

Queanbeyan Family Day Care

Policy and Procedure Manual

Quality Area 4

Staffing Arrangements

Queanbeyan Family Day Care – Policy and Procedure Manual

Quality Area 4 – Staffing Arrangements

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Role of Staff Members Policy

1. OUTCOMES:

Educators, parents and staff members will be aware of the roles of the various stakeholders involved in the operation of Queanbeyan Family Day Care.

2. POLICY:

Educators, parents and staff members will undertake their respective roles with competence and professionalism at all times.

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010

4. CONTENT

Queanbeyan Family Day Care is licensed and accredited through the NSW Department of Education and Communities.

Families using childcare with the scheme are able to access the childcare benefit and childcare rebate so long as the scheme meets certain accreditation criteria.

5. PERFORMANCE INDICATORS:

- Understanding of the roles of staff members

6. KEY RESOURCES:

www.acecqa.gov.au

www.qprc.nsw.gov.au

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition;

www.humanservices.gov.au

www.kidsafe.com.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

7. RELEVANT PROCEDURES

[Role of Staff Members – Procedure](#)

[Educator Assistant – Procedure](#)

Role of Staff Members – Procedure

Queanbeyan Family Day Care is auspiced and overseen by the Queanbeyan Palerang Regional Council.

GENERAL MANAGER

The occupant of this position has final responsibility for most operational matters.

PORTFOLIO GENERAL MANAGER, COMMUNITY CHOICE

The occupant of this position reports to the General Manager of Queanbeyan Palerang Regional Council and is responsible for the Queanbeyan Family Day Care Scheme.

SERVICE MANAGER, COMMUNITY AND EDUCATION

The occupant of this position has responsibility for the day to day running of this section which includes Queanbeyan Family Day Care.

NOMINATED SUPERVISOR (or CO-ORDINATOR)

The Nominated Supervisor is responsible for the overall administration of the scheme. As well, the Nominated Supervisor ensures that:

- Quality care is provided within the scheme
- Government accountability requirements are adhered to
- Grievances are resolved satisfactorily
- Consultation occurs with parents and educators Check that developmental checklists are being completed

CHILD DEVELOPMENT OFFICERS

The role of the Child Development Officer is:

- To visit educators and Family Day Care children regularly in the educator's home
- To support and resource educators, parents and children in the scheme
- To monitor the childcare being provided by educators
- To maintain contact with parents and educators regarding childcare arrangements
- To assist in the recruitment, selection and training of educators
- To assist the Nominated Supervisor in meeting the above requirements

ADMINISTRATIVE ASSISTANT

The role of the Administrative Assistant is:

- To support Co-ordination Unit staff, as well as parents and educators
- Undertake office duties, including word processing, filing, reception etc
- To process childcare benefit and childcare rebate payments to educators

Role of Staff Members – Procedure

EDUCATORS

The educator's role is to provide childcare for children in the educator's home. To do this effectively, educators must meet and maintain necessary standards set by the Department of Education and Communities (Education and Care Services National Regulations 2011, Education and Care Services National Law Act 2010) (see "Educators Agreement").

EDUCATIONAL LEADER

The National Regulations requires that an Educational Leader must be appointed. The role of the Educational Leader is to lead the development and implementation of educational programs in the service.

ON CALL STAFF MEMBER

In addition, the scheme is required to ensure that at all times a family day care educator is educating and caring for a child as part of the service, a member of staff is available to provide support to the educator.

CHILD PROTECTION

The Nominated Supervisor of the service in day to day charge of the service must have successfully completed a course in Child Protection approved by the NSW Regulatory Authority.

PRESCRIBED INFORMATION

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 at the principal office of a family day care service and each educator's home.

Educator Assistant – Procedure

The primary educator must have been registered with the scheme for 6 months prior to the scheme registering an educator assistant.

Educator Assistants will be required to undertake the same process of registration as educators (see Section on “Process for Educator Registration”). They will also be expected to attend in-service training such as child protection, Work Health and Safety, and other training which the scheme deems to be “compulsory”. In addition, an Educator Assistant will also require a First Aid Certificate and training in asthma and anaphylaxis management training (see information on First Aid Certificates).

An educator assistant will be required to sign the educator’s agreement and follow the requirements set out in this document.

On any occasion when the Educator Assistant is to look after the children, notice must be given to the parents and Co-ordination Unit staff prior to the care occurring

Where the primary educator is going to be absent, a registered Educator Assistant may be able to care for the Family Day Care children (see criteria below). However the absence of the primary educator must be approved by the Co-ordination unit before the Educator Assistant can provide the care and can only be provided under certain circumstances and for a period of time up to 4 hours at any time. Parents must also be given notice of the absence.

These circumstances where an educator assistant can undertake the care of family day care children include:

- Transportation to and from school, another childcare service, or the child’s home
- In an emergency situation where the primary educator requires urgent medical care or treatment
- Where the primary educator needs to attend an appointment (other than a regular appointment) in unforeseen circumstances.

The educator assistant’s registration will be reviewed on an annual basis. Continued registration will be based on satisfactory performance, maintenance of all relevant qualifications and the Child Development Officer observing the educator assistant with the children in care.

Rights and Responsibilities Policy

1. OUTCOMES:

Stakeholders involved in the operation of Queanbeyan Family day Care will understand their rights and responsibilities

2. POLICY:

Parents, educators, children and staff involved in Queanbeyan Family Day Care have rights and responsibilities in relation to their respective roles within the scheme

3. RELEVANT LEGISLATION

CCMS Child Care Service Handbook;
Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010
Equal Employment Opportunity and Privacy Act
Freedom of Information Act
Ombudsman's Act 1974
Commonwealth Disability Discrimination Act 1992
The Child Protection (Prohibited Employment) Act 1998
The Commission for Children and Young People Act 1998
The Children and Young Persons (Care and Protection) Act 1998
Occupational Health and Safety Act 2000 and Regulations 2001 (NSW)
Privacy Act 1988
NSW Anti-Discrimination Act 1977
Human Rights and Equal Opportunity Commission Act, 1986

4. PERFORMANCE INDICATORS:

- Number of questions relating to stakeholders' rights and responsibilities

5. KEY RESOURCES:

eca@earlychildhood.org.au
www.nswombudsman.nsw.gov.au
www.kids.nsw.gov.au
www.workcover.nsw.gov.au
Guide to the National Quality Standard 2011
www.acecqa.gov.au
www.qprc.nsw.gov.au
www.education.gov.au/child-care-service-handbook-0
Guide to the National Quality Standard 2011
Staying Healthy in Childcare 5th Edition
www.humanservices.gov.au
www.kidsafe.com.au
www.dec.nsw.gov.au
Education and Care Services National Regulations 2012
Education and Care Services National Law 2011

6. RELEVANT PROCEDURES

[Rights and Responsibilities – Additional Information](#)

Rights and Responsibilities – Additional Information

Stakeholders are aware of their rights and responsibilities, including duty of care, ethical conduct, access and equity, access to an educator's home, harassment, confidentiality, privacy and the management of complaints/grievances.

Children have a right to:

- Access a safe, hygienic, and caring environment
- Be treated with dignity and respect
- Be treated in a non-discriminatory manner
- Receive safe and stimulating care that fosters their physical, emotional, cognitive and social development
- Access childcare appropriate to their individual needs
- Opportunities to play for learning and recreation
- Opportunities for rest and leisure
- Protection from physical, emotional, verbal and sexual abuse and neglect

Parents have a right to:

- A safe, hygienic, and caring environment for their children
- Be treated with dignity and respect
- Be treated in a non-discriminatory manner
- Access childcare appropriate to individual needs
- Discuss their child's progress with the educator and Queanbeyan Family Day Care Co-ordination Unit staff
- Say "no"
- Make suggestions/comments
- Confidentiality and privacy
- Make complaints and have them dealt with in a positive manner without fear of retribution
- Request backup and/or transfer, as required
- Be involved in the operations of Queanbeyan Family Day Care

Parents have a responsibility to:

- Pay the educator on time and as contracted
- Ensure the childcare used is as per contract arrangements

Rights and Responsibilities – Additional Information

- Provide adequate clothing, food and sunscreen for the children
- Keep the educator and Co-ordination Unit staff up to date with details relating to the child, e.g., change in phone numbers, address, allergies etc
- Respect the educator's home and observe protocols in the educator's home
- Discuss any concerns with the educator and Co-ordination Unit staff
- Adhere to the scheme's Payment and Accountability Guidelines and the educator's independent fees
- Adhere to the Queanbeyan Family Day Care Policy and Procedures Manual
- Keep information regarding educators and their families confidential

Educators have a right to:

- Be paid as agreed by the parent and Co-ordination Unit, where applicable
- Have children arrive and depart as per contract arrangement
- Be treated with dignity and respect
- Be treated in a non-discriminatory manner
- Be supported and resourced by Co-ordination Unit staff
- Take leave and have backup organised for children in care
- Say "no"
- Make suggestions/comments
- Make complaints and have them dealt with in a positive manner without fear of retribution
- Confidentiality and privacy
- Be involved in the operations of Queanbeyan Family Day Care

Educators have a responsibility to:

- Provide a safe, hygienic and caring environment for children in care
- Provide nutritional food, where appropriate
- Keep parent and Co-ordination Unit staff up to date with details relating to the care, e.g., change in phone numbers, address, etc
- Discuss any concerns with parents and Co-ordination Unit staff
- Ensure that when children go outside they have adequate clothing and sunscreen applied, appropriate to the weather at the time

Rights and Responsibilities – Additional Information

- Adhere to the scheme's Payment and Accountability guidelines and the educator's independent fee schedule
- Adhere to the Queanbeyan Family Day Care Policy and Procedures Manual
- Advise Co-ordination Unit staff when educator's children (who live at the educator's residence) reach the age of 18 years so that Working with Children and Police Records checks can be completed
- Allow access to parents and Co-ordination Unit staff whilst children are in care
- Keep information regarding parents and their children confidential

Staff have a right to:

- Be treated with dignity and respect
- Confidentiality and privacy
- Say "no"
- Make suggestions/comments
- Make complaints without fear of retribution
- Be involved in the operations of Queanbeyan Family Day Care

Staff have a responsibility to:

- Ensure that educators and parents understand the Queanbeyan Family Day Care Policy and Procedures Manual
- Ensure that educators and parents have information regarding Queanbeyan Family Day Care
- Resource, support and monitor childcare arrangements
- Ensure that parents and educators adhere to the guidelines outlined in the fee schedule
- Respect the educator's premises and observe protocols in the home
- Respect other's rights and responsibilities

The "Early Childhood Australia's Code of Ethics" provides further information for educators and staff. Contact the Co-ordination Unit for more information.

Operating a Business Policy

1. OUTCOMES:

Educators are aware of their responsibilities in operating a small business from their home.

2. POLICY:

Educators registered with Queanbeyan Family Day Care are considered self-employed and operating a small business. Being self-employed means that educators must meet certain criteria.

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011

Education and Care Services National Law Act 2010

Work Health and Safety Act 2011 and Regulations 2011

Child Care Service Handbook

Strata Schemes Management Act 1996

4. CONTENT

Educators registered with Queanbeyan Family Day Care must ensure that they abide the following guidelines:

Taxation – This includes issuing receipts to parents, keeping receipts for items purchased for Family Day Care, keeping a log of expenses e.g. for the car, telephone calls etc.

Budgeting – This includes considering reductions of income due to annual leave, sick leave, slow periods of care, purchasing equipment, insurance, first aid and other levies as applicable.

Record Keeping – This involves keeping accurate timesheets/attendance records, children's records, and all other statutory documentation required.

Following Regulations and laws – e.g. ensuring adherence to approved child numbers.

Client service – This means keeping clients satisfied (parents and children).

Maintenance – i.e. ensuring the work environment (home) and all equipment is kept and maintained in a safe, satisfactory order, including Work Health and Safety requirements.

It is also recommended that educators have a personal/business portfolio. This can be used at the initial interview with a parent and could include:

- Queanbeyan Family Day Care registration certificate
- First aid and training certificates
- References
- Program/routine
- Personal policies, such as sick children, behaviour management, provision of food, payment
- Information about the educator and his/her family

Operating a Business Policy

5. KEY RESOURCES:

www.acecqa.gov.au

www.workcover.nsw.gov.au

www.ato.gov.au

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition

www.humanservices.gov.au

www.kidsafe.com.au

www.dec.nsw.gov.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

6. RELEVANT PROCEDURES

Ethical Conduct Policy

1. OUTCOMES:

Stakeholders are aware of their rights and responsibilities in relation to ethical conduct.

2. POLICY:

Family Day Care staff and educators will use the Early Childhood Australia's Code of Ethics, which articulates the responsibilities of all parties in relation to one another and to the families and children using the service.

3. RELEVANT LEGISLATION

CCMS Child Care Service Handbook
Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010
Equal Employment Opportunity and Privacy Act
Freedom of Information Act
Ombudsman's Act 1974
Commonwealth Disability Discrimination Act 1992
The Child Protection (Prohibited Employment) Act 1998
The Commission for Children and Young People Act 1998
The Children and Young Persons (Care and Protection) Act 1998
Occupational Health and Safety Act 2000 and Regulations 2001 (NSW)
Privacy Act 1988
NSW Anti-Discrimination Act 1977
Human Rights and Equal Opportunity Commission Act, 1986

4. CONTENT

The Early Childhood Australia's Code of Ethics informs and guides the decisions and behaviour of all personnel involved both directly and indirectly in the provision of early childhood services for children.

5. PERFORMANCE INDICATORS:

- Complaints regarding the behaviour of staff and/educators registered with the scheme

6. KEY RESOURCES:

eca@earlychildhood.org.au
www.nswombudsman.nsw.gov.au
www.kids.nsw.gov.au
www.workcover.nsw.gov.au
www.acecqa.gov.au
www.workcover.nsw.gov.au
www.ato.gov.au
www.education.gov.au/child-care-service-handbook-0
Guide to the National Quality Standard 2011
Staying Healthy in Childcare 5th Edition
www.humanservices.gov.au
www.dec.nsw.gov.au
Education and Care Services National Regulations 2012

Ethical Conduct Policy

Education and Care Services National Law 2011

7. RELEVANT PROCEDURES

[Rights and Responsibilities – Additional Information](#)

Duty of Care Policy

1. OUTCOMES:

Children will receive a high quality level of care at all times.

2. POLICY:

Educators registered with Queanbeyan Family Day Care have a legal obligation to take REASONABLE care of a child and avoid injury that can REASONABLY be foreseen when working with a child.

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010

4. CONTENT

Children rely on their educators to ensure that they are properly cared for. Parents expect that educators will use their expertise to care for their children appropriately. As a consequence, educators also owe a duty of care to the parents of those children.

Negligence can result if a worker's actions, or failure to act, fall below a reasonable standard and resulted in foreseeable harm. The Duty of Care refers not only to the actions of an educator, but also to the advice the educator may give or fail to give. Educators should be careful about giving advice which is beyond their competence, or beyond what would normally be expected in their position.

Negligence

Educators registered with Queanbeyan Family Day Care have a responsibility to exercise reasonable "standards of care".

Anyone suing the staff of Queanbeyan Family Day Care or an educator, would have to prove negligence.

5. PERFORMANCE INDICATORS:

- Number of incidents where educators are proven to be negligent

6. KEY RESOURCES:

www.acecqa.gov.au

www.workcover.nsw.gov.au

www.ato.gov.au

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition

www.humanservices.gov.au

www.kidsafe.com.au

www.dec.nsw.gov.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

Duty of Care Policy

7. RELEVANT PROCEDURES

Access and Equity Policy

1. OUTCOMES:

Queanbeyan Family Day Care is committed to ensure non-discriminatory access to educators, children and families. Family Day Care must comply with the provisions of the Federal Discrimination Legislation.

2. POLICY:

Educators' will ensure that children are provided with a high standard of care. This allows children to realise their full potential regardless of gender, age, race, language, ability, religion, culture or national origin (see section on Inclusive Behaviour).

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010

4. CONTENT

Queanbeyan Family Day Care is committed to:

- Ensure that all persons are treated equitably and with a level of mutual respect
- Reduce bias and prejudice
- Develop a range of practices and guidelines that actively counteract bias or prejudice
- Promote inclusive practices
- Encourage all persons to communicate respectfully and fairly
- Avoid making comparisons between children, families, staff/educators, their backgrounds, abilities or additional needs

The scheme has organised regular inspections of fire equipment. If educators choose to have their fire equipment checked separately, they will need to provide appropriate documentation from an approved person and ensure that the checks are completed every 6 months.

5. PERFORMANCE INDICATORS:

- Number of complaints/issues relating to access and equity

6. KEY RESOURCES:

www.acecqa.gov.au

www.workcover.nsw.gov.au

www.ato.gov.au

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition

www.humanservices.gov.au

www.kidsafe.com.au

Access and Equity Policy

www.dec.nsw.gov.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

7. RELEVANT PROCEDURES

[Court Orders – Additional Information](#)

Court Orders – Additional Information

Educators need to be aware of their responsibilities in relation to children in care, particularly where there is a court order in place and ensuring that only fit and proper people have access to the children.

A parent of a child must have access to his/her child whilst the child is in care. Parents should be aware of the children's environment, both inside and outside the educator's home. The educator is to provide this opportunity to parents.

However access can be denied, if permitting the parent's entry would:

- Pose a risk to the safety of the children and educator
- Conflict with any duty under the Law
- Where the educator is aware that the parent is prohibited by a court order from having contact with the child

Where a Court Order denies access to any parent, the educator must be advised of this information and appropriate steps must be taken to ensure that this person is excluded from the educator's premises at all times (for further information see "Court Orders").

Equal Employment Opportunity Policy

1. OUTCOMES:

All persons associated with Queanbeyan Family Day Care will be treated fairly and equitably.

2. POLICY:

As a provider of a service, Queanbeyan Family Day Care will not discriminate against anyone in the provision of its services.

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010

4. CONTENT

All peoples regardless of gender, race, colour, age, marital or parental status, sexual preference, disability or religious belief have the right to be given fair consideration for a job or other job related benefits such as staff training and development.

5. PERFORMANCE INDICATORS:

- Number of complaints/issues relating to equal employment opportunities

6. KEY RESOURCES:

[http://workplaceinfo.com.au/hr-management/eoo/notes-on-equal-employment-opportunity-\(eoo\)-policy](http://workplaceinfo.com.au/hr-management/eoo/notes-on-equal-employment-opportunity-(eoo)-policy)

www.acecqa.gov.au

www.workcover.nsw.gov.au

www.ato.gov.au

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition

www.humanservices.gov.au

www.kidsafe.com.au

www.dec.nsw.gov.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

7. RELEVANT PROCEDURES

Harassment Policy

1. OUTCOMES:

All persons associated with Queanbeyan Family Day Care will be treated fairly and equitably.

2. POLICY:

Queanbeyan Family Day Care will not tolerate harassment of any form.

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010

4. CONTENT

Harassment is considered to be behaviour which is found to be offensive, humiliating, intimidating or bullying. Queanbeyan Family Day Care considers any form of harassment in the workplace or in the provision of services to be totally unacceptable. It is considered that all people have the right to work in an environment which is free of harassment.

Sexual Harassment

Sexual harassment is verbal, written, pictorial, or physical sexual conduct that is unwelcome and uninvited. While the perpetrator may not intend to do so, any activity they undertake which has sexual connotations that makes another person feel offended, humiliated, intimidated, frightened, or uncomfortable is guilty of sexual harassment.

Bullying

Workplace bullying is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. It can occur in any workplace and can be harmful to you if you experience or witness it.

Examples of potential unreasonable behaviour include:

- Offensive language or comments
- Unjustified criticism
- Deliberately excluding someone from workplace activities
- Withholding information that is needed for work

Verbal harassment

Verbal harassment in the workplace refers to demeaning comments that are directed in a sexual manner, such as whistling, or to bully a person, including giving a person a derogatory name.

5. PERFORMANCE INDICATORS:

- Number of complaints/issues relating to harassment

6. KEY RESOURCES:

www.safework.nsw.gov.au/health-and-safety/safety

Harassment Policy

www.acecqa.gov.au

www.workcover.nsw.gov.au

www.ato.gov.au

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition

www.humanservices.gov.au

www.kidsafe.com.au

www.dec.nsw.gov.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

7. RELEVANT PROCEDURES

Educator to Children Ratio Policy

1. OUTCOMES:

Children will be cared for within the appropriate ratios.

2. POLICY:

Educators will adhere to relevant educator to children ratio at all times. In the case of an emergency, the Nominated Supervisor may seek approval to operate outside of these ratios.

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010

4. CONTENT

The National Regulations and Law state an educator can care for no more than 4 children who do not ordinarily attend school. The educator's own children and any other children at the residence are to be taken into account if they are under 13 years of age and there is no other adult present and caring for the children.

Where an educator has placed her own child/ren into approved childcare, it is reasonable to assume that the child is the responsibility of the approved childcare program. (The child must be using approved care for at least 7 hours per day). In this situation, an educator will be able to fill this place whilst remaining within legislated numbers. Please note, pre-school at an approved educational pre-school does not meet this criteria.

If an educator chooses to fill this place in the above circumstances, it is the educator's responsibility to notify the parent that should the educator's own child be ill, then the educator will need to look after his/her child. The educator will then be unavailable to provide care for the FDC child. This notification is to be in writing to the parent (and a statutory declaration provided to the co-ordination unit), prior to the parent commencing care. Similarly, if educators have their own child/ren on holidays (outside the Queanbeyan area), then it may be possible to fill this place with backup. In this situation, educators will be required to notify parents of this situation prior to the backup commencing. This notification is to be outlined in a statutory declaration to the Co-ordination Unit prior to the backup commencing.

Educators are not permitted to place their own children into the care of other educators operating a family day care service on a day when they are normally working.

Please note, it is not possible to swap children and still receive CCS, i.e. a simultaneous exchange of children between two educators.

In a situation where an educator cares for relatives' children, the educator must ensure that *less than 50% of the children to whom care is provided within any CCS fortnight at the service are related to the FDC educator as:*

(a) a niece or nephew; or

(b) a cousin; or

(c) a grandchild (including a great-grandchild)."

Educator to Children Ratio Policy

It is important to note that the ratio is applied across the whole fortnight and not to one particular session of care. For a child to be counted in the ratio they would only need to undertake one session in that fortnight.

5. PERFORMANCE INDICATORS:

- Number of incidents where educators exceed the ratio of 1:4 children under school age and/or 1:7 children under 13 years of age
- Number of incidents of child swapping

6. KEY RESOURCES:

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition

www.humanservices.gov.au

www.kidsafe.com.au

www.dec.nsw.gov.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

7. RELEVANT PROCEDURES

Alternative Care Arrangements Policy

1. OUTCOMES:

Parents have the opportunity to make alternative care arrangements when necessary

2. POLICY:

The scheme will offer parents alternative care arrangements when required. In some cases it may not be possible to help with alternative care arrangements. This will depend on available vacancies within the scheme

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010

4. CONTENT

Queanbeyan Family Day Care will assist with transfers/backup where vacancies exist. Parents are required to make requests to the Co-ordination Unit for transfers/backup care

5. PERFORMANCE INDICATORS:

- Number of questions from parents/educators relating to transfer/backup

6. KEY RESOURCES:

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition

www.humanservices.gov.au

www.kidsafe.com.au

www.dec.nsw.gov.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

7. RELEVANT PROCEDURES

[Transfer and Backup – Additional Information](#)

Transfer and Backup – Additional Information

Transfers

A transfer is a move from one educator to another educator.

Parents have the right to decide the most appropriate arrangement for their child. Requests for transfers are to be made by the parent/guardian to the Co-ordination Unit. This request will remain confidential between the Co-ordination Unit and the parent/guardian, until the parent/guardian advises their educator.

In most cases, a week's notice is to be given (unless the educator requires two weeks' notice). The requirement for two weeks' notice must be contained in a signed placement contract between the parent and educator.

Termination of care to the educator is to be in writing (Exit Form to be completed).

Backup Care

Back-up care is alternate care with another registered educator when the "usual" educator is unavailable due to sickness or holidays or other reason.

It is the parent's responsibility to organise back-up care, and **the parent/guardian must contact the Family Day Care Office to request this.**

Queanbeyan Family Day Care will organise backup when requested by a parent and where possible, will provide the name of an educator who has previously cared for the child. However, this may not always be possible and will depend on educator vacancies at the time. In some cases, due to a shortage of vacancies, the Co-ordination unit may not be able to organise back up at all.

Should backup be required outside of Co-ordination Unit staff hours, parents can contact the on call staff member on 0478 486 108.

If parents/guardians use back-up care with another educator, the back-up educator's usual fees are payable in full. If parents/guardians contact and book care with a back-up educator, but choose not to use it, payment will be required.

Payment for back-up is to be negotiated prior to the back-up occurring. Where back-up is required for 1 or 2 days, payment may be expected on completion of the back-up care.

Parents/guardians and educators must ensure that a back-up information sheet is completed prior to children being left in back-up. This will ensure that the educator has all relevant information in relation to the child.

Educators are not to exceed their approved numbers when providing backup.

Social Media Policy

1. OUTCOMES:

Queanbeyan Family Day Care and its agents will present a positive and professional image to the general community.

2. POLICY:

Educators and staff members will present a positive and professional image to the general community and public in any social media publicity/promotion/advertising.

If educators use social media and/or the internet, this must be done in a safe and ethical way to promote their individual service, the service as a whole and to share information with families.

3. RELEVANT LEGISLATION

Education and Care Services National Regulations 2011
Education and Care Services National Law Act 2010

4. CONTENT

Social Media is defined as a social networking site to socialise or communicate with others. These include but are not limited to Facebook, MySpace, Twitter, Snapchat, Instagram, and YouTube and includes usage on any device that connects to the internet, such as but not limited to mobile phone, telephone, tablet or computer.

5. PERFORMANCE INDICATORS:

- Number of educators who use social media
- Number of educators who have been asked to remove items from social media

6. KEY RESOURCES:

www.education.gov.au/child-care-service-handbook-0

Guide to the National Quality Standard 2011

Staying Healthy in Childcare 5th Edition

www.humanservices.gov.au

www.kidsafe.com.au

www.dec.nsw.gov.au

Education and Care Services National Regulations 2012

Education and Care Services National Law 2011

7. RELEVANT PROCEDURES

[Social Media and Internet Use – Additional Information](#)

Social Media and Internet Use – Additional Information

Queanbeyan Family Day Care aims to present a positive and professional image on all media.

Social networking sites can be accessed by the public and therefore no private information about an educators' service, other educators, or the families and children that use a service should be shared on them.

Social media allows educators to share information with existing families on the operation of the service, recognising they can do this fitting in with families' busy lives and helping to build partnerships. The scheme encourages educators to network which can be facilitated through internet opportunities such as social media.

Privacy and confidentiality must be adhered to at all times with no negative or sensitive issues discussed. If children's photos are placed on social media, no distinguishing faces are to be shown i.e., taken from the back of the child, not including their faces.

If an educator wishes to place an advertisement on social media for their service (Facebook, website etc.), approval must be sought from the Coordination Unit prior to it being set up.

Educators must understand what constitutes illegal or inappropriate use and avoid such activities.

Educators must be aware and obey the laws covering libel, defamation, privacy and the protection of intellectual property

Non-compliance with this Social Media and Internet Use Policy may have the potential to damage the reputation, image, competitive or financial position of Queanbeyan Family Day Care or Queanbeyan Palerang Regional Council, and may result in disciplinary action.

Should a member of a family registered with the Queanbeyan Family Day Care Scheme harass or defame an educator or the scheme via a social networking website the Family Day Care Nominated Supervisor will conduct an inquiry into their actions and depending on the severity of the situation they may face possible termination of their child's place within the Scheme.