will reflect the principles of the approved national framework -*Belonging, Being and Becoming: The Early Years Learning Framework for Australia* and *My Time, Our Place: Framework for School Age Care in Australia*.
- There will be a collaborative and consultative process to support the development and maintenance of the philosophy that will include children, parents and Educators.
- Philosophy will be translated on the different languages



Code Of Conduct

- The standards of behaviour outlined in our *Code of Conduct Policy* provide guidance for all educators to make personal and ethical decisions related to confidentiality, recruitment, duty of care, record keeping, professional relationships and appropriate use of resources within our service.

Ethical Decision-Making

- Sunshine Family Day care will make decisions which are consistent with our policies and procedures which work in conjunction with the Education and Care National Law and National Regulations, our approved learning frameworks (EYLF and MTOP), and the ethical standards.

Records management

Sunshine Family Day Care will adhere to record keeping requirements outlined in the National Regulations (177).

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

- All records relating to children, families and family day care service operation will be: Kept in a safe and secure manner only accessible by authorised personnel; and
- Be destroyed after a period of time in line with legislation.
- Specific records:
 - For records relating to an incident, illness, injury or trauma suffered by the child while being educated and cared for by the family day care service - until the child is 25 years of age.
 - For records relating to an incident, illness, injury or trauma suffered by the child that may have occurred following an incident while being educated and cared for by the family day care service - until the child is 25 years of age.
 - For records relating to the death of a child while being educated and cared for by the family day care service or that may have occurred as a result of an incident while being educated and cared for - until 7 years following the death of a child.
 - For records relating to a child enrolled in the family day care service - until the end of 3 years after the last day on which the child was educated and cared for.
 - For records relating to the approved provider – until the end of 3 years after the last date on which the approved provider operated the family day care service.
 - For records relating to the nominated supervisor, family day care service staff member and/or family day care educator providing education and care on behalf of the family day care service - until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service.
 - For all other records – until the end of 3 years after the date on which the record was made.
 - The Service's orientation and induction processes will include the provision of significant information to coordinators, educators, educator assistants, children and families to comply with National Regulations and Standards.
 - Sunshine Family Day care has a responsibility to keep sufficient records about FDC educators engaged in the service, families and children in order to operate dependably and lawfully.
-

Sunshine Family Day Care will:



- Require that all required records are recorded, properly maintained, updated and kept in the nominated secure place as per relevant legislation requirements.
- Records and documents required to be kept at a service (National Regulations 183)] Require that all records are kept confidential and only made available to authorised persons.
- When a family day care educator leaves or is terminated from the service, all documentation referred to in R.179 need to be submitted to the approved provider of the family day care service:
 - Documentation of child assessments or evaluations for delivery of the educational program as set out in R.74;
 - An incident, injury, trauma and illness record as set out in R.87; A medication record as set out in R.92;
 - Children's attendance records as set out in R.159; Child enrolment records as set out in R.160; and
 - Record of visitors to the family day care residence and/or venue as set out in
- Ensure the following records are kept as required by Education and Care National Regulations: Part 4.7, Division 1
 - (R.158) Children's attendance records to be kept by approved provider. (R.159) Children's attendance records to be kept by family day care educator.
 - (R.160) Child enrolment records to be kept by approved provider and family day care educator. (R.161) Authorisations to be kept on enrolment record.
 - (R.162) Health information to be kept on enrolment form.
 - Part 4.7, Division 3
 - (R.177) Prescribed enrolment and other documents to be kept by approved provider. (R.178) Prescribed enrolment and other documents to be kept by family day care educator.
 - (R.179) Family day care educator to provide documents on leaving service. (R.180) Evidence of prescribed insurance.
 - (R.181) Confidentiality of records kept by approved provider. (R.182) Confidentiality of records kept by family day care educator. (R.183) Storage of records and other documents.
 - (R.184) Storage of records after service approval transferred.
- Any documentation generated by the service in the operation of their duties and responsibilities under the Education and Care Services National Law Act, and the Education and Care Services National Regulations, , will be kept by the family day care service.

Confidentiality

- The family day care educator will keep confidential the affairs of each child in their care and of the child's family and shall not disclose any information to a third party other than the family day care service or as legally required to do so.
- Confidential conversations will be conducted in a quiet area away from other children, parents, staff and family day care educators. Such conversations in relation to the health and wellbeing of the child should be noted in writing and stored in a confidential manner.
- Reports, notes and observations in relation to family day care educators, family day care service staff and children must be objective, accurate and free from bias and negative comments including use of labels.



- Students, volunteers and/or visitors to the family day care educator's residence and/or venue will ensure that information in regard to family day care educators, family day care service staff, children and families is not discussed outside of the context in which it was heard.
- Any information received or transmitted via mobile telephone (including text/SMS) or any other electronic device (example email) shall be treated with the same confidentiality as any other written form of communication and must be stored confidentially.

Privacy

- The family day care service and family day care educators will not collect sensitive information unless the individual has consented, or there is a legal requirement to do so or in other special circumstances that have a bearing on the wellbeing of the child.
- Every reasonable step will be taken to ensure personal information collected, used or disclosed is accurate, complete and current.
- Every reasonable step will be taken to ensure that personal information held within the family day care service is protected from misuse, loss and from unauthorised access, modification or disclosure.
- All personal information requested through Freedom of Information (FOI) will be managed by the approved provider.
- Personal information would not usually be transferred overseas and then only if it meets the requirements of the National Privacy, Principle 9.

INCIDENT, INJURY, TRAUMA AND ILLNESS POLICY

Linked to: r(12), r(85-89), r(97), r(161), r(162), r(168) r(174(2)(a)), r(176(2)(a)) NQS: 2.1.2; 2.2; 2.2.1; 2.2.2

The health and safety of family day care educators, educator assistants, children, families and visitors to our Family Day Care Service is of the utmost importance. We aim to reduce the likelihood of incidents, illness, accidents and trauma through implementing comprehensive risk management, effective hygiene practices and the ongoing professional development of all staff to respond quickly and effectively to any incident or accident.

We acknowledge that in Family Day Care Services, illness and disease can spread easily from one child to another, even when implementing the recommended hygiene and infection control practices. Our FDC Service aims to minimise illnesses by adhering to all recommended guidelines from relevant government authorities regarding the prevention of infectious diseases and adhere to exclusion periods recommended by public health units.

When groups of children play together and are in new surroundings accidents causing injuries and illnesses may occur. Our FDC Service is committed to effectively manage our physical environment to allow children to experience challenging situations whilst preventing serious injuries.

In the event of an incident, illness, injury or trauma, educators will implement the guidelines set out in this policy to adhere to National Law and Regulations and management will inform the regulatory authority as required.

POLICY

To safeguard the health and wellbeing of children by managing further risks and seeking appropriate medical treatment in the event of an Incident, Injury Trauma and illness, or emergency. The following matters must be reported to the scheme immediately as a matter of urgency:

Injury or trauma to, or illness of, a child for which medical attention was sought, or ought reasonably to have been sought



Attendance of emergency services at the education and care services premises was sought, or ought reasonably to have been sought

The death of a child while being educated and cared for by the service, or following an incident while being cared for by the service

A child was missing or not able to be accounted for

A child was taken or removed from the service in a manner that contravenes the Regulations A child was mistakenly locked in or out of the premises

An incident that requires the service to close or reduce the number of children attending A circumstance that posed a significant risk to the health, safety or wellbeing of a child.

SCOP

This policy applies to the Approved Provider, Nominated Supervisor , Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Educators will follow this policy and procedures to minimise the impact of incidents and injury to children. In the event of a serious injury or accident, an ambulance will be called immediately, and the educator will follow any instructions provided by emergency services. Educators will ensure parents are contacted as soon as practicable and the principal office of our service will also be contacted.

Our FDC Service will ensure we review and evaluate our policies and procedures and ensure that educators' physiological wellbeing is supported following any serious incident, injury or trauma.

The Approved Provider or Nominated Supervisor must be contactable by the FDC educator at all times education and care is provided.

CORONAVIRUS (COVID-19)

We are committed to minimise the spread of infectious diseases such as coronavirus (COVID-19) by implementing recommendations provided by the [Australian Government- Department of Health](#) and [Safe Work Australia](#).

Our Service ensures educators implement procedures as stated in the *Staying healthy: Preventing infectious diseases in early childhood education and care services* (Fifth Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the *Australian Government- Department of Health* and local Public Health Units in our jurisdiction under the Public Health Act.

Identifying signs and symptoms of illness

Family Day Care educators are not doctors and are unable to diagnose an illness or infectious disease. To ensure the symptoms are not infectious and to minimise the spread of an infection, medical advice is required to ensure a safe and healthy environment.

Recommendations from the [Australian Health Protection Principal Committee](#) and Department of Health will be adhered to minimise risk where reasonably practicable.

During a pandemic, such as COVID-19, risk mitigation measures may be implemented within each FDC service to manage the spread of the virus. These measures may include but are not limited to the following:



- exclusion of children and visitors (symptoms may include fever, coughing, sore throat, fatigue or shortness of breath)
- taking children's temperature prior to entry into the FDC service and excluding anyone who has a temperature above **37.5°C**

Temperature reading	Required action
Less than 37.5°	Child able to attend service.
Equal to or greater than 37.5° on first reading	The child should be asked to wait in a separate room and have their temperature re-checked in 15 minutes. If the child is wearing outerwear, the educator should suggest the child remove this once they are indoors.
Equal to or greater than 37.5° on second reading	The child should return home with their parent/carer. If their parent/carer is not present, the child will need to be isolated and the parent/carer contacted to collect them from the service as soon as possible. Families should be encouraged to seek the advice of their healthcare professional who can advise on next steps and coronavirus (COVID-19) testing.

Source: Victoria State Government Education and Training

- notifying vulnerable people of the risks of the virus/illness including:
 - o people with underlying medical needs
 - o children with diagnosed asthma or compromised immune systems
 - o Aboriginal and Torres Strait Islander people over the age of 50 with chronic medical conditions
- requesting any person visiting our service to sign a Health Declaration form confirming they have not been in close contact with anyone with a positive COVID-19 diagnosis, travelled overseas within the past 14 days or returned from a state or territory that has border restrictions
- restrict the number of visitors entering FDC residences/venues
- requesting parents to drop off and collect children from designated points outside the FDC residence and not enter the home
- enhanced personal hygiene for FDC educators, children and parents (including frequent handwashing)
- full adherence to the NHMRC childcare cleaning guidelines and cleaning and disinfecting high touch surfaces at least twice daily, washing and laundering play items and toys
- avoid any situation when children are required to queue- using the bathroom for handwashing or toileting, waiting their turn to use a piece of equipment etc.
- ensuring cots, mats, cushions, highchairs are positioned at least 1 metre apart
- cancelling excursions to local parks, playgroups, public playgrounds and incursions during a pandemic and follow the recommendations of DET
- recommending influenza vaccination for children, FDC educators and parents

Children who appear unwell at the FDC Service will be closely monitored and if any symptoms described below are noticed, or the child is not well enough to participate in normal activities, parents or an emergency contact person will be contacted to collect the child as soon as possible. A child who is displaying symptoms of a contagious illness (vomiting, diarrhoea) will be moved away from the rest of the group, where possible and supervised until he/she is collected by a parent or emergency contact person.

Symptoms indicating illness may include:

- behaviour that is unusual for the individual child



- high temperature or fevers
- loose bowels
- faeces that are grey, pale or contains blood
- vomiting
- discharge from the eye or ear
- skin that display rashes, blisters, spots, crusty or weeping sores
- loss of appetite
- dark urine
- headaches
- stiff muscles or joint pain
- pain
- a stiff neck or sensitivity to light
- continuous scratching of scalp or skin
- difficulty in swallowing or complaining of a sore throat
- persistent, prolonged or severe coughing
- difficulty breathing

As per our *Sick Child Policy* we reserve the right to refuse a child into care if they:

- are unwell and unable to participate in normal activities or require additional attention
- have had a temperature/fever, or vomiting in the last 24 hours
- have had diarrhoea in the last 48 hours
- have been given medication for a temperature prior to arriving at the FDC service
- have started a course of anti-biotics in the last 24 hours or,
- if we have reasonable grounds to believe that a child has a contagious or infectious disease (this includes COVID-19)

HIGH TEMPERATURES OR FEVERS

Children get fevers or temperatures for all kinds of reasons. Most fevers and the illnesses that cause them last only a few days. However sometimes a fever will last much longer and might be the sign of an underlying chronic or long-term illness or disease.

Recognised authorities suggest a child's normal temperature will range between 36.0°C and 37.0°C, but this will often depend on the age of the child and the time of day.

Any child with a high fever or temperature reaching **37.5°C** or higher will not be permitted to attend the FDC Service until 24 hours after the temperature/fever has subsided.

When a child develops a high temperature or fever at the FDC Service

- FDC educators will closely monitor the child focusing on how the child looks and behaves and be alert to the possibility of vomiting, coughing or convulsions.
- For infants under 3 months old, parents will be notified immediately for any fever over **38°C** for immediate medical assistance. If the parent cannot take the child to a GP immediately, permission will be required for the FDC Educator to arrange for medical assistance.
- Educators will notify parents when a child registers a temperature of **37.5°C** or higher and requested to collect their child from care.
- The child will need to be collected from the FDC service and will not be permitted back for a further 24 hours
- Educators will complete an *Incident, Injury, Trauma and Illness* record and note down any other symptoms that may have developed along with the temperature (for example, a rash, vomiting, etc.).
- Parents must sign and date this record and verify the information stated upon collection of their child.
- A copy of this record must be provided to the Coordinator and Approved Provider



- In the event of any child requiring ambulance transportation and medical intervention, a serious incident will be reported to the regulatory authority (Reg. 12) on behalf of the educator by the Approved Provider.

Methods to reduce a child's temperature or fever

- Encourage the child to drink plenty of water (small sips), unless there are reasons why the child is only allowed limited fluids.
- Remove excessive clothing (shoes, socks, jumpers, pants etc.) FDC educators will be mindful of cultural beliefs.
- If requested by a parent or emergency contact person, the FDC educator or educator assistant may administer paracetamol or ibuprofen (Panadol or Nurofen) in an attempt to bring the temperature down. However, a parent or emergency contact person must still collect the child.
- Parental written permission to administer paracetamol or ibuprofen should be provided during enrolment and filed in the child's individual record
- Before giving any medication to children, the medical history of the child must be checked for possible allergies
- The child's temperature, time, medication, dosage, and the educator's name will be recorded in the *Illness Folder*. Parents will be required to sign the Medication Authorisation Form for the administration of Panadol or Nurofen when collecting the child.

DEALING WITH COLDS/FLU (RUNNY NOSE)

It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. If any child, or visitor has any infectious or respiratory symptoms (such as sore throat, headache, fever, shortness of breath, muscle aches, cough or runny nose) they are requested to either stay at home or be assessed/tested for COVID-19. If a child, educator, coordinator or any other visitor is tested for COVID-19, they are required to self-isolate until they receive notification from the Public Health Unit of their test results. (see: Australian Government [Identifying the symptoms](#))

Colds are the most common cause of illness in children and adults. There are more than 200 types of viruses that can cause the common cold. Symptoms include a runny or blocked nose, sneezing and coughing, watery eyes, headache, a mild sore throat, and possibly a slight fever.

Nasal discharge may start clear but can become thicker and turn yellow or green over a day or so. Up to a quarter of young children with a cold may have an ear infection as well, but this happens less often as the child grows older. Watch for any new or more severe symptoms—these may indicate other, more serious infections. Infants are protected from colds for about the first 6 months of life by antibodies from their mothers. After this, infants and young children are very susceptible to colds because they are not immune, they have close contact with adults and other children, they cannot practice good personal hygiene, and their smaller nose and ear passages are easily blocked. It is not unusual for children to have five or more colds a year, and children in education and care services may have as many as 8–12 colds a year.

As children get older, and as they are exposed to greater numbers of children, they get fewer colds each year because of increased immunity. By 3 years of age, children who have been in group care since infancy have the same number of colds, or fewer, as children who are cared for only at home.

The FDC educator has the right to send children home if they appear unwell due to a cold or general illness. Children can become distressed and lethargic when unwell. Discharge coming from a child's nose and coughing can lead to germs spreading to other children, educators, toys, and equipment. Each individual case will be assessed prior to sending the child home.

DIARRHOEA AND VOMITING (GASTROENTERITIS)



Gastroenteritis (or 'gastro') is a general term for an illness of the digestive system. Typical symptoms include abdominal cramps, diarrhoea, and vomiting. In many cases, it does not need treatment, and symptoms disappear in a few days.

However, gastroenteritis can cause dehydration because of the large amount of fluid lost through vomiting and diarrhoea. Therefore, if a child does not receive enough fluids, he/she may require fluids intravenously. If a child has diarrhoea and/or vomiting whilst at the FDC residence or venue, the educator will notify parents or an emergency contact to collect the child immediately. In the event of an outbreak of viral gastroenteritis, the FDC educator must inform their coordinator/nominated supervisor and they will contact the local public health unit.

Public Health Unit- Local state and territory health departments

The FDC educator and coordinator must document the number of cases, dates of onset, duration of symptoms. An outbreak is when two or more children or staff have a sudden onset of diarrhoea or vomiting in a 2-day period.

Children that have had diarrhoea and/or vomiting will be asked to stay away from the FDC for **48 hours** after symptoms have ceased to reduce infection transmission as symptoms can reappear after 24 hours in many instances.

An *Incident, Injury, Trauma and Illness* record must be completed as per regulations. Notifications for serious illnesses must be lodged with the Regulatory Authority and Public Health Unit.

Infectious causes of gastroenteritis include:

- Viruses such as rotavirus, adenoviruses and norovirus.
- Bacteria such as Campylobacter, Salmonella and Shigella.
- Bacterial toxins such as staphylococcal toxins.
- Parasites such as Giardia and Cryptosporidium.

Non-infectious causes of gastroenteritis include:

- Medication such as antibiotics
- Chemical exposure such as zinc poisoning
- Introducing solid foods to a young child
- Anxiety or emotional stress

The exact cause of infectious diarrhoea can only be diagnosed by laboratory tests of faecal specimens. In mild, uncomplicated cases of diarrhoea, doctors do not routinely conduct faecal testing.

Children with diarrhoea who also vomit or refuse extra fluids should see a doctor. In severe cases, hospitalisation may be needed. The parent and doctor will need to know the details of the child's illness while the child was at the FDC residence receiving education and care.

Children, educators and any adults/visitors with diarrhoea and/or vomiting will be excluded until the diarrhoea and/or vomiting has stopped for at least **48 hours**.

Please note: If there is a gastroenteritis outbreak at the FDC service, children displaying the symptoms will be excluded until the diarrhoea and/or vomiting has stopped **and the family are able to get a medical clearance from their doctor.**

PREVENTING THE SPREAD OF ILLNESS

To reduce the transmission of infectious illness, our FDC Service implements effective hygiene and infection control routines and procedures as per the *Australian Health Protection Principal Committee* guidelines.

If a child is unwell or displaying symptoms of a cold or flu virus, parents are requested to keep the child away from the FDC Service. Infectious illnesses can be spread quickly from one person to another usually through respiratory droplets or from a child or person touching their own mouth or nose and then touching an object or surface.

Prevention strategies



Practising effective hygiene helps to minimise the risk of cross infection within our FDC Service.

Signs and posters remind parents and visitors of the risks of infectious diseases, including COVID-19 and the measures necessary to stop the spread.

The educator and/or educator assistant, model good hygiene practices and remind children to cough or sneeze into their elbow or use a disposable tissue and wash their hands with soap and water for at least 20 seconds after touching their mouth, eyes or nose.

Handwashing techniques are practised by the educator, educator assistant and children routinely using soap and water before and after eating and when using the toilet and drying hands thoroughly with paper towel.

After wiping a child's nose with a tissue, the educator will dispose the tissue in a plastic-lined bin and wash their hands thoroughly with soap and water and dry using paper towel. (See Handwashing Policy).

All surfaces including bedding (pillows, mat, cushion) used by a child who is unwell, will be cleaned with soap and water and then disinfected.

Cleaning contractors hygienically clean the service to ensure risk of contamination is removed as per [Environmental Cleaning and Disinfection Principles for COVID-19](#)

Parents, families and visitors are requested to wash their hands upon arrival and departure or use an alcohol-based hand sanitizer. (Note: alcohol-based sanitizers must be kept out of reach of children and used only with adult supervision.)

Parent/family Notification

COVID-19

The Public Health Unit (PHU) will notify the Approved Provider of the FDC Service in the event of a positive COVID-19 diagnosis of a child, educator, parent or visitor and conduct contact tracing. Parents will be contacted by phone or email as soon as we are aware of a positive case within our service.

Any decision to close a FDC individual service/residence and other directions will be provided by the PHU and regulatory body. The Approved Provider will notify the [Regulatory Authority](#) within 24 hours of any closure due to COVID-19 via the [NQA IT System](#). (Further information regarding COVID-19 is in our [COVID-19 Management Policy](#))

Outbreaks of other infectious illness such as gastroenteritis, whooping cough etc will Parents will be notified of any outbreak of an infectious illness (eg: Gastroenteritis) within the service via our notice board, online app or email to assist in reducing the spread of the illness.

Exclusion periods for illness and infectious diseases are provided to parents and families and included in our Parent/Family Handbook and *Sick Children Policy*.

INJURY, INCIDENT OR TRAUMA

In the event of any child, educator, volunteer or contractor having an accident at the FDC service, the educator will:

- attend to the person immediately and administer first aid (see Procedures below)
- call for an ambulance immediately in the event of a serious injury or incident
- contact parents as soon as possible to notify them of the injury or incident and request them to collect their child from the service
- advise parents if an ambulance has been called
- if the parent is unable to be contacted, the educator will contact an emergency person as listed on the enrolment record
- contact the approved provider for support and assistance
- ensure supervision is provided to other children in care at the residence
- provide details for notification to the Regulatory Authority to the Approved Provider if the incident or injury is a notifiable incident



- complete an *Incident, Injury, Trauma and Illness record* and ensure parents have verified the information, signed and dated the record
- keep a copy of all records on file at the FDC residence
- provide any further documentation provide by the paramedics to the principal office
- ensure parents are notified as soon as practicable but no later than 24 hours after the occurrence Regulation 86
- ensure notification is submitted to the Regulatory Authority as required
- The Nominated Supervisor or Coordinator may be requested to assist with contacting parents or emergency contacts if the educator is administering first aid and cannot leave the child to make any phone calls
- If the incident occurs outside normal office hours, an after-hours emergency phone number must be used and/or a message left at the main switchboard of the FDC Service principal office.

The Approved Provider must have up to date emergency phone numbers for all children enrolled in the Service.

The Approved Provider will provide guidance to FDC educators about the reporting requirements needed to be completed in the event of an incident, illness, injury or trauma as per the regulations and the requirements to notify parents and obtain their signature on the report.

The Approved Provider is responsible for monitoring, maintaining and storing all legislative and required records confidentially and securely until the child is 25 years of age- as per regulations.

Following any serious incident, injury or trauma, the Approved Provider and Coordinator will review and evaluate policies and procedures with educators to ensure these were followed and to make any necessary adjustments.

Definition of serious incident:

Regulations require the Approved Provider or Nominated Supervisor to notify Regulatory Authorities **within 24 hours of any serious incident at the FDC Service** through the [NQA IT System](#).

(a) The death of a child:

- (i) while being educated and cared for by an Education and Care Service or
- (ii) following an incident while being educated and cared for by an Education and Care Service.

(b) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an Education and Care Service, which:

- (i) a reasonable person would consider required urgent medical attention from a registered medical practitioner or
- (ii) for which the child attended, or ought reasonably to have attended, a hospital. For example: whooping cough, broken limb and anaphylaxis reaction

(c) Any incident or emergency where the attendance of emergency services at the Education and Care Service premises was sought, or ought reasonably to have been sought (eg: severe asthma attack, seizure or anaphylaxis)

(d) Any circumstance where a child being educated and cared for by an Education and Care Service

- (i) Appears to be missing or cannot be accounted for or
- (ii) Appears to have been taken or removed from the Education and Care Service premises in a manner that contravenes these regulations or
- (iii) Is mistakenly locked in or locked out of the Education and Care Service premises or any part of the premises.

A serious incident should be documented in an *Incident, Injury, Trauma and Illness record* as soon as possible and within 24 hours of the incident, with any evidence attached.

MISSING OR UNACCOUNTED FOR CHILD



At all times, reasonable precautions and adequate supervision is provided to ensure children are protected from harm or hazards. However, if a child appears to be missing or unaccounted for, removed from the service premises that breaches the National Regulations or is mistakenly locked in or locked out of any part of the services, a serious incident notification must be made to the Regulatory Authority.

A child may only leave the Family Day Care Service in the care of a parent, an authorised nominee named in the child's enrolment record or a person authorised by a parent or authorised nominee or because the child requires medical, hospital or ambulance care or other emergency.

Family Day Care educators ensure that

- the attendance record is regularly cross-checked to ensure all children signed into the service are accounted for
- children are supervised at all times
- visitors to the service are not left alone with children at any time
- a headcount of children is conducted as the visitor leaves the residence

Should an incident occur where a child is missing from the Family Day Care service, the educator will:

- attempt to locate the child immediately by conducting a thorough search of the residence and premise (checking any areas that a child could be locked into by accident)
- cross check the attendance record to ensure the child hasn't been collected by an authorised person and signed out by another person – eg: educator assistant or coordinator
- if the child is not located within a 10-minute period, the educator will notify emergency services and notify the parent/s or guardian and the Approved Provider of the Family Day Care Service
- continue to search for the missing child until emergency services arrive whilst providing supervision for other children in care
- provide information to Police such as: child's name, age, appearance, (provide a photograph), details of where the child was last sighted.

The Approved Provider is responsible for notifying the Regulatory Authority of a serious incident within 24 hours of the incident occurring.

INCIDENT, INJURY, TRAUMA AND ILLNESS RECORD

An *Incident, Injury, Trauma and Illness* record contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for at the service. The record will include:

- name and age of the child
- circumstances leading to the incident, injury, illness
- time and date the incident occurred, the injury was received, or the child was subjected to trauma
- details of any illness which becomes apparent while the child is being cared for including any symptoms, time and date of the onset of the illness
- details of the action taken by the educator including any medication administered, first aid provided or medical professionals contacted
- details of any person who witnessed the incident, injury or trauma
- names of any person the educator notified or attempted to notify, and the time and date of this
- signature of the person making the entry, and the time and date the record was made

Family Day Care educators are required to complete documentation of any incident, injury or trauma that occurs when a child is being educated and cared for by the service. This includes recording incidences of biting, scratching, dental or mouth injury.



HEAD INJURIES

All head injuries will be considered as serious and should be assessed by a doctor or the nearest hospital. In the event of a head injury, the educator will assess the child, administer any urgent First Aid and either contact the child's parents/guardian to request the child to be collected from the service, or if the child is unconscious or the head injury is causing excessive bleeding, immediately call for an ambulance.

The educator must contact the principal office of the Family Day Care service at the time of the incident and also after the child has been collected or transferred to hospital.

An *Incident, Illness, Injury and Trauma* record must be completed and signed by the parent. The approved provider will notify the regulatory authority on behalf of the Family Day Care educator.

TRAUMA

Trauma is defined as the impact of an event or a series of events during which a child feels helpless and pushed beyond their ability to cope. There are a range of different events that might be traumatic to a child, including accidents, injuries, serious illness, natural disasters (bush fires), assault, and threats of violence, domestic violence, neglect or abuse and war or terrorist attacks. Parental or cultural trauma can also have a traumatising effect on children. This definition firmly places trauma into a developmental context:

"Trauma changes the way children understand their world, the people in it and where they belong"
(Australian Childhood Foundation, 2010).

COVID-19 has led to higher amounts of traumatic experiences and adversity in households leading many educators to look at trauma-informed practices to help support children.

Trauma can disrupt the relationships a child has with their parents, educators and staff who care for them. It can transform children's language skills, physical and social development and the ability to manage their emotions and behaviour.

Behavioural response in babies and toddlers who have experienced trauma may include:

- Avoidance of eye contact
- Loss of physical skills such as rolling over, sitting, crawling, and walking
- Fear of going to sleep, especially when alone
- Nightmares
- Loss of appetite
- Making very few sounds
- Increased crying and general distress
- Unusual aggression
- Constantly on the move with no quiet times
- Sensitivity to noises.

Behavioural responses for pre-school aged children who have experienced trauma may include:

- new or increased clingy behaviour such as constantly following a parent, carer around
- anxiety when separated from parents or carers
- new problems with skills like sleeping, eating, going to the toilet and paying attention
- shutting down and withdrawing from everyday experiences
- difficulties enjoying activities
- being jumpier or easily frightened
- physical complaints with no known cause such as stomach pains and headaches
- blaming themselves and thinking the trauma was their fault.

Children who have experienced traumatic events often need help to adjust to the way they are feeling. When parents, educators and staff take the time to listen, talk, and play they may find children begin to say



or show how they are feeling. Providing children with time and space lets them know you are available and care about them.

It is important for educators to be patient when dealing with a child who has experienced a traumatic event. It may take time to understand how to respond to a child's needs and new behaviours before parents, educators and staff are able to work out the best ways to support a child. It is imperative to realise that a child's behaviour may be a response to the traumatic event rather than just 'naughty' or 'difficult' behaviour.

Educators can assist children dealing with trauma by implementing trauma-informed practice including:

- getting children to identify their emotions
- debriefing with children after any incident, illness or trauma to support their understandings of the events
- providing opportunities for children to voice their feelings, ask questions and talk
- supporting children to regulate their emotions and build positive relationships
- observing the behaviours and expressed feelings of a child and documenting responses that were most helpful in these situations
- creating a 'relaxation' space with familiar and comforting toys and objects children can use when they are having a difficult time
- having quiet time such as reading a story about feelings together
- trying different types of play that focus on expressing feelings (e.g. drawing, playing with play dough, dress-ups and physical games such as trampolines)
- helping children understand their feelings by using reflecting statements (e.g. 'you look sad/angry right now, I wonder if you need some help?').

There are a number of ways for parents, educators to reduce their own stress and maintain awareness, so they continue to be effective when offering support to children who have experienced traumatic events.

Strategies to assist families and educators to cope with children's stress or trauma may include:

- taking time to calm yourself when you have a strong emotional response. This may mean walking away from a situation for a few minutes or handing over to another educator or staff member if possible.
- planning ahead with a range of possibilities in case difficult situations occur.
- remembering to find ways to look after yourself, even if it is hard to find time or you feel other things are more important. Taking time out helps adults be more available to children when they need support.
- using supports available to you within your relationships (e.g., family, friends, colleagues).
- identifying a supportive person to talk to about your experiences. This might be your family doctor or another health professional.
- accessing support resources- BeYou, Emerging Minds, Kids Help Line

Living or working with traumatised children can be demanding so it is important to be aware of your own responses and seek support from management when required.

An *Incident, Injury, Trauma and Illness record* must be completed detailing the trauma the child was subjected to, the time and date and circumstances as per Regulation 87.

THE APPROVED PROVIDER AND EDUCATORS WILL ENSURE:

- FDC policies and procedures are adhered to at all times
- accurate attendance records are kept at all times
- parents or guardians are notified as soon as practicable and no later than 24 hours of the illness, incident, injury or trauma occurring at a family day care residence or whilst in the care of an educator
- parents are advised to keep their child at home until they are feeling well, and they have not had any symptoms for at least 24-48 hours



- an *Incident, Illness, Injury or Trauma record* is completed accurately and in a timely manner as soon after the event as possible (within 24 hours)
- educators and educator assistants hold current First aid qualifications, emergency anaphylaxis and asthma management training
- first aid kits are suitably equipped and checked on a monthly basis (see First Aid Kit Record).
- first aid kits are easily accessible when children are present at the FDC residence and during excursions
- CPR charts are displayed in a prominent position in the indoor and outdoor environment
- adults or children who are ill are excluded for the appropriate period
- educators or other staff who have diarrhoea, or an infectious disease do not prepare food for others
- cold food is kept cold (below 5 °C) and hot food, hot (above 60°C) to discourage the growth of bacteria
- if the incident, situation or event presents imminent or severe risk to the health, safety and wellbeing of any person present at the FDC service or if an ambulance was called in response to the emergency (not as a precaution) the regulatory authority will be notified within 24 hours of the incident
- parents are notified of any infectious diseases circulating the FDC service within 24 hours of detection
- children are excluded from the FDC service if the educator feels the child is too unwell to attend or is a risk to other children.
- educators, coordinators, visitors and children always practice appropriate hand hygiene and cough and sneezing etiquette
- appropriate cleaning practices are followed
- toys and equipment are cleaned and disinfected on a regular basis which is recorded in the toy cleaning register or immediately if a child who is unwell has mouthed or used these toys or resources
- additional cleaning will be implemented during any outbreak of an infectious illness or virus
- all illnesses are documented in the FDC *Incident, Injury, Trauma and Illness Record*
- support, advice and tools will be provided to assist educators manage their mental health following any traumatic event/experience.

FAMILIES WILL:

- provide up to date medical and contact information in case of an emergency
- provide the FDC Service with all relevant medical information, including Medicare
- provide a copy of their child's Medical Management Plans, Action Plans and update annually or whenever medication/medical needs change
- adhere to recommended periods of exclusion if their child has a virus or infectious illness
- complete documentation as requested by the FDC Educator and/or approved provider- Incident, Injury, Trauma and Illness records and acknowledge that they were made aware of the incident
- inform the service if their child has an infectious disease or illness
- provide evidence as required from doctors or specialists that the child is fit to return to care if required
- provide written consent for the FDC educator to administer first aid and call an ambulance if required

RESOURCES

- beyou Bushfire resource <https://beyou.edu.au/bushfire-response-program>
- Emerging Minds Community Trauma Toolkit
<https://emergingminds.com.au/resources/toolkits/community-trauma-toolkit/>
- Fever in children- (health direct.gov.au)
<http://media.healthdirect.org.au/publications/Fever%20in%20children%20-%20infographic.pdf>
- Staying Healthy: *Preventing infectious diseases in early childhood education and care services*
- Recommended exclusion periods- Poster
- Minimum periods for exclusion from childcare services (Victoria)



INTERACTIONS WITH CHILDREN POLICY

Linked to: r(155), r(156), r(157) NQS 5.1, 5.2

We aim to build positive relationships with children, families, and educators through collaboration and interactions, which is reflective of our Family Day Care Service philosophy, and the approved learning frameworks of the Early Years Learning Framework and My Time Our Place. Educators will encourage positive relationships between children and their peers as well as with educators and families at the FDC Service, ensuring children feel safe and supported.

POLICY

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

SCOP

This policy applies to Nominated Supervisor, Coordinator, Educator, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Children

The family day care educator will use best endeavours to ensure the atmosphere of the family day care service is relaxed and happy.

Throughout the day each child is engaged with the family day care educator in meaningful open interactions that support the acquisition of skills for life and learning.

The family day care educator will ensure routines such as meal times, toileting, nappy change and rest times are relaxed, unhurried and are used for positive interactions with individual children.

The family day care educator will participate in and treat respectfully children's play and projects.

Interactions with each child are warm, responsive and build trusting relationships.

Children's efforts to communicate are responded to sensitively and appropriately supporting the child to feel safe, secure and confident.

The family day care educator will support each child to work with, learn from, and help others through collaborative learning opportunities.

The family day care educator will support each child to manage their own behaviour, respond appropriately to the behaviour of others and to communicate effectively to resolve conflict.

The family day care educator will respond positively and respectfully to children's comments, questions and requests for assistance.

The dignity and rights of every child will be maintained at all times.

Positive Guidance

Family day care educators will respect children's rights and support them to develop to their full potential by encouraging acceptable social skills and allowing them to resolve conflicts using positive behaviour.

Family day care educators will support the children in their efforts to regulate their energy to be appropriate to the task to be undertaken.



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

Procedures:

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

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

Family day care educators and educator assistants will:

- Respect the values of parents/guardians;
- Respond to and acknowledge children's emotions such as happiness, anger, sadness, anxiety, frustration and fear;
- Establish an environment that promotes positive behaviour;
- Take into account a child's age, individual needs, personality, cultural background and the context of the behaviour;
- Offer choices in the decision making processes;
- Recognise limits with an understanding of why a child may behave in a certain way;
- Encourage children to practise positive and acceptable behaviour;
- Use redirection and distraction techniques;
- Implement strategies that demonstrate an understanding and empathy towards children who display behaviours that are not always consistent with their development and temperament;
- Provide children with a clear explanation why a particular behaviour is unacceptable, and provide an alternate, acceptable behaviour;
- Provide positive feedback when an acceptable behaviour is observed and
- collaborate with families and family day care service staff in managing ongoing behavioural issues.

Family day care service will:

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

Collaboration with parents

The family day care educator will collaborate with families in regard to management guidance strategies so consistent practices can occur across the two environments.

KEEPING A REGISTER OF SERVICE STAFF, EDUCATORS, ASSISTANTS, STUDENTS AND VOLUNTEERS POLICY

Linked to: r10, 153, r169 NQS 7.1.2

Under the National Law and Regulations, Family Day Care Services are required to maintain an accurate register of any family day care educators, coordinators and educator Assistants engaged by or registered



with the service. In addition, the register must also include information about any persons aged 18 years and over living in a family day care residence.

POLICY

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

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, Educator Assistants, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

The family day care service will develop and maintain a register containing information on: Family day care educators as required under R.153 of the National Regulations.

Family day care service staff, family day care coordinators and family day care educator assistants as required under R.154 of the National Regulations.

Volunteers and students as required under R.149 of the National Regulations.

The family day care service must keep and maintain at its principle office a register of each family day care educator and family day care educator assistant and any other person engaged by or registered with a family day care service to educate and care for a child.

The family day care educator's register must contain the prescribed information in respect of each family day care educator and family day care educator assistant engaged by or registered with a family day care service.

This information must include:

- The full name, address and date of birth;
- The contact details of the educator/educator assistant;
- The address of the residence and/or venue, including a statement as to whether it is a residence
- The date that the educator/educator assistant was engaged by or registered with the service; Where applicable, the date that the educator/educator assistant ceased to be engaged by or registered with the service, for the period of 3 years following that date;
- The days and hours when the educator will usually be providing care and education to children as part of the service;
- If the staff member or educator is an approved provider, the number of the provider approval and the date that the approval was granted (if appropriate);
- If the staff member or educator is a supervisor, the number of the supervisor and the date it was nominated;
- Evidence of qualifications or that the educator is working towards that qualification;
- Evidence of first aid, anaphylaxis management, responding to allegations of child abuse, and emergency asthma management training;
- Evidence of any other training completed by the educator;
- A record of Working with Children Check notice number and expiry date;
- Details of each child cared for by the educator as part of the service including name, date of birth, days and hours that the educator usually provides care for that child
- If the care is provided in a residence, the record must include the full names and dates of birth of all adults and children who normally reside at the residence;

A record of the Working with Children Check notice number, record of criminal history record check, or teacher registration of each person aged 18 years and over who normally resides at the family day care residence, including the date of expiry if applicable and the date the check, card, record or registration was sighted by the nominated supervisor of the service;(xvi) The name of the family day care educator that the family day care



educator assistant will be working with.

For family day care service staff, the register must contain the details of the designated educational leader, nominated supervisor and coordinators of the family day care service. For additional service staff, the family day care service will:

Keep a record of additional service staff, not directly involved in the care and education of children.

For volunteers and students, the family day care service will:

Include in the register details of any students or volunteers who participate in the care and education of a child. The register must include:

full name, address and date of birth of the student or volunteer; and

a record of the date and hours on which the student or volunteer participates in the service. On request, the family day care service will provide any information on the register and any changes to that information to the Regulatory Authority.

Where is the register kept?

- The register will be kept at the principal office of the approved Family Day Care Service
- Coordinators will be responsible for recording evidence in the register of visits, phone calls and other support provided to family day care educators.
- The register will be made available to authorised officers of a regulatory authority and parents on request. The register will be kept in a secure place and treated confidentially.

Information must be held for three years after the date an educator, coordinator or educator assistant ceases to be employed or engaged by or registered with the Family Day Care service.

MEDICAL CONDITIONS POLICY

Linked to: r(90-96), r(136), r(170). NQS: 2.1; 2.1.1; 2.2; 2.2.1

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

POLICY

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

Parents of children being enrolled are required to provide the Family Day Care Educator with a medical management plan if their child has a known medical condition, allergy, or other health care need.

The Family Day Care Educator must follow the Medical Management Plan which includes plans for asthma, anaphylaxis and diabetes.

The Family Day Care Educator will inform the nominated supervisor, staff members, Family Day Care Assistants and volunteers of the requirements within the Medical Management Plan.

The service and all educators should effectively respond to and manage medical conditions including asthma, diabetes and anaphylaxis at the service to ensure the safety and wellbeing of children, educators and visitors.



If a child enrolled at the service has a specific health care need, allergy or other relevant medical condition, parents must be provided with a copy of the policy. Where a child has been diagnosed as at risk of anaphylaxis, a notice stating this must be displayed at the service. Our Staff members and volunteers must be trained about the practices to be followed

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

No child enrolled at the service will be able to attend the service without medication prescribed by their medical practitioner. Families are required to provide this information on the Enrolment Form and are responsible for updating the service on any new medication, ceasing of medication, or any changes to their child's prescription

The Approved Provider/Nominated Supervisor/Coordinator will ensure:

- all enrolment forms are reviewed to identify any specific health care need, allergy or medical condition
- a child is not enrolled at, nor will attend the FDC Service without a medical management plan and prescribed medication by their medical practitioner. In particular, medication for life-threatening conditions such as asthma inhalers, adrenaline auto injection devices and insulin.
- educators and educator assistants have a clear understanding of children's individual medical conditions
- FDC educators, educator assistants and other staff have knowledge and access to this policy and relevant health management policies (asthma management policy/ anaphylaxis management policy, diabetes management policy)
- medication will only be administered to a child:
 - if the medication is authorised in writing by a parent or authorised person
 - is administered in accordance to a child's Medical Management Plan or other instructions provided by a registered medical practitioner
 - as prescribed by a registered medical practitioner
 - is in the original container
 - has the original label clearly showing the name of the child
 - is before the expiry/use by date
 - after the educator has checked the child's identity and dosage of the medication against the written instructions provided
- an *Administration of Medication* Record is completed for each child and acknowledged by the parent at the end of each day
- communication between families and FDC Educators is on-going and effective
- educators and educator assistants receive appropriate professional development and training in managing specific medical conditions and meeting children's individual needs
- FDC educators hold current accredited first aid and CPR qualifications, emergency asthma and emergency anaphylaxis management certificates
- FDC educators and educator assistants have a clear understanding about their role and responsibilities when caring for children with a medical condition
- families provide required information on their child's medical condition, including:
 - medication requirements
 - allergies
 - medical practitioner contact details
 - medical management plan



- a medical management plan has been developed in consultation with parents and the child's medical practitioner and provided to the FDC service and/or
 - an individual Asthma or Anaphylaxis Action Plan is developed in consultation with parents and the child's medical practitioner eg: (ASCIA) or National Asthma Council of Australia
 - an individual Diabetes Management Plan is developed in consultation with parents and the child's medical practitioner
- risk minimisation plan has been developed in consultation with parents and management
- record any prescribed health information and copies of medical management plan, anaphylaxis management plan or asthma management plan and risk minimisation plan in the child's enrolment folder
- FDC educators and educator assistants have access to emergency contact information for the child
- casual educators are informed of children (and any other staff-educator assistant) who have specific medical conditions or food allergies, the type of condition or allergies they have and the FDC Service's procedures for dealing with emergencies involving allergies and anaphylaxis
- a copy of the child's medical management plan is visibly displayed in an area not generally available to families and known to Educators and Educator Assistants in the Service.
- medication self-administered by a child over preschool aged, is only permitted with written authority signed by the child's parent or other responsible person named and authorised in the child's enrolment record to make decisions about the administration of medication.

In the event that a child suffers from a reaction, incident, situation, or event related to a medical condition the FDC educator will:

- Follow the child's Emergency Medical/Action Plan
- Call an ambulance immediately by dialling 000
- Commence first aid measures/monitoring
- Contact the parent/guardian when practicable but as soon as possible
- Contact the emergency contact if the parents or guardian can't be contacted when practicable but as soon as possible
- Contact the Coordinator/Nominated Supervisor or Approved Provider of the FDC Service as soon as possible
- Notify the regulatory authority (within 24 hours).

Families will ensure:

- they provide the FDC educator with information about their child's health needs, allergies, medical conditions, and medication requirements on the enrolment form
- they provide the FDC Service with a medical management plan prior to enrolment of their child
- they consult with management to develop a risk minimisation plan
- the FDC Service enrolment form is completed in its entirety providing specific details about the child's medical condition
- they acknowledge they have received a copy of the Medical Conditions Policy and Administration of Medication Policy
- they notify the FDC Service and educator if any changes are to occur to the medical management plan
- they notify the FDC Service and educator verbally when children are taking any short-term medications AND whether or not these medications may be self-administered (only applicable for a child over preschool age)
- they provide adequate supplies of the required medication and complete the long-term medication record to the educator



- they provide an updated copy of the child's medical management plan every 6 months or evidence from a Medical Practitioner to confirm the plan remains unchanged
- they provide written consent for their child's medical management plan to be displayed in the FDC residence/service as per Education and Care National Regulations.

Self-Administration of Medication

A child over preschool age may self-administer medication under the following circumstances:

- a parent or guardian provides written authorisation with consent on the child's enrolment form - administration of medication
- medication is stored safely by the FDC educator, who will provide it to the child when required
- supervision is provided by the FDC educator whilst the child is self-administering medication
- a recording is made in the medication record for the child that the medication has been self-administered
- parents will acknowledge the details in the medication record upon collection of their child with a signature and date

MEDICAL MANAGEMENT PLAN

Any Medical Management Plan provided by a child's parents and/or registered medical practitioner should include the following:

- specific details of the diagnosed health care need, allergy or relevant medication condition
- supporting documentation (if required)
- a recent photo of the child
- current medication and dosage prescribed for the child
- if relevant, state what triggers the allergy or medical condition
- first aid/emergency response that may be required
- any medication that may be required to be administered in case of an emergency
- further treatment or response if the child does not respond to the initial treatment
- when to contact an ambulance for assistance
- contact details of the medical practitioner who signed the plan
- the date of when the plan should be reviewed
- a copy of the medical management plan will be displayed for FDC educators and educator assistants to see to ensure the safety and wellbeing of the child, whilst ensuring the child's privacy by displaying only in an area generally only available to staff of the FDC Service
- the FDC Service must ensure the medical management plan remains current all times.

RISK MINIMISATION PLAN

All children with a diagnosed health care need, allergy or relevant medical condition must have a risk minimisation plan in place.

A meeting will be arranged with the parents/guardian as soon as the FDC Service has been advised of the diagnosed health care need, allergy or medical condition. During this meeting a risk minimisation plan will be developed in consultation with the parent/guardian to ensure:

1. that the risks relating to the child's specific health care need, allergy, or medical condition are assessed and minimised
2. that practices and procedures in relation to the safe handling, preparation, serving, and consumption of food are developed and implemented
3. that the parents/families are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented



4. practices are developed and implemented to ensure that all FDC educators, educator assistants, and volunteers can identify the child, the child's medical management plan and the location of the child's medication
5. that the child does not attend the care without medication prescribed by the child's medical practitioner in relation to the child's specific health need, allergy or medical condition
6. plan(s) are reviewed at least annually and/or revised with each change in the medical management plan in conjunction with parents/guardians
7. all relevant information pertaining to the child's health and medical condition is communicated to parents at the end of each day by the educator
8. parents are notified by the educator in advance of any special activities taking place such as celebrations, sporting events or excursions so plans of safe inclusion can be developed
9. appropriate hygiene practices are followed by the educator when managing medical conditions in accordance with the *Control of Infectious Diseases Policy*.
10. risk minimisation plans are reviewed in collaboration with families every 6 months.

COMMUNICATION PLAN

A communication plan will be created after the meeting with the parents/guardian to ensure:

- all relevant staff members and volunteers are informed about the *Medical Conditions Policy*, the medical management plan and risk minimisation plan for the child; and
- an individual child communication book is created so that a parent can communicate any changes to the medical management plan and risk management plan for the child in writing

At all times, families who have a child attending the FDC Service who have a diagnosed healthcare need, allergy or medical condition will be provided with a copy of this policy and other relevant policies specific to their child's health management and communication plans.

Educator Training and Qualifications

The Service must ensure that each educator, educator assistant and relief educator holds a current approved first aid qualification.

The approved anaphylaxis and asthma management training must be updated at least every 3 years.

The service will ensure that all educators, whether or not they have a child diagnosed at risk of anaphylaxis, undertakes training in the administration of the adrenaline auto-injection device and cardio-pulmonary resuscitation every 12 months.

ASTHMA MANAGEMENT

Asthma is a chronic health condition affecting approximately 15% of children. Asthma is one of the most common causes of childhood admission to hospital.

It is generally accepted that children under the age of 6 do not have the skills and ability to recognise and manage their own asthma effectively. It is therefore the responsibility of educators to have the knowledge and skills to treat asthma symptoms with appropriate first aid procedures

Symptoms

The most common asthma symptoms are:

- shortness of breath wheeze



- chest tightness, and/or
- a dry, irritating and continual cough (especially at night/early in the morning, or with exercise or activity)

Policy

Educators should be aware of children with asthma in their care, and have knowledge of the symptoms, triggers and treatment for each child. Children with asthma should be given the same opportunities as other children in care.

Procedure

- Coordination unit staff will provide Educators information about asthma.
- Maintain a record of the children that have asthma.
- Educators must be aware of asthma triggers and how to minimise them.
- Children under the age of 6 are unable to recognise the signs of asthma. Therefore it is the Educator's responsibility to know the symptoms of asthma and how to give the appropriate first aid.
- Asthma can occur at any time, an attack can be life threatening and must be taken seriously.
- Parents must give to Family Day Care management all of the child's asthma details or any other information or prescription given by the doctor.
- Parents must inform the Educators about any updates.

Assessing Asthma on a Child

Mild Attack

- Cough, soft wheeze Difficulty breathing
- Difficulty in speaking in sentences
- Moderate Attack
- Persistent cough, loud wheeze Obvious difficulty breathing
- Able to speak in short sentences

Severe Attack

- Sucking in of throat and rib muscles Gasping for breath
- Unable to speak
- Severe coughing and vomiting Young children may be restless Pale and sweaty
- If this is a medical emergency, call 000 for an ambulance immediately

Required Information For Enrolment

Enrolment forms seek to determine the child's asthma history. Eg. Has the child ever displayed any signs of asthma?

Asthma Management Plans are required to be completed by the parent as per the Medication Policy.

The service uses the Management Plan form endorsed by Asthma Foundation Australia. It is the parent's responsibility to keep the service and Educators informed, in writing, of any changes as they occur.

Asthma attacks are to be recorded on the —Illness Form

Ongoing medication is to be administered as per the Medication Policy and recorded on the Administer Medication Form.

Asthma Management Plans are required to be updated annually and whenever there is a change in the child's asthma management.



Emergency Management

Emergency asthma management procedures should be either on display in a prominent place at all times, or easily accessible eg kept in the First Aid Kit.

Educators need to recognise and treat symptoms early. Regardless of whether these are mild, moderate or severe, treatment must commence immediately as delay may increase risk to child's health and safety. Follow the child's medical management plan.

In the absence of a child's management plan, follow the 4 step emergency asthma management procedures. (Refer to flow chart on the Asthma First Aid plan below). Contact parents/ emergency contact person.

In the event that an ambulance has been called, Family Day Care Educators should continue to administer blue reliever medication and contact the parent or emergency contact person. The child should be handed over to the ambulance officers for treatment and the family day care scheme Educator should remain with the other children in care.

A record of any asthma attack should be recorded on the —Illness Form||. A record of any medication administered should be placed on the —Administer Medication Form||.

First Known Asthma Attack

If a child suddenly develops or complains of difficulty in breathing and/or has an incessant cough or wheeze, appropriate care must be given immediately WHETHER OR NOT the child is known to have asthma.

Call an ambulance immediately (dial 000) and state that the child is having breathing difficulty. Asthma first aid

Administer 4 separate puffs of a blue reliever puffer via a spacer. Use one puff at a time and ask the child to take 4 breaths from the spacer after each puff.

Keep giving 4 separate puffs of a blue reliever puffer via a spacer every 4 minutes until the ambulance arrives.

This treatment could be life saving for a child whose asthma has not been previously recognised and it will not be harmful if the collapse or breathing difficulty was not due to asthma. Reliever puffers are extremely safe, even if the child does not have asthma.

Step 1

Sit the person upright, be calm and reassuring. Do not leave the person alone.

Step 2

Give four separate puffs of a blue reliever (Airomir, Asmol, Epaq or Ventolin), i.e. one puff, then 4 breaths; another puff, then 4 breaths; another puff, then 4 breaths; another puff, then 4 breaths.

Note: The medication is best given one puff at a time via a spacer device. Ask the person to take four breaths from the spacer after each puff of medication. If a spacer is not available use the blue reliever puffer on its own, as described in Step 2 above.

Step 3

Wait four minutes, to see the effect of the reliever treatment.

Step 4

If there is little or no improvement repeat steps 2 and 3.

If there is still no improvement call an ambulance immediately (Dial 000). Continue to repeat steps 2 and 3 while waiting for the ambulance.



ANAPHYLAXIS MANAGEMENT

Anaphylaxis is a severe, life-threatening allergic reaction. Up to two per cent of the general population and up to five per cent of children are at risk. The most common causes in young children are eggs, peanuts, tree nuts, cow milk, bee or other insect stings, and some medications. Young children may not be able to express the symptoms of anaphylaxis. A reaction can develop within minutes of exposure to the allergen, but with planning and training, a reaction can be treated effectively by using an adrenaline auto-injector called an EpiPen®.

Policy

We believe that the safety and wellbeing of children who are at risk of anaphylaxis is a whole of community responsibility. The service is committed to:

- Providing, as far as practicable, a safe and healthy environment in which children at risk of anaphylaxis can participate equally in all aspects of the children's program and experiences.
- Raising awareness about allergies and anaphylaxis amongst the service community and children in attendance.
- Actively involving the parents/guardians of each child at risk of anaphylaxis in assessing risks, developing risk minimisation strategies and management strategies for their child.
- Ensuring each staff member and other relevant adults have adequate knowledge of allergies, anaphylaxis and emergency procedures.
- Facilitating communication to ensure the safety and wellbeing of children at risk of anaphylaxis. We recognise the importance of all staff responsible for the child/ren at risk of anaphylaxis undertaking training that includes preventative measures to minimise the risk of an anaphylactic
- Reaction, recognition of the signs and symptoms of anaphylaxis and emergency treatment, including administration of an EpiPen®.

Staff and parents/guardians need to be made aware that it is not possible to achieve a completely allergen-free environment in any service that is open to the general community. Staff should not have a false sense of security that an allergen has been eliminated from the environment. Instead we recognise the need to adopt a range of procedures and risk minimisation strategies to reduce the risk of a child having an anaphylactic reaction, including strategies to minimise the presence of the allergen in the service.

Procedures

As an approved Service we shall:

- Conduct an assessment of the potential for accidental exposure to allergens while child/ren at risk of anaphylaxis are in the care of the service and develop a risk
- Minimisation plan for the scheme in consultation with staff and the families of the child/ren.
- Ensure staff/educators responsible for the child/ren at risk of anaphylaxis attend anaphylaxis management training, that is reinforced at yearly intervals.
- Ensure that all relieving staff are aware of symptoms of an anaphylactic reaction, the child at risk of anaphylaxis, the child's allergies, anaphylaxis action plan and EpiPen® kit.
- If the relieving staff member is not trained in anaphylaxis management, we shall ensure at least one staff member trained in anaphylaxis management is present at the service and that staff member is aware that they are responsible for the administration of an EpiPen® in an emergency. If this is not



possible parents/guardians must be informed of this situation before a child at risk of anaphylaxis is left at the service.

- Ensure that no child who has been prescribed an EpiPen® is permitted to attend the service or its programs without that EpiPen®.
- Make parents/guardians aware of this policy, and provide access to it on request.
- Encourage ongoing communication between parents/guardians and staff regarding the current status of the child's allergies, this policy and its implementation.
- Display an ASCIA generic poster called Action plan for Anaphylaxis in a key location at the service and educators premises near the medication cabinet.

Staff responsible for the child at risk of anaphylaxis shall:

- Ensure a copy of the child's anaphylaxis action plan is visible to all staff.
- Follow the child's anaphylaxis action plan in the event of an allergic reaction, which may progress to anaphylaxis.
- In the situation where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:
 - Call an ambulance immediately by dialling 000.
 - Commence first aid measures.
 - Contact the parent/guardian.
 - Contact the person to be notified in the event of illness if the parent/guardian cannot be contacted.
- Ask all parents/guardians as part of the enrolment procedure, prior to their child's attendance at the service, whether the child has allergies and document this information on the child's enrolment record. If the child has allergies, ask the parents/guardians to provide a medical management plan signed by a Doctor.
- Ensure that parents/guardians provide an anaphylaxis action plan signed by the child's doctor and a complete EpiPen® kit while the child is present at the service.
- Ensure that the EpiPen® kit is stored in a location that is known to all staff, including relief staff; easily accessible to adults (not locked away); inaccessible to children; and away from direct sources of heat.
- Ensure that the EpiPen® kit for each child at risk of anaphylaxis is carried by a trained adult on excursions that this child attends.
- Regularly check the EpiPen® expiry date. (The manufacturer will only guarantee the effectiveness of the EpiPen® to the end of the nominated expiry month.)
- Provide information to the service community about resources and support for managing allergies and anaphylaxis.

Parents/guardians of a child at risk of anaphylaxis shall:

- Inform staff, either on enrolment or on diagnosis, of their child's allergies.
- Provide staff with an anaphylaxis action plan and written consent to use the EpiPen® in line with this action plan.
- Provide staff with a complete EpiPen® kit.
- Regularly check the EpiPen® expiry date.
- Assist staff by offering information and answering any questions regarding their child's allergies.
- Notify the staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.
- Communicate all relevant information and concerns to staff, for example, any matter relating to the health of the child.



- Comply with the scheme's policy that no child who has been prescribed an EpiPen® is permitted to attend the service or its programs without that EpiPen®.

The Coordinator shall:

- Discuss with staff their knowledge of issues following staff participation in anaphylaxis management training.
- Selectively audit enrolment checklists (e.g. annually) to ensure that documentation is current and complete.
- Discuss this policy and its implementation with parents/guardians of children at risk of anaphylaxis to gauge their satisfaction with both the policy and its implementation in relation to their child.
- Respond to complaints.
- Review the adequacy of the response of the service if a child has an anaphylactic reaction and consider the need for additional training and other corrective action.
- Routinely (e.g. monthly) review the EpiPen® kit to ensure that it is complete and the EpiPen® is not expired.
- Liaise with the licensee and parents of children at risk of anaphylaxis.

In relation to the child at risk:

- This child should only eat food that has been specifically prepared for him/her.
- Where the service is preparing food for the child, ensure that it has been prepared according to the parent's instructions.
- Some parents will choose to provide all food for their child.
- All food for this child should be checked and approved by the child's parent/guardian and be in accordance with the risk minimisation plan.
- Bottles, other drinks and lunch boxes, including any treats, provided by the parents/guardians for this child should be clearly labelled with the child's name.
- There should be no trading or sharing of food, food utensils and containers with this child.
- In some circumstances it may be appropriate that a highly allergic child does not sit at the same table when others consume food or drink containing or potentially containing the allergen. However, children with allergies should not be separated from all children and should be socially included in all activities.
- Parents/guardians should provide a safe treat box for this child.
- Where this child is very young, provide his/her own high chair to minimise the risk of cross-contamination.
- When at risk child is allergic to milk, ensure non-allergic babies are held when they drink formula/milk.
- Increase supervision of this child on special occasions such as excursions, incursions or family days.

In relation to other practices at the service:

- Ensure tables and bench tops are washed down after eating.
- Ensure hand washing for all children upon arrival at the service, before and after eating.
- Restrict use of food and food containers, boxes and packaging in crafts, cooking and science experiments, depending on the allergies of particular children. Staff should discuss the use of foods in such activities with parents/guardians of this child and these foods should be consistent with the risk minimisation plan.
- All children need to be closely supervised at meal and snack times and consume food in specified areas. To minimise risk, children should not 'wander around' with food.



- Staff should use non-food rewards, for example stickers, for all children.
- The risk minimisation plan will inform the children's service's food purchases and menu planning.
- Food preparation personnel (staff and volunteers) should be instructed about measures necessary to prevent cross contamination between foods during the handling, preparation and serving of food
- such as careful cleaning of food preparation areas and utensils.
- Where food is brought from home to the educator, all parents/guardians will be asked not to send food containing specified allergens or ingredients as determined in the risk minimisation plan.

Enrolment Checklist for Children at Risk of Anaphylaxis

A risk minimisation plan is completed, which includes strategies to address the particular needs of each child at risk of anaphylaxis, and this plan is implemented

Parents of a child at risk of anaphylaxis have been provided a copy of the service's Anaphylaxis policy

All parents/guardians are made aware of the Anaphylaxis policy

Anaphylaxis action plan for the child is signed by the child's Doctor and is visible to all staff EpiPen® (within expiry date) is available for use at any time the child is in the care of the service EpiPen® is stored in an insulated container, in a location easily accessible to adults (not locked

away), inaccessible to children and away from direct sources of heat All staff, including relief staff, are aware of each

EpiPen® kit location

Staff responsible for the child/ren at risk of anaphylaxis undertake anaphylaxis management training, which includes strategies for anaphylaxis management, recognition of allergic reactions,

emergency treatment and practise with an EpiPen® trainer, and is reinforced at yearly intervals

The service's emergency action plan for the management of anaphylaxis is in place and all staff understand the plan

A treat box is available for special occasions (if relevant) and is clearly marked as belonging to the child at risk of anaphylaxis

Parent/guardian's current contact details are available

Information regarding any other medications or medical conditions (for example asthma) is available to staff

If food is prepared at the service, measures are in place to prevent contamination of the food given to the child at risk of anaphylaxis

MONITORING, SUPPORT AND SUPERVISION OF EDUCATORS AND EDUCATOR ASSISTANTS POLICY

Evidence of link to: r168, r169(2)(d), r180

NQS: QA7, E7.1.2

POLICY

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

Coordinators ensure the safety, health and wellbeing of the children being educated and cared for within the Service and support Educators to ensure the educational and developmental needs of all children are met. We promote the continual improvement of practices within the Service through monitoring, supporting and supervising family day care Educators and Educator Assistants.



SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, Educator Assistants, children, families, and visitors of Sunshine Family Day Care Service

IMPLEMENTATION

Sunshine Family Day Care Service will support, monitor and supervise FDC Educators and Educator Assistants to ensure compliance with the Education and Care Services National Regulations and National Quality Standard and to be invested to continuously improve the service.

Approved provider/nominated supervisor will:

- Keep evidence of the current prescribed insurance at the principal office of the service (public liability insurance with a minimum cover of \$10 000 000- Reg 30)
- Ensure co-ordinators provide ongoing support and advice to Educators and Educator Assistants when education and care is being provided
- Ensure the minimum co-ordinator to educator ratio is applied (1 co-ordinator for 15 Educators)
- Be aware of existing ratios of coordinators to educators as a condition of approval from the regulatory authority
- Take reasonable steps to ensure that each Sunshine Family Day Care Educator and Educator Assistant engaged within the service have adequate knowledge and understanding of education and care to children
- Provide additional and flexible support to services located in remote locations including visits in person when possible
- Monitor and supervise family day care Educators and Educator Assistants through a range of methods including:
 - scheduled visits
 - telephone conversations
 - emails and text messages
 - video calls
- Document all visits, supports and communication, with Sunshine Family Day Care Educators on support visit sheets and/or Educator communication book.
- Make unscheduled monitoring and support visits to Educator's homes, visit at different times and days to observe care in progress, interact with the children, and monitor their development. These observations assist Sunshine Family Day Care Educators to evaluate day to day work and Nominated Supervisor can provide advice and assistance in all aspects of Family Day Care
- Be responsive to Sunshine Family Day Care Educator and Educator Assistant's requests for assistance and/or mentoring
- Appointed a suitably qualified and experienced Educational Leader who will lead the development and implementation of the educational programs, guide Contract Educators in their planning and reflection and mentor colleagues in their implementation practices.
- Support Educators to reflect critically on their practice
- Visit new educators weekly for the first month after registration. Nominated Supervisor will continue to visit frequently until such time as the Contract Educator demonstrates capacity to manage all aspects of the position competently.
- Provide assistance with the service's self-assessment, and continuous improvement documented in their Quality Improvement Plan (QIP)



- Promote social outings, playgroups and other meetings to support Educators
- Ensure policies and procedures are in place at the service including safe sleep and rest practices
- Take reasonable steps to ensure that any serious incident or complaint is adequately and promptly addressed by the regulatory authority
- Ensure an accurate register of each Sunshine Family Day Care Educator, co-ordinator and Educator Assistant is maintained and kept securely. (This register must be kept for three years after an Educator, co-ordinator or Educator Assistant ceases to be registered at the service).
- Sunshine family day care service will develop procedures for:
 - Supporting all educators and educator assistants by making available advice and assistance at all times education and care is being provided, including educators and educator assistants residing in remote locations.
 - The provision of guidance, information and support to assist registered family day care educators and educator assistants to understand their responsibilities and to comply with the National Law, National Regulations, National Standards and service policies.
 - Monitoring and supervising family day care educators and educator assistants by a schedule of visits (announced, unannounced and planned reviews, to ensure ongoing compliance).
- Act upon any breach (whether reported and/or witnessed) to the Sunshine Family Day Care Educator's registration agreement which encapsulates all documented policies and procedures of the service.

Sunshine Family Day Care Educator will:

- Ensure their programs and practices comply with the requirements of National legislations and service policies
- Be professional and respectful at all times.
- Provide feedback to staff on improvements to the service.
- Notify families that a visit has occurred that day by Nominated Supervisor.
- If necessary, follow up on issues or concerns that have been raised during the visit.
- Be encouraged to contact the Approved Provider if they have concerns or issues after a Nominated Supervisor completes a home visit.

For a support visit to be successful, clear, open, honest communication is required between the Sunshine Family Day Care Educator and the Sunshine Family Day Care Staff. Sunshine Family Day Care Staff are there to support, and not to make judgements. If Educators are having any difficulties, Sunshine Family Day Care Staff can help them to identify and discuss possible resolutions. Sunshine Family Day Care Staff are qualified and very experienced in the early childhood field. Use them as a resource for information and a sounding board for ideas

Procedures:

1. Monitor the Persons over 18 years residing At Residences to be fit and proper

The approved provider make sure the coordinator will assess any adults, including adult children over 18 years and long term visitors, residing in the family day care educator's home. These people must hold current Working with children check and national police check. The student or volunteer must hold a Working with children check and police check not older than 6 month on the time of registration and y=then updated annually.

2. Requirement for notice of new persons at residence

The approved provider must require each family day care educator to notify the provider of

- any new person aged 18 years or over who resides, or intends to reside, at the educator's family day care residence; and
- any circumstance relating to a person who has previously been considered under the regulation in relation to



the family day care residence that may affect whether the person is a fit and proper person to be in the company of children.

3. Program

Sunshine family day care service will

- ensure the educator and educator assistant have a current educational program displayed at the service at a place that is easily accessible to parents and available for inspection on request.
- support educators to develop an educational program and monitor the program to ensure it meets the following criteria:
 - Delivered in accordance with and based on an approved learning framework;
 - Based on the developmental needs, interests and experiences of each child; and Takes into account the individuality of every child
- support educators to develop an educational program and monitor the program to ensure it contributes to the following outcomes:
 - Children have a strong sense of identity;
 - Children are connected with and contribute to his or her world;
 - Children have a strong sense of wellbeing;
 - Children are confident and involved learners; and
 - Children are effective communicators.
- monitor the program documentation used by the family day care educator to assess children's learning and progress in order to meet the requirements of R.74 (1a), (1b) and is in a format that can be shared with families.
- will monitor an educator/educator assistant and provide, at a parent's request, the following information:
 - The content and operation of the educational program as it relates to that child;
 - Information about that child's participation in the program; and
 - A copy of assessments or evaluations in relation to that child.
- Approved Provider/Nominated supervisor will ensure, that when educator ceases registration with a service all documentation and assessments of child's development will be return to the family day care service and Family Day Care Educator will sign the termination checklist. If the Educator use the Harmony Wed Third Party Management system, access to the system will stop on the day of termination.
- supervise, monitor and support the educator/educator assistant's interactions and practices to ensure they are positive, ethical and respectful and risks to children are minimised.
- will ensure Educators and Educator Assistants adhere to the Australian Code of Ethics, forming positive and respectful relationships with families and children
- Educators and educator assistants will have access to a toy and resource library and to play sessions.

4. Qualifications

Sunshine family day care service will

- Sight, record and retain copies of educators and educator assistant's relevant qualifications.
- Maintain a register of education qualifications for FDC Educators and Educator Assistants
- Record and identify all other training completed by educators and educator assistants.
- Monitor and support educators, to have or be actively working towards, at least an approved Certificate III in Education and Care.
- Collaborate with Sunshine Family Day Care Educators to discuss and reflect on individual children and families
- Offer professional learning opportunities to Sunshine Family Day Care Educators, Educator Assistants and other staff involved in the family day care service

5. Continuous improvement

The family day care service will:

- support educators/educator assistants to recognise their particular strengths, talents and interests; educators with



opportunities to work collaboratively with the family day care service and families to further develop their skills and improve practice and relationships;

- collaborative opportunities for educators to discuss and reflect on individual children and families; and
- support family day care educators in an ongoing cycle of review through which current practices are examined and reviewed and new ideas generated.
- record this information on individual educator's quality improvement plans.

Physical environment

The family day care service will:

- monitor the family day care residence to ensure that the residence and all equipment and furniture used for the education and care of children are clean, safe and in good repair; support the educator/assistant to develop risk assessment plans for the physical environment;
- Support Sunshine Family Day Care Educators to provide many opportunities for play within their program by offering a range of materials and experiences to children of different ages
- Supporting Sunshine Family Day Care Educators to conduct risk assessments to ensure develop and maintain a child safe environment for children
- monitor any modifications and/or intention to modify the environment to ensure compliance with the Residence and/or Venue Assessment form. The educator will notify the family day care service and relevant authorities in writing prior to commencement of modifications; and
- support and monitor educators/educator assistants in providing a physical environment that is safe, suitable and creates a rich and diverse range of experiences, that promotes children's learning and development.

Records

Educators and educator assistants will be

- monitored and supported to understand the requirement for all records to be maintained in accordance with Legislative requirements and are stored appropriately to ensure confidentiality.

The family day care service will

- Monitor and support practices to ensure that all family and children's information is communicated in a professional and confidential manner whether the information is written, discussed, electronically transmitted or by any other means.

The family day care service will

- provide educators/educator assistants with the policies and processes necessary for the effective administration and management of their education and care service including compliance with legal requirements as required under R.169 (2).
- Visits to family day care residences and/or venues The family day care service will:
 - Conduct regular planned and unplanned support visits to educators and educator assistants and ensure a written record is kept of these visits.
 - Discuss and record progress of quality improvement plans during support visits to educators and assistants.
 - Support educators to manage the care of their own family members without compromising care and education of enrolled children.

Work alongside educators and educator assistants to determine their own professional development needs and support them to receive that training

NAPPY CHANGE AND TOILETING POLICY

Linked to: r(103), r(105), r(106) r(109), r(115), r(116), r(155), r(156); NQS 2.1; 2.1.1; 2.2.2; 2.2; 2.2.1; 2.2.2; 2.2.3

Our Family Day Care Service aims to meet the needs of children by providing a clean, safe, and hygienic place for nappy changes and toileting. We believe that nappy-changing and toileting rituals provided in a



caring and responsive manner are valuable opportunities to promote children's learning, meet individual needs, and to develop strong relationships with children.

POLICY

We aim to ensure best practice guidelines are adhered to for nappy changing and toileting, ensuring that children's bathrooms and nappy change areas are maintained in a hygienic state in order to eliminate or reduce the spread of infectious disease. Our FDC Service will also ensure that nappy change and toileting routines are used as an opportunity for one-on-one interactions between the educator and child.

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Nappy changes and toileting routines are incorporated into our routine, both at designated times and throughout the day to meet children's individual needs. Educators will communicate with parents to develop continuity between our Service and home in regard to their child's nappy change and toileting practices. We will develop a toileting plan in consultation with parents to develop a consistent approach to toilet training. Educators/Educator Assistants must be responsive to special requirements related to culture, religion, or privacy.

Toileting and nappy changing will be carried out at frequent intervals throughout the day. Children who are in nappies will have each nappy change recorded in the Nappy Change Register by the FDC Educator. The FDC Educator will monitor the progress of a child's toilet training and provide information to parents of how many times the child actually sat on the toilet or managed to use the toilet in a day.

Having their needs met quickly and in a caring responsive way builds children's sense of trust and security. It is also important to remember that the way that Early Childhood Educators react to soiled or wet nappies, toileting needs, and toileting accidents give children powerful messages about themselves and their bodies.

Nappy changing and toileting routines are an excellent opportunity for Educators/Educator Assistants to:

- Conduct one-to-one interactions with babies, toddlers, and children, giving them undivided attention
- build trusting and caring relationships with babies, toddlers, and children
- interact with babies and toddlers using verbal and non-verbal communication and respond to children's communication
- participate in age appropriate activities with children, such as singing, saying rhymes
- build children's understanding of what is happening by inviting them to the bathroom and supporting their ability to predict what will happen next in the routine
- help children begin to develop and extend their self-help skills, which includes handwashing and dressing, and encouraging children to identify the feeling of accomplishment and pride that come with this
- educators/educator assistants will carry out nappy changing; however, at times if a student is required to carry out this as part of their practical requirements, they will be under the constant supervision of the educator.

Appropriate hygiene practices must be maintained, and procedures followed to minimise any risk of infection at all times. Educators/Educator Assistants will continuously role-model and promote healthy



hygiene practices and hand washing procedures, encouraging and supporting the children to follow these practices.

NUTRITION, FOOD, BEVERAGES, AND DIETARY REQUIREMENTS POLICY

Linked to: r(77-79), r(80), r(90), r(91), r(162), r(168): NQS 2.1; 2.1.2; 2.1.3

Sunshine Family Day Care Service recognises the importance of safe food handling and healthy eating to promote the growth and development of young children and is committed to supporting the healthy food and drink choices of children in our care. It is acknowledged that the early childhood setting has an important role in supporting families in healthy eating. Sunshine FDC Service therefore recognises the importance of supporting families to provide healthy food and drink to their children.

We are committed to implementing the healthy eating key messages outlined in the Australian Dietary Guidelines and the Australian Guide to Healthy Eating.

POLICY

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

SCOP

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

MINIMISING RISK

Family day care educators must complete a recognized and accredited food safe course. The family day care educator will maintain health and hygiene practices in line with Staying Healthy in Childcare (5thEd.)* – food safety.

Safe eating practices will be implemented to minimise risk of choking e.g. babies will be nursed when feeding from bottles until they are comfortable holding their own bottles.

COMMUNICATION WITH FAMILIES

The family day care educator will consult and collaborate with families to best ensure children's nutritional needs are met.

Food and dietary preferences as indicated by families [such as vegetarianism, religious needs] will be accounted for in the menu planning.

The family day care educator will communicate with parent/s/families about the child's daily intake and output of food and fluids.

Any diagnosed allergies of the child will be clearly written on the enrolment form.

In consultation with parent/s/families, the family day care educator will develop an action plan for children with food allergies. Parents of a child with a known food allergy are to provide the family day care educator with medical action plan.

FOOD AND BEVERAGES PROVIDED BY THE FAMILY DAY CARE EDUCATOR

The family day care educator will provide age and developmentally appropriate and adequate foods. These foods will meet children's nutritional requirements that are consistent with the recommendations of the Australian Government Healthy Eating and Physical Activity Guidelines for Early Childhood Settings and/or the Dietary Guidelines for Children and Adolescents in Australia.

Food and beverages will take into account each child's growth and development needs and any specific cultural, religious or health requirements.

Food and beverages will be provided on a regular basis throughout the day.

The family day care educator will plan and implement a menu that reflects current dietary guidelines



The weekly menu will be displayed, made accessible to parents, and accurately describe the food and beverages provided by the family day care educator each day.

Families will be provided with opportunities to contribute to the menu planning. Access to safe drinking water will be provided at all times.

FOOD PROVIDED BY THE FAMILY

The family day care educator will encourage families to provide the child in care with suitable age appropriate foods that meet the child's nutritional needs.

If food that does not meet the nutritional needs of the child is provided by the family, the family day care educator will inform parents that the food they provide must adhere to the

SPECIAL OCCASIONS AND CELEBRATIONS

Snack foods such as cakes, biscuits and takeaway foods will be limited in line with healthy eating and drinking directions from the National Heart Foundation [available from:

<http://www.heartfoundation.org.au/SiteCollectionDocuments/Healthy-Eating-Tips-2009-05.pdf>

The family day care educator can support the celebration of special occasions and cultural festivals but will ensure that food brought from the child's home adheres to the family day care service's Nutrition, food and beverages, and dietary requirements policy.

CHILDREN AND FOOD SAFETY

Individual serving plates and bowls will be used.

Encourage children to eat and drink at the table to promote hygiene and safe eating practices. All children will be supervised when they are drinking from nursing bottles.

Educators are encouraged to sit and eat with children to role model healthy eating practices and also enable educators to guide acceptable eating behaviours.

Children's right to choose foods and to feed themselves will be respected.

Children will be given assistance and encouragement when developing self-help skills and becoming independent.

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

Food Hygiene

Food poisoning is caused by bacteria, viruses, or other toxins being present in food and can cause extremely unpleasant symptoms such as diarrhoea, vomiting, stomach cramps, and fevers. Children under five years of age are considered a high-risk group as their immune systems are still developing and they produce less of the stomach acid required to kill harmful bacteria than older children or adults (Foodsafety.gov, 2019).

FDC educators will strictly adhere to food hygiene standards to prevent the risk of food poisoning.

Buying And Transporting Food

Our Family Day Care Service will ensure FDC educators

- always check labels for the 'use by' and 'best before' dates, understanding that 'use by' dates apply to perishable foods that could potentially cause food poisoning if out of date, whilst 'best before' dates refer to food items with long shelf life but quality could be compromised.
- avoid buying food items in damaged, swollen, leaking or dented packaging
- always check eggs: Never buy dirty or cracked eggs
- never buy any food item if unsure about its quality
- ensure fresh meat, chicken, or fish products cannot leak on to other food items
- ensure chilled, frozen, and hot food items are kept out of the 'danger zone' (5 oC to 60 oC) on the trip back to the residence by:
 - not getting chilled frozen, or hot food items until the end of the shopping
 - placing these items in an insulated shopping bag or cooler
 - immediately unpacking and storing these items.

Storing Food



Family Day Care educators will:

- ensure the refrigerator and freezer has a thermometer and that the refrigerator is maintained at 5 °C or below and the freezer is maintained at -17 °C or below.
- ensure fridge and freezer temperatures are checked regularly or daily
- store raw foods below cooked foods in the refrigerator to avoid cross contamination by foods dripping onto other foods.
- ensure that all foods stored in the refrigerator are stored in strong food-safe containers with either a tight-fitting lid, or tightly applied plastic wrap or foil
- ensure that all foods not stored in their original packaging are labelled with:
 - the name of the food
 - the 'use by' date
 - the date the food was opened
 - details of any allergens present in the food.
- transfer the contents of opened cans into appropriate containers
- ensure all bottles and jars are refrigerated after opening
- place 'left-over' hot food in an appropriate sealed container in the refrigerator as soon as the steam has stopped rising. Food can be cooled quickly to this point by placing in smaller quantities in shallow containers, reducing the amount of time sitting in the 'danger zone'.
- not reuse disposable containers (e.g. Chinese food containers)
- store dry foods in labelled and sealed, air-tight containers if not in original packaging
- store dry foods in cupboards or if in a walk-in pantry, on shelving no lower than 30cm from the floor
- not place anything on the floor of a walk-in pantry (as containers of any type create easy access to shelves for mice and rats)
- store bulk dry foods only in food-safe and airtight containers
- use the FIFO (first in, first out) rule for all foods (dry, chilled, and frozen) to ensure rotation of stock so that older stock is used first
- store cleaning supplies separate to food items

Personal Hygiene For Food Handlers

Our Family Day Care educator will ensure:

- clean clothing is worn such as an apron
- long hair is tied back or covered with a net
- hand and wrist jewellery is not worn while preparing food (e.g. rings and bracelets)
- nails are kept short and clean and no nail polish is worn (as it can chip into food and hide dirt under the nails)
- strict hand-washing hygiene is adhered to, including washing hands each time they return to the kitchen before continuing with food preparation duties
- wounds or cuts are covered with a brightly coloured, waterproof dressing (that will easily be seen if it falls off), and gloves will be worn over any dressings

Sunshine Educators will:

- ensure gloves (or food tongs) are used when handling 'ready to eat' foods
- ensure children wash and dry their hands (using soap, running water, and single use disposable towels or individual hand towels) before handling food or eating meals and snacks
- ensure food is stored and served at safe temperatures (below 5 °C or above 60 °C), with consideration to the safe eating temperature requirements of children
- ensure separate cutting boards are used for raw meat and chicken, fruit and vegetables, and utensils and hands are washed before touching other foods
- discourage children from handling other children's food and utensils
- attend relevant training courses when requested by the FDC Service.



Creating A Positive Learning Environment

Family Day Care Educators will:

- sit with the children at meal and snack times to role-model healthy food and drink choices and actively engage children in conversations about the food and drink provided
- choose water as a preferred drink
- endeavour to recognise, nurture and celebrate the dietary differences of children from culturally and linguistically diverse backgrounds
- create a relaxed atmosphere at mealtimes where children have enough time to eat and enjoy their food as well as enjoying the social interactions with educators and other children
- encourage older toddlers and pre-schoolers to assist to set and clear the table and serve their own food and drink, providing opportunities for them to develop independence and self-esteem
- respect each child's appetite. If a child is not hungry or is satisfied, do not insist he/she eats.
- be patient with messy or slow eaters
- encourage children to try different foods but do not force them to eat
- not use food as a reward or withhold food from children for disciplinary purposes
- role-model and discuss safe food handling with children

Family Day Care Service Program

Our FDC educators will:

- foster awareness and understanding of healthy food and drink choices through including in the children's program a range of learning experiences encouraging children's healthy eating
- encourage children to participate in a variety of 'hands-on' food preparation experiences
- provide opportunities for children to engage in discovery learning and discussion about healthy food and drink choices
- embed the importance of healthy eating and physical activity in everyday activities and experiences.

Cooking with children

Cooking experiences may sometimes be carried out with the children as a part of the educational program. On these occasions participating educators will be vigilant to ensure that the experience remains safe, and relevant food hygiene practices are adhered to.

PARTICIPATION OF VOLUNTEERS AND STUDENTS ON PRACTICUM PLACEMENT POLICY

r. 120, 145, 149, 165, 166, 168, 169 NQS: 7.1; 7.1.1; 7.1.2; 7.1.3; 7.2; 7.2.2; 7.2.3

POLICY

To provide a clear and understandable process to allow for volunteers and students who participate in the family day care service, ensuring safety for them and the children. Volunteer and student must be 18 years old and with current working with children check

PURPOSE

Our Family Day Care Service supports participation of work placement students (including work experience students) and volunteers wanting to develop professional skills and knowledge in their effort to become Early Childhood Professionals. We aim to build relationships with community members, providing appropriate learning opportunities for students and volunteers to contribute to our program. To ensure a professional and pleasurable learning experience, students and volunteers will be encouraged to participate in the daily routine and assist in accordance with their qualification level to work with children under the National Quality Framework requirements.

SCOPE

This policy applies to the Approved Provider/nominated Supervisor, Coordinator, Educators,



Educator Assistants, children, families, and visitors of the Family Day Care Service.

PROCEDURES

Sunshine family day care service can offer placements to:

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

Sunshine family day care service will:

- Provide students and volunteers with guidelines identifying their responsibilities, expectations and code of conduct while at the family day care service during a workexperience induction. Check that all students and volunteers over the age of 18 years have completed a Working with Children Check prior to commencing at the family day care service.
- Inform students and volunteers that they must comply with all obligations under Policy Child Protection.
- Give support and guidance to students and volunteers where possible.
- Assist students and volunteers to belong as part of the team and feel welcome.
- Encourage students and volunteers to participate and communicate in an open and honest manner.
- Ensure that students and volunteers do not discuss children's development or other issues with parents.
- Request that students and volunteers adhere to all areas of confidentiality. Ensure students and volunteers are never left alone or in charge of any children.
- Require students and volunteers to abide by Education and Care Services National Regulations, while on placement.
- Provide students and volunteers with access to family day care service policies and procedures. Take all reasonable steps to ensure the written policies are followed.
- Expect students and volunteers to take responsibility for the role that they are undertaking whilst on placement, viewing it as part of their own professional development.
- Inform families when a student or volunteer is on placement at the service, if applicable. Provide ongoing constructive feedback and assessment that is fair and equitable

Family Day Care Educators will:

- conduct an orientation for the student or volunteer including taking the student or volunteer on a tour of the Family Day Care residence/venue, showing emergency exits, and facilities
- negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
- ensure students or volunteers bring in a poster with a photo introducing themselves and outlining the reason for their placement and details of their place of study/organisation/school



- inform families, children, and educator assistants when work placement students and/or volunteers are present at the FDC residence/venue, including their role and hours they will be attending
- discuss any relevant important information about specific children to the student or volunteer (i.e. court orders, additional needs, dietary needs) so that the student or volunteer is aware of potential issues
- maintain open communication with students and volunteers along with their practicum teachers about their performance
- support all student's and volunteer's practicum requirements to the best of their ability during the placement
- share appropriate skills and knowledge with each student and volunteer as reasonably practicable
- be aware of student and volunteer expectations
- have the time and proficiencies to support each student and volunteer in their placement as reasonably practicable
- encourage students and volunteers to seek help and advice as required
- be a positive role model, showing appropriate behaviour and conduct themselves in a professional manner
- guide the student or volunteer throughout the day
- make the student or volunteer feel welcome
- discuss the progress of written work and performance with the student or volunteer
- discuss any concerns raised by the student with the student's supervisor
- ensure students or volunteers are directly supervised at all times during children's nappy change times
- encourage students to use their initiative
- ensure the student or volunteer remains up to date with their assessments/tasks to be completed
- never leave the student or volunteer alone with a child or children
- provide honest and accurate feedback to the student's training institution supervisor as required
- ensure the student/volunteers signs the visitor register upon arrival and departure from the FDC residence/venue

Work Experience Students and Volunteers will:

- develop the skills and knowledge needed to care for and educate children
- learn about the importance of working as part of a team in the Early Childhood Profession- working with educator, coordinator and other FDC educators during playgroups etc.
- learn and accommodate the expectations of the qualified educator/educator assistant
- inform their FDC educator and coordinator/nominated supervisor in writing of what will be expected of them by their training body, University or School, or any other training organisation, and provide time sheets and evaluation forms.
- keep up to date with all written work requirements
- work a variety of shifts to gain knowledge of different aspects of FDC operations
- bring in a poster introducing themselves that will include:
 - Name



- Photo
- Course they are studying
- RTO/university/school they are studying with
- Dates and times they will be at the FDC Residence
- The focus of their study
- discuss any problems the student may be experiencing with the educator
- adhere to all FDC Service policies and procedures
never remove a child from direct FDC educator supervision.

Provide students and volunteers with opportunities to learn and participate in a positive, encouraging environment.

Maintain a record of all students and volunteers attending family day care service.

Ensure all family day care educators maintain a record of any students or volunteers attending a family day care residence and/or venue.

Probity Checks

- All students will supply identity details to the Nominated Supervisor/approved provider
- All students will hold a current Working with Children Check [or similar in each state/territory] prior to commencing their placement
- All students will have a meeting with the Nominated Supervisor/approved provider to receive information regarding the following Family Day Care Service policies:
 - Child Protection
 - Privacy and Confidentiality
 - Grievance
 - Work, Health and Safety
 - Code of Conduct

PRIVACY AND CONFIDENTIALITY POLICY

Linked to: 168, 181, 181-184 NQS 7.1; 7.1.1; 7.1.2; 7.1.3; 7.2

Privacy is acknowledged as a fundamental human right. Our Family Day Care Service has an ethical and legal responsibility to protect the privacy and confidentiality of children, individuals and families as outlined in Early Childhood Code of Ethics, National Education and Care Regulations and the Privacy Act 1988 (Cth). The right to privacy of all children, their families, family day care educators and other staff of the FDC Service will be upheld and respected, whilst ensuring that all children have access to high quality early years care and education. All educators and staff members will maintain confidentiality of personal and sensitive information to foster positive trusting relationships with families.

POLICY

To ensure that the confidentiality of information and files relating to the children, families, staff, and visitors using the FDC Service is upheld at all times. We aim to protect the privacy and confidentiality of all information and records about individual children, families, educators, staff and management by ensuring continuous review and improvement on our current systems, storage, and methods of disposal of records. We will ensure that all records and information are held in a secure place and are only retrieved by or released to people who have a legal right to access this information. Our Service takes data integrity very seriously, we strive to assure all records and data is protected from unauthorised access and that it is available to authorised persons when needed.



SCOP

This policy applies to the Approved Provider, Coordinator, Educators, and Educator Assistants of the Family Day Care Service.

IMPLEMENTATION

Under National Law, Section 263, Early Childhood Services are required to comply with Australian privacy law which includes the *Privacy Act 1988* (the Act) aimed at protecting the privacy of individuals. Schedule 1 of the *Privacy Act* (1988) includes 13 Australian Privacy Principles (APPs) which all services are required to apply. The APPs set out the standards, rights and legal obligations in relation to collecting, handling, holding and accessing personal information.

The Notifiable Data Breaches (NDB) scheme requires Early Childhood Services, Family Day Care Services, and Out of School Hours Care Services to provide notice to the Office of the Australian Information Commissioner (formerly known as the Privacy Commissioner) and affected individuals of any data breaches that are 'likely' to result in 'serious harm'.

Businesses that suspect an eligible data breach may have occurred, must undertake a reasonable and expeditious assessment to determine if the data breach is likely to result in serious harm to any individual affected. A breach of an Australian Privacy Principle is viewed as an '*interference with the privacy of an individual*' and can lead to regulatory action and penalties.

source: OAIC Australian Privacy Principles

Further information about the APPs are included in Appendix 1 of this policy.

The Approved Provider/Nominated Supervisor /Coordinator will:

- ensure the Service acts in accordance with the requirements of the Australian Privacy Principles and *Privacy Act 1988* by developing, reviewing, and implementing procedures and practices that identify:
 - the name and contact details of the FDC Service
 - what information the FDC Service collects and the source of information
 - why the information is collected
 - who will have access to information
 - collection, storage, use, disclosure, and disposal of personal information collected by the FDC Service
 - any law that requires the particular information to be collected
 - adequate and appropriate storage for personal information collected by the FDC Service
 - protection of personal information from unauthorised access.
- provide Staff and Educators with relevant information regarding changes to Australian privacy law and Service policy
- ensure all relevant staff understand the requirements under Australia's privacy law and Notifiable Data Breaches (NDB) scheme
- maintain currency with the Australian Privacy Principles (this may include delegating a staff member to oversee all privacy-related activities to ensure compliance).
- ensure personal information is protected in accordance with our obligations under the *Privacy Act 1988* and *Privacy Amendments (Enhancing Privacy Protection) Act 2012*
- ensure all records and documents are maintained and stored in accordance with Education and Care Service National Regulations



- regularly back-up personal and sensitive data from computers to protect personal information collected
- ensure all computers are password protected and install security software- antivirus protection
- ensure families are notified of the time particular records are required to be retained as per Education and Care Services National Regulations [regulation 183 (2)]
- ensure the appropriate and permitted use of images of children
- ensure all employees, students, volunteers, and families are provided with a copy of this policy
- deal with privacy complaints promptly and in a consistent manner, following the FDC Service's *Grievance Policy* and procedures
- ensure families only have access to the files and records of their own children
- ensure information given to Educators will be treated with respect and in a professional and confidential manner
- ensure individual child and staff files are stored in a locked and secure cabinet
- ensure information relating to staff employment will remain confidential and available only to the people directly involved with making personnel decisions
- ensure that information shared with the FDC Service or educator by the family will be treated as confidential unless told otherwise.

The Educator/Educator assistants will:

- adhere to FDC Service policies and procedures, supporting management
- ensure volunteers and families are aware of the *Privacy and Confidentiality Policy*
- ensure written consent is obtained from parents and/or guardian of children who will be photographed or videoed by the FDC educator and/or service
- ensure documented information and photographs of children are kept secure but may be accessed at any time by the child's parents or guardian
- ensure families only have access to the files and records of their own children
- ensure that information shared with us by the family will be treated as confidential unless told otherwise
- ensure only necessary information regarding the children's day-to-day health and wellbeing is given to non-primary contact educators; for example, food allergy information
- ensure that information provided to FDC educators will be treated with respect and in a confidential and professional manner
- not discuss individual children with people other than the family of that child, except for the purposes of curriculum planning or group management. Communication in other settings must be approved by the family beforehand.
- treat private and confidential information with respect in a professional manner
- maintain individual and Service information and store documentation according to this policy at all times
- not share information about the individual or service, management information, or other staff as per legislative authority.



Australian Privacy Principles- Personal Information

SUNSHINE FAMILY DAY CARE PTY LTD , ABN number - 48 158 956 908 is committed to protecting personal information in accordance with our obligations under the *Privacy Act 1988* and *Privacy Amendments (Enhancing Privacy Protection) Act 2012*.

Personal information includes a broad range of information, or an opinion, that could identify an individual. Sensitive information is personal information that includes information or an opinion about a range of personal information that has a higher level of privacy protection than other personal information.

Source: OAIC-Australian Privacy Laws, Privacy Act 1988

Personal information will be collected and held securely and confidentially about you and your child to assist our Service provide quality education and care to your child whilst promoting and maintaining a child safe environment for all stakeholders.

Personal information our Service may request regarding enrolled children:

- ☐ Child's name
- ☐ Gender
- ☐ Date of birth
- ☐ Address
- ☐ Birth Certificate
- ☐ Religion
- ☐ Language spoken at home
- ☐ Emergency contact details and persons authorised to collect individual children
- ☐ Children's health requirements
- ☐ Immunisation records- (Immunisation History Statement)
- ☐ Developmental records and summaries
- ☐ External agency information
- ☐ Custodial arrangements or parenting orders
- ☐ Incident reports
- ☐ Medication reports
- ☐ Child Care Subsidy information
- ☐ Medical records
- ☐ Permission forms – including permission to take and publish photographs, video, work samples
- ☐ Doctor's contact information
- ☐ Centrelink Customer Reference number (CRN)
- ☐ Dietary requirements

Personal information our Service may request regarding parents and caregivers

- ☐ Parent/s full name
- ☐ Address
- ☐ Phone number (mobile & work)
- ☐ Email address
- ☐ Bank account or credit card detail for payments



- ☐ Centrelink Customer Reference number (CRN)
- ☐ Custody arrangements or parental agreement

Personal information our Service may request regarding staff and volunteers

- ☐ Personal details
- ☐ Tax information
- ☐ Banking details
- ☐ Working contract
- ☐ Emergency contact details
- ☐ Medical details
- ☐ Immunisation details
- ☐ Working With Children Check verification
- ☐ Educational Qualifications
- ☐ Medical history
- ☐ Resume
- ☐ Superannuation details
- ☐ Child Protection qualifications
- ☐ First Aid, Asthma and Anaphylaxis certificates
- ☐ Professional Development certificates
- ☐ PRODA related documents such as RA number and background checks

Method of Collection

Information is generally collected using standard forms at the time of enrolment.

Additional information may be provided to the Service through email, surveys, telephone calls or other written communication.

Information may be collected online through the use of software such as CCS software or program software

How we protect your personal information

To protect your personal and sensitive information, we maintain physical, technical and administrative safeguards.

All hard copies of information are stored in children's individual files in a locked cupboard.

All computers used to store personal information are password protected. Each FDC educator and staff member will be provided with a unique username and password for access to CCS software and program software. Educators and staff will be advised not to share usernames and passwords.

Access to personal and sensitive information is restricted to key personnel only.

Security software is installed on all computers and updated automatically when patches are released

Data is regularly backed up on external drive and/or through a cloud storage solution

Any notifiable breach to data is reported

All staff are aware of the importance of confidentiality and maintaining the privacy and security of your information.

Procedures are in place to ensure information is communicated to intended recipients only, example invoices and payment enquiries

Access to personal and sensitive information

Personal and sensitive information about educators, staff, families and children will be stored securely at all times. Families who have access to enrolment or program information online will be provided with a unique



username and password. Families will be advised not to share username and passwords. The Approved Provider will ensure that information kept in a child's record is not divulged or communicated through direct or indirect means to another person other than:

- the extent necessary for the education and care or medical treatment of the child to whom the information relates
- a parent of the child to whom the information relates, except in the case of information kept in a staff record
- the Regulatory Authority or an authorised officer
- as expressly authorised, permitted or required to be given by or under any Act or law
- with the written consent of the person who provided the information.

Disclosing personal and sensitive information

Our FDC Service will only disclose personal or sensitive information to:

- a third-party provider with parent permission (for example CCS software provider)
- Child Protection Agency- Office of the Children's Guardian and Regulatory Authority as per our *Child Protection and Child Safe Environment Policies*
- as part of the purchase of our business asset with parental permission

Complaints and Grievances

If a parent, employee or volunteer has a complaint or concern about our FDC Service, or they believe there has been a data breach of the Australian Privacy Principles, they are requested to contact the Principal office/ Approved Provider so reasonable steps to investigate the complaint can be made and a response provided.

If there are further concerns about how the matter has been handled, please contact the Office of Australian Information Commissioner on 1300 363 992 or:

https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC

For any other general concerns, please contact the Principal office/Approved Provider directly on:
0431 432 703

APPENDIX

The Australian Privacy Principles (APPs) outline:

- The open and transparent management of personal information, including having a privacy policy
- An individual having the option of transacting anonymously or using a pseudonym where practicable
- The collection of solicited personal information and receipt of unsolicited personal information including giving notice about collection
- How personal information can be used and disclosed (including overseas)
- Maintaining the quality of personal information
- Keeping personal information secure
- Right for individuals to access and correct their personal information

The APPs place more stringent obligations on APP entities when they handle 'sensitive information'.

Sensitive information is a type of personal information and includes information about an individual's:

- health (including predictive genetic information)
- racial or ethnic origin
- political opinions
- membership of a political association, professional or trade association or trade union
- religious beliefs or affiliations



- philosophical beliefs
- sexual orientation or practices
- criminal record
- biometric information that is to be used for certain purposes
- Biometric templates.

Australian Privacy Principles (APPs)

APP 1 – Open and transparent management of personal information

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP 2 – Anonymity and Pseudonymity

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

APP 3 – Collection of solicited personal information

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

APP 4 – Dealing with unsolicited personal information

Outlines how APP entities must deal with unsolicited personal information.

APP 5 – Notification of the collection of personal information

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 – Use or disclosure of personal information

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP 7 – Direct marketing

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP 8 – Cross-order disclosure of personal information

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP 9 – Adoption, use or disclosure of government related identifiers

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier or use or disclose a government related identifier of an individual.

APP 10 – Quality of personal information

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP 11 – Security of personal information



An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP 12 – Access to personal information

Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 – Correction of personal information

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

PROVIDING A CHILD SAFE ENVIRONMENT POLICY

Evidence linked to: r73-76, r80, r82, r86, r99, r102-117, r136, r155, r156, r162, r162(a), r168(h), r165, r167, r169 (2)g, r171, r73
NQS: 2.1, 2.2, 3.1.1, 3.1.2

POLICY:

Our Family Day Care (FDC) Service is committed to the safety, wellbeing and support of all children and young people. Management, staff, educators and volunteers take every reasonable precaution to protect children in our care and treat all children with the utmost respect and understanding at all times. We are dedicated in promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability

Our FDC Service embeds the new Child Safe Standards (VIC) [effective July 2022] and promotes a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging.

We acknowledge that staff within an early childhood service are in a unique position to monitor behavioural and emotional changes, physical injuries, and the general wellbeing of a child due to the development of safe environments and trusting relationships with children and families. Our Family Day Care educators are trained to identify signs and behaviours that may indicate child abuse and thoroughly understand their obligations and responsibilities to respond to incidents, disclosures or suspicions of child abuse as mandated reporters.

Our FDC Service takes a 'ZERO' tolerance approach to child abuse and are committed to raise awareness about the importance of child safety in our environment and the community.

'Keeping children safe is everyone's responsibility.'

Victoria State Government- Education and Training (2019).

PURPOSE

The Child Safe Environment policy requires all staff within our FDC Service to create and maintain a child safe organisation where children are safe and feel safe. Our policy framework incorporates the eleven Child Safe Standards and the Reportable Conduct Scheme.

We are committed to identify possible and significant risks of harm to children and young people within our Service. We understand our duty of care to protect children from all types of abuse and adhere to our legislative obligations at all times.



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

Our FDC Service has a legal and ethical responsibility to provide and maintain a child safe organisation where all children are safe, respected, valued and encouraged to reach their full potential. Children's safety and wellbeing is paramount, and we aim to take all practical steps to protect children from harm, ensuring a healthy and child safe environment. Our FDC Service ensures FDC educators provide children and visitors with an environment free from the use of tobacco, alcohol and illicit drugs.

The Family Day Care Service will ensure the environment is safe, clean, and well maintained for children, families, educators, educators' assistants and visitors. Children's awareness of the environment and sustainable practice will be supported through daily practices, resources and interactions. The physical environment will support children's participation and engagement, development, learning, and safety, and will provide supervised access to positive experiences and inclusive relationships.

SCOPE

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

Under the Education and Care Services National Regulations the approved provider must ensure that policies and procedures are in place for providing a child safe environment and take reasonable steps to ensure those policies and procedures are followed. (Regulation 168, Regulation 170). The National Law requires management to ensure all children being educated and cared for are adequately supervised and every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.

Our focus is to build a child safe environment which is reflected in our FDC Service policies and procedures and understood and practiced by all FDC educators and staff.

Our Family Day Care Service takes a 'ZERO' tolerance approach to child abuse and are committed to raise awareness about the importance of child safety in our environment and the community. Our FDC educators are trained to identify signs and behaviours that may indicate child abuse and thoroughly understand their obligations and responsibilities to respond to incidents, disclosures or suspicions of child abuse as mandated reporters.

We are dedicated in promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

Recruitment process and working with children check

Working in conjunction with the Child Protection Act and National Regulations, the safety, welfare and wellbeing of children is paramount within our Family Day Care Service and community. All staff undergo an extensive recruitment screening and assessment process including consideration of their suitability for working and caring for children, clearance for a Working with Children Check and checking their criminal history before engagement with the Service. All educators, educator assistants and any family members over the age of 18 living in the residence are required to hold a current Working with Children Check (WWCC)

All educators, educator assistants and family members are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked.

The Approved Provider is responsible for the periodic review and maintenance of up to date records of Working with Children Check, including the Working with Children Check number and the date on which each clearance expires. WWCC information will be placed in the individual's file and continue to be updated as required.

The Approved Provider is responsible for ensuring all students and volunteers working with a FDC educator, hold a current Working with Children Check (WWCC)

The Approved Provider or Nominated Supervisor will ensure they have read each person's Working with Children Check before engaging Educators, Educator Assistants, Staff or Volunteers in the Service.

[Primary policies - Staffing Arrangements Policy, Visitors to Family Day Care Residences Policy, Child Protection Policy]

Child protection

Children and young people always have a right to be safe and protected. To comply with legislation and ensure a child safe environment, educators are required to complete annual child protection training and other relevant professional training to ensure they understand that *child safety is everyone's responsibility*.

All educators and staff are mandatory reporters and must make reports if they suspect on reasonable grounds, a child is at risk of significant harm. All educators and staff are provided with up-to-date training about child protection law and their obligations under this law and to ensure they are confident in following the reporting guidelines within Victoria and adhere to our *Child Protection Policy*. (Reg 84).

Through continual education and training, educators and staff are equipped with the knowledge, skills and awareness to keep children safe. Training gives educators and staff confidence to identify, respond and report child abuse.

Nominated supervisors and persons in day-to-day charge must complete a course in child protection approved by the Regulatory Authority on an annual basis.

[Primary policies – Child Protection, Child Safety and Wellbeing]

Reportable Conduct Scheme

The Reportable Conduct Scheme seeks to improve organization's responses to allegations of child abuse and neglect by their employees and volunteers. The Approved Provider must notify the Commission for Children and Young People (the Commission) about any allegations of misconduct involving a child. Reportable conduct applies to all Educators, Educator's Assistants, Employees, Volunteers, Students (over the age of 18) and contractors at our Service.

Our FDC Service will ensure an appropriate level of confidentiality of information relating to the reportable allegations as per the Children's Guardian Act 2019. We take our legislative responsibilities as part of the Reportable Conduct Scheme seriously and will respond to any reportable allegation or conviction against employees or volunteers that may arise.

[Primary policies – Reportable conduct Scheme]

Child Safe Standards

Standard 1: Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.

Standard 2: Child safety and wellbeing is embedded in organisational leadership, governance and culture.

Standard 3: Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.

Standard 4: Families and communities are informed and involved in promoting child safety and wellbeing.

Standard 5: Equity is upheld and diverse needs respected in policy and practice.

Standard 6: People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.

Standard 7: Processes for complaints and concerns are child-focused.

Standard 8: Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

Standard 9: Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

Standard 10: Implementation of the Child Safe Standards is regularly reviewed and improved.

Standard 11: Policies and procedures document how the organisation is safe for children and young people.

[Primary policies – Child Safety and Wellbeing Policy]

Child Protection

All FDC educators, staff and volunteers are committed to identifying possible risk and significant risk of harm to children and young people at the Service. We comprehend our duty of care and responsibilities to protect children from all types of abuse and neglect.

[Primary policy – Child Protection Policy]

Physical Environment – Supervision and Safety Checklists

Children's safety is embedded in our day-to-day practices. We ensure FDC educators provide effective and adequate supervision of children at all times. Educators will employ 'active supervision' strategies within the environment and when participating in excursions or transporting children. Consideration will be made for the different ages and abilities of children and the activities that may require different levels of supervision.

Sleeping infants and toddlers will be closely monitored at regular intervals and will always be within sight and hearing distance of the educator so a child's breathing, and the colour of their skin can be monitored.

Through conducting risk assessments, FDC educators assess and manage risks in the physical environment collaborating with children to develop behaviour guidelines for play including adventurous play to ensure their safety. FDC educators have a sound understanding of their duty of care and responsibilities in ensuring a child safe environment.

FDC educators conduct regular safety checks to maintain basic standards of safety within their residence and/or approved venue. We believe that child safety is a shared responsibility at all levels within our Service. Children are encouraged to speak up about their safety and the safety of their friends by telling the educator if they feel unsafe in a particular situation or environment.

FDC educators will complete the following daily checklists to assist and record inspections of the physical environment where foreseeable risks may be evident and cause harm or injury to a child: Regular safety checks maintain basic standards of safety within FDC residences or venues. FDC educators will complete the following daily checklists to assist and record inspections of the physical environment where foreseeable risks may be evident and cause harm or injury to a child: [Insert safety checks conducted within by Family Day Care educators. For example: indoor safety checklist, outdoor safety checklist, fence/gate checks etc

Any findings that require attention will be either dealt with immediately or submitted into the maintenance book depending on priority. Coordinators are required to check maintenance books regularly.

[Primary policies – Code of Conduct; Supervision; Sleep and Rest; Nappy Change and Toileting; Health and Safety, Staffing Arrangement, Supervision]

Any findings that require attention will be either dealt with immediately or submitted into the maintenance book depending on priority. Coordinators must be notified of any areas that need immediate attention within the residence or venue.

Annual Risk Assessment

The Approved Provider/Nominated supervisor/Coordinator will conduct an annual risk assessment of each family day care residence and/or venue to ensure that the health, safety and wellbeing of children are protected.

The assessment will ensure the FDC residence adheres to all regulatory requirements and all equipment, furniture uphold the Australian Safety Standards.

The premises and all equipment and furniture used within the FDC educator's residence is audited to ensure all aspects are safe, clean and in good repair. FDC educators are aware that toys and equipment need to be checked to ensure they are safe and developmentally appropriate for children. Regular checks occur within the FDC residence to ensure that all toys, furniture and equipment are in good condition and working order. T

Records of all assessments will be kept at the office and the FDC educator's residence.

[Primary policies –Equipment Safety Policy and Assessment, Approval and Re-assessment of Approved FDC Residence and/or Venue Policy]

Risk Assessment & Risk Assessment Tool

It is a legislative requirement that all services implement a risk management system where they identify and manage hazards and risks within the workplace to ensure a child safe environment. The key principles of risk management include:

- Identifying all hazards in the service/residence/venue
- Assess the risk of each hazard
- Control or manage the risk
- Monitor and improve safety

It is the responsibility of the Approved Provider and/or Coordinators to ensure risk assessments are completed where children's safety may be jeopardised and whenever the FDC educator may be organising an excursion/incursion.

Children's safety must be incorporated into every day practice within the FDC residence and/or venue.

Common hazards which may require a risk assessment include:

- cross-Infection and infectious disease
- administration of medication
- anaphylaxis procedures and management
- building and equipment (including storage)
- inadequate space for conducting activities and experiences
- hazardous chemicals
- electrical appliances
- food preparation and storage
- environmental influences such as shade, noise etc
- sun safety
- children's behaviours
- safe rest and sleep practices
- nappy change facilities

- water safety- swimming pools, spas, water
- fire equipment
- pets and/or animals
- supervision of children
- safe transportation of children
- children's activities and experiences
- Work Health and Safety such as manual handling (e.g.: safe lifting children from cots and high chairs)
- non-compliance risk
- hot drinks

Emergency and Evacuation Procedures

FDC educators will ensure a copy of the emergency and evacuation floor plan is displayed in a prominent position near each exit at the premises.

Educators will rehearse emergency and evacuation procedures at least once every 3 months and ensure all children are involved.

Copies of emergency phone contacts will be readily available.

[Primary policy- Emergency Evacuation Policy]

Storage of Hazardous Substances

We reduce the risk of harm to children and educators by using eco-friendly products. FDC educators will endeavour to provide a safe environment ensure necessary chemical and hazardous equipment are safely stored away from children and handled appropriately. Family Day Care educators will keep a register of hazardous chemicals used within their residence, including Safety Data Sheets.

[Primary policy – Safe Storage of Hazardous Chemicals Policy, Administration of Medication Policy]

Arrival and Departure Authorization

National Regulations require FDC educators to keep an accurate record of children's and visitor's arrival and departures with the signatures of the person responsible for verifying the accuracy of the record and the identity of the person collecting the child.

FDC educators will work in collaboration with our Arrival and Departure Policy and Student and Visitors Policy to ensure children are safe and secure at all times.

To ensure children's safety, FDC educators have a clear understanding of their legal obligation to check identification when a person is collecting a child from their residence/venue. To maintain compliance, parents will provide written authorization if a person who is not named as an emergency contact on the enrolment form to collect a child from the FDC service.

FDC educators will ensure court orders are strictly adhered to and protect children from any potential harm.

[Primary policy - Arrival and Departure Policy]

Code Of Conduct

FDC educators and educator assistants will:

- adhere to the FDC Service Code of Conduct
- provide adequate supervision of children at all times
- take reasonable action to protect children and young people for risk of harm
- ensure the FDC residence is free from the use of tobacco, illicit drugs and alcohol

- adhere to our Privacy and Confidentiality Policy
- not discriminate against any child, because of culture, race, ethnicity or disability
- be responsible for their own, and others health and safety
- be a positive role model to children
- respect children's privacy and dignity at all times
- not put children at risk of abuse- refusing food/play, making threats, exposing children to inappropriate language or material (movies, internet, photos)
- report any allegations of child abuse to the Approved Provider as mandatory reporter
- notify the approved provider and/or the regulatory authority within 24 hours of any serious incident or complaint as per the National Regulations

[Primary policies – Code of Conduct Policy, Privacy and Confidentiality Policy]

Online safety

Our FDC Service is committed to create and maintain a safe online environment with support and collaboration with staff, families and community. Management ensures FDC educators install anti-virus and internet security systems to block access to unsuitable web sites, newsgroups and chat rooms on computers used by children.

Our FDC Service ensures backups of important and confidential data is made regularly and either stored securely offline, or online. Software and devices are updated regularly to avoid any breach of confidential information.

Families are provided with information about our software program which is password protected and used to share observations, photos, videos, daily reports and portfolios. Passwords are not to be shared with others as per our written agreement.

Written authorisation is requested as part of the enrolment process for children to use computers/tablets; have their photo taken and published as part of promotional marketing or on the app program used by the FDC Service. The identity of a child is not published on any platform. Only educational software programs and apps that have appropriate content and have been examined prior to allowing their use and used at the FDC residence or approved venue. Children are always supervised using any technology.

[Primary policies – Cyber Safety; Technology; Privacy and Confidentiality, Code of Conduct]

Continuous review

To ensure we maintain a culture of continuous improvement, we will ensure our child safe practices are regularly reviewed, evaluated and improved. We aim to ensure all FDC educators, staff and volunteers understand and effectively implement our policies and procedures to provide a child safe environment.

We will regularly review and monitor the effectiveness of our Child Safe policies and procedures and invite children, staff members, families and communities to contribute to their development. Any updates or revisions will be communicated to all stakeholders.

Families

Our FDC Service ensures families are always welcome and feel comfortable asking questions on how we prioritise child safety. We provide a range of opportunities for consultation and collaboration about decisions about their child's safety whilst at our Service including:

- policy and procedure review
- child protection
- Child Safe Standards (VIC)

- allegations/grievance procedures
- sun safety
- written authorisations- parenting orders
- code of conduct
- inclusivity and supporting children with diverse needs.

PROCEDURES TO SUPPORT A CHILD SAFE ENVIRONMENT RESPONDING TO A CHILD SAFETY CONCERN OR SUSPICION OF CHILD ABUSE

The 'Four Critical Actions for Early Childhood Services: Responding to Incidents, Disclosures or Suspicions of Child Abuse' will be followed if:

- a mandated reporter within our Service witnesses an incident, receives a disclosure or forms a reasonable suspicion that a child has engaged in inappropriate sexual behaviour.
- a child's inappropriate sexual behaviour leads a mandated reporter to form a reasonable belief that the child may be subject to abuse.

The following procedures have been sourced from the Victoria State Government Education and Training site

https://www.education.vic.gov.au/childhood/professionals/health/childprotection/Pages/eccritm_ustact.aspx

FOUR CRITICAL ACTIONS FOR EARLY CHILDHOOD SERVICES

Responding to Incidents, Disclosures and Suspicions of Child Abuse



It is strongly recommended that **ALL** early childhood service staff follow these **Four Critical Actions** as soon as they witness an incident, or form a reasonable belief that a child has, or is at risk of being abused.

This means acting even when you're not sure and have not directly witnessed the abuse (e.g. if another person tells you about the abuse). A reasonable belief is a deliberately low threshold. This enables authorities to investigate and take action.

Following these actions will support you to:

- best protect children in your care
- meet your legal obligations and Duty of Care.*
- It is also strongly recommended that you use the **Responding to Suspected Child Abuse Template** to keep clear and comprehensive notes. MCH services may opt to use this form, but **must** still utilise their existing information management systems.

1 RESPONDING TO AN EMERGENCY

If there is no risk of immediate harm, go to **Action 2**.

If the child is at immediate risk of harm you **must** ensure their safety by:

- separating alleged victim and others involved
- administering first aid
- calling **000** for urgent medical and/or police assistance to respond to immediate health or safety concerns
- identifying a contact person at the service for future liaison with police

Where necessary you may also need to maintain the integrity of the potential crime scene and preserve evidence.

*In Victoria there are a range of legal obligations which set out the actions you **must** take if you suspect a child has, or is at risk of being abused. Some of these obligations apply differently across the range of licensed, approved and other early child services and can vary depending on your role within the service. For further information on how these obligations apply to you see the **Identifying and Responding to All Forms of Abuse in Early Childhood Services**.

2 REPORTING TO AUTHORITIES

As soon as immediate health and safety concerns are addressed you **must*** report all incidents, suspicions and disclosures of child abuse as soon as possible. Failure to report physical and sexual child abuse may amount to a criminal offence.

Q: Where does the source of suspected abuse come from?

WITHIN THE SERVICE

VICTORIA POLICE

You **must*** report all instances of child abuse which are led by a staff member, contractor or volunteer, or child* to Victoria Police.

REPORT TO MANAGEMENT

You **must*** report to your approved provider or licensee.

NOTIFY THE REGULATOR

Licensed or approved early childhood services* **must also** report to their Quality Assessment and Regulation Division.

Notifications may be made at www.qacacqa.gov.au/national-quality-agenda-it-system or by contacting **1300 307 415**.

*Sexual offending, involving children 10 years and over.

*Licensed services operate under the Children's Services Act 1996 and approved services operate under Education and Care Services National Law Act 2010.

WITHIN THE FAMILY OR COMMUNITY

DHHS CHILD PROTECTION

You **must*** report to DHHS Child Protection if a child is considered to be:

- in need of protection from child abuse
- at risk of being harmed (or has been harmed) and the harm has, or is likely to have, a serious impact on the child's safety, stability or development.

VICTORIA POLICE

You **must also*** report all instances of suspected sexual abuse (including grooming) to Victoria Police.

If you believe that a child is not subject to abuse, but you still hold **significant concerns** for their wellbeing you **must** still act.

This may include making a referral or seeking advice from Child FIRST (in circumstances where the family are open to receiving support), or to DHHS Child Protection or Victoria Police.

REPORT TO MANAGEMENT

You **must** report to your approved provider or licensee.

NOTIFY THE REGULATOR

Approved and licensed early childhood services* **must** notify the Quality Assessment and Regulation Division of any serious incidents, circumstances, or complaints which raise concerns about the safety, health, and wellbeing of a child being educated and cared for by a service.

Notifications may be made at www.qacacqa.gov.au/national-quality-agenda-it-system or by contacting **1300 307 415**.

3 CONTACTING PARENTS/CARERS

You **must** consult with DHHS Child Protection or Victoria Police to determine what information can be shared with parents/carers. They may advise:

- **not to contact** parents/carers (e.g. in circumstances where the parents are alleged to have engaged in the abuse, or the child is a mature minor and does not wish for their parent/carer to be contacted)
- **to contact** the parents/carers and provide agreed information as soon as possible (for licensed and approved services it is a requirement that parents/carers are notified within 24 hours if the suspected abuse occurred at the service)

4 PROVIDING ONGOING SUPPORT

Your service **should*** take reasonable steps to make a child feel safe and supported whilst they are attending the service.

Your service should also consider providing support for children impacted by abuse. E.g. referral to wellbeing professionals.

MCH nurses should follow the MCH Service Practice Guidelines to determine appropriate support.

You **must** follow the **Four Critical Actions** every time you become aware of a further instance or risk of abuse. This includes reporting new information to authorities.

CONTACT

DHHS CHILD PROTECTION

AREA

North Division **1300 664 9777**

South Division **1300 655 795**

East Division **1300 360 391**

West Division (Rural) **1800 075 599**

West Division (Metro) **1300 664 9777**

AFTER HOURS

After hours, weekends, public holidays **13 12 78**

CHILD FIRST

www.dhs.vic.gov.au

VICTORIA POLICE

000 or your local police station

QUALITY ASSESSMENT AND REGULATION DIVISION

NORTH WESTERN

Loddon Mallee **(03) 5440 3111**

Northern Metropolitan **(03) 8397 0372**

SOUTH-EASTERN

Gippsland Area **(03) 5127 0400**

Southern Metropolitan **(03) 8765 5787**

NORTH-EASTERN

Eastern Metropolitan **1300 651 940**

Hume **(03) 8382 9500**

SOUTH-WESTERN

Barwon South West **(03) 5225 1001**

Western Metropolitan **(03) 8397 0246**

Grampians **(03) 5337 8444**

<p>STEP 1: Responding to an emergency</p>	<p>If a child is at immediate risk of harm, reasonable steps MUST be taken to protect the child.</p> <p>Separating the alleged victim from others involved, ensuring all parties are supervised by a service staff member Arranging and providing urgent medical assistance where necessary by: Administering first aid Calling 000 for an ambulance Calling 000 for urgent police assistance</p> <p>Take reasonable steps to preserve evidence, such as the environment, clothing and other items until the police or other relevant authorities arrive.</p>
<p>STEP 2: Reporting to Authorities</p>	<p>If the source of suspected abuse is from WITHIN the service: Contact VICTORIA POLICE on 000 Report to management/licensee within your Service Report to Commission for Children and Young People within 3 business days Report to local Quality Assessment and Regulation Division (QARD)</p> <p>It is important that any notification remains confidential, as it is vitally important to remember that no confirmation of any allegation can be made until the matter is investigated by Child Protection. The individual who makes the complaint should not inform the person they have made the complaint about. This ensures the matter can be investigated without prior knowledge and contamination of evidence.</p> <p>If the source of suspected abuse is from within the family or community Report to DHHS Child Protection Report to Victoria Police Report to management Report to Quality Assessment and Regulation Division (QARD) Notifications may be made at https://www.acecqa.gov.au/resources/national-quality-agenda-it-system If you believe a child is not subject to abuse, but you still hold significant concerns for their wellbeing, make a referral or seek advice from Child FIRST</p> <p>It is strongly recommended that ALL services utilise the <i>Responding to suspected child abuse template</i> for all Victorian Early Childhood Services to document any suspicion that a child has been, or is at risk of being abused. A copy of this report must be kept in a secure and confidential location. The information within this report may be the subject of Court proceedings and</p>

these notes may assist you if you are required to provide evidence to support the court's decision.

[Responding to suspected child abuse template](#)

PROTECT

Responding to Suspected Child Abuse: A Template for all Victorian Schools

When to use this template

School staff should use this template to document any incident, disclosure or suspicion that a child has been, or is at risk of being abused. This template should be used in conjunction with following the *Four Critical Actions For Schools: Responding to Incidents, Disclosures and Suspicions of Child Abuse*.

Completing this template should not impact on reporting times. If a child is in immediate danger school staff should report immediately to Victoria Police.

Whilst you may need to gather the information to make a report, remember it is not the role of school staff to investigate abuse, leave this to Victoria Police and/or DHHS Child Protection.

Why record this information?

When completing this template your aim should be to provide as much information as possible. This information will be critical to any reports and may be sought at a later date if the matter is the subject of Court proceedings. These notes may also later assist you if you are required to provide evidence to support any decisions.

It is a requirement under *Ministerial Order No. 870 - Child Safe Standards - Managing the risk of child abuse in schools* for schools to keep clear and comprehensive notes on all observations, disclosures and other details that led them to suspect the abuse.



STEP 3: Contacting Parents/ Carers

Before sharing information with parents/carers, you must consult with Victoria Police or DHHS Child Protection to determine what information can be shared.

For licensed and approved services, parents/carers **MUST** be notified within 24 hours if the suspected abuse occurred at the service.

STEP 4: Providing Ongoing Support

We understand that experiences of child abuse can cause trauma and significantly impact the mental health and wellbeing of children. We will take reasonable steps to make the child feel safe and supported whilst attending our Service and support the family with referrals to wellbeing professionals and other services to help develop a support plan.



DOCUMENTING A DISCLOSURE

A disclosure of harm emerges when someone, including a child, tells about harm that has happened or is likely to happen. When a child discloses that he or she has been abused, it is an opportunity for an adult to provide immediate support and comfort and to assist in protecting the child from the abuse. It is also a chance to help the child connect to professional services that can keep them safe, provide support and facilitate their recovery from trauma. Disclosure is about seeking support and your response can have a great impact on the child or young person's ability to seek further help and recover from the trauma.

When receiving a disclosure of harm, staff within the Service will:

- remain calm and not display or voice shock or panic
- reassure the child or young person it is right to tell
- Let the child or young person take his or her time to talk
- Let the child or young person use his or her own words
- tell the child/young person they have done the right thing in revealing the information but inform the child/young person that they will need to tell someone who can help keep the child safe
- use questioning techniques to encourage the child to talk in an open-ended way. Probing questions could cause distress, confusion and interfere with any later enquiries.
- be patient and supportive
- not attempt to conduct their own investigation or mediate an outcome between the parties
- document information as soon as possible within the Responding to suspected child abuse template.

If the child asks the educator or staff member to keep a secret, it is important to ensure the child or young person is told calmly that *'I am not able to keep your story a secret, and I must tell someone who is able to help you and keep you safe.'*

Protection for reporters

Reports made to Child Protection are kept confidential. However, a law enforcement agency may access the identity of the reporter if this is needed in connection with the investigation of an alleged serious offence against a child. Under the Children Youth and Families Act 2005 (s. 189), if the report is made in good faith:

- it does not constitute unprofessional conduct or a breach of professional ethics
- the reporter cannot be held legally liable
- it does not constitute a breach of s. 141 of the *Health Services Act 1988*, or s. 346 of the *Mental Health Act 2014*
- the reporter is not liable for the eventual outcome of any investigation.

A report is also an exempt document under the *Freedom of Information Act 1989*.

Confidentiality for reporters

Under ss.190 and 191 of the CYFA, confidentiality is provided for reporters and prevents the name or any information likely to lead to the identification of the reporter to be disclosed unless in very specific circumstances.

The identity of the reporter must remain confidential unless:

- the reporter chooses to inform the child or family of the report
- the reporter consents in writing to their identity as the reporter being disclosed
- a court or tribunal decides it needs this information in order to ensure the safety and wellbeing of the child



- a court or tribunal decides that in the interests of justice the evidence needs to be given.

PROVISION OF FEES CHARGED POLICY

Linked to: r(168) NQS: 7.1: 7.1.2; 7.1.3.

Quality early education and care provides the foundation for children's development and social engagement whilst supporting workforce participation of parents and carers. Our Family Day Care Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

RELATED LEGISLATION

- Child Care Subsidy Secretary's Rules 2017
- A New Tax System (Family Assistance) Act 1999
- Family Law Act 1975

POLICY

The service aims to provide a quality education and care service at an affordable price to families eligible to attend under the Australian Government Priority of Access Guidelines. Fee levels will be set by the approved provider each year on completion of the annual budget and according to the service's required income in order to provide a quality education and care service. The service will notify families of any fee policy changes 14 days before it takes effective.

The Commonwealth Government Childcare Services Handbook states, 'Child care services can determine their own fees and charging practices, however, the service should not charge a fee for the care of a child that is different to the fee charged for any other child for the same kind of care.' As an approved operator it is our responsibility to implement a fee policy for educators and to ensure that the fees charged reflect a real fee which the family could reasonably afford to pay. The scheme recommends same rate for school aged children and preschool aged children.

If a family is receiving JET Fee Assistance, educator must not charge those families a higher fee than they would have charged when they were not receiving that payment. Jet Assistance is there to help families in specific circumstances to access normal child care. It is not a payment for a special type of child care, nor is it an opportunity for educator to set a higher fee.

SCOP

This policy applies to the Approved Provider, Nominated supervisor, Coordinator, Educators, and families of the Family Day Care Service.

IMPLEMENTATION

Child Care Subsidy (CCS)

CCS is designed to assist families in accessing affordable child care and is administered through the



Family Assistance Office (FAO). All families are eligible to receive CCS to assist with their cost of childcare. Eligible families are entitled to the CCS and CCR. Find out more about the Child Care Subsidy online or by phoning 13 61 50. These subsidies are designed to assist families in accessing affordable child care.

The rate of CCS subsidy will be determined by the FAO based on the family income and. The FAO will also approve the number of hours requested for childcare.

The CCS percentage subsidy only covers a portion of the hourly rate, not the whole amount. This leaves a gap fee which is charged to the families. The CCS amount can vary dependent on the number of children in care, and whether the child is a school child etc.

Additional Childcare Subsidy (ACCS)

ACCS is available for any period of financial difficulty that may be experienced for example loss of income or if extra expenses incurred due to illness or any other family crisis. ACCS will be given after a parent provides a Statutory Declaration stating the difficulty being encountered whether it is due to a financial problem or other crisis. A letter from a professional person such as a doctor or a financial counsellor will also be acceptable to support the claim. ACCS is available for 13 weeks of the year.

Activity level and subsidised care

Family activity level affects your subsidised care for Child Care Subsidy (CCS).

Centrelink base your activity level on the hours of recognised activities you do. We use your activity level to work out the number of hours of subsidised child care you can get each fortnight.

Centerlink will look at both parents/guardians of family activity levels. Centrelink will use the lower of parents/guardians' activity level to work out the hours of subsidised care.

The hours of subsidised childcare parent/guardian can access per fortnight applies to each child.

There are 4 activity levels

Activity level each fortnight	Hours of subsidised care each fortnight
Less than 8 hours	0 hours if you earn above \$69,390 24 hours if you earn \$69,390 or below
More than 16 to 48 hours	72 hours
More than 48 hours	100 hours
More than 8 to 16 hours	36 hours

Approved Absences from care

Families who receive CCS are eligible for subsidy for only 42 days per year when the child is not in care. The 42 days may be used for Annual Leave, Sick Leave or Occasional Absences. If a Doctors Certificate is supplied when the child is sick and absent from care, that day will not be deducted from the allowable absences.

CCS will not apply to absence days in excess of 42 days. If a family exceeds 42 days allowable absences they will then be charged full fees for any further absence days unless the family provides Strong evidence.



Rules for eligible session of care

Session of care – period of care for which fee is charged

Report through third party software or Provider Entry Point

Session reports must be submitted within 14 days after the end of the week when care was provided – unchanged

There are circumstances where there is no eligibility for a session of care. In addition to the requirements outlined above, for an individual to be eligible for CCS for a session of care, the session of care must not be provided in the following circumstances:

- where care is provided aboard a transport vehicle, including on a bus for example (unless the transport is incidental to the session of care),
- where care is provided by an individual required to hold a working with children card, but the individual does not hold a card by the time the session of care is provided or the details of the card have not been provided within the time required by the rule,
- where the child attends school (including home school or distance education program) during any part of the session,
- where the session of care is provided by an approved FDC child care service to a child who is a FTB child or regular care child of an FDC educator, or their partner, and the session occurs on a day the FDC educator provides care at an FDC service, unless 1 of the circumstances outlined in the CCS MinRules section 8 apply,
- where the session of care is provided to children who are in relationships with an FDC educator of the FDC or IHC service, or their partner, outlined in the CCS MinRules section 8,

If the care only consists of a transportation service to and from school, these are not sessions of care for the purposes of the family assistance law. Therefore these sessions do not constitute child care for which CCS is payable under the family assistance law.

All nonstandard hours' service including evening, overnight or weekend care must be approved by the Co-ordination Unit prior to date of care. They may not be claimed for CCS

Timesheets / Attendance Records

As The Family Day Care Service is accountable for the expenditure of Australian Government funds, the Coordination Unit is responsible for the storage and maintenance of documents including timesheets for a minimum period of five years. These timesheets are statements of services to children and must be easily accessible for the Department for compliance purposes. Accurate completion of these timesheet/attendance records is a condition of service participation.

If the care only consists of a transportation service to and from school, these are not sessions of care for the purposes of the family assistance law. Therefore these sessions do not constitute child care for which CCS is payable under the family assistance law

It is important that the service's standard hours start during the standard session for before school care, or end during the standard session of after school care, then two standard sessions (not exceeding the maximum standard session time) will need to be reported – one with standard hours', and one with non-standard hours'.

The time sheet must contain accurate information that is required and relevant to calculating the CCS amounts that the families are entitled to. Genuine booked hours are those hours that a family requires to meet their work, study, or training commitments and not those hours that are booked in order to maximize claims.

Use one timesheet per child. Use black pen only and write in capitals.

When starting a new child ensure details are recorded on the correct week of the fortnightly cycle.



Write the Educator name, child name, date of birth, enrolment identification number and fortnight ending date on the top of the timesheet.

Write the correct booked hours, correct actual hours on the relevant day/s of care and fill the time boxes to reflect hours that need to be paid. Where no care has been provided, no hours or time boxes need to be filled in.

Mark in any relevant absence code boxes.

Mark any relevant food supply daily; write any travel amounts for kindergarten or school drop-offs/pick-ups per day, specify any late fee amounts or any other relevant boxes on each day.

Mark the top right-hand corner box if the timesheet has travel or late fees to be paid.

Ensure that parent has initialled relevant initial boxes and signed in the certification box in the bottom right-hand corner.

Place signature and date in the certification box.

Send timesheets to the Coordination unit by Midday on the Monday after the fortnight ends. Refer to timesheet claim schedule for fortnight ending dates.

It is the parents' responsibility to:

Initial within relevant initial boxes to certify the actual time of arrival and departure of the child in care.

Sign each side of the timesheet where care has been provided in the bottom right-hand box.

Provide any necessary documentation eg. medical certificates.

Where a child arrives at the Educator's home unaccompanied by the parent or responsible person (for example where a child is collected from school by the Educator for after school care) then the Educator should note the time of arrival at the Educator's home and the parent or responsible person should note and initial the time the child is collected.

The hours the service submitted to CCMS must be consistent with both the booked hours and the actual in and out times recorded on the timesheet.

ABSENCES FROM CHILDCARE

Policy

Childcare Benefit (CCS) is paid in certain circumstances when a family is charged for childcare that their child did not attend. The circumstances are categorised into two groups –absence days and additional absence days. Educators and the Coordination Unit will need to record absences for each child.

Procedure

Absences Claim

The service can report attendance sessions if the child attended any part of the session, and absence sessions if the child did not attend. However, absence can only be reported for a child on days where care would otherwise have been provided. So the service cannot report an attendance if the child was planned not to attend and only can report an absence on a day if the child would otherwise have attended on the booked day.

If the service has no pre arrangement with a family to provide care for a particular day, an absence cannot be claimed for that day.

CCS is paid for 42 absence days for each child per financial year across all approved Long Day Care, Family Day Care, and Out of School Hours Care services.

Absence days can be taken for any reasons (provided it is a day on which care would otherwise



have occurred).

Absence days cannot be claimed before a child has started care or after a child has left care. Once the first 42 absence days have been used CCS will be payable for additional absences taken for the following reasons.

Absence due to illness

CCS is payable for absence days where a child, parent or sibling is ill (with a medical certificate).

Rotating Shifts or Rostered Days Off

CCS is payable for absence days where a parent is not at work because he or she is working a rotating shift or takes a rostered day off from full or part-time employment provided that: care is available for the child if required; and the scheme has a written statement from the employer of the parent, verifying the rotating shift nature of the parents' employment or rostered days off.

Temporary Closure of a School or Pupil-free Days

CCS Is payable when a child is absent from care because the school that the child or child's sibling attends is closed for the day (except for school holidays and school camps).

Court Order

CCS is payable for additional absence days where the child is absent under a court order, parenting plan, or parenting order, that may for example, require that the child has an access visit with the child's other parent. The scheme must be provided with a copy of the court order, parenting plan or parenting order to support the claim for CCS.

Attendance at Preschool

CCS is payable for absences due to attendance at a specialised pre-school (not a preschool at another approved service) where:

- The Educator is available for the child, should the Educator be contacted whilst the child is at preschool.
- The child is in care with the Educator immediately before or after attending pre-school.
- The scheme charges the family a fee for the time the child is at pre-school.
- The child would be in care with a Educator if he or she were not attending.

Shared Care for Children

Where a child is considered a dependant of two families, such as when separated parents share the care of the child, the Family Assistance Office will issue a separate assessment notice for each family. In this situation two sets of allowable absence days are provided for the child one to each family.

Period of Local Emergency

CCS is payable for childcare fees when a child does not attend a service, or a service is closed because of a period of local emergency. The State Department of Families, Housing, Community Services and Indigenous Affairs determines whether there is a period of local emergency.

Penalty Fees

CCS cannot be paid for any penalty charges, including early/late fees and fees charged in lieu of notice of a parents' intention to cease care.

Meals

If meals are provided by the Educator the following rates apply:

Breakfast \$2.40 Lunch \$3.00 Snacks \$1. 80 per snack Dinner \$3.60



Transport

If an Educator is responsible for taking a child or picking up a child from kindergarten or school, a charge of 0.97cents per kilometer will apply. This charge applies only if the Educator uses own vehicle.

Late Fee

A late fee of **\$20.00** will be charged when the child is collected late from care. The fee will be applied if the Educator has not been given any notice or sufficient notice that the child will be collected later than the booked hours. This fee is not subject to CCS, the full cost will be charged to the family.

Absence due to illness

If a child is absent from care due to illness, normal fee will be charged.

Fees and payment accounts

The approved provider will determine the required fee level to meet budget prediction for the next year.

The fee schedule and fees payment policy will be fully explained to families during the enrolment process.

Families will be given a minimum of 14 days' notice of any fee increase.

The same fee will be charged to all families for equivalent care arrangements.

Families are required to pay fees in advance. A dated receipt, in accordance with Australian Government Guidelines, will be provided for each payment.

Families pay for a place and may elect to book a Full time, part time or occasional place.

Families who elect to book full time or part time places are required to pay fees on public holidays if the holiday falls on their normal day of care.

Fee payment will be recorded according to Australian Government Guidelines. Details of an individual's account and all completed forms kept by the service will be confidential and stored appropriately.

Individual families may access their own account records at anytime. Particulars of fees will be available in writing to parents upon request.

Families may also view details about their child care usage and total fees charged and the fee reductions. Calculated by the Family Assistance Office (FAO) On the View Child Care Attendance Online statement available through the FAO website.

Parents/Guardians should contact the service to advise of their child's inability to attend as soon as this is known. Fees will still be required on days the child would normally attend.

Non Work Related Care

CCS for non-work related purposes is limited to up to 12 hours per week per child during core hours, dependant on vacancies and the individual needs of each family. This means that days may be altered in consultation with parents, Co-ordination unit and FDC Educators, to accommodate families with work-related needs in accordance with Australian Government Priority of Access guidelines.

Casual Care

Any care booked on a casual basis as a one off or for a short term, will require 24 hours notice before cancellation of care. Normal fees will apply if 24 hours notice not given. Notice must be given to the co-ordination unit.

Fee increases

At our service, educators are allowed to increase fees once a year (subject to the service's approval), reserving the right to review fees midyear. January 1st and July 1st are the usual



times for fee increases and review.

Termination of Care

When care is no longer required, parents/guardians are required to give the service and FDC Educator one full week's (seven days) notice along with payment for the week. NOTE: This is a minimum Service requirement and may vary depending on an individual Educator's fee policy. CCS cannot be claimed if the child does not attend the final week of care, and full fees may be charged.

RESOURCES

[New Child Care Package Information for Families Resources](#)

[Child Care Subsidy](#)

[Child Care Package Overview](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

PROVISION OF INFORMATION, SUPPORT AND TRAINING TO EDUCATORS POLICY

Providing initial and ongoing contact, support and professional learning is critical to ensure educators within our Family Day Care Service deepen their understanding of early childhood education and care and develop and maintain professional satisfaction in their role as educator. We aim to develop a professional and trusting partnership with educators to support them provide a safe, stimulating and inclusive learning environment for children in their care. Collaboration and networking are critical to ensure educators in this unique education and care setting do not feel isolated or overwhelmed in their role.

POLICY

Professional development and training are essential elements in providing a quality service. Quality childcare is dependent on the qualities of the people delivering childcare and their ongoing training. Professional development and training are an integral part of recognizing and extending the knowledge skills and experience of staff and Educators in order to maintain a high-quality service.

To ensure the safety, health and wellbeing of children and improve the educational and development outcomes for children attending The Family Day Care service, as the approved provider, we will ensure that family day care educators have access to information, assistance and training so they can provide an appropriate and effective education and care service for children. Information, assistance and training will be focused on the National Quality Framework including:

- National Law and National Regulations.
- The Approved Learning Frameworks.
- The National Quality Standards

SCOP

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.



IMPLEMENTATION

Induction to the Family Day Care Service

The Approved Provider, Educational Leader/and or Coordinator will ensure all educators engaged or registered with the Family Day Care Service are provided with an extensive induction training (orientation) training. This may be presented through online modules or small group training.

Induction will cover a range of critical areas to ensure educators understand:

- their legal requirements and obligations under the National Quality Framework
- mandatory training requirements including:
 - approved First Aid certificate
 - approved anaphylaxis management training
 - approved emergency asthma management training
 - child protection training
 - reporting requirements under National Law and Regulations
- Family Day Care administration requirements
 - service policies and procedures
 - legislation and guidelines
 - applying knowledge of Commonwealth and jurisdictional administrative requirements
 - CCS and ACCS – fees
 - legal requirements of record keeping- attendance records, visitor records, written authorisations
 - Statement of Philosophy
 - Family Day Care Service Handbook
 - insurances
 - information on small business management (including taxation requirements)
 - employment terms and conditions, including the contractor payment arrangements
 - schedule of fees and fee collection methods
 - process of assessing the suitability of the residence and ongoing assessment
 - Working with Children Checks/criminal history checks
- National Quality Framework-
 - Education and Care Services National Law and Regulations
 - National Quality Standards
 - Assessment and Rating
- Early Childhood Australia Code of Ethics
- Provision of quality education and care to children
 - Early Years Learning Framework and My Time, Our Place Framework
 - Importance of play
 - educational program
 - observing and documenting children's development
 - caring for children
 - inclusive environments
 - behaviour guidance
 - managing children's health and safety
- Code of Conduct
- Child Safe Standards
- Methods of communicating with families
- Process of dealing with grievances and complaints



- Work Health and Safety
- Privacy and Confidentiality

Ongoing Professional Development and Training Opportunities

Ongoing professional learning contributes significantly to positive learning outcomes for children. Our Family Day Care Service aims to provide access to relevant professional learning opportunities and ongoing support to meet the needs of each educator.

Sunshine Family Day Care will:

- provide initial and ongoing professional development to educators
- ensure all educators have a professional development plan as part of continuous improvement
- encourage educators to pursue further education to develop their skills in the education and care of children
- ensure educators have access to significant training supporting the approved learning frameworks- *Belonging, Being and Becoming: The Early Years Framework for Australia* and *My Time Our Place Framework for School Age Care in Australia*
- provide guidance in the development and implementation of educational programs in collaboration with the Educational Leader
- ensure educators are aware of current training that is available for face to face learning or through online modules with a range of providers
- ensure educators remain up to date with changes to the National Regulations and National Quality Standard requirements
- promote a professional learning community and foster a positive culture within the FDC Service
- provide additional resources and equipment to educators as required (toys library, books, professional resources)
- facilitate regular playgroup sessions for educators and children
- provide educators with essential training requirements working in accordance with the National Regulations
- assist educators develop risk assessments for excursions, transportation and emergency evacuation procedures
- align professional development with our Service philosophy
- provide regular home face-to-face visits by coordinators to support educators

Prescribed Records to be kept by Family Day Care Educator

Our ongoing support will ensure educators have been provided with information and support to develop processes for the effective maintenance, disposal and storage/display of prescribed records including:

- o insurance documents (including public liability)
- o Working with Children Check/criminal history record
- o register of educators, educator assistant
- o education qualifications of educator and educator assistant
- o educator and assistant current first aid qualification
- o educator and assistant current approved anaphylaxis management training
- o educator and assistant current approved asthma management training
- o incident, injury/accident, trauma and illness records
- o medication records
- o attendance records
- o child's enrolment records



- court orders
- written authorisations for transportation, regular outings, excursions
- record of visitors to the FDC residence
- documentation of child assessments or evaluations for educational program
- assessment of educators, assistants and other persons residing at the FDC approved residence
- FDC service approval and rating
- service operation information

health and safety, including attendance of a child at risk of anaphylaxis or the occurrence of an infectious disease

RECORD OF VISITORS TO FAMILY DAY CARE RESIDENCES POLICY

Linked to: r149, r153, r154, r164, r165, r166, r168, r169 NQS: 7.3

Under the National Law and Regulations, an approved provider of a Family Day Care service must take all reasonable steps to ensure a record is kept of all visitors to a family day care residence or approved venue while children are being educated and cared for by an educator. This record assists services to clarify who is in attendance at a residence at any given time and ensures the continued safety of children who are being educated and cared for at the service. Although visitors are welcomed and encouraged into the service, it is imperative that supervision strategies are implemented to ensure children's safety at all times.

POLICY

Best endeavours will be undertaken to ensure family day care educators maintain a record of all visitors to family day care residences and/or venues whilst education and care is being provided to children.

SCOP

This policy applies to the Approved Provider, Coordinator, Educators and Educator Assistants, children, families and visitors of the Family Day Care Service.

IMPLEMENTATION

The Family Day Care Service will develop and maintain a register of all visitors to a residence or approved venue whilst children are being educated and cared for. A visitor includes all persons who do not normally reside in an educator's residence. This includes, but is not limited to:

- Family Day Care Coordinators or person with management or control of the service
- Inclusion support workers
- Trades person (plumber, carpenter, electrician)
- Department of Education authorised personal
- House guest (staying in educator's residence)
- Children over the age of 13 years visiting the residence

Visits by **students and volunteers** are to be registered in the Staff Record. (Reg 149).

The staff record must include the full name, address, date of birth of each student or volunteer. Each day the student or volunteer visits the service, the date and hours of participation must be included.

The Visitor's register must contain the following information as outlined in the National Regulations:

- Date
- Full name



- Time in and Time out
- Signature

A Visitor Register may also include:

- Reason for visit
- Company (if applicable)

The approved provider of a Family Day Care Service will:

- Ensure educators are advised of their responsibilities regarding the requirement to keep a record of all visitors to a Family Day Care residence or venue whilst children are educated and cared for at the service
- Monitor the Visitor Register regularly- including time of arrival and departure from the service
- Ensure educators are aware of their obligation to inform the Provider of any change in circumstance relating to a person who resides at the family day care residence and was previously considered to be a 'fit and proper person' to be in the company of children
- Ensure educators are aware of their obligation to inform the Provider if any new person aged 18 or over who resides, or intends to reside at the educator's family day care residence
- Ensure any person aged 18 or over who resides at the family day care residence holds a current Working with Children Check (WWCC)
- Ensure regular visitors to the service are aware of the need to complete a Working with Children Check (this includes volunteers and students over the age of 18)

Family Day Care educators and educator assistants will ensure:

- all visitors complete and sign the Visitors Register
- the Visitor Register is kept in a safe and secure location
- visitors are under the direct supervision of the educator or educator assistant whilst at the family day care residence or approved venue
- visitors (including students and/or volunteers) are never left alone with a child whilst at the service under any circumstance
- visitors, students and volunteers are dressed appropriately and behave in accordance with service policies
- the Provider is notified of any pending visits to the service by a trade's person
- any maintenance or repairs to the FDC residence is completed outside of normal operating hours as far as possible
- the Provider is notified of any change in circumstance relating to a person who resides at the family day care residence and was previously considered to be a 'fit and proper person' to be in the company of children
- the Provider is notified of any person aged 18 or over who resides, or intends to reside at the family day care residence
- social visits by friends and relatives of educators are kept to a minimum during hours that children attend the service
- all children registered each day are accounted for when a visitor leaves the premise

Visitors, students and volunteers to the Family Day Care Residence will:

- complete the Visitor Register upon arrival and departure of the FDC residence including times, dates and signature



- provide current identification- badge, photo ID
- provide a current Working with Children Check (WWCC) to educator
- provide a poster/letter to families to introduce themselves and outline the reason for their placement (students)
- remain under the direct supervision of the educator or educator assistant at all times
- adhere to the instructions and guidance provided by the educator/supervisor/coordinator
- maintain confidentiality at all times in regard to children, families and educator
- adhere to the service's Code of Conduct Policy and Child Protection Policy at all times
- participate in an orientation/induction to the service residence/venue (students)

REPORTABLE CONDUCT SCHEME POLICY

Linked to: r84, S162 (a) NQS 2.2; 2.2.1; 2.2.3

Our Service is committed to the safety, wellbeing, and support of all children in our care. From January 1st, 2019, the Reportable Conduct Scheme has been implemented in Victoria. This aims to complement the Child Safe Standards and other existing child safety measures and ensure that timely reports are made and investigated should there be allegations against employees, volunteers, or visitors of the Service (State of Victoria [Commission for Children and Young People], 2018).

Other relevant legislation

Child Wellbeing and Safety Act 2005 (Vic)

Children, Youth and Families Act 2005 (Amended 2014) (Vic)

Commission for Children and Young People Act 2012 (Amended 2014) (Vic)

Failure to Disclose 2014 (Under Section 327 of the Crimes Act 1958 [Vic])

Failure to Protect 2015 (Under Section 327 of the Crimes Act 1958 [Vic])

The Charter of Human Rights and Responsibilities Act 2006 (Vic)

Working with Children Act 2005 (Vic)

Family Law Act 1975 (Cth)

Crimes Act 1958 (Vic)

Related Policies:

Child Protection policy

Child Safe environment policy

Australia

POLICY

Management, educators and staff are committed to identifying possible risk and significant risk of harm to children and young people at the Service. We understand our duty of care to protect children from all types of abuse, including protecting them from potential abuse that could occur within the service by employees, visitors, students or contractors. It is therefore imperative that all staff have a thorough knowledge and understanding of the requirements of the Reportable Conduct Scheme, which seeks to improve the responses of organisations to allegations of child abuse and neglect by their employees or volunteers.

SCOP

This policy applies to management, educators, staff, students, volunteers, contractors and allied health/support staff of the Service.



DEFINITIONS

Reportable Conduct

There are five types of 'reportable conduct':

- Sexual offences committed against, with or in the presence of a child.
- Sexual misconduct committed against, with or in the presence of a child.
- Physical violence against, with or in the presence of a child.
- Any behaviour that causes significant emotional or psychological harm to a child.
- Significant neglect of a child.

Head of the organisation

The structure of the organisation will determine the 'head'. In Early Childhood Services this will likely be the Approved Provider, or Chief Executive Officer (CEO) of larger organisations.

Failure to disclose

Under the *Crimes Act 1958* (Vic) all adults must make a report to the Victoria Police if they hold a reasonable belief that a sexual offence has been committed by an adult against a child under the age of 16 years.

Failure to protect

Under the *Crimes Act 1958* (Vic) a person in a position of authority in an organisation must act to reduce or remove a substantial risk to a child under 16 years of age who is under their care or supervision who may become the victim of sexual abuse committed by an adult associated with their organisation.

Mandatory reporters

Professional groups, including early childhood teachers and workers, who are mandated under the *Children, Youth and Families Act 2005* (CYFA) (s. 182) are mandated to report their concerns for a child to child protection if they form a belief on reasonable grounds that a child is in need of protection (Source: Victorian Government: Child Protection Manual).

Reasonable grounds

A belief on reasonable grounds is formed if a reasonable person in the same position would have formed the belief on the same grounds. For example,

- a child states they have been physically or sexually abused
- a child states they know someone who has been physical or sexually abused (sometimes the child may be talking about themselves)
- someone who knows the child states the child has been physically or sexually abused
- professional observations of the child's behaviour or development leads the mandated professional to form a belief the child has been abused or is likely to be abused
- signs of physical or sexual abuse leads to a belief the child has been abused.



(Source: Victorian Government, CCYP)

IMPLEMENTATION

The Head of the organisation must:

- be fully aware of, and knowledgeable about the responsibilities of the head of an organisation, which include all points below
- sign up and maintain a subscription for Commission updates in order to maintain current knowledge on Child Protection issues in Victoria (See Resources).
- ensure there are systems in place to prevent child abuse
- ensure allegations are brought to the attention of appropriate persons for investigation and response
- ensure that all allegations based on reasonable grounds are reported, including allegations made against employees who do not have direct contact with children, and conduct that allegedly occurred outside of their work
- Contact the Commission if unclear on whether or not a reportable allegation should be made about a person: Phone **8601 5281**
- Email: childsafestandards@ccyp.vic.gov.au
- gather the information required to complete the report. *Note: The types of information required can be found in Appendix A.*
- notify the Commission within three business days of becoming aware of a reportable allegation, using the online forms found at <https://ccyp.vic.gov.au/reportable-conduct-scheme/notify-and-update/> *Note: You are not able to save the form once commenced: It must be completed in one session.*
- make a report to Victoria Police as soon as you are aware that a reportable allegation may involve criminal conduct (if any reportable allegation involves suspected criminal behaviour, notify both the Victoria police and the Commission)
- understand that police investigations take priority over reportable allegation notifications and as such the organisation's investigation may need to be deferred until the police investigation has been completed
- provide the Commission with details of who is conducting the investigation
- begin an investigation using the CCYP Investigation Guide (see Resources)
- manage risks to children whilst undertaking the investigation
- maintain detailed and objective notes on all aspects of the investigation
- provide the Commission with updates on the organisation's response to the allegation via the online forms
- assess the evidence and make a decision based on the strength of the evidence as to whether or not the Reportable Conduct occurred
- provide the Commission with detailed information on the reportable allegation and any action taken within thirty calendar days of the initial notification via the online forms. This should include (Source: CCYP Information sheet 8: Investigation findings.):
 - The findings:



- **Substantiated** - This finding should be used when a decision maker has decided that the reportable conduct has been proven to have happened on the balance of probabilities. The evidence suggests it is more likely than not that the reportable conduct happened because there is enough reliable, convincing, evidence of weight.
- **Unsubstantiated - insufficient evidence** - This finding should be used when there was some evidence of weight to support the allegation, but not enough for the decision maker to make a substantiated finding. The evidence does not suggest that it is more likely than not that the reportable conduct happened.
- **Unsubstantiated - lack of evidence of weight** - This finding should be used when there is not enough evidence to properly investigate the allegation, or the small amount of evidence available is contradictory or confusing. There is not enough evidence to establish whether the reportable conduct did, or did not happen.
- **Unfounded** - This finding should be used when there is strong evidence that the reportable conduct did not happen. The evidence suggests that it is more likely than not that the reportable conduct did not happen.
- **Conduct outside scheme** - This finding should be used when the decision maker has investigated the conduct and, although the conduct occurred, it does not fit any of the types of reportable conduct listed in the Act. An example of this might be slapping a child's hand away from a hot stove.
- The reasons for the finding, which should explain:
 - How the investigation was done.
 - The evidence that was collected and how it was assessed.
 - Whether the evidence was relevant and reliable.
 - How the evidence supported or contradicted the allegation of Reportable Conduct.
 - How convincing the evidence was in all of the circumstances.
- Seek help from the Commission if there are any concerns or guidance is required: Phone **8601 5281**.
- Understand that the Reportable Conduct Scheme does not replace the legal requirement to report allegations to the Victoria Police.

Approved Provider/nominated supervisors/responsible persons will ensure:

- that they, and all employees have an in-depth understanding of the Reportable Conduct Scheme.
- all employees are aware of who holds the position of 'head of organisation'
- there are systems in place to prevent child abuse
- that they, and all educators and staff maintain a current Working with Children Check
- that they, and all educators and staff follow policies and procedures concerning Child Protection, Child Safe Environments, and Reportable Conduct
- allegations are immediately brought to the attention of the Head of the organisation
- that they will notify the Commission of any alleged Reportable Conduct if the Head of the organization fails to do so for any reason.



EDUCATORS WILL ENSURE:

- that they have a thorough understanding of their duty of care in relation to Child Protection
- that they maintain a current Working with Children Check
- that they have an in-depth understanding of the Reportable Conduct Scheme
- they have a thorough understanding, and follow all policies and procedures concerning Child Protection, Child Safe Standards, and Reportable Conduct
- all allegations are immediately brought to the attention of the Head of the organisation and/or the Nominated Supervisor and/or Responsible Person
- that they will notify the Commission of any alleged Reportable Conduct if the Head of the organisation and/or the Nominated Supervisor and/or Responsible Person fails to do so for any reason
- that they understand that failure to comply with the Reportable Conduct Scheme requirements may lead to their Working with Children Check being revoked.

RESOURCES

Subscription to commission updates:

<https://ccyp.vic.gov.au/contact-us/sign-up-for-commission-updates/>

Information sheets

Available from <https://ccyp.vic.gov.au/child-safety/resources/reportable-conduct-scheme-information-sheets/>

[Information sheet 1: About the Reportable Conduct Scheme](#)

[Information sheet 2: What is reportable conduct?](#)

[Information sheet 3: Responsibilities of the head of an organisation](#)

[Information sheet 4: Investigation overview](#)

[Information sheet 5: Other reporting obligations](#)

[Information sheet 6: Child Safe Standards and Reportable Conduct Scheme](#)

[Information sheet 7: Reporting to the Commission](#)

[Information sheet 8: Investigation findings](#)

[Information sheet 9: Sexual misconduct](#)

[Information sheet 10: Physical violence](#)

[Information sheet 11: Significant neglect](#)

[Information sheet 12: Historical allegations](#)

[Information sheet 13: Workers and volunteers](#)

[Information sheet 14: Commission own motion investigations](#)

[Frequently asked questions](#)

NOTIFICATION FORMS

Available from <https://ccyp.vic.gov.au/reportable-conduct-scheme/reportable-conduct-scheme-forms/>

- Three-day notification – head of organisation
- 30-day update
- Investigation outcome update
- Investigator update



- Other information update

RESPECT FOR CHILDREN POLICY

Linked to: R155, R156 NQS 5.1: 5.2

Within a Family Day Care community many different relationships are negotiated with and between children, educators and families. The way in which these relationships are established and maintained, and the way in which they remain visible, impacts on how the Family Day Care community functions. Relationships directly affect how children form their own identity, whether they feel safe and supported, and ultimately, their sense of belonging.

POLICY

The Early Years Learning Framework (EYLF) (2009) highlights educators' relationships with children as central to supporting their learning. Principle 1 in the EYLF is about secure, respectful and reciprocal relationships.

Our philosophy guides our interactions and relationships with children. We aim to ensure all educators develop positive relationships with children based on respect and fostering children's self-esteem and development

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

All children have a right to feel accepted and respected. This is a principle set out in the United Nations Convention on the Rights of the Child. The Convention emphasises the importance of children developing connections to culture and community as a means of fostering a strong sense of personal identity and belonging.

We aim for children to feel safe and secure and we believe in forming strong attachments and connections with the family day care educator, educator assistant, children and families. Educators at the Family Day Care Service will use teaching techniques and strategies to establish positive relationships with children and their families, working in conjunction with the National Quality Standard as we build supportive relationships with children.

By teaching respect for cultural diversity, educators will assist children to:

- learn about their cultural background and develop a strong sense of self identity
- learn about and appreciate cultures and traditions other than their own
- learn to enjoy and respect differences and recognise universal characteristics we all share
- learn about racial prejudice and understand why it should be challenged.

Management/Educators/Educators Assistant will:

- provide a comfortable and happy environment
- respect each child's uniqueness, displaying appreciation and respect for children as individuals
- use a positive and non-threatening tone when interacting with children in all situations
- ensure mealtimes are relaxed and unhurried



- sit with children during mealtimes, engaging in respectful conversations
 - never force a child to do something against their requests: This includes rest, eat, participation in group experiences and activities.
 - role model respect to children in everyday dealings with both adults and children
 - endeavour to be aware of each individual child's values, culture and feelings, and respond appropriately
 - encourage children to initiate conversations about their experiences at home encouraging them to express their ideas and feelings
 - encourage children to request assistance when taking on new challenges, inspiring children's independence and confidence
 - regularly reflect on their relationships and interactions with children and how these can be improved to benefit each child
 - inspire, encourage and accept each child and encourage them to do the same with their peers by actively:
 - fostering each child's construction of a knowledgeable, confident self-identity.
 - fostering each child's comfortable, empathetic interactions with diverse range of people
 - fostering each child's critical thinking about bias, and to question and enquire
 - fostering each child's ability to stand up for herself/himself and others in the face of bias
 - respond respectfully and appropriately to children's attempts as they participate and converse in sustained conversation about their interests
 - implement a predictable routine for children with interest-based activities and experiences
 - provide a range of planned and spontaneous experiences for children to challenge and maximise learning opportunities
 - use a variety of communication strategies inclusive of verbal and non-verbal cues to support the development of relationships with children
 - support children's home language when communicating and interacting to build trust and positive relationships
 - respect children and families' diversity and the development of cultural competency
 - support children and build secure attachments through a collaborative partnership with families
 - encourage children to develop confidence in their ability to express themselves
 - encourage children to work through differences appropriately and with guidance where necessary
- respect each child's uniqueness and communicate that respect to the child

RESPONSIBLE PERSON POLICY

Linked to: Section 162, Section 169, 117A, 117B, 117C, 146, 154, 168, 169, 173, 177 NQS: 4.1; 7.1; 7.2

The Approved Provider of the Family Day Care Service must ensure that support is provided to family day care educators and educator assistants at all times education and care is provided to children by the approved provider (if the provider is an individual or a person with management or control of the service); a nominated supervisor or a person in day-to-day charge of the service.

POLICY

Our FDC Service is committed to meeting our duty of care obligations under the National Law & Regulations to ensure a Responsible Person is available to provide support at all times that a Family Day Care educator is educating and caring for a child as part of the service.



SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators and Educator Assistants of the Family Day Care Service

DEFINITION

Nominated Supervisor- A person, who is at least 18 years of age, with responsibility for the day to day management of an approved service. The Nominated Supervisor has a range of responsibilities under the Law and Regulations that govern the operation of education and care services.

Responsible Person- A person, who is at least 18 years of age, has the role of Nominated Supervisor or duly appointed person. The Responsible Person has consented to be placed in day to day charge of the Service but does not take on the responsibilities of the Nominated Supervisor rather, they ensure the consistency and continuity in practices.

IMPLEMENTATION

The Approved Provider of a Family Day Care Service must ensure that when an educator is educating and caring for a child/ren, assistance from a nominated supervisor or responsible person is available at all times. For a Family Day Care Service, the Nominated Supervisor assumes the legal responsibilities of the day to day operations of the service.

The requirement to be available to provide support for FDC educators includes being available to be contacted by telephone to provide advice and assistance to the FDC educator.

The name of the responsible person will be clearly displayed in the main entrance of the Family Day Care Service. If the responsible person needs to change for any reason, they will 'hand over' obligations for the role to another qualified person at the FDC Service. It is vital that all handovers to a designated Responsible Person are documented when commencing this position throughout the day.

A Responsible Person can be:

- The Approved Provider or a person with management or control of the service
- A Nominated Supervisor *or*
- A person in day-to-day charge of the service (PIDTDC)

The Approved Provider will ensure:

- a Responsible Person is nominated for the Family Day Care service and is responsible for the day-to-day management of the service and support to educators
- the Responsible Person is over the age of 18 years
- the Responsible Person is contactable by telephone at all times education and care is provided to children in the FDC service
- the Responsible Person meets the minimum requirements for qualification, experiences and management capabilities
- the Responsible Person has adequate knowledge and understanding of the provision of education and care to children
- the Responsible Person has the ability to effectively supervise and manage an education and care service
- the history of the person's compliance with the National Law, children's services law, family assistance law are assessed



- the Responsible Person is a fit and proper person
- the Responsible Person has completed child protection training and is aware of the reportable conduct scheme and processes
- the Responsible Person has knowledge and a commitment to the National Child Safe Standards
- evidence of completing an approved diploma level education and care qualification or higher is considered as a requirement
- thorough checks of the nominated person's references including their current and previous employers are made and kept on file
- written consent for the position is provided by the Responsible Person and filed in staff records
- the regulatory authority is notified 7 days prior to a **Nominated Supervisor** starting at the Service or within 14 days after the person has commenced the role through NQA IT System
- the regulatory authority is notified if the **Nominated Supervisor** changes their name or contact details; is no longer employed by the Service, has been removed from the role or withdraws their nomination.
- a Responsible Person will be removed from the position should management become aware of a matter or incident which affects the ability of the person to meet the minimum requirements of the position.
- the staff register has the name of the Responsible Person at the Service for each time children are being educated and cared for by the Service
- a staff record is kept recording
 - the full name, address and date of birth of the responsible person/nominated supervisor;
 - evidence of relevant qualifications
 - if applicable, evidence that the nominated supervisor is actively working towards that qualification
 - evidence of any approved training (including first aid training)
 - Working with Children Check – identifying number and expiry date
- the **PIDTDC** interchanges with the Nominated Supervisor in their absence
- Responsible Persons are aware that they have to sign off when they have finished their duty and will ensure the Nominated Supervisor or appointed Responsible Person (PIDTIC) will sign on and take on the role.

A Responsible Person will:

- provide written consent to accept the role of Responsible Person
- sign the name and hours of responsibility on the staff register at the principal office of the Family Day Care Service
- ensure that FDC educators are aware of the name and position of the Responsible Person in charge
- inform the Approved Provider/Management in the event of illness so they can be replaced by another Responsible Person
- ensure they have a sound understanding of the role of Responsible Person
- abide by any conditions placed on the Responsible Person
- in the case of Nominated Supervisor, notify the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings
- notify management in writing, if they wish to withdraw their consent to be a Responsible Person.



SAFE STORAGE OF HAZARDOUS CHEMICALS POLICY

Linked to: Section 167, r85, r97, r106, r116 NQS 2.2

By maximising awareness of the potential hazards of chemicals and equipment, we aim to minimise the risk of harm to educators, children, and families by ensuring hazardous products are safely stored, handled, and controlled.

POLICY

Our Family Day Care Service aims to protect children, families and visitors from hazard and harm at all times. We promote the use of environmentally friendly products where possible and ensure we provide a safe environment where chemicals and hazardous products and equipment are safely stored and managed away from children and are handled appropriately.

SCOP

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, Educators, and Educator Assistants of the Family Day Care Service.

IMPLEMENTATION

The Approved Provider/Nominated Supervisor/Coordinator will ensure:

- that every practical measure is taken to protect children from harm and any hazard likely to cause injury whilst being educated and cared for by Family Day Care educators in an approved residence and/or venue (National Law - section 167)
- all dangerous goods and hazardous substances are identified within the FDC residence or venue, and included in the chemical register
- Poison Hotline number is clearly displayed in each FDC residence/venue
- a risk assessment has been conducted in consultation with the Coordinator/Approved provider, prior to using any potentially dangerous or hazardous substance at the FDC residence/venue including pesticides and herbicides
- annual assessments, including risk assessments are conducted at least annually of each FDC residence or venue to ensure the health, safety and wellbeing of children
- educators adhere to the Family Day Care Service procedures for dealing with and handling chemicals
- the use of sustainable practices and eco-friendly products is promoted in all FDC approved residences/venues
- Safety Data Sheets (SDS) and the Chemical Register is readily available at the FDC residence or venue and regularly updated
- as per Work Health and Safety (WH&S) requirements, this information must be kept up to date at all times, with a review of the folder annually. No SDS is to be more than 5 years old.
- appropriate training and Personal Protective Equipment (PPE) is used by educators/educator assistants who may be exposed to dangerous goods and/or hazardous substances
- relevant signage is displayed highlighting the hazardous nature of chemicals used or stored in the FDC residence or venue- (e.g. Caution- Chemical Storage Area; Danger; Hazardous Chemicals)
- there are emergency procedures and practices for accidental spills and/or contamination and corresponding first aid plans for all dangerous goods handled and stored
- action is taken to remove any pests or vermin by a licensed exterminator, who will provide a certificate of currency for record keeping by the FDC educator. Initially, using non-chemical methods such as physical removal of pests, maintaining a clean environment, and use of any non-toxic products will be implemented.



- that every FDC educator and educator assistant have current ACECQA approved first aid qualifications
- all visitors/students are made aware of correct storage and usage procedures for potentially hazardous materials during their initial orientation at the FDC service/residence
- there are appropriate and lockable storage facilities in each FDC residence/venue in which dangerous products are stored
- lockable storage facilities are clearly marked with signage to indicate chemicals/hazardous materials
- dangerous products will be stored in areas that are not accessible to children or in cupboards fitted with key or childproof locks
- a hazardous substances register is used and regularly updated by all FDC Educators.
- a risk assessment for any dangerous materials stored in bulk has been carried out and is regularly updated by the FDC educator
- any chemical used by a FDC educator in spray bottles must ensure these are clearly labelled with contents and are not used with children in the immediate vicinity
- in the event of any incident involving accidental exposure to chemicals or other hazards, an *Incident, Injury, Trauma and Illness Record* will be completed by the FDC educator and provided to the Approved Provider
- if a serious incident occurs involving the need for medical intervention or emergency services, notification will be made to the Regulator Authority within 24 hours

The Educator/Educator assistant will:

- seek medical advice if needed by contacting the Poisons Information Line (13 11 26) or by calling 000
- wear Personal Protective Equipment (PPE) when handling dangerous substances or materials
- not use spray bottles containing chemicals in the immediate vicinity of any child or children
- read the label before using any cleaning material, sprays or chemicals and strictly adhere to the 'Directions for use' and be aware of appropriate first aid measures
- store all dangerous products in well-labelled and original containers that preferably have child resistant lids and caps in a secure and locked place/cupboard, inaccessible to children
- ensure all chemicals and cleaning products are returned to their designated location immediately upon completion of cleaning tasks
- laundry facilities have lockable cupboards for cleaning products/detergents
- not mix cleaning products as there is the potential for harmful chemical reactions to occur endangering all persons on the premises
- dispose of all products safely, in accordance with the manufacturer's instructions on the product label, Work Health and Safety regulations, and Council by-laws
- be encouraged to attend professional development sessions to maximise their awareness of dangerous products and potential hazards
- source chemical free methods to reduce possible hazards at residence or venue
- ensure cleaning and hazardous products are not stored close to food products
- consider minimising the use of dangerous products at the FDC residence/venue and use alternate 'green cleaning' options
- complete daily and quarterly WHS checklists to ensure that any dangerous products used at the FDC residence/venue have current Safety Data Sheets (SDS) and are stored appropriately
- only administer children's medications with family authorisation and in accordance with medical directions (see *Administration of Medication Policy*)
- ensure medication is stored in an area inaccessible to children
- ensure any medications or dangerous substances that require refrigeration, be placed in a labelled childproof container, preferably in a separate compartment of the fridge



- keep all button batteries and all other batteries out of reach of children
- check that all remotes, toys and products containing button batteries have a screw to secure them
- dispose of or recycle used button batteries immediately at a battery disposal centre near
- in the event of any incident involving accidental exposure to chemicals or other hazards, an *Incident, Injury, Trauma and Illness Record* will be completed by the FDC educator and provided to the Approved Provider

Poisoning

Many products and materials that are used and kept in the FDC residence are potentially poisonous to children. Poisonings can happen quickly. Toddlers are most at risk due to their tendency to put objects in their mouths.

Poisonous substances may include medication, household cleaners, garden products, paint, alcohol, cosmetics, toiletries, chemicals, pool equipment, batteries, petroleum products, e-cigarette cartridges. Poisonous plants and trees can also cause safety risk to children and should be identified in any risk assessment conducted at the FDC residence or venue and risk mitigation strategies implemented. FDC educators will display a notice detailing the Poison information hotline in a visible position within the residence or venue.

POISON INFORMATION HOTLINE 13 11 26

SAFE TRANSPORTATION POLICY

Linked to: r 4(1), r85, r99-102, r123, r136, r158, r161, r168, r170, NQS 2.2, 2.2.1, 2.2.2

Sunshine family Day Care Educators registered with our Service are providing the transportation of children as part of the education and care service. This may include transporting children between the Family Day Care Educator residence or venue and other locations to participate in regular outings such as play groups, library visits, walks in the park or collecting children from homes or schools.

Compliance with the Education and Care Services National Law and Regulations is mandatory to ensure the safety of children at all times and new provisions and amendments to these regulations are reflected in our procedures and policy for transportation and the safe handover of children.

We acknowledge our ensuring duty of care obligations by adhering to relevant legislation providing adequate supervision of children at all times, maintaining correct educator to child ratios, maintaining accurate attendance records and providing appropriate child restraints for children under our care.

POLICY

The purpose of this policy is to define the responsibilities of the Approved Provider, the Nominated Supervisor, Family Day Care Educators and staff members to ensure that all children attending Sunshine Family Day Care are:

- are adequately supervised at all times
- are kept safe while travelling as pedestrians, cyclists or passengers in a vehicle.
- are able to participate in road safety education to assist them in being and becoming safe and responsible road users.



SCOP

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistance, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

The safety of children enrolled at our service is paramount. Every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury. Appropriate safety measures have been implemented through our comprehensive risk assessment process to ensure supervision is adequate at all times including transportation. Educator to child ratios are adhered to in addition to ensuring the maximum numbers on the service approval are not breached at any time.

Definitions (effective 1 October 2020)

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

- a) that the service visits regularly as part of its educational program; and
- b) where the circumstances relevant to the risk assessment are substantially the same on each outing

Regular transportation: in relation to an education and care service, means the transportation by the service or arranged by the service (other than as part of an excursion) of a child being educated and cared for by the service, where the circumstances relevant to a risk assessment are substantially the same for each occasion on which the child is transported.

Written authorisation: authorisation given by a parent or other person named in the child's enrolment record as having authority to authorise the child being transported by the service or on transportation arranged by the service. If the transportation is regular transportation, the authorisation is only required to be obtained once in a 12-month period. The authorisation must state:

- a) the child's name; and
- b) the reason the child is to be transported; and
- c) if the authorisation is for a regular outing, a description of when the child is to be taken on the regular outings; and
- d) if the authorisation is not for a regular transportation, the date the child is to be transported; and
- e) a description of the proposed pick-up location and destination; and
- f) the means of transport; and
- g) the period of time during which the child is to be transported; and
- h) the anticipated number of children likely to be transported; and
- i) the anticipated number of staff members and any other adults who will accompany and supervise the children during the transportation; and
- j) any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported; and
- k) that a risk assessment has been prepared and is available at the education and care service; and
- l) that written policies and procedures for transporting children are available at the education and care service.

Transport specific risk assessment



As per the Education and Care Services National Law, Sunshine Family Day Care Service will ‘ensure that every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury’ (Section 167).

Sunshine Family Day Care Educators will conduct comprehensive transport specific risk assessments to minimize and manage all potential risks for transporting children before authorisation is sought to transport a child from the Approved Provider. [Reg. 102B, 102D(4)].

A risk assessment will be undertaken at least annually for ‘regular transportation’ of children. Each time Sunshine Family Day Care Educator transports, or arranges, the transport of children as part of an excursion, a new risk assessment will be conducted. All risk assessments will be regularly assessed and evaluated as to facilitate continuous improvement in our service.

Sunshine Family Day Care risk assessment process is guided by will:

- identify any hazards or potential hazards that transporting the child may pose to the safety, health and wellbeing of the child
- assess the risk of harm or potential harm using a risk matrix
- specify how the identified risks will be managed by eliminating or minimising the impact using control measures
- evaluate the current risk or potential harm by implementing control measures
- review and monitor the risk or potential harm to ensure it continues to be managed as a low risk

source: Risk assessment and management ACECQA (2020)

template: <https://www.acecqa.gov.au/resources/applications/sample-forms-and-templates>

Sunshine Family Day Care risk assessment will consider:

- a) the proposed route and duration of the transportation; and
- b) the proposed pick-up location and destination; and
- c) the means of transport; and
- d) any requirements for seatbelts or safety restraints (as per the law of our jurisdiction); and
- e) any water hazards; and
- f) the number of adults and children involved in the transportation; and
- g) given the risks posed by transportation, the number of educators or other responsible adults to provide supervision and whether any adults with specialized skills are required; and
- h) whether any items should be readily available during transportation (mobile phone, list of emergency contact numbers) and;
- i) the process for entering and exiting-
 - the education and care service premises; and
 - the pick-up location or destination (as required); and
- j) procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking and disembarking.

Responsibilities

Each person has a specific set of responsibilities depending on their role. The following tables outline the responsibilities of the:

- Approved Provider
- Nominated supervisor
- Family Day Care coordinators, educators, assistants and other staff



Responsibilities of Approved Provider/Nominated supervisor	
EXCURSIONS/REGULAR OUTING	
Area of responsibility	Role specific responsibility
Written authorisations	<p>Ensuring that educators/staff only allow a child to participate in an excursion with the written authorisation of a parent/guardian or authorised nominee including details required under Regulation 102(4).</p> <p>If the excursion is a regular outing, the authorisation is required to be obtained once every 12 months and kept with the child's enrolment record (refer to Excursions and Service Events Policy).</p> <p>Outings that involve vehicle travel must include details of the child's restraint needs which, for regular outings, may need to be assessed more frequently than every 12 months.</p> <p>Ensuring that 'type of restraint' is included on all excursion authorisation forms under Method of transport to be used for the excursion (Regulation 102(4)(e)).</p> <p>Ensuring that if a child under 12 years needs to travel in the front seat that parents/guardians have provided informed consent (refer to Attachment 1, Definitions).</p>
Risk assessment	<p>Ensuring that a written risk assessment (refer to Risk Assessment and Definitions Sections) is undertaken prior to conducting excursions/regular outing. This includes details of the:</p> <ul style="list-style-type: none"> • safest route for travel, • method of travel, • type of vehicle (if required) • required restraints
Supervision	<p>Ensuring that all children are adequately supervised at all times, including while on excursions and regular outings.</p> <p>Ensuring that educators/educator assistants are aware that they are not to leave children unattended in a vehicle at any time and that vehicles are not to be refuelled whilst educating and caring for children.</p>
DRIVERS & VEHICLE USE	
Area of responsibility	Role specific responsibility
Authorised drivers	<p>Ensuring that Family Day Care Educators/Educator Assistants hold a current full Australian Drivers Licence or assessing the suitability probationary licence holders to be authorised drivers.</p> <p>Note: It is not recommended that first year probationary drivers be authorised drivers due to their high crash risk.</p> <p>Monitoring Educator/Educator Assistants driving history to ensure that high driving standards are maintained.</p>
Vehicles and their maintenance and use	<p>Maintaining a register of vehicles and Educator/Educator Assistants that includes the following information:</p> <ul style="list-style-type: none"> • motor vehicle registration • insurance and license details, • details of any driving offences, • updating this annually or more frequently as required. <p>Due to the increased risk of injury to child passengers in the event of a crash, ensure that</p> <ul style="list-style-type: none"> - children under the age of 12 years do not travel in the front seat of a vehicle if there are rear seats available., - if all rear seats are being used by children aged under 7 years, children aged 4 years to under 7 years are permitted to travel in the front seat, provided they use a booster seat. If the car has frontal air bags, the seat should be moved back as far as



	possible. Written informed consent is required from parents/guardian if this occurs.
Vehicle crash or transport-related injury	Ensuring that appropriate procedures are followed in the event of a vehicle crash or transport-related injury involving Family Day Care children or Educator/Educator Assistants (refer to Incident, Injury, Trauma and Illness Policy).
CHILD RESTRAINTS	
Area of responsibility	Role specific responsibility
Training, installation and use	Ensuring that educators, educator assistants, coordinators, staff members receive training on how to correctly install and use child restraints and booster seats. Ensuring that educators use child restraints and booster seats in accordance with the manufacturer's instructions. Ensuring that any child restraints and booster seats are no more than 5 years old and replaced if involved in a crash.
Crash protection rating	Ensuring that child restraints and booster seats, with at least a four-star crash protection rating as determined by the Child Restraint Evaluation Program (CREP) are used by the Family Day Care service.
Accessories	Ensuring that child restraint accessories, including child safety harnesses, are not used unless prescribed by a health professional such as an occupational therapist.
Child restraints for children with a disability	Ensuring that parents/guardians of children with disabilities or medical conditions are aware that a health professional, such as an occupational therapist, can prescribe a child restraint appropriate for their child's needs. They may be able to provide guidance on accessing and using special restraints.
Non-permissible items: Additional/dickie seats and booster cushions	Ensuring that children are not transported in additional/dickie seats due to safety concerns with these types of seats in the event of a crash. z Ensure that children are not transported using booster cushions as they do not meet the Australian/New Zealand Child Restraint Standard AS/NZ 1754 2010, 2013 and are no longer allowed to be manufactured in Australia.
PICKING UP CHILDREN AND DURING TRANSPORTATION	
ROAD SAFETY INFORMATION AND EDUCATION	
Area of responsibility	Role specific responsibility
Location-specific road safety information	Ensuring the provision of location-specific road safety information (e.g. details about where to park safely when delivering and collecting children and local area speed limits etc.) to parents/guardians and visitors.
General road safety information	Ensuring the provision of general road safety information about transporting children to and from the service (which might include using the 'safety door' (the rear kerbside door), driveway safety, child restraint information and role modelling safe road use) to parents/guardians.
Provision of road safety education	Ensuring the provision of Road safety education, based on the National Practices for Early Childhood Road Safety Education
Access to this policy and its attachments by parents/guardians	Ensuring that parents/guardians have access to this policy and its attachments.
Inclusion of all children in road safety education (refer to inclusions and equality)	Ensuring that all children attending the service are included in road safety education.



Professional development/training in road safety	Ensuring access of educators and staff to regular professional development/training in road safety and that they are kept up to date with current legislation, regulations, rules, standards and best practice information.
Unsafe transport of a child	Establishing and implementing agreed procedures for educators/staff to follow where a child is observed being transported to or from the premises in an unsafe manner (refer to Attachment 3 for a sample procedure).

Responsibilities of Family Day Care coordinators, educators, assistants and other staff	
EXCURSIONS/REGULAR OUTING	
Area of responsibility	Role specific responsibility
Written authorisations	<p>Allowing a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised nominee.</p> <p>Checking that parents/guardians or authorised nominees sign and date permission forms prior to an excursion.</p> <p>Sighting the signed informed consent provided by a parent/guardian if a child under 12 years needs to travel in the front seat.</p>
Risk assessment	Undertaking a written risk assessment prior to conducting excursions, including details of the safest route for travel (whether walking, riding or driving), type of vehicle and required restraints.
Supervision	<p>Providing adequate supervision of children at all times including while on excursions and regular outings.</p> <p>Ensuring that no child is left unattended in a vehicle at any time.</p> <p>Ensuring that vehicles are not refuelled whilst educating and caring for children.</p>
DRIVERS & VEHICLE USE	
Area of responsibility	Role specific responsibility
Authorised drivers	<p>Allowing a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised nominee.</p> <p>Checking that parents/guardians or authorised nominees sign and date permission forms prior to an excursion.</p> <p>Sighting the signed informed consent (refer to Attachment 1, Definitions) provided by a parent/guardian if a child under 12 years needs to travel in the front seat.</p>
Vehicles and their maintenance and use	<p>Ensuring vehicle/s are suitably maintained, roadworthy, safe for children, registered and adequately insured.</p> <p>Adhering to national and state laws and safety standards regarding motor vehicle safety.</p> <p>Only transporting the number of children approved by the Nominated Supervisor.</p> <p>Keeping vehicle/s locked and inaccessible to children when not in use.</p> <p>Ensuring that children under the age of 12 years do not travel in the front seat of the vehicle if there are rear seats available, due to the increased risk of injury to child passengers in the event of a crash.</p> <p>If all rear seats are being used by children aged under 7 years, children aged 4 years to under 7 years are permitted to travel in the front seat, provided they use a booster seat. If the car has frontal air bags, the seat should be moved back as far as possible.) Written informed consent is required from parents/guardian if this occurs.</p>
Vehicle crash or transport-related injury	Following appropriate procedures in the event of a vehicle crash involving Family Day Care children (refer to Incident, Injury, Trauma and Illness Policy) including notifying the Nominated Supervisor and Approved Provider as soon as possible after the event.



Vehicle crash or transport-related injury	<p>Ensuring vehicle/s are suitably maintained, roadworthy, safe for children, registered and adequately insured.</p> <p>Adhering to national and state laws and safety standards regarding motor vehicle safety.</p> <p>Only transporting the number of children approved by the Nominated Supervisor.</p> <p>Keeping vehicle/s locked and inaccessible to children when not in use.</p> <p>Ensuring that children under the age of 12 years do not travel in the front seat of the vehicle if there are rear seats available, due to the increased risk of injury to child passengers in the event of a crash.</p> <p>If all rear seats are being used by children aged under 7 years, children aged 4 years to under 7 years are permitted to travel in the front seat, provided they use a booster seat. If the car has frontal air bags, the seat should be moved back as far as possible.)</p> <p>Written informed consent is required from parents/guardian if this occurs.</p>
CHILD RESTRAINTS	
Area of responsibility	Role specific responsibility
Training, installation and use	<p>Undertaking training/professional development on how to correctly install and use child restraints and booster seats.</p> <p>Checking that child restraints and booster seats are used in accordance with the manufacturer's instructions.</p> <p>Checking that child restraints and booster seats are safe, clean and in good repair, and are no more than five years old and are replaced if involved in a crash.</p>
Crash protection rating	Using restraints that are appropriate for the child's age and size, and that have achieved at least a four-star crash protection rating as determined by the Child Restraint Evaluation Program (CREP)
Accessories	Only using child restraint accessories, including child safety harnesses which have been prescribed by a health professional such as an occupational therapist.
Child restraints for children with a disability	<p>Undertaking training/professional development on how to correctly install and use child restraints and booster seats.</p> <p>Checking that child restraints and booster seats are used in accordance with the manufacturer's instructions.</p> <p>Checking that child restraints and booster seats are safe, clean and in good repair, and are no more than five years old and are replaced if involved in a crash.</p>
Non-permissible items: Additional/dickie seats and booster cushions	Using restraints that are appropriate for the child's age and size, and that have achieved at least a four-star crash protection rating as determined by the Child Restraint Evaluation Program (CREP)
TRANSPORTATION	
Picking Up Children	<p>Sunshine Family Day Care Educator/Educator assistant will ensure:</p> <ul style="list-style-type: none"> the vehicle will be parked in a safe location where children are not required to cross any roads (if this is unavoidable, a risk assessment and dedicated procedure for crossing the road will be completed) the children's attendance record is checked by the educator as children assemble in a predetermined location at the residence or venue prior to embarking the vehicle children are continuously supervised during transportation by the educator, ensuring they have clear vision of all children children are to remain seated until the vehicle/bus has completely stopped the designated driver of the vehicle/bus complies with all appropriate road, safety and transport regulations



	<ul style="list-style-type: none"> under no circumstances will the driver of the vehicle/bus supervising the children use handheld mobile phones unless safely parked under no circumstances will the driver and/or FDC educator supervising children be under the influence of alcohol or drugs the designated driver of the vehicle has the right, if required to stop in a safe place until the children conform to the safety guidelines. Parents will be notified if their child continues to be challenging and/or behaving in a dangerous manner.
Dropping off children	<p>Sunshine Family Day Care Educators/Educator Assistance will ensure:</p> <ul style="list-style-type: none"> children are to remain seated until the vehicle/bus has completely stopped the FDC educator/educator assistant will assist children to safely disembark the vehicle/bus children will exit the vehicle/bus using the 'safety door' or door located near the kerb or within the driveway of the residence/venue the children's attendance record will be checked by the FDC educator as they assemble in a predetermined location at the end of the journey the FDC educator will conduct a final sweep of the vehicle/bus, checking on and under seats to ensure there are no children or belongings left behind once inside the residence/venue, the children are signed in which will provide an additional attendance check to confirm all are present
ROAD SAFETY INFORMATION AND EDUCATION	
Area of responsibility	Role specific responsibility
Location-specific road safety information	Providing parents/guardians and visitors with location-specific road safety information.
General road safety information	Providing parents/guardians with information about road safety including information to parents/guardians about child restraints, booster seats and other road safety topics, such as the law regarding bicycle use, as required and actively communicating this information to families.
Provision of road safety education	Delivering road safety education, based on the National Practices for Early Childhood Road Safety Education
Access to this policy and its attachments by parents/guardians	Providing parents/ guardians with access to this policy and its attachments and actively communicating this information to families.
Inclusion of all children in road safety education (refer to inclusions and equality)	Including all children attending the service in road safety education.
Professional development/training in road safety	<p>Participating in regular professional development/training in road safety and keeping up to date with current legislation, regulations, rules, standards and best practice information.</p> <p>Using a broad range of resources to support the delivery of road safety education.</p>
Unsafe transport of a child	Following the service's procedures where a child is observed being transported to or from the premises in an unsafe manner.

Parents/guardians are responsible for:

- being aware of all location-specific and general road safety requirements including details about:
 - where to park to deliver and collect children, observing speed limits, using the 'safety door', observing driveway safety practices and role modelling safe road use
 - communicating any issues or concerns relating to their child's safety or wellbeing to the Family Day Care educator and/or service provider
 - being aware of this policy and of the Family Day Care service's procedures relating to the safe transportation of children to and from the service.



- providing consent to the type of restraint required on all permission forms for excursions and regular outings and signing and dating permission forms prior to excursions and regular outings
- communicating any issues or concerns relating to their child's safety or wellbeing to the Family Day Care educator and/or service provider
- Where parents/guardians provide child restraints/booster seats for use at Family Day Care, they are responsible for ensuring that the restraints:
 - Have at least a four-star safety rating under the Child Restraint Evaluation Program (CREP)
 - are appropriate for their child's age and size
 - are in good repair
 - have not been in use at the time of a crash, and have no signs of damage, tears or stress
 - are not more than five years old

VEHICLE TRANSPORT PROCEDURE

Transportation of children is sometimes provided as part of our education and care service. Our Service has authorised a vehicle to transport children to and from the educator premises. The authorisation is a part of Family Day Care registration process. Sunshine Family Day Care Educators provide regular transportation for children between their residence and other locations as well as provide transportation for educational excursions, schools, homes as a part of their service

Transporting children requires a range of considerations to ensure every reasonable precaution is taken to protect each child's safety and wellbeing in conjunction with adherence to road safety regulations and compliance with the Education and Care Services National Law and Regulations. This includes adhering to relevant legislation providing adequate supervision of children at all times, maintaining correct educator to child ratios, maintaining accurate attendance records and providing child restraints for children under our care. Written authorisation from a parent or other authorised person named on the child's enrolment record is required before a child can be transported by the service or arranged by the service.

The safety of children is paramount. Our Service has a duty of care to conduct comprehensive transport specific risk assessments to minimize and manage all potential risks for transporting children. A risk assessment must be conducted before authorisation is sought to transport a child.

PRE-TRIP VEHICLE CHECK

- parents will be provided with a copy of the Service's *Safe Transportation Policy* which can be discussed further during orientation
- parents will be required to provide written authorisation for their child to be transported by the service or transport arranged by the service
- a risk assessment and management plan will be completed for regular transportation and 'one-off' excursions. Regular transportation risk assessments are to be completed at least annually
- information related to procedures and the route taken will be included in written authorisations (as per Regulation 102D)
- Approved provider/nominated supervisor will ensure the vehicle is regularly maintained and mechanically sound
- Approved provider/nominated supervisor will ensure the number of passengers does not exceed the vehicles legal limit
- sufficient seat belts or safety restraints will be installed for all passengers in accordance with current Australian Safety Standards under law of Victoria



- Approved provider/nominated supervisor will ensure there is a current third-party comprehensive insurance policy in the vehicle during the approval educator/educator assistants
- the designated driver of the vehicle will comply with all appropriate road, safety and transport regulations
- all adults must have a current Working with Children Check recorded in staff records
- the designated driver of the vehicle will hold the appropriate driver's license for the vehicle they are driving
- Educator/Educator Assistants will hold -
 - o an approved first aid qualification
 - o a current approved anaphylaxis management qualification
 - o an approved emergency asthma management qualification
 - o an easily recognised and suitably equipped first aid kit is easily accessible during transportation
- Educator/Educator Assistants will ensure there is adequate fuel to undertake the journey
- Educator/Educator Assistants will familiarise themselves with the route
- under no circumstances will the educators/educator assistants supervising the children use handheld mobile phones unless safely parked
- under no circumstances will the educators/educator assistants supervising the children be under the influence of alcohol or drugs. This is inclusive of medication that has a sedative effect.
- Sunshine Family Day Care Educators are responsible for the children from the time the vehicle arrives at the specified location for 'pick up' through to when the children are 'dropped off' and signed out by a parent or guardian.

PICKING UP CHILDREN

- Parents will be informed that they must notify the Service if their child is going to be absent and will not require transport
- when picking up children, the vehicle will be parked in a safe location where children are not required to cross any roads. (If this is unavoidable a risk assessment and dedicated procedure for crossing the road will be completed.)
- proper restraint systems will be used in accordance with current Australian Safety Standards.
- designated educators/staff will ensure the safe assembly of children as they arrive at the 'pick up' location and prepare to board the vehicle/bus.
- children's attendance will be checked by the supervising educator/staff before departure from the designated pick up location and marked as present as they embark on the bus/vehicle
- children will be continuously supervised during transportation by a designated educator/staff sitting at the rear of the bus, gaining clear vision of all children
- Sunshine Family Day Care educators/educator assistants will provide continuous supervision of children during transportation
- safety rules will be developed with the children, to ensure a clear understanding of appropriate and inappropriate behaviour
- educators will ensure children remain seated and refrain from behaving in an unsafe or disruptive manner
- the designated driver of the vehicle has the right, *if required* to stop in a safe place until the children conform to the safety guidelines. Parents will be notified if their child continues to be challenging and/or behaving in a dangerous manner.
- families will be notified if there is an incident or issue which may delay the regular schedule.

DROPPING-OFF CHILDREN

- children will be asked to remain seated until the vehicle has completely stopped



- Sunshine family day care Educator/educator assistants will allocate prep school children in the specified location. Kinder and pre-school children must be dropped off directly to the class
- the children's attendance record will be checked by the supervising educator/staff as they assemble in a predetermined location

POST TRIP VEHICLE CHECK

- once all children have exited the vehicle, the designated educator/educator assistants will conduct a final sweep of the vehicle, checking on and under seats to ensure there are no children or belongings left behind
- educator/educator assistance will confirm all children and belongings are off the vehicle by checking the attendance list
- together with educator/educator assistance the children will be accompanied into the Service/residence/venue (or other destination)
- once inside (or on location) the children are signed in which will provide an additional attendance check to confirm all are present.

Under no circumstances will a child or children be left alone throughout all stages of transportation

SLEEP AND REST POLICY

Linked to: r(81), r(103), r(105), r(110), r(115), r(166), r(168), r(176) NQS 2.1; 2.1.1; 2.2; 2.2.1; 3.3; 3.1.2

Our Family Day Care educators will ensure that all children have appropriate opportunities to sleep, rest and relax in accordance with their individual needs. The risk of Sudden Infant Death Syndrome (SIDS) for infants will be minimised by following practices and guidelines set out by health authorities.

If a family's beliefs and requests are against current recommended evidence-based guidelines, our FDC educators will need to determine if there are exceptional circumstances that allow for alternate practices. We will only approve an alternative practice if the Service is provided with written advice from, and the contact details of a registered medical practitioner accompanied by a risk assessment and risk minimisation plan for individual children. We have a duty of care to ensure children are provided with a high level of safety when sleeping and resting and every reasonable precaution is taken to protect them from harm and hazard. In meeting the Service's duty of care, it is a requirement that all educators and educator assistants implement and adhere to this policy to ensure we respect and cater for each child's specific needs.

POLICY

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

SCOP

This policy applies to the Educators, Educator Assistants, families, and children of the Family Day Care Service.

IMPLEMENTATION

The family day care educator will consult with parents of children in care as to their sleep/rest requirements and encourage children to sleep in order to meet their development and at the time that best suits their needs.



No child will be made to sleep during rest times; children who do not wish to sleep will rest quietly or be offered alternative activities such as reading or puzzles.

Best practices which reduce the risk of SIDS shall be adopted and maintained by the family day care educator and staff as recommended by the SIDS Foundation, including not putting children to bed with bottles or drinks.

Sleeping babies and toddlers will be checked every 10-20 minutes during the day, in line with current SIDS guidelines.

Cots (new and second-hand) used in family day care will comply with Australian/New Zealand Safety Standard (AS/NZS 2172 Cots for Household Use) and be maintained in a clean and safe condition, taking into consideration the following:

- Finger traps – there should be no spaces between 5mm and 12mm wide.
- Arm and leg traps – there should be no spaces between 30mm and 50mm.
- Railings – should be no less than 50mm and no more than 95mm wide.
- Head traps and —fall-through hazards – there should be no spaces 95mm or wider.
- Protrusions – there should be no protrusions that jut out more than 5mm. Clothing can get snagged on knobs, decorative features, wing nuts, side catches, and cause distress or strangulation.
- Never put pillows or an extra mattress or toys in cots, as the child can become trapped and suffocate between these items or can use these items as a foothold to climb out of the cot.

Portable cots will comply with Australian Safety Standard (AS 2195).

When using portable cots, ensure the sides are fully locked into place and secure:

- Check mechanisms regularly for wear.
- Use the cot mattress provided. Ill-fitting mattresses may create spaces where a small baby may be trapped.

Stop using the portable cot if the baby can undo latches.

Stop using the portable cot when the child weighs more than 15 kg. Place the portable cot away from potential hazards.

Check that latches are securely locked before use. Check regularly for:

- Tears in vinyl and loose fabric;
- Broken locks and tears that could cause the cot to collapse. Children will be provided with individual beds and bedding.

Pre-school age children

FDC Educators and Educator Assistants will:

- be respectful for children's individual sleep and rest requirements
- discuss children's sleep and rest needs with families and include children in decision making
- provide a tranquil and calm environment for children to rest by turning off lights, playing relaxing music, reading stories, cultural reflection
- ensure children are comfortably clothed
- encourage children to rest their bodies and minds for 20-30 minutes
- introduce relaxation techniques into rest routine- use of a relaxation tape
- ensure children sleep with their face uncovered
- closely monitor sleeping and resting children
- provide quiet activities for children- puzzles, books, drawing if they do not fall asleep



- record sleep and rest patterns to provide information to parents/families

Children's bedding will be stored individually and maintained in a hygienic manner.

Children shall never be humiliated or shown negativity through voice or actions when soiling or wetting their bed. Nor shall they be forced to wear nappies to bed for the ease of others.

Family and cultural differences shall be taken into consideration and respected regarding sleeping arrangements.

When sleeping at the family day care residence, a child shall be under the supervision of the family day care educator and have access to the educator at all times.

The area in which the children sleep shall be in the part of the home which has been assessed and approved for family day care.

The family day care service shall provide family day care educators with up to date information from recognised safety authorities on the selection and use of cots, beds and bedding and safe sleeping practices.

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

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

Where practicable, the family day care educator will inform and seek approval from the family day care service prior to providing overnight care.

Written parental approval will be obtained before any child shall sleep overnight in the same room with any other child or any adult.

The room in which the child sleeps shall preferably be a bedroom but in any case shall not be used as a thoroughfare.

Children who regularly stay overnight will be provided with their own bed and linen.

The child who stays overnight will have access to the family day care educator at all times.

The family day care service will provide family day care educators with training to ensure they are aware of their vulnerability to allegations of child abuse and its ramification to ensure that protective measures for themselves and their families are put into place.

STAFFING ARRANGEMENT POLICY

r. 4(1), 10, 116, 119, 123A(a), 124, 127, 128, 136, 143(a) (b), 144, 149, 153, 154, 169, 243, 244, 358, 359,
NQS: 4.1; 4.1.1; 4.1.2; 4.2; 4.2.1; 4.2.2

Policy

Staffing arrangements create a safe and predictable environment for children and support warm, respectful relationships. Sunshine Family Day Care aims to engage educators, educator assistants and coordinators who have the qualifications and experience to develop warm, nurturing, and respectful relationships with children. Positive relationships among educators, co-ordinators and staff contribute to an environment where children feel emotionally safe, secure and happy.

At Sunshine Family Day Care, we must make sure:



- Staffing arrangements enhance children's learning and development and ensure their safety and wellbeing.
- Educators, co-ordinators and staff have the skills and knowledge to support children's learning, health, safety and wellbeing.
- Educators, co-ordinators and staff are respectful and ethical.

Procedure

Having sufficient educators, coordinators and staff available at all times that children are educated and cared for by the service to deliver quality education and care programs and to respond to and promote children's physical, social, and emotional wellbeing.

We must ensure that:

- one of the following persons is available to provide support to the family day care educator:
 - person with management and control
 - the nominated supervisor of the service;
 - a supervisor who has been placed in day to day charge of the family day care service in accordance with the national regulations.
- The requirement to be available to provide support to a family day care educator includes being available to be contacted by telephone to provide advice and assistance to the family day care educator.
 - whenever children are being educated and cared for by the service, the relevant number of educators educating and caring for the children is no less than the number prescribed for this purpose. A family day care educator must not educate and care for more than 7 children at a family day care residence. No more than 4 children can be preschool age or under (including the educator's own children if they are under 13 years of age, or there is no other adult present and caring for these children).
 - that each educator educating and caring for children for the service meets the qualification requirements relevant to the educator's role as prescribed by the national regulations.

An educator must ensure that the number of children being educated and cared for by the educator at any one time is no more than the number prescribed for this purpose.

The approved provider of must ensure that at all times one or more qualified persons are employed or engaged as family day care co-ordinators to: (a) assist with the operation of the family day care service; and (b) to support, monitor and train the educators of the service. A coordinator must have an approved diploma level education and care qualification

Sufficient persons are appointed as coordinators to monitor and support the educators engaged by the service; each educator is adequately monitored and supported by the coordinator.

Assistance to educators must be available at all times the Family day care service operates. Assistance can be provided by the approved provider, a nominated supervisor or a certified supervisor.

The name and position of the responsible person in charge of the service at any given time must be displayed so that it is easily visible to anyone from the main entrance of the service, and at the principal office of a Family day care service.

Compulsory Supporting Documents



Working with children check

The approved provider must read or ensure the nominated supervisor, or the person in day to day charge of the service has read an applicant's working with children check before the applicant is engaged as a family day care educator or staff member.

The following persons are also required to have a working with children check:

- nominated supervisor
- family day care educator assistant
- all other staff members at the family day care service
- people aged 18 years and over who normally reside at the family day care residence

The details of the individuals working with children check are recorded in accordance with the National Regulation.

Criminal history record check

The approved provider must read and consider, or ensure that the nominated supervisor or person in day to day charge of the service has read and considered a person's criminal history record check before that person is engaged or registered as a family day care educator.

First aid

Each family day care educator and family day care assistant engaged or registered with the service must:

- hold a current approved first aid qualification; and
- have undertaken current approved anaphylaxis management training; and have undertaken current approved emergency asthma management training.

Approved qualifications are published on the ACECQA website

Staff Record and Registers

Approved Providers must keep information about the educators, educator assistants, and the coordinator/s engaged or registered with the service.

Details must include evidence of educators working directly with children, qualifications, training and Working with Children Checks. The register is kept at the office of the Family Day Care Service and is maintained by the approved provider. Family day care educator register kept in Harmony Web.

Additionally, a record is kept of every staff member engaged by the service who is not an educator, coordinator or educator assistant. This record also includes information about the educational leader, nominated supervisor, information about students and volunteers. A record of Working with Children Checks or equivalent (if applicable) is also recorded. This record is to be kept at the office

Details regarding staff PRODA registrations will be kept in each staff record, including RA number and evidence of fit and proper checks

Family Day Care educator and coordinator qualifications:

- FAMILY DAY CARE educators must have, or be actively working towards, at least an approved certificate III level education and care qualification (R 127)
- Family Day Care Coordinator must have an approved diploma level education and care



qualification (R 128)

‘Actively working towards’ definition:

A FAMILY DAY CARE educator who is enrolled in a course for an approved Early Childhood qualification.

- The FAMILY DAY CARE educator is required to provide documentary evidence of their course, training plan and progress towards completion of the course.
- Individuals actively working towards an approved qualification may be counted towards qualification requirements.
- The Approved Provider/Coordinator will communicate with the educator’s RTO to ensure the Educator successfully completes their qualification.
- The Approved Provider/Coordinator will support the educator in completing their qualification through mentoring and assistance.

Family Day Care coordinator to educator ratios

- For the first 12 months after the FAMILY DAY CARE educator commences providing education and care to children as part of the family day care service, there must be 1 full-time equivalent family day care coordinator for every 15 family day care educators.
- After the end of that 12-month period, there must be 1 full-time equivalent family day care coordinator for every 25 family day care educators.

Engaging Family Day Care Educators

The Approved Provider must ensure that a FAMILY DAY CARE educator is not registered or engaged unless:

- reasonable steps have been taken to ensure that the person has adequate knowledge and understanding of the provision of education and care to children
- the educator’s history of compliance with the National Law and other relevant laws is taken into account
- any decision under the National Law to refuse, suspend, refuse to renew or cancel a licence, approval, registration, certification or other authorisation granted to the person under National Law and other laws Management of family day care educators is taken into account
- a criminal history record check has been read and considered
- Working with children check has been read

The Approved Provider will take reasonable steps to ensure that:

- each FAMILY DAY CARE educator maintains an adequate knowledge and understanding of the provision of education and care to children
- any serious incident that occurs while a child is being educated and cared for by a FAMILY DAY CARE educator is adequately addressed
- any complaints against a FAMILY DAY CARE educator will be addressed and actioned.



Engaging Family Day Care educator assistants

The Approved Provider may approve a person as a family day care educator assistant to assist a family day care educator provide education and care to children as part of the FAMILY DAY CARE service.

A person will not be approved unless the family day care educator provides written consent of each parent of each child being educated and cared for by the educator to the use of the family day care educator for specific circumstances-

- in the absence of the family day care educator, to transport a child between the family day care resident or venue and-
 - a school, or another education and care service or children's service or the child's home or
 - in the absence of the family day care educator in emergency situations or
 - in the absence of the family day care educator to enable the educator to attend an appointment (other than a regular appointment) in unforeseen or exceptional circumstances if the absence is for less than 4 hours and the approved provider has approved that absence and notice of that absence has been provided to the parents of the child or
 - while the educator is educating and caring for children as part of the family day care service.
- educator assistants must be at least 18 years old and
 - are considered to be a 'fit and proper person'

Engaging Family Day Care Coordinators

The Approved Provider must ensure that FAMILY DAY CARE coordinators hold an approved diploma level education and care qualification. Coordinators are required to develop and maintain deep knowledge of the National Law and National Regulations, Early Years Learning Framework and My Time Our Place Framework.

Coordinators are employed to monitor and support family day care educators. The mandatory minimum coordinator to educator ratio is implemented to ensure a high standard of quality education and care is maintained.

Coordinator to FAMILY DAY CARE educator ratios are:

Sunshine family day care must employ at least 1 full time family day care co-ordinator as prescribed in section 5 of the Education and Care Services National Law Act 2010 for every 15 family day care residences or venues providing education and care for children.

Register of Family Day care educators, coordinators and educator assistants

A register must be kept in relation to each FAMILY DAY CARE educator, coordinator, educator assistant engaged or registered by the service. This register is kept at the principal office of the family day care service and maintained by the Approved Provider. The register inclusions are detailed in the Keeping A Register of Educators, Coordinators, Educator Assistants Policy.

Evidence that the FAMILY DAY CARE educator is adequately monitored and supported by the Coordinator must be recorded in this register. This should include:

- dates and times of any visits by the coordinator to the residence
- dates and times of any telephone calls
- details of any correspondence or written materials to the educator by the coordinator



Information held on the register must be kept until the end of 3 years after the date on which the family day care educator, educator assistant or coordinator ceased to be employed or engaged by or registered with the service.

Responsible Person

The Education and Care Services National Law Act (National Law) requires that approved providers must have a responsible person present at all times an education and care service is educating and caring for children. In the case of a family day care service, the responsible person must be available to provide support to the family day care educators.

A responsible person is defined in the National Law as:

- the Approved Provider - if the Approved Provider is an individual - in other case, a person with management or control of the service; or
- the Nominated Supervisor of the service; or
- a person in day to day charge of the service

The Approved Provider

The Approved Provider is primarily responsible for ensuring family day care operates in accordance with national legislative requirements. As a 'responsible person' under the Education and Care Services National Law (National Law), the Approved Provider has a range of legal responsibilities. A compliance action could be taken if the Approved Provider fails to meet relevant requirements.

Nominated Supervisor

The Approved Provider for Service Approval must nominate a person to be the Nominated Supervisor for family day care service

A Nominated Supervisor is a person who has consented to be the primary supervisor of the day to day operation of family day care. The Nominated Supervisor will have primary management and control of a service in the absence of the Approved Provider.

A day to day charge of the service

An approved provider or a nominated supervisor can appoint a person in day-to-day charge of a family day care service. A person in day-to-day charge of an education and care service must consent to the appointment in writing.

Code of Conduct of Nominated Supervisor

As the Nominated Supervisor is the key responsible person for a family day care (in addition to the Approved Provider) the Nominated Supervisor has various responsibilities under the National Law.

The Nominated Supervisor must ensure that a program is delivered to all children being educated and cared for by the service that -

- is based on an approved learning framework, and
- is delivered in a manner that accords with the approved learning framework; and
- is based on the developmental needs, interests and experiences of each child, and is designed to take into account the individual differences of each child.

The Nominated Supervisor must ensure that no child being educated and cared for by the service is subjected to

- any form of corporal punishment, or



- any discipline that is unreasonable in the circumstances.

The Nominated Supervisor must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.

The Nominated Supervisor must ensure that, whenever children are being educated and cared for by the service, the relevant number of educators educating and caring for the children is no less than the number prescribed for this purpose and must ensure that each educator educating and caring for children for the service meets the qualification requirements relevant to the educator's role as prescribed by the national regulations.

The nominated supervisor must implement, and ensure that all staff members of, and volunteers at, the service implement -

- adequate health and hygiene practices, and
- safe practices for handling, preparing and storing food-to minimise risks to children being educated and cared for by the service.

The nominated supervisor must ensure that -

- the food or beverage provided is nutritious and adequate in quantity, and
- the food or beverage provided is chosen having regard to the dietary requirements of individual children taking into account -
- each child's growth and development needs, and any specific cultural, religious or health requirements.

The nominated supervisor of the service must ensure that a weekly menu -

- is displayed at a place at the education and care service premises accessible to parents of children being educated and cared for by the service, and
- accurately describes the food and beverages to be provided by the service each day.

The nominated supervisor must take reasonable steps to ensure that the needs for sleep and rest of children being educated and cared for by the service are met, having regard to the ages, development stages and individual needs of the children.

The nominated supervisor must not, while educating and caring for children for the service

- consume alcohol, or
- be affected by alcohol or drugs (including prescription medication) so as to impair his or her capacity to supervise or provide education and care to the children.

The nominated supervisor must ensure that medication is not administered to a child being educated and cared for by the service unless -

- that administration is authorised, and
- the medication is administered in accordance with the National Regulation
- If medication is administered under this regulation, the approved provider or nominated supervisor of the education and care service must ensure that the following are notified as soon as practicable a parent of the child
- emergency services.

The nominated supervisor must ensure that a child who is being educated and cared for by the



education and care service does not leave the education and care service premises except in accordance with the National Regulation.

The nominated supervisor must ensure a risk assessment is carried out in accordance with the National Regulation before an authorisation is sought under the regulation for an excursion.

The nominated supervisor must ensure that a child being educated and cared for is not taken outside the education and care service premises on an excursion unless written authorisation has been provided under the Regulation.

The nominated supervisor must ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time.

Despite the above, the approved provider, nominated supervisor or family day care educator is not required to allow a parent to enter the education and care service premises if - permitting the parent's entry would -

- pose a risk to the safety of the children and staff of the education and care service, or
- conflict with any duty of the provider, supervisor or educator under the Law, or
- the provider, supervisor or family day care educator is aware that the parent is prohibited by a court order from having contact with the child.

Coordinator

The regulations state that there must be sufficient coordinators available at any time the service is being offered.

At Sunshine Family Day Care, the Co-ordination Unit will carry out processes for the selection, evaluation, support and professional development of Educators according to the National Quality Framework and its rating system.

Educational leader

The Educational Leader will be appointed by the Approved Provider/Nominated supervisor to lead the development and implementation of educational programs in collaboration with the Family Day Care coordinator to ensure educators are provided with curriculum direction and to ensure children achieve the outcomes of the approved learning framework.

Volunteers and Students

- At no time will volunteers and/or students be left alone with a child or group of children or be included in the educator to child ratio.
- All volunteers and students will be inducted into the Service to ensure they adhere to the Service policies and procedures and Statement of Philosophy.

Adequate Supervision

Adequate supervision is a critical consideration for all family day care educators in the residence or venue where children are educated and cared for and is part of every educator's Duty of Care. FAMILY DAY CARE educators are required to ensure that children are in sight and/or hearing at all times, demonstrating that the best interest of children is being provided for. This includes toileting, sleep, rest, nappy changing, transition routines and whenever the service provides or arranges transport for children as part of the service.

- Sunshine Family Day Care will comply with educator to child ratios outlined in National Legislation and National Quality Standard for Family Day Care educators
- FAMILY DAY CARE educators will always be able to observe each child, respond to individual needs and attend to children as necessary.



- FAMILY DAY CARE educators will adjust their level of supervision depending on the area where children are playing, and the skills, age, dynamics, and size of the group of children being supervised
- When supervising outdoors, family day care educators will position themselves so as to be able to see as much of the play area as possible
- Where there are water activities or high-risk experiences, family day care Educators will ensure close supervision is maintained.
- Infants and toddlers who are sleeping in other rooms will be closely monitored and checked/inspected every 10 minutes to assess a breathing and the colour of their skin.
- Older children will be supervised whilst sleeping or resting.
- Children will be supervised when hand washing and during toileting/nappy change times.
-

Privacy

- Educators and educator assistants will adhere to the Service's *Privacy and Confidentiality Policy* and Privacy Law in relation to children and their families, or matters relating to the Service and will at no time take part in inappropriate or unlawful conversations or discussions.
- The educator will ensure that students and volunteers are made aware of the services' *Privacy and Confidentiality Policy* and Privacy Law during their initial induction.
- All staff, educators, educator assistants, volunteers and students are provided with information about the ECA Code of Ethics.

Staff Recruitment

- Sunshine Family Day Care Service will ensure a rigorous recruitment process is followed to select the best educators and staff possible based on skills, qualifications, experience and suitability for the position available.
- All potential educators and staff will participate in robust interviews and have reference checks completed before an offer of engagement or employment is presented. Reference checks will take into consideration the suitability of the applicant for the role, previous experience and their commitment to child safe practices.
- All potential educators and staff are subject to Police Checks, maintenance of a valid Working With Children Card (WWCC) and appropriate qualification. Valid first aid, asthma and anaphylaxis management or food safety qualification may also be required.
- Staff induction includes; provision of the service's policies and procedures, code of conduct, child protection, work, health and safety guidelines, behavior guidance, service routines, human resource documentation, physical environment, communication with families processes, Family Assistance Law, administration of Child Care Subsidy and introduction to senior staff members and/or mentor.

SUN PROTECTION POLICY

Linked to: (r)167, r(113), r(168), NQS: 2.1, 2.1.1; 2.1.3; 2.2; 2.2.1

Australia has one of the highest rates of skin cancer in the world. Too much of the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. Infants and toddlers up to four years of age are particularly vulnerable to UV damage due to lower levels of melanin and a thinner stratum corneum (the outermost layer of skin). UV damage accumulated during childhood and adolescence is strongly associated with an increased risk of skin cancer later in life (Cancer Council Australia).

POLICY

Sunshine Family day care educators will protect children from the dangerous and adverse effects of sun exposure.



SCOP

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

IMPLEMENTATION

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

Monitoring UV levels

Sun protection is required when UV levels reach level 3 or above. FDC educators will monitor the UV levels daily through one or more of the following methods:

- Using the smartphone SunSmart app available at iTunes App Store and Google Play store
- Using the SunSmart widget on the Service's website available at www.cancer.org.au
- Viewing the Bureau of Meteorology website <http://www.bom.gov.au/>
- Visiting www.myuv.com.au

Managing the physical environment:

Refer to the Cancer Council website for the Factsheet on Be Sun Smart at:

- http://www.cancer.org.au/Healthprofessionals/patientfactsheets/Lifestyle/Be_sunsmart.htm

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

- Infants less than 12 months of age should remain in dense shade and not be exposed to direct sunlight.

Provided the UV Index is below 3 (moderate), unrestricted outdoor play may take place. If the UV Index is 3 (moderate) or above, outdoor play is allowed provided appropriate sun protection measures are undertaken by all staff, educators and children whilst outdoors.

Appropriate sun protection measures are defined as a broad rimmed, bucket style or legionnaire's hat, clothing that covers as much skin as possible, SPF 30+ sunscreen, maximum use of available shade and sunglasses where these are practical. If the UV Index is 8 (very high) or above, outdoor play will cease.

The UV Index is available from the Bureau of Meteorology website Protective practices. Educators Will encouraged use mobile app "SUN SMART" to check and monitor UV level

If hats have cords remove if possible or ensure they are not a choking hazard. Family day care educators will model sun safe practices.

Family day care educators will request permission from the parent/s/family to apply sunscreen.

Sunscreen of SPF 30+ broad spectrum and water resistant should be applied at least 20 minutes (or as per the manufacturer's instructions) before commencing outdoor play.

Sunscreen must be reapplied every 2 hours (or as per manufacturer's instructions).

If a child presents with an allergic reaction to the sunscreen, the family day care educator will stop applying the sunscreen, notify the parent/s/family and request that a hypoallergenic sunscreen be supplied by the family for the child to use.

Maintaining hydration levels



Safe drinking water will be accessible to children throughout the day in both indoor and outdoor settings.

Communication with families

Sun protection practices will be shared with families.

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

Families will be encouraged to implement the family day care educator's sun protection practices when participating in any excursions or experiences delivered by the family day care educator.

Education and information

- Sun protection will be incorporated regularly into learning programs
- Sun protection information will be promoted to all FDC educators, families and visitors.
- Educators and educator assistants are encouraged to complete free Cancer Council Generation SunSmart online PL learning modules
- Further information is available from the Cancer Council website www.cancer.org.au/preventing-cancer/sun-protection/
- The Sun Safety Policy will be made available to all educators, educator assistants, families, and visitors of the FDC Service to ensure a comprehensive understanding about keeping sun safe
- When enrolling their child/ren to our Family Day Care Service, parents will be required to give permission for the FDC educator or educator assistant to apply sunscreen to their child

TOBACCO, DRUG AND ALCOHOL-FREE ENVIRONMENT POLICY

Linked to: r(82), r(83)

To provide clear guidelines to the Educators and other stake holders to ensure the environment is free from the use of tobacco, illicit drugs, and alcohol for ensure health and safety for the children being educated and cared for

POLICY

Family day care educators will provide an environment that is free from the use of tobacco, illegal and illicit drugs and alcohol.

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

The family day care educator found to be in breach of this policy shall cease work immediately. Any breach of these procedures will result in termination of the family day care educator's registration as a member of the Family Day Care Service and the grievance procedures set out in this service policy manual will not apply.

SCOP

These guidelines will apply to the Approved provider, nominated supervisor, , educators, staff, students on placement, volunteers, parents, children and others attending the service.

To develop strategies to ensure that the educators' home is a safe place for children, while recognising the rights of the educator's family.



To suggest anyone who intends to smoke, must go outside the premises, where it does not affect the children's health and wellbeing

To ensure, if tobacco is smoked in the fdc residence when the service is not operating, consideration should be given to issues such as ventilation hygiene and safe storage of items including ashtrays and cigarette lighters.

IMPLEMENTATION

The family day care educator will not smoke whilst children are in care.

The family day care educator will not be affected by alcohol or drugs, including prescription drugs, so as to impair their capability to provide care and education to the children.

Family day care educators will use best endeavors to ensure children in care are not exposed at any time to tobacco smoke, alcohol or illicit drugs.

The family day care educator must ensure no person at the family day care residence and/or venue smokes, takes illicit drugs or drinks alcohol on the premises during care hours.

All alcohol will be placed in a cupboard or storage unit out of the reach of the children.

The family day care educator will inform families and visitors to the residence and/or venue of the tobacco, drug and alcohol free environment.

WATER SAFETY POLICY

Linked to: r(101), r(115), r(116), r(168), r(274); NQS:2.2; 2.1.2; 2.2.1; 2.2.2

The safety and supervision of children is paramount when in or around water. This policy relates to water play, excursions near water, hot water, drinking water and hygiene practices with water at the Family Day Care Service. Children will be supervised at all times during water play experiences.

POLICY

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

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

SCOP

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

WATER HAZARDS

The National Regulations make reference to 'water hazards' however the term is not expressly defined. In this policy, a water hazard is defined as anything that can hold 5cm of water and fit a child's nose and mouth and a 'water hazard' may include:



- swimming pools, portable pools, spas
- fishponds
- sinks, basins
- water feature, such as a wishing well
- containers for feeding animals
- water troughs, containers for paddling- clam shells
- dams, creeks, river or pooling water
- beach

DROWNING

Drowning is one of the major causes of unintentional death for children 0-4 years. According to the Life Saving Society of Australia an annual average of 30 drowning deaths of children aged 0-4 years occur in swimming pools and 5 drowning deaths of children 0-4 years in bathtubs/spa baths.

(Kidsafe, 2020)

Although home swimming pools are the most common site for drowning, children can drown in just a few centimetres of water. Adult supervision of young children is therefore critical when any child is in or around water.

IMPLEMENTATION

All swimming pools at the family day care educator's residence and/or venue must comply with the Australian Standards and State regulations for pool fencing and gates.

Any items around the perimeter of the pool: for example tables, chairs must be situated to prevent a child using them as climbing aids.

No child will enter into the area of a spa, or a private or public swimming pool whilst in the family day care service is operating and children are in care.

At all times whilst family day care is operating, the spa and/or swimming pool on the premises will not be used.

All children near water will be closely supervised, and no child will be left alone near water.

Any containers that holds or collects water, such as nappy buckets, ponds, spas must be safely covered or made inaccessible to children.

All children's play areas that contain water hazards such as dams, drains, creeks, lakes will be fenced off to make inaccessible to children.

All fish ponds or similar water features that collect or fill with water on the family day care premises shall be securely covered with weld mesh which will meet all the following requirements:

- Support the weight of an adult;
- At all times, be above and remain above the level of the water; and
- be fixed in place.

Wading pools and other containers must be emptied and cleaned after use and stored to prevent collection of water.

Family Day Care Approved Provider/ Nominated Supervisor/Coordinator will:

- conduct annual assessments of the approved FDC residence
- ensure risk assessments are completed for any identified water hazard
- ensure boundary barriers around pools, spas comply with Australian Standards including
 - self-locking gates
 - making spas inaccessible with locked pool cover and isolation barriers at least 1.2m high
 - ensure pool barriers are at least 1.8m high



- ensuring any doors that form part of the pool barrier have a self-closing mechanism and child resistant lock
- making pool filters inaccessible to children
- inform all families of FDC educator residences that have swimming pools or spas and the risk mitigation strategies that have been implemented to provide safety for their child whilst in the care of the educator
- ensure no person engages in swimming whilst education and care is provided by the FDC educator (including other children who live at the residence)
- provide direction and education to educators, educator assistants and families on the importance of children's safety and supervision in and around water
- ensure health and safety practices are incorporated to ensure safe storage of water and water play
- ensure premises adjacent to or providing access to any water hazards that are not able to be adequately supervised at all times (e.g. dams, swimming pool) are to be isolated from children by a child resistant barrier or fence
- ensure that each FDC educator and educator assistant hold current first aid certificates, including CPR at all times
- ensure all swimming pools at the family day care educator's residence and/or venue comply with the Australian Standards and State regulations for pool fencing and gates
- ensure any items around the perimeter of the pool (for example, tables, chairs, pot plants etc.) are not able to be used as a climbing aid for children
- ensure a Cardiopulmonary Resuscitation (CPR) chart is displayed near any water
- ensure any containers that hold or collect water, such as nappy buckets, ponds, spas must be safely covered or made inaccessible to children

Family Day Care Educators/ Educator Assistants will:

- complete risk assessments that identify and assess risks associated with any water hazards and water-based activities
- ensure all water hazards have Australian Standard barriers- fencing; self-closing mechanism and child-resistant locks
- ensure they hold a certified safety certification and final council approval for pool fencing
- advise new families of the water hazards at their residence prior to care beginning- pool, spa, fish pond, dam, water tanks
- ensure water hazards and water play are always highly supervised including:
 - supervising children near water at all times
 - never leave children alone near any water
 - direct and constant monitoring of children
 - scanning and moving around the environment
 - observing play and anticipating behaviour
- conduct a risk assessment in accordance with the regulatory requirements prior to taking children on an excursion, clearly identifying any water hazard and indicating how this is assessed and managed
 - seek approval by the Approved Provider before any outing/excursion is conducted
 - ensure all emergency procedures are adhered to whilst on any excursion as per Excursion Policy
- gain prior written authorisation from parents, indicating any water hazard and educator to child ratios that will be applied to ensure supervision requirements are met, prior to any excursion.



- for children who are less than 3 years- 1 adult to each child
- for children who are at least 3 years but not yet 6 years- 1 adult to 2 children
- for children 6 years and over- 1 adult to 4 years
- ensure children in a bath (if required) are
 - directly supervised at all times
 - remain within arm's reach of children
- empty water immediately after use
- ensure fish / frog ponds and water features that are not able to be adequately supervised at all times and/or pose an unacceptable risk to children are guarded or effective barriers are in place
- complete a daily Safety Inspection of premises to ensure that all hazards are known and minimised (including items close to a pool fence that could provide climbing access). When a hazard or potential hazard is detected, the educator will complete a risk assessment to address any concerns and children will be excluded from the area until the hazard has been rectified.
- utilise water activities in appropriate weather as part of the planned program
- allow the children the opportunity to experiment with water, sand, and mixing materials
- monitor all taps on the premises that children have access to and ensure they are turned off securely when not in use
- safely cover or make inaccessible to children all water containers, e.g. nappy buckets.
- empty wading pools immediately after every use and store to prevent the collection of water, e.g. upright
- check for and empty any water that has collected in holes or containers after rainfall or watering gardens
- ensure water troughs are not used without a stand to keep it off the ground.
- ensure children remain standing on the ground whilst using the water trough
- ensure buckets of water for soaking toys or clothing are inaccessible to children
- ensure water troughs or containers for water play are filled to a safe level and emptied into the garden areas after each use
- children will be discouraged from drinking from these water activities
- ensure laundry, storerooms have signage to remind the educator/adults to close doors behind them
- teach children about staying safe in and around water
- ensure wading pools are hygienically cleaned, disinfected and chlorinated appropriately:
 - on a daily basis remove leaves and debris, hose away surface dirt and scrub inside with disinfectant
 - wash away disinfectant before filling pool
 - add Chlorine to pool before children used the pool
 - check chlorine levels frequently
 - children with diarrhoea, upset stomach, open sores or nasal infections should not use the pool
 - all children should wear appropriate swimwear / bathers, go to the toilet before entering the pool, and follow correct toilet hygiene practices while in the pool.
 - remove all children immediately, empty and disinfect the pool should a child pass a bowel motion whilst in the pool.

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