The Policies and Procedures contained within this document have been developed by Bright Futures Family Day Care to meet the requirements of the Education and Care Services National Law (WA) Act 2012, the Education and Care Services National Regulations 2012, and the National Quality Standards for Early Childhood Education and Care and School Age Care.

*These Policies and Procedures are incorporated and read in conjunction with the Service Membership Agreement.*

As we value collaborative relationships and input from all stakeholders, we welcome any suggestions and feedback about the content of these policies.
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1.0 INTRODUCTION

Bright Futures Family Day Care is a home-based, non-profit child care support service which places the wellbeing of the child as paramount.

1.1 Vision

“excellent family day care where every child will have a bright future”

1.2 Mission Statement

We engage, support, resource and inspire Educators to work in collaboration with families ensuring each child reaches their full potential.

In meeting our vision the service will act in a professional and respectful manner, valuing partnerships and diversity.

Our primary focus is always what is in the best interests of the child and in doing so we honour the United Nations Convention on the Rights of the Child.

1.3 Philosophy

The Bright Futures Family Day Care Service will strive to provide “excellent” home based education and care environments, where children are supported to grow and become confident and socially competent and environmentally aware members of our community.

Our service believes that by working in partnership with educators and providing them with quality support and training, we will provide child care spaces where every child in our care can achieve their full potential. We encourage this environment to meet the individual needs and interests of each child and welcome input from families as we form collaborative partnerships with parents and honour their role as the child’s first and primary educators.

We provide this care in the knowledge that children need to be safe, to feel safe and to have consistent access to significant carers where attachments are made and trust is built. A place where every opportunity is taken to nurture, encourage and enhance their learning within the atmosphere of small groups in the natural environment of a home. All children will be supported to have an appreciation of the natural and constructed environments and to develop an awareness of the impact of human activity and the inter-dependence of living things.

In working to achieve these aspirations we embrace and promote the National Quality Framework including the early years and school age frameworks and the research and theories that underpin the outcomes they seek for children.
1.4 Core Values

- Differences will be valued;
- Promoting access and equity for all;
- Communicating openly and honestly;
- Striving for excellence;
- Promoting collaborative relationships;
- To be focused on positive outcomes.

1.5 Code of Conduct

The “Code of Conduct” is the way in which all persons working within Bright Futures Family Day Care manage themselves, their service and the overall service. The protection and wellbeing of children is seen as paramount within the Family Day Care Service.

Coordination Unit staff and Educators shall, at all times:

- Promote the health and wellbeing of children;
- Act in the best interests of all children at all times;
- Respect the rights of Educators, children and families, ensuring all interactions are fair and lawful;
- Treat each child with respect and courtesy, valuing them as individuals;
- Recognise and respect that parents are the primary carers for their children and acknowledge individual family strengths, supporting the parents role;
- Encourage positive relationships by developing strong partnerships based on honesty, integrity, trust and respect;
- Recognise the positive personal and professional strengths individuals bring to the Service;
- Share resources, experiences and knowledge with colleagues;
- Promote democracy in relation to decision making;
- Promote an environment where staff and Educators are encouraged to explore different opportunities for themselves and children in care through further education;
- Ensure that inclusivity is encouraged when children from diverse backgrounds and abilities are in care;
- Abide by all Service policies and procedures.
DEFINITIONS

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

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

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

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

approved provider means a person who holds a provider approval.

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

education and care service means any service providing or intending to provide education and care on a regular basis to children under 13 years of age other than —
(a) a school providing full-time education to children, including children attending in the year before grade 1 but not including a preschool program delivered in a school or a preschool that is registered as a school; or
(b) a preschool program delivered in a school if —
   (i) the program is delivered in a class or classes where a full-time education program is also being delivered to school children; and
   (ii) the program is being delivered to fewer than 6 children in the school; or
(c) a personal arrangement; or
(d) a service principally conducted to provide instruction in a particular activity; or
(e) a service providing education and care to patients in a hospital or patients of a medical or therapeutic care service; or
(f) care provided under a child protection law of a participating jurisdiction; or
(g) a prescribed class of disability service; or
(h) a service of a prescribed class.

education and care service premises means —
(a) in relation to a family day care service —
   (i) an office of the family day care service; or
   (ii) an approved family day care venue; or
   (iii) each part of a residence used to provide education and care to children as part of a family day care service or used to provide access to the part of the residence used to provide that education and care;

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

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

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

family day care service means an education and care service that is delivered through the use of 2 or more educators to provide education and care for children in residences whether or not the service also provides education and care to children other than a residence.
**family member** in relation to a child, means -
(a) a parent, grandparent, brother, sister, uncle, aunt, or cousin of the child, whether of the whole blood or half-blood and whether that relationship arises by marriage (including a de facto relationship) or by adoption or otherwise; or
(b) a relative of the child according to Aboriginal or Torres Strait Islander tradition; or
(c) a person with whom the child resides in a family-like relationship; or
(d) a person who is recognised in the child's community as having a familial role in respect of the child;

**nominated supervisor**, in relation to an education and care service, means a person –
(a) who is a certified supervisor; and
(b) who is nominated by the approved provider of the service under Part 3 to be the nominated supervisor of that service; and
(c) who has consented to that nomination;

**Office**, in relation to a family day care service means –
(a) the principle office or any other business office of the approved provider of the services; or
(b) any premises of the service from which its family day care educators are coordinated.

**Parent**, in relation to the child, means a person who at law has responsibility for –
(a) the long term care, welfare and development of the child; or
(b) the day to day care, welfare and development of the child.

**Provider approval** means a provider approval –
(a) granted under Part 2 of this Law or this Law as applying in another participating jurisdiction; and
(b) as amended under this Law or this Law as applying in another participating jurisdiction – but does not include a provider approval that has been cancelled.

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

**Supervisor certificate** means a supervisor certificate –
(a) issued under Part 4 of this Law or this Law as applying in another participating jurisdiction; and
(b) as amended under this Law or this Law as applying in another participating jurisdiction – but does not include a supervisor certificate that has been cancelled.

**Working with children check** means a notice, certificate or other document granted to, or with respect to, a person under a working with children law to the effect that -
(a) the person has been assessed as suitable to work with children; or
(b) there has been no information that if the person worked with children the person would pose a risk to the children; or
(c) the person is not prohibited from attempting to obtain, undertake or remain in child-related employment.
The Policies and Procedures within this document use the following definitions as defined in [Chapters 1 and 4] of the Education and Care Services National Regulations (2012).

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

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

**approved first aid qualification** means a qualification that –
- (a) includes training in the following that relates to and is appropriate to children –
  - (i) emergency life support and cardio-pulmonary resuscitation;
  - (ii) convulsions;
  - (iii) poisoning;
  - (iv) respiratory difficulties;
  - (v) management of severe bleeding;
  - (vi) injury and basic wound care;
  - (vii) administration of an auto immune adrenalin device; and
- (b) has been approved by the National Authority in accordance with Division 7.[R.136(5)]

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

**excursion** means an outing organized by an education and care service or family day care educator, but does not include an outing organized by an education and care service provided on a school site if –
- (a) the 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. [Chapters 1 and 4]

**family day care educator assistant** means person engaged by or registered with a family day care service to assist family day care educators. [Chapters 1 and 4]

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

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

**overseas criminal history statement** means a statement made by an individual that -
- (a) states whether the individual has been convicted outside of Australia of any offences relevant to a person seeking to work with children; and
- (b) includes details of those convictions. [Chapters 1 and 4]

**Registered medical practitioner** means a person registered under the Health Practitioner Regulation National Law to practice in the medical profession (other than as a student). [Chapters 1 and 4]

**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 the same on each outing. [Chapters 1 and 4]

**serious incident** means -
For the purposes of section 174(5) of the National Law, the following are prescribed as serious incidents —
(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 injury or trauma to, or illness of, a child while being educated and cared for by an education and care service for which —
   (i) the attention of a registered medical practitioner was sought, or ought reasonably to have been sought; or
   (ii) the child attended, or ought reasonably to have attended, a hospital;
(c) any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought;
(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. [Chapters 1 and 12]

**working with vulnerable people check** means a check of a person under a working with vulnerable people law of a participating jurisdiction. [Chapters 1 and 4]

Additional definitions:
[Source: Oxford English Dictionary]

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

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

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

**legal drugs** means medicines available legally over the counter (OTC) and medicines available on prescription from a licensed medical practitioner and available at pharmaceutical chemists and/or supermarkets.
This policy contains a number of sub-policies and procedures in regard to children’s health and safety that meets:

| **Education and Care Services National Law (WA) Act, 2012** | Section 3(2)(a); 3(3)(a)(f); 165-167; 170; 171; 174(2); 179; 189 |
| **Education and Care Services National Regulations, 2012 – ‘Regulations’** | 76(a)(b);77 (1)(2); 78(3) 79 (3), 80; 81 (1)(2); 82(1); 83(1)(2); 84-86; 90-92; 99; 101; 103(1); 104(1), 105; 106(1)(2); 107(2)(3)(4)(5); 108(20)(3)(4)(5); 113; 114;158 -166; 168(2)(ii); 169(2)(e)(f); 171; 176 |
| **National Quality Standards for Early Childhood Education and Care and School Age Care (2010)** | Standards 2.1; 2.2; 2.3; 5.1; 5.2; 7.3 Elements 2.1.3; 2.2.1; 2.2.2; 2.3.1; 2.3.2; 3.1.1; 3.1.2; 4.1.1; 4.2.1; 6.1.2; 6.2.1; 6.2.2; 7.1.5; 7.3.3; 7.3.5 |

**PURPOSE:**

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

**SCOPE:**

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

**PRINCIPLE:**

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

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

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

**POLICY:**

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

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

i. Nutrition, food and beverages, and dietary requirements;
ii. Sun protection;
iii. Water safety, including safety during any water-based activities;
iv. Tobacco, alcohol and illicit drugs;
v. Sleep and rest;
vi. Child protection; and
Policy: *Children's health is promoted through the provision of food and beverages that meet recommended Australian standards and dietary guidelines.*

<table>
<thead>
<tr>
<th>Education and Care Services National Law (WA) Act, 2012</th>
<th>Section 3(2)(a); 167</th>
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<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
<td>Element 2.2.1; 3.1.1; 3.1.2; 4.2.1; 6.1.2; 6.2.1</td>
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**Procedures:**

**Minimising risk**

1. Family day care educators must complete a recognized and accredited food safe course.

2. The family day care educator will maintain health and hygiene practices in line with *Staying Healthy in Childcare (5th Ed.)* – food safety.

3. 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.

   *Note: Staying Healthy in Childcare (5th Ed.) is currently under review by the NHMRC.*

**Communication with families**

1. The family day care educator will consult and collaborate with families to best ensure children’s nutritional needs are met.

2. Food and dietary preferences as indicated by families [such as vegetarianism, religious needs] will be accounted for in the menu planning.

3. The family day care educator will communicate with parent/s/families about the child’s daily intake and output of food and fluids.

4. Any diagnosed allergies of the child will be clearly written on the enrolment form.

5. In consultation with parent/s/families, the family day care educator will develop an action plan for children with food allergies. Parents of a child with a known food allergy are to provide the family day care educator with medical action plan.
Food and beverages provided by the family day care educator

1. 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 (refer to section: Additional Guidelines at the end of this policy).

2. Food and beverages will take into account each child’s growth and development needs and any specific cultural, religious or health requirements.

3. Food and beverages will be provided on a regular basis throughout the day.

4. The family day care educator will plan and implement a menu that reflects current dietary guidelines.

5. The weekly menu will be displayed, made accessible to parents, and accurately describe the food and beverages provided by the family day care educator each day.

6. Families will be provided with opportunities to contribute to the menu planning.

7. Access to safe drinking water will be provided at all times.

Food provided by the family

1. The family day care educator will encourage families to provide the child in care with suitable age appropriate foods that meet the child’s nutritional needs.

2. If food that does not meet the nutritional needs of the child is provided by the family, the family day care educator will inform parents that the food they provide must adhere to the Nutrition, food and beverages and dietary requirements policy.

Special occasions and celebrations

1. Snack foods such as cakes, biscuits and takeaway foods will be 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]

2. 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

Also Refer to:
Early Years Learning Framework for Australia – Practice: Responsiveness to children; Intentional teaching; Cultural competence – Outcomes: 1, 2, 3
Framework for School Age Care in Australia – Practice: Collaboration with children; Intentionality; Cultural competence – Outcomes: 1, 2, 3

1. Individual serving plates and bowls will be used.

2. Encourage children to eat and drink at the table to promote hygiene and safe eating practices.

3. All children will be supervised when they are drinking from nursing bottles.

4. Educators are encouraged to sit and eat with children to role model healthy eating practices and also enable educators to guide acceptable eating behaviours.
5. Children’s right to choose foods and to feed themselves will be respected.

6. Children will be given assistance and encouragement when developing self-help skills and becoming independent.

*Food will not be given as reward or used as punishment to alter children’s behavior.*

**PRACTICES:**

1. To minimise transmission of food borne illness in children, educators will:
   
   (i) Have a designated area for food preparation and storage, and for preparation of bottles, which is safe and hygienic.
   
   (ii) Store cooked and uncooked meat in separate refrigeration compartments.
   
   (iii) If applicable use separate colour-coded chopping boards for cooked and uncooked food.
   
   (iv) Also use separate colour-coded chopping boards for Halal food if applicable.
   
   (v) Have facilities that include a stove or microwave oven, sink, refrigerator, suitable waste disposal and a hot water supply.

2. If involved in food preparation and serving:
   
   (i) wash hands before and after handling food or utensils.
   
   (ii) wash hands after:
   
      a. using the toilet;
   
      b. having contact with unclean equipment and work surfaces, soiled clothing and dish cloths;
   
      c. toileting children;
   
      d. wiping children’s noses or your own nose; and
   
      e. removing gloves.
   
   (iii) do not prepare food while suffering from any gastrointestinal illness until at least one full day after recovery, or from any hand infection.

3. Prepare and serve food in accordance with the *Food Safety Standards for Australia- Fact Sheets*:


   These standards say to consume food as soon as it is cooked to 60°C or higher. As is also stated in the fact sheets, food can be left to cool at ambient temperature, but food becomes contaminated as soon as it starts cooling. **It is recommended that you allow food to cool enough to be safe for children to eat** but no longer than 2 hours. Left-over food should immediately be stored in the refrigerator at 5°C or lower.


4. Clean and sanitise the food preparation and serving areas at the end of each day. For cleaning and sanitising food contact surfaces and utensils, use neutral detergent and water to remove visible contamination such as food waste, dirt and grease, then sanitise using either heat or chemical sanitisers that are suitable for use for food contact surfaces.

5. Be aware of and accommodate the special needs of culturally and linguistically diverse families in relation to special rules for storing, preparing and serving foods such as Halal and Kosher food:

   (i) Halal and Kosher food can be stored or refrigerated in separate and sealed containers.

   (ii) Ask families about any special requirements for storing, preparing and serving foods, and ask them for preferred recipes.
(iii) Resources such as the Halal Helpline on www.halalhelpline.org can be useful but communication with the parent is essential to ensure this is appropriate for their needs.

6. Ensure microwave food safety by:

(i) Being aware that microwaves are useful for defrosting, cooking and re-heating foods, however food borne disease can also result if the usual rules of food safety are not followed. Defrosting in a microwave also partially cooks the food and makes an ideal medium for growth of bacteria.

(ii) Clean the microwave daily as food is often spattered inside.

7. Use the following principles in preparing infants bottle feeds:

(i) Store bottles of milk on a shelf in the refrigerator, do not store in the door of the refrigerator.

(ii) Use only clean bottles and teats for all infant feeds.

(iii) Wash hands before preparing or handling expressed milk or formula.

(iv) Prepare formula strictly according to instructions on the container.

(v) Warm infant bottles by standing in warm/hot water.

(vi) Microwaves should not be used for heating expressed breast milk and infant milk bottles. Should a decision be made to use a microwave to heat formula, the following guidelines are recommended so that the risk of hot spots and overheating is minimised:
- Make sure the bottle is microwave-safe;
- Make sure there is at least 120mls of formula in the bottle (otherwise it will overheat);
- Heat only cold formula straight from the refrigerator;
- Always stand the bottle upright;
- Always take off all the teat/bottle top assembly and leave these outside the microwave;
- Do not use microwave ovens with a wattage over 700W;
- For a 120ml size bottle – use high setting and heat for less than 30 seconds;
- For a 240ml size bottle – use high setting and heat for less than 45 seconds;
- Before giving the child a drink from the bottle:
  o Put the teat/bottle top back on, and invert the bottle at least 10 times;
  o Let the bottle sit for 1-2 minutes before testing the temperature, as the formula can keep heating even though the microwave has finished;
  o Make sure formula is cool to touch – test by placing several drops on the back of the hand or wrist.

(viii) Discard any unused infant milk left over after each feed or that has not been consumed by the infant after 30 minutes.

(ix) In choosing a method of heating babies bottled milk, utilise risk management principles to determine a method which will best minimise risks to both children and educators.

(x) Infants must be held when feeding.

8. Use the following guidelines in relation to bottled breast milk:

(i) Ensure bottled breast milk is always labelled with the child’s name, mother’s name and the date it was expressed.

(ii) Breast milk can be stored in the refrigerator for 48 hours and in a deep freezer for up to 3 months.

(iii) Frozen breast milk can be thawed by placing in either cool or warm water, don’t put in boiling water as the milk will curdle, and shake the bottle if the fats and milk have separated.

(iv) Thaw under running water, start with cold water then increasingly warm water and test the temperature of the milk on your wrist before giving it to the baby.

(v) Throw away any unused breast milk, do not refrigerate or refreeze breast milk once it has been thawed or heated.

(vi) Breast milk should NOT be microwaved.
9. After use of bottles, rinse teats and bottles with water, wash in hot soapy water, rinse with water, and then air dry.

Additional guidelines available from these source documents


Dietary Guidelines for Children and Adolescents in Australia (National Health & Medical Research Council, 2003)

Infant Feeding Guidelines for Health Workers (National Health & Medical Research Centre, 2003).


Feeding and Nutrition of Infants and Young Children (World Health Organisation, 2000)

Child and Youth Health www.cyh.com.au

Bottle Feeding (Children’s Youth and Women’s Health Service, 2008)

Australian Breast Feeding Association Guidelines

AUTHORISATION

<table>
<thead>
<tr>
<th>Adopted</th>
<th>1 August 2012</th>
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<tbody>
<tr>
<td>Owner</td>
<td>Bright Futures Family Day Care Service</td>
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</table>
| History       | The policy was developed in July 2012 to comply with the new Education and Care Services National Regulations and the National Quality Standards using the Family Day Care WA Policies and Procedures document as a reference. Adopted as a transition document 1 August 2012.
4 September 2013 – Policies Reviewed |
| Issued        | 15 October 2012 |
| Revisions     | 4 September 2013 |
| Review due    | 31 January 2013 4 September 2014 |
| Trim Reference| D09/26999 [V5] |
**Policy:** Family day care educators will protect children from the dangerous and adverse effects of sun exposure.

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<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
<td>Standard: 6.2 Element 2.1.1; 2.1.3; 2.2.2; 2.3.2; 3.1.1</td>
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</table>

**Procedures:**

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.

**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](http://www.cancer.org.au/Healthprofessionals/patientfactsheets/Lifestyle/Be_sunsmart.htm)

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

2. Infants less than 12 months of age should remain in dense shade and not be exposed to direct sunlight.

3. 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.

4. Services operating in the Perth metropolitan area and south are recommended to allow exposure to 30 minutes of sunshine during June and July when the UV level is usually 3 or below to ensure children get enough Vitamin D. [http://www.cancerwa.asn.au/articles/news-2012-media-releases/Winter-sun-reminder-thanks-to-new-vitamin-D-guidelines](http://www.cancerwa.asn.au/articles/news-2012-media-releases/Winter-sun-reminder-thanks-to-new-vitamin-D-guidelines)

5. 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. [Refer to Be Sun Smart Factsheet]. 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 at [www.bom.gov.au/weather/UV](http://www.bom.gov.au/weather/UV)
Protective practices
1. If hats have cords remove if possible or ensure they are not a choking hazard.

2. Family day care educators will model sun safe practices.

3. Family day care educators will request permission from the parent/s/family to apply sunscreen.

4. 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.

5. Sunscreen must be reapplied every 2 hours (or as per manufacturer’s instructions).

6. 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
1. Safe drinking water will be accessible to children throughout the day in both indoor and outdoor settings.

Communication with families
1. Sun protection practices will be shared with families.

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

3. 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.

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**Water Safety**

**POLICY 1.3**

**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.

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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.

**Procedures:**

1. All swimming pools at the family day care educator’s residence and/or venue must comply with the Australian Standards and State regulations for pool fencing and gates.

2. Any items around the perimeter of the pool: for example tables, chairs must be situated to prevent a child using them as climbing aids.

3. No child will enter into the area of a spa, or a private or public swimming pool whilst in the family day care service is operating and children are in care.

4. At all times whilst family day care is operating, the spa and/or swimming pool on the premises will not be used.

5. All children near water will be closely supervised, and no child will be left alone near water.

6. Any containers that holds or collects water, such as nappy buckets, ponds, spas must be safely covered or made inaccessible to children.

7. All children’s play areas that contain water hazards such as dams, drains, creeks, lakes will be fenced off to make inaccessible to children.

8. All fish ponds or similar water features that collect or fill with water on the family day care premises shall be securely covered with weld mesh which will meet all the following requirements:
   
   (i) Support the weight of an adult;
   (ii) At all times, be above and remain above the level of the water; and
   (iii) be fixed in place.

9. Wading pools and other containers must be emptied and cleaned after use and stored to prevent collection of water.
Linking policy

Policy 5.2  Excursions and regular outings

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

### Procedures:

1. The family day care educator will consult with parents of children in care as to their sleep/rest requirements and encourage children to sleep in order to meet their development and at the time that best suits their needs.

2. No child will be made to sleep during rest times; children who do not wish to sleep will rest quietly or be offered alternative activities such as reading or puzzles.

3. Best practices which reduce the risk of 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.

4. Sleeping babies and toddlers will be checked every 10-20 minutes *during the day*, in line with current SIDS guidelines.

5. Cots (*new and second-hand*) used in family day care will comply with Australian/New Zealand Safety Standard (AS/NZS 2172 *Cots for Household Use*) and be maintained in a clean and safe condition, taking into consideration the following:
   - (i) Finger traps – there should be no spaces between 5mm and 12mm wide.
   - (ii) Arm and leg traps – there should be no spaces between 30mm and 50mm.
   - (iii) Railings – should be no less than 50mm and no more than 95mm wide.
   - (iv) Head traps and “fall-through” hazards – there should be no spaces 95mm or wider.
   - (v) 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.
   - (vi) Never put pillows or an extra mattress or toys in cots, as the child can become trapped and suffocate between these items or can use these items as a foothold to climb out of the cot.

6. Portable cots will comply with Australian Safety Standard (AS 2195). When using portable cots, ensure the sides are fully locked into place and secure:
   - (i) Check mechanisms regularly for wear.
   - (ii) Use the cot mattress provided. Ill-fitting mattresses may create spaces where a small baby may be trapped.

7. Stop using the portable cot if the baby can undo latches.

8. Stop using the portable cot when the child weighs more than 15 kg.
9. Place the portable cot away from potential hazards.

10. Check that latches are securely locked before use.

11. Check regularly for:
   (i) Tears in vinyl and loose fabric;
   (ii) Broken locks and tears that could cause the cot to collapse.

12. Children will be provided with individual beds and bedding.

13. Children’s bedding will be stored individually and maintained in a hygienic manner.

14. 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.

15. Family and cultural differences shall be taken into consideration and respected regarding sleeping arrangements.

16. 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.

17. 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.

18. 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.

1. Written parental approval will be obtained before any child shall sleep overnight in the same room with any other child or any adult.

2. The room in which the child sleeps shall preferably be a bedroom but in any case shall not be used as a thoroughfare.

3. Children who regularly stay overnight will be provided with their own bed and linen.

4. The child who stays overnight will have access to the family day care educator at all times.

5. The family day care service will provide family day care educators with training to ensure they are aware of their vulnerability to allegations of child abuse and its ramification to ensure that protective measures for themselves and their families are put into place.
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Tobacco, Drug and Alcohol-free Environment

**Policy:** Family day care educators will provide an environment that is free from the use of tobacco, illegal and illicit drugs and alcohol.

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<td>Element 2.3.1; 2.3.2; 7.3.5.</td>
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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.

**Procedures:**

1. The family day care educator will not smoke whilst children are in care.

2. The family day care educator will not be affected by alcohol or drugs, including prescription drugs, so as to impair their capability to provide care and education to the children.

3. Family day care educators will use best endeavours to ensure children in care are not exposed at any time to tobacco smoke, alcohol or illicit drugs.

4. 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.

5. All alcohol will be placed in a cupboard or storage unit out of the reach of the children.

6. The family day care educator will inform families and visitors to the residence and/or venue of the tobacco, drug and alcohol free environment.
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Child Protection  POLICY 1.6

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

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<th>Education and Care Services National Law (WA) Act, 2012</th>
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<td>Standard 2.3; 5.1; 5.2; 7.3.</td>
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**Procedures:**

1. 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.

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

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

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

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

5. Where a serious incident has occurred, as prescribed under R12 of the National Regulations, the procedures within Policy 4.0 *Serious Incidents, Emergencies and Evacuation* must be followed.
Allegation or suspicion that a child in family day care is suffering abuse by someone outside the family day care educator’s home

1. The allegation is not to be discussed with the alleged perpetrator or any other person outside the reporting structure. (Refer to Appendix 1)

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

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

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

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**Child Safety**

### POLICY 1.7

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

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<td>Standard 2.1; 2.2; 2.3; Element 3.1.2; 4.1.1; 6.1.2; 6.2.2; 7.1.5 7.3.3</td>
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### Procedures:

**The Family Day Care Premises**

1. An initial safety and risk assessment of the family day care residence and/or venue is completed prior to the commencement of family day care and reviewed annually by the family day care service.

2. The assessment of the family day care residence and/or venue will consider matters relating to premises, furniture and equipment, fencing, lockable gates, furniture and materials, laundry, toilet and hygiene facilities, ventilation and natural light, suitability of residence and nappy change arrangements, water hazards/features/swimming pool, and animals. (Refer to Appendix 2 Risk Assessment form).

3. The family day care educator will consistently maintain the environment, to ensure that the health, safety and wellbeing of children being educated and cared for are protected.

4. Family day care educators may complete their individual, daily home safety checklist, prior to each child care session commencing as one way to meet point 3 above.

5. Family day care educators must advise the approved provider of any proposed renovations to the residence and/or venue, changes relating to physical environment of the residence and any changes that may affect the education and care provided to children.

**Equipment – Trampolines**

1. Trampolines must comply with the current Australian Standard.

2. Trampolines must have safety netting in good condition.

3. The family day care educator must obtain written parental permission prior to the child using the trampoline.

4. Direct adult supervision must be provided at all times while the trampoline is in use.

5. Only 1 child is on the trampoline at any one time.
6. The child will be encouraged to stay in the centre of the trampoline during its use.

7. Safety pads must be in place around the trampoline’s side springs. Frame padding should be a completely different colour to that of the bed.

8. Other children must be at a safe distance from the trampoline when the trampoline is in use; and

9. The trampoline is only used on a flat soft surface, and must not be used on hard surfaces such as concrete or bricks.

10. If the family day care educator has a trampoline, but chooses not to use the trampoline, it is suggested that the trampoline remains upright on its legs.

11. If the family day care educator chooses to store the trampoline in another position, the trampoline must be securely tied to prevent it falling.

Rebounders / Mini Trampolines

If used, the following conditions apply:

1. Direct adult supervision must be provided at all times when the trampoline is in use.

2. Only 1 child on the trampoline at any one time.

3. Safety pads to be in place around the trampoline’s side springs. Frame pads should be a completely different colour to that of the bed.

4. Other children shall be at a safe distance from the trampoline when the trampoline is in use.

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

1. Skateboards, roller blades, roller skates and scooters (roller blade style) are not developmentally appropriate for children aged 0 - 4 years, and shall not be accessible to or used by a child within that age span.

2. For children more than 4 years of age, they must wear helmets, knee & elbow pads for protection.

3. Skateboards, roller blades, roller skates and scooters (roller blade style) can only be used when younger children are not in the play area where these are being used by the older children.


1. Family day care educators will notify the family day care service prior to obtaining a new animal or bird that will be present on the premises.

2. Prior to enrolling a child in care a parent must be made aware by the family day care educator of any animals or birds kept on the family day care educator’s property. Parents must also be made aware of any new animal or bird introduced following the child’s enrolment.

3. The family day care educator who has an animal or bird on the premises must ensure that they have an area where the animal or bird can be kept that is separate and apart from any area used by the children unless the pet is involved in a specific activity that is directly supervised by the family day care educator.

4. Children and family day care educators must wash their hands immediately after handling any animals and/or birds.
5. This policy must not result in restrictions to children’s access to normal inside or outside activities.

6. All animals or birds kept on the family day care property must be maintained in a clean and healthy condition, and in such a way that children will not be in danger of injury or infection.

7. A cage or a hutch within the children’s play area is acceptable as long as special precautions are taken to protect children. (e.g: Closed mesh to prevent children’s finger access – such as fly wire, shade cloth).

8. When any animal or bird is introduced to children, the family day care educator will be sensitive to the fears and anxieties of the children and parents.

9. Children will be encouraged to treat animals and birds with respect.

10. Interactions between children and animals must be directly supervised. While there are developmental benefits to children from caring for and interacting with animals, it must also be recognised that any animal may react adversely to stressors not obvious to children. Separation of children in care from animals is recommended to reduce the risk of unsupervised interaction.

11. Specific animals, including certain breeds of dogs which are identified from time to time as dangerous to children, must be kept in an enclosure separate and apart from any area used by the children in care. Children must have no access and no ability of contact at any time to these animals. For example these animals will include, but are not limited to – Kelpies, Bull Terrier, Doberman, German Shepherd, Rottweiler, Blue Heeler dog breeds or part breeds.

12. The family day care educator must ensure that cats are NOT present, nor have access to the same area in which a child is sleeping.

13. The family day care educator should deter cats from being on areas used for food preparation and eating.

14. When children are using play areas:
   (i) Animal droppings, food, bones, water and feeding containers must not be present in the play area; and
   (ii) Animal droppings and animal hair must be removed daily before children arrive, or as required during the day.

15. Poultry must be maintained according to the Local Council Environmental Health By-Laws.

Sources: Kidsafe (WA) www.kidsafe.com.au
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**Child Supervision**

**POLICY 1.8**

**Policy:** An approved provider must ensure that whenever children are being educated and cared for, the supervision of children by educators and educator assistants is paramount and ensures the safety of all children in care at all times.

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**Procedures:**

1. The family day care educator is responsible for the direct supervision of children. Each child will be within sight and/or hearing of the family day care educator or educator assistant at all times the child is in care.

2. The family day care educator or educator assistant will directly supervise children at meal times.

3. The family day care educator or educator assistant will not leave children in an unattended vehicle, in any circumstances. This applies even if the vehicle remains in sight of the family day care educator and/or educator assistant.

4. The family day care educator will arrange play areas to ensure children can be effectively supervised.

5. The family day care educator and/or educator assistant will be alert to, and aware of, potential hazards and risk of injury to children and will use their knowledge of each child to ensure children are adequately supervised at all times.

6. The family day care educator will foster children’s independence and competence by supporting children to undertake some activities that involve risk taking. However, family day care educators and/or educator assistants will intervene to prevent harm whenever this is necessary.

7. The family day care educator will develop a routine to support the supervision and safety of children during delivery and collection times. The family day care educator is responsible for the supervision of children from the time the parent signs the child into care until the time the parent signs the child out of care.
8. All the above procedures apply except in an emergency situation that is life threatening. If it is a life threatening situation, the family day care educator and/or educator assistant may call upon the assistance of a responsible adult to supervise the children.

**Educator To Child Ratio, Including Non Enrolled Children On The Premises**

1. The family day care educator or educator assistant, in accordance with Regulation 124 (2) (b) (ii), may not educate and care for more than 7 children at any one time at a family day care residence and/or approved venue.

   The educator’s or educator assistant’s own children and any other children at the residence are to be taken into account if:

   (i) Those children are under 13 years of age; and
   (ii) There is no other adult present and caring for children.

2. The following procedure shall be followed if 9(i) and 9(ii) does not apply:

   (i) Non enrolled children at the residence, who are not being included in the educator’s numbers, will need to be directly supervised at all times by the “other” adult [referred to in Reg. 124 (2) (b) (ii)].

   (ii) The “other” adult must be a usual occupant of the family day care residence.

   (iii) In the event of the “other” adult being incapacitated or unavailable to directly care for the non enrolled children, they must be counted in the educator’s numbers (ie this may impact enrolled children being able to access the family day care).

   The family day care educator must inform the approved family day care service within 7 days of the above procedures being implemented.

   (iv) The approved family day care service provider has an obligation to ensure that the best interests of children in care are considered at all times and may impose further conditions as deemed necessary (eg limiting the number of non enrolled children).
## AUTHORISATION

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<thead>
<tr>
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<tbody>
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INTERACTIONS WITH CHILDREN

Policy in this section as required by:

<table>
<thead>
<tr>
<th>Policy</th>
<th>Section/Standard</th>
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<tbody>
<tr>
<td>Education and Care Services National Law (WA) Act, 2012</td>
<td>Section 3(2)(b); 3(3)(a)(b)(c)(d)(e)(f); 165; 166; 168</td>
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<tr>
<td>Education and Care Services National Regulations, 2012 – ‘Regulations’</td>
<td>155, 156(1)(2), 168(j)</td>
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<tr>
<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
<td>Standard 1.1; 1.2; 1.5; 5.1; 5.2; 6.2; Element 2.1.2; 2.3.4; 4.1.1; 7.1.5</td>
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PURPOSE:

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

SCOPE:

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

PRINCIPLE:

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

POLICY:

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

Procedures:

Children
1. The family day care educator will use best endeavours to ensure the atmosphere of the family day care service is relaxed and happy.

2. Throughout the day each child is engaged with the family day care educator in meaningful open interactions that support the acquisition of skills for life and learning.

3. The family day care educator will ensure routines such as meal times, toileting, nappy change and rest times are relaxed, unhurried and are used for positive interactions with individual children.
4. The family day care educator will participate in and treat respectfully children’s play and projects.

5. Interactions with each child are warm, responsive and build trusting relationships.

6. Children’s efforts to communicate are responded to sensitively and appropriately supporting the child to feel safe, secure and confident.

7. The family day care educator will support each child to work with, learn from, and help others through collaborative learning opportunities.

8. The family day care educator will support each child to manage their own behaviour, respond appropriately to the behaviour of others and to communicate effectively to resolve conflict (Refer to Policy 13.0 Positive Guidance).

9. The family day care educator will respond positively and respectfully to children’s comments, questions and requests for assistance.

10. The dignity and rights of every child will be maintained at all times.

SUPPORTING DOCUMENTS
To implement this Policy refer to:
Policy 13.0: Positive Guidance

AUTHORISATION

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<td>Education and Care Services National Regulations, 2012 – ‘Regulations’</td>
<td>85-87; 88(1)(2); 89(1); 90 (1)(2)(3) 91; 93(1)(2)(3); 94 (1)(2)(3); 95; 96;98; 99; 103; 106; 161-162; 168(2)(b),(c),(d),(m), 170; 174; 175; 177(1)(b)(c); 178(1)(b)(c); 181; 182;183(2)(a)(b)(c); 184</td>
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<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
<td>Standard 3.1; 4.1 Element 2.1.1; 2.1.2; 2.1.3; 2.1.4; 2.3.1; 2.3.2; 4.1.1; 7.3.3; 7.3.5</td>
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</table>

**PURPOSE:**

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

**SCOPE:**

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

**PRINCIPLE:**

The approved provider of an education and care service has the responsibility to ensure the family day care service has in place policies and procedures in relation to incident, injury, trauma and illness; infectious diseases; administration of first aid kit; and medical conditions. The approved provider must take reasonable steps to ensure the policies and procedures are followed and made available for inspection or at request.

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

**POLICY:**

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

The family day care service will have procedures in place in relation to:
1. Incident, injury, trauma and illness;
2. Infectious diseases;
3. Administration of First Aid; and
4. Medical conditions.
Incident, Injury, Trauma and Illness

**Policy:** The service has in place policies and procedures that relate to the management of incident, injury, trauma and illness procedures complying with Regulation 85.

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<th>Education and Care Services National Law (WA) Act, 2012</th>
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**Procedures:**

1. If a child presents or develops one of the following presenting signs whilst in care, the family day care educator will contact the parent or emergency contact as listed in the enrolment documentation.
   (i) Ear and/or eye discharge;
   (ii) Undiagnosed rash;
   (iii) Body temperature of 37.5 degree Celsius or higher;
   (iv) Persistent coughing episodes with difficulty in breathing;
   (v) Open sore with discharge;
   (vi) Vomiting and/or continuous loose bowel episodes.

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

2. Family day care educators and educator assistants must ensure the parent of the child involved in an incident, injury, trauma or illness is notified as soon as practicable but no later than 24 hours after the occurrence.

3. Family day care educators and educator assistants must keep an Incident, Injury, Trauma and Illness Report form and record this as soon as practicable, but not later than 24hrs after incident. (Refer to Appendix 10 for the Incident, Injury, Trauma and Illness Report form).

4. Parents must be informed and sign the Incident, Injury, Trauma and Illness Report form.

5. Any serious incident, which requires assistance from a registered medical practitioner and/or emergency medical services, or should reasonable have required this assistance, is to be recorded and reported to relevant authorities, being the family day care service and Regulatory Authority, within 24 hours. (Refer to the definition of ‘serious incident’ in Definitions in this Policy document).

6. Family day care educators should report to their insurance company as required by the conditions of their policy.

7. In the event of any injury or illness first aid will be administered and/or medical attention will be sought if required.
8. Information within *Staying Healthy in Childcare* (5th Ed.) and *Communicable Diseases Guidelines, 2010* will be implemented in regard to the prevention of illness and infectious diseases.

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

**SUPPORTING DOCUMENTS**

To implement this Policy refer to:
Appendix 10: *Incident, Injury, Trauma and Illness Report* form

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Infectious Diseases

POLICY 3.2

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

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<tr>
<th>Education and Care Services National Law (WA) Act, 2012</th>
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<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
<td>Standard 1. Element 2.12; 2.1.3; 2.1.4; 2.3.1; 2.3.2</td>
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</table>

Procedures:

Procedures to minimise the risk of cross infection are to be in line with the recommendations outlined in Staying in Childcare (5th Ed.) and Health Department of Western Australia Communicable Disease Publication (2010):

1. Hand washing;
2. Exclusion guidelines;
3. Immunisation;
4. Nappy changing;
5. Cleaning the family day care residence and/or approved venue;
6. Dealing with spills of blood and bodily fluids;
7. 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:
1. Prior to preparing foods.
2. Before and after meals and snacks.
3. Before and after changing nappies and toileting.
4. After handling of animals.

Family day care educator:
1. Prior to preparing foods.
2. Before and after meals and snacks.
5. After handling of animals.
6. After coming in from outdoor play.

7. After wiping nose secretions.

8. After coming in contact with blood and bodily fluids.

**Exclusion of infectious/sick children**

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

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

3. Notify the family day care service.

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

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

6. 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**

1. Immunisation status is sighted at the time of enrolment.

2. Advise the parent with a child who has not been immunised that their child may be excluded from care depending on the advice from the relevant authority.

**Nappy changing**

Apply nappy changing procedure in accordance with *Staying Healthy in Childcare (5th Ed.*) guidelines (p.24-25).

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

1. Wash your hands.

2. Place paper on the change table.

3. Always wear gloves when changing nappies.

4. Remove the child's nappy and put it in a ‘hands-free’ lidded bin.

5. Remove any clothes with urine and/or faeces on them.

6. Clean the child’s bottom.

7. Remove the paper and put it in a ‘hands-free’ lidded bin.

8. Remove your gloves now, before you touch the child's clean clothes.

9. Remove gloves by peeling them back from your wrists, turning them inside out as you go. Do not let your skin touch the outer contaminated surface of the glove. Put the gloves in the bin.

10. Dress the child. Wash and dry the child’s hands. Now you can hold the child close to you.

11. Take the child away from the change table.

12. Clean the change table with detergent and warm water, paying particular attention to the mat at the completion of each nappy change.
13. Wash your hands.

Cleaning the family day care residence and/or venue
1. All toys and equipment used by children must be kept clean and in good condition at all times.
2. Infant toys must be cleaned after each use.
3. Clean all areas and equipment used by children with detergent and warm water, then rinse and allow to dry.
4. The family day care residence and/or venue used by children must be kept clear of hazards, floors must be swept and washed.
5. All furniture used in providing the education and care service must be safe, clean and in good repair.

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

Practice
1. If exposed to blood or bodily fluids (via needle stick injury; skin contact; splash into eyes, nose or mouth; or biting):
   i) seek medical advice as soon as practical about risk of infection and post exposure treatment, including HIV and Hepatitis B and C treatment and testing regardless of the known or presumed infection status of source person of the blood or body fluid.
2. For needle stick or sharps injuries involving exposure of any educators or children to blood or body fluids:
   i) wash the injured area with soap and running water;
   ii) dry the wound and cover with a water resistant occlusive dressing;
   iii) dispose of the object that caused the injury, wear gloves and use forceps or tongs to pick up the object, and discard into a sealed firm container to be disposed of (preferably a yellow biohazard sharps container which are commercially available);
iv) additional advice can be obtained from contacting the ASC Needle Stick Injury Hotline on 1800 804 823.

3. For skin contact with blood and or bloodily fluids:
   i) wash off with warm water and soap as soon as possible and cover all open skin with a water resistant occlusive dressing;
   ii) 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;
   iii) if splashes into the nose or mouth, blow your nose or spit out and rinse with water.

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

5. To clean a blood spill on the floor:
   i) avoid direct contact with the spill;
   ii) wear gloves and, if needed, a protective apron or overalls and eye protection and disposable mask if eye or face splashes are likely;
   iii) 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;
   iv) clean up the remaining spill and contaminated surface with detergent and water;
   v) dry or ventilate the area, discard all gloves and disposable materials into a sealed heavy plastic bag for disposal;
   vi) 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;
   vii) for spills onto carpet or upholstered furniture, wear gloves, mop up as much excess fluid as possible with absorbent paper, clean with a detergent and water, and shampoo with an industrial carpet cleaner as soon as possible.

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

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

3. Family day care educators must fill in an Incident Report (Refer to Appendix 4) 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
1. Maintain a vaccination and worming schedule as required.

2. Clean fish tanks regularly.

3. Do not allow animals access to the sand pit.
4. Dispose of animal faeces and litter daily and more often if necessary.

5. Place faeces and litter in a plastic bag and put it out with the garbage.

6. If you have a bird cage, wet the floor of the cage before cleaning it to avoid inhalation of powdered, dry bird faeces.

7. 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.

8. Children should not assist in the cleaning of bird cages and fish tanks.

Sandpit maintenance
1. All sandpits must be covered when not in use.

2. All contaminants identified within the sandpit must be removed immediately.

For family day care educators and/or family members

1. 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.

2. The family day care educator must report any diagnosed communicable disease or condition to the family day care service.

3. The family day care service may determine further action: for example medical clearance or closure of the family day care residence.

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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.

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<th>Education and Care Services National Law (WA) Act, 2012</th>
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<td>89(1),136,168(2)(a)(iv)</td>
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Procedure:

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:

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

First Aid Kits

1. The first aid kit will be 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.
2. 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.
3. Family day care educators will possess a portable first aid kit for excursions and a permanent first aid kit will be located in the family day care educator’s vehicle if transporting children.
4. Contents of the first aid kit are to be replaced if used and kept within date.
5. Personal Protective Equipment [PPE] aids (for example gloves and masks) are to be kept with the first aid kits.
6. If sharps (such as needles) are used by a child in care, the family day care educators will dispose of these in an approved sharps dispenser.
Communication with families

1. The family day care educator will obtain authorisation from parent/s and/or nominated contact on the enrolment form to administer first aid and obtain medical treatment and/or an ambulance if necessary.

2. Family day care educators will inform parent/s or 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:

1. Attend to the child immediately.

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

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

4. Contact the parent/s or 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.

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

6. Contact the family day care service by the next working day of calling an ambulance.

The ambulance response will be financed by the parent.

SUPPORTING DOCUMENTS

To implement this Policy refer to:
Appendix 2: Risk Assessment form

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**Medical Conditions**

**POLICY 3.4**

**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.

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<th>Education and Care Services National Law (WA) Act, 2012</th>
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<td>85; 86; 87; 88 (1)(2); 95; 96; 98; 99; 103-106; 161-162; 168(2)(b)(c)(d)(m); 170; 173 2 (l);174; 175; 177(b)(c); 178(b)(c) Medical conditions: 90 (1)(2)(3) 91; 93(1)(2)(3); 94 (1)(2)(3); 95; 96; 168(2)(d); 177(b); 177(c); 178(b); 178(c); 181–184</td>
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<tr>
<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
<td>Element 2.1.1; 2.1.4; 2.3.2; 4.1.1; 7.3.3 Medical Conditions: Standard 4.1. Element 2.1.1; 2.1.4; 2.3.2; 7.3.5</td>
</tr>
</tbody>
</table>

**Procedures:**

1. 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.

2. The family day care educator must follow the *Medical Management Plan* which includes plans for *asthma, anaphylaxis and diabetes*.

3. The family day care educator will inform the nominated supervisor, staff members, educator assistants and volunteers of the requirements within the *Medical Management Plan*.

4. If applicable; a notice should be displayed advising that an enrolled child has been diagnosed as at risk of anaphylaxis.

5. The family day care educator will complete the *Incident, Injury, Trauma and Illness* form in consultation with the parent to cover any of the presenting signs identified in (1) (Refer to Appendix 10).

6. The family day care service will support the self-administration of medication for children over pre-school age with parental authorisation. A *Medical Self Administration Form* must be completed. (Refer to Appendix 6 for a sample form).

7. An *Authorisation of Medication Form* must be completed by the parent prior to any medication being administered. (Refer to Appendix 7 for the sample form).

8. Due to the possibility of side affects, the first dose of any medication should be administered by the parent at least 2 hours before the child attends care.
9. Prescribed medication can only be given if it’s in its original container, bearing the original label with the name of the child, the dosage to be given and is within the expiry and use by date.

10. All non-prescribed medication (as an example: Paracetamol, nappy cream) must be in the original container with the original label, have clear dosage instructions and a used date not past.

11. In an emergency situation, verbal authorisation can be given by a parent or person listed on the enrolment form.

12. Medication can be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency. Emergency services will be contacted immediately. The parent of the child and emergency services must be notified as soon as practicable.

13. Any medication administered must be recorded by the family day care educator or educator assistant on the Authorisation of Medication Form and signed by the parent.

14. The family day care educator must provide a copy of the family day care service’s Medical Conditions policy to the parent at time of enrolment.

15. The Incident, Injury, Trauma and Illness form must be kept by the family day care educator until the child is 25 years of age. If the family day care educator leaves the family day care service or ceases to operate, the records must be sent to the family day care service upon ceasing operations.

SUPPORTING DOCUMENTS
To implement this Policy refer to:
- Authorisation of Medication form
- Medication Self Administration form
- Incident, Injury, Trauma and Illness form
- Medical Management Plan

AUTHORISATION

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

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<tr>
<th>Education and Care Services National Law (WA) Act, 2012</th>
<th>Section 169(5); 174(2), 179</th>
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<td>4, 12; 85 - 89; 97 (1)(2)(3)(4); 98; 136 – 137(e); 168(2) (b)(e); 245</td>
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<td>Element 2.1.4; 2.3.1; 2.3.2; 2.3.3</td>
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PURPOSE:

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

SCOPE:

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

PRINCIPLE:

The approved provider of an education and care service has the responsibility to ensure the family day care service has in place policies and procedures in relation to emergencies and serious incidents.

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

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

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

POLICY:

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

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

Examples being:

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

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

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

Examples of serious incidents:

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

Procedures:

General

1. Emergency plans and evacuation strategies to be prominently displayed.
2. Ensure children are familiar with emergency evacuation procedures.
3. Emergency evacuation procedures are to be practiced at a minimum of every 3 months.
4. Records of the emergency evacuation practice are to be logged with the date, time and names of children and educators present.
5. Educator to have details such as nearest cross road or location of the emergency in relation to the nearest fire station, police station, hospital etc, and such details to within easy access in case of an emergency.
6. Emergency phone numbers will be kept within easy access for all situations that require ringing emergency services, family day care service staff and parents.

Death of a child

1. Call emergency services – 000.
2. Administer First Aid until emergency services arrive.
3. On arrival of emergency services, the educator will take directions from emergency services personnel.

4. The family day care educator to contact family day care service staff.

5. The family day care service staff to contact the child's family.

6. Family day care service’s staff member to go immediately to educator residence and/or venue or location where incident occurred to take responsibility for any other children in care at the time of the incident.

7. The family care service will submit the ‘Notification of a Serious Incident’ SI01 form (ACECQA) to the Regulatory Authority or ACECQA as soon as practicable but within 24 hours.

8. An Incident, Injury, Trauma and Illness form will be completed by the educator with the assistance of the family day care service staff member and submitted to the family day care service within 24 hours.

9. The approved provider will be informed.

10. Counselling will be organised by the family day care service for the educator, family and other children.

11. The family day care educator or family day care service staff should not admit liability.

12. Only the approved provider will talk to any media.

**Serious injury to a child (life threatening)**

1. Call emergency services – 000.

2. Administer first aid until the emergency services arrive. On arrival of emergency services the educator will take directions from emergency services personnel.

3. Family day care educator to contact family day care service staff.

4. The family day care service, educator or staff to contact the child's family. If practical, family day care service’s staff member to attend the family day care educator residence and/or venue or location where incident occurred. The family care service will submit the ‘Notification of a Serious Incident’ SI01 form (ACECQA) to the Regulatory Authority or ACECQA within 24 hours.

   An Incident, Injury, Trauma and Illness form will be completed by the educator with the assistance of the family day care service staff member and submitted to the family day care service within 24 hours.

5. The approved provider will be informed.

6. If required, counselling will be organised by the family day care service for the educator, family and other children.

**Missing child**

The family day care educator will:

1. Ensure other children’s safety.
2. Check all areas where the child was last sighted and areas where they could have wandered to.

3. Ring the family day care service without delay.

4. Following resolution of the incident, complete the *Incident Report* form and submit it to the family day care service within 24 hours.

The family day care service will:

1. Attend promptly after receiving the call from the family day care educator, if possible.

2. Coordinate notification of police/parents and the Regulatory Body (if necessary).

3. The family care service will submit the *Notification of a Serious Incident* SI01 form (ACECQA) to the Regulatory Authority or ACECQA within 24 hours.

4. An *Incident Report* (Refer to Appendix 4) will be completed by the educator with the assistance of the family day care service staff member and submitted to the family day care service within 24 hours.

5. The approved provider will be informed.

**Child that has not been collected**

The family day care educator will:

1. Telephone the parent and/or authorised person and/or emergency contacts on the child’s enrolment form.

2. Notify the family day care service if no response is received from or unable to contact the family.

3. Contact Crisis Care and explain they have a child that appears to have been abandoned and they are unable to contact the family.

4. Follow all instructions from Crisis Care (family day care educators may be asked to keep children until collected).

5. At the first available opportunity provide an *Incident Report* form to the family day care service within 24 hours of the incident.

**Emergencies that require immediate evacuation**

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

The family day care educator will:

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

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

3. Develop a *Fire Readiness Plan*.

4. Keep a written record of:
   (i) The person responsible for checking the fire safety of the residence and/or venue;
(ii) How often the residence and/or venue’s smoke detectors, fire extinguishers, and/or fire blankets are checked and maintained and/or replaced; and
(iii) Whether the residence and/or venue has a RCD if there is a power overload or a faulty electrical appliance.

5. Ensure the residence and/or venue:
   (i) exits are kept clear and easily identifiable;
   (ii) power outlets and power boards are not overloaded;
   (iii) there is sufficient air circulation around electrical equipment such as ovens, dryers, computers; and
   (iv) is kept free of fire hazards such as dry leaf litter in gardens and gutters.

Bushfires

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

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

3. Develop a Fire Readiness Plan including the Prepare, Ac, and Survive Steps.

4. Implement the Fire Readiness Plan when instructed by information disseminated by FESA (Fire and Emergency Services Authority of Western Australia).

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

Family day care residence and/or venue 'lock down'

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

1. All children will proceed to a designated area in the residence and/or venue (as indicated in the emergency plan and evacuation strategies) and sit waiting for the residence to be deemed safe.

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

3. Documentation of this event to be made in an Incident 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:

1. The family day care service/educator will:
   (i) Inform all persons in the residence and/or venue to evacuate.
   (ii) Telephone 000 or the local emergency service required and give their name, location of emergency (town, street number and telephone number).
   (iii) Move all persons to the primary evacuation assembly area as indicated in the Emergency Plan and Evacuation Strategies.
   (iv) 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.
   (v) Check all persons who are registered at the residence and/or venue at that time are in the evacuation assembly area.
(vi) Keep all children and persons calm during the evacuation.
(vii) Inform the family day care service of the evacuation. The family day care service will inform the parents.
(viii) Once the area has been declared safe by the appropriate authorities, the educator and the children can re-enter the residence and/or venue.

2. If the family day care’s residence and/or venue emergency exits, as indicated on the Emergency Plan Evacuation Strategies, are blocked then:
   (i) the family day care service/educator will utilise any alternative evacuation exits to ensure all persons leave the residence and/or venue in a safe manner.

3. If the 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.

4. If a child or person is requiring first aid or unable to leave the residence and/or venue due to an injury, the family day care service/educator will:
   i) ensure all other persons are evacuated; and
   ii) assist the person who is injured to evacuate.

Evacuation drills

The family day care service/educator will:

1. Conduct an evacuation drill every 3 months.

2. 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.

SUPPORTING DOCUMENTS

To implement this Policy refer to:
- Incident, Injury, Trauma and Illness form
- Emergency Plan and Evacuation Strategies
- Incident Report
- Fire Readiness Plan
## AUTHORISATION

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

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

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

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

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

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

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

1. Delivery and collection of children; and

2. Excursions and regular outings.
Policy: A family day care educator must ensure that a child who is being educated and cared for by the educator as part of a family day care service, does not leave the residence or approved family day care venue except in accordance with subregulation (4).

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<td>Standard 2.3. Elements 2.3.1; 2.3.2.</td>
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Procedures:

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

1. The child may only leave the family day care residence and/or venue or site of excursion if the child:
   (i) Is given into the care of:
       a. a parent of the child; or
       b. an authorised nominee named in the child’s enrolment record; or
       c. a person authorised by a parent or authorised nominee named in the child’s enrolment record to collect the child; or
       d. a person authorised by the child’s parent via contact by telephone, text, fax, or email. In this instance the family day care educator must:
           • ensure photo identification of the authorised person is checked; and
           • follow sign in/out procedures
   (ii) Is given into the care of a person or taken outside the premises because of medical, hospital treatment or any other emergency.

2. All children must be signed in and out at the time of arrival and on departure by the parent or authorised nominee on the child’s attendance record. The family day care educator is responsible for the supervision of children from the time the parent signs the child into care until the time the parent signs the child out of care.

3. A child must not be released into the care of a parent who is prohibited by a court ‘Parenting Order’ from having contact with the child.

4. The family day care educator will inform parents of their responsibility to provide the family day care educator with a copy of any current ‘Parenting Order’.

5. If a parent who is not authorised on the child’s enrolment form arrives to collect the child, but provides a current court ‘Parenting Order’ which gives them legal access, the child will be released and the enrolling parent will be notified. However, where parents of a child are in conflict and the family day care educator has reason to believe releasing a child to a parent may place the child’s immediate safety and welfare at risk, the family day care educator will act in a manner that is consistent with the family day care service’s duty of...
care to that child. In such cases, the family day care educator can contact the other parent or the appropriate authorities and keep the child at the family day care residence and/or venue until the situation is resolved.

6. If an authorised person has not collected the child 30 minutes after the booked session of care, the family day care educator will contact the parent or authorised persons to arrange for the child to be collected from care.

7. If the family day care educator is unable to contact the parent or authorised persons within a period of two hours after the booked times, the educator will contact the family day care service and/or Crisis Care (Refer to Serious, Emergency and Evacuation section on ‘Children Not Collected’).

8. If an authorised person arrives to collect the child and is intoxicated or in an unfit state to drive, the family day care educator will:
   (i) encourage the person to contact an alternative driver/taxi;
   (ii) offer to drive the child home at a later time; and
   (iii) note the vehicle registration number and notify the police if the person insists on driving with the child.

9. In the case of a serious incident occurring as prescribed in Chapter 1 (12) of the Education and Care National Regulations, the procedure for “Serious Incident” needs to be followed. (Refer to Serious Incidents, Emergency and Evacuation Policy)

SUPPORTING DOCUMENTS:
To implement this Policy refer to:
Policy 4.0 Serious Incident, Emergency and Evacuation

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### Policy: Excursions and Regular Outings

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

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<tr>
<th>Education and Care Services National Law (WA) Act, 2012</th>
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**Procedure: Excursions**

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

1. The **Risk Assessment** form must be completed (Refer to Appendix 2 **Risk Assessment Form**) prior to seeking authorisation for the excursion.

2. In the event of changed circumstances to the previous risk assessment for the excursion, a new **Risk Assessment** form must be completed.

3. The **Excursion/Regular Outing Authorisation Form** must be completed and signed by the parent 48 hours prior to the excursion (Refer to Appendix 8).

4. The **Risk Assessment** form and the **Excursion/Regular Outing Authorisation Form** must be kept until the end of three years after the date on which the record was made.

**Procedure: Water Activity Excursion**

**Supervision on water activity excursion**

**Note:** any breach of supervision on water activity excursion 1 and 2 below will result in immediate termination of the family day care educator’s registration as a member of the family day care service and the grievance procedures as set out in this policy service manual will not apply.

1. An education and care service must ensure that enrolled children taken on an excursion for a water activity are supervised by at least one family day care educator or volunteer for each enrolled child who is under 3 years of age and one supervising officer or volunteer for each multiple of 2 enrolled children who have reached 3 years of age and for any remainder. (An example of a water activity excursion – paddling at a beach).

2. An education and care service must ensure that at least one of the persons supervising enrolled children engaged in a water activity on an excursion has a current basic rescue certificate and a resuscitation certificate or its equivalent.
Procedure: Regular Outing

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

1. The parent must be provided with the list of regular outings on which the educator intends to take the children.

2. The Risk Assessment form must be completed (Refer to Appendix 2.) prior to the regular outing. The form requires the parent or other person named in the child’s enrolment record to give authorisation for the regular outings.

3. The Excursion/Regular Outing Authorisation Form must be completed and authorised in writing by the child’s parent or other person named in the child’s enrolment record:
   (i) for each outing listed in point 1; and
   (ii) once in each 12 month period unless there is a change in circumstances of the regular outing.

4. Excursion risk assessments must be completed or reviewed annually prior to authorisation being sought.

Linking policy:
Policy 1.3: Water Safety

SUPPORTING DOCUMENTS:
To implement this Policy refer to:
- Risk Assessment Form
- Excursion/Regular Outing Authorisation Form

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<td>A New Tax System (Family Assistance) (Administration) Act, 1999</td>
<td>Part 8A – Obligations, and advances, relating to approved child care services 219B – BD</td>
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<td>Child Care Service Handbook</td>
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**PURPOSE:**

The City of Kwinana (Approved Provider of the Bright Futures Family Day Care Service) has the responsibility to ensure the service operates within the Commonwealth Agreement including the requirement to have policies and procedures in relation to fees charged and the provision of a Statement of Fees and a Fee Schedule for educators and families.

**SCOPE:**

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

**PRINCIPLE:**

- The Commonwealth requires the service to set the service “Statement of Fees” and negotiate and agree the educator’s “Fee Schedule” which complies with the “Statement of Fees”, prior to commencing to provide care and prior to any change in the fees charged to families.

- The Commonwealth requires the service to make every endeavour to ensure that the fees and levies charged by the service provides families with high quality, accessible and affordable early childhood education and care; and

- The service recognises that, as independent business operators, operating in a contractual arrangement with the service, the educator has a right to cover their expenses and to earn an income from their FDC business.

- The service recognises the educator as an agent in relation to the presentation of the “Fee Schedule” to families and to child enrolment into the educator’s business.
POLICY:
The service recognises the educator as an agent for the service in relation to the collection of fees as permitted by the Commonwealth. The educator will agree a “Fee Schedule” that complies with the service’s “Statement of Fees” and meets the service’s Fee Policy and Procedures. The fees will include the agreed educator’s fee and the Service Family Levy and will be applied to all families regardless of their circumstances.

PROCEDURES:
1. The service will set the “Statement of Fees” which will include all categories of education and care offered.

2. The service will inform families that the educator’s “Fee Schedule” is agreed within the policies and procedures of the service.

3. Parents are liable for the full cost of contracted childcare at the commencement of care and educators are encouraged to keep payments weekly/fortnightly in advance.

4. An educator who wants to set a fee for education and care outside the service “Statement of Fees”, must provide clear written justification for consideration by the service when submitting their “Fee Schedule” for service approval. (The service will not enter into discussions with an educator relating to other educator’s “Fee Schedules”).

5. The educator must provide their agreed “Fee Schedule” to families prior to commencement of care and four (4) week’s written notice to families of any increases to the cost of care.
   - Changes to the “Fee Schedule” will be made no more than twice in any 12 month period.
   - Changes to fees must be agreed with the service four (4) weeks prior to the written notice to families of fees or changes being given.

6. The educator’s written “Fee Schedule” submitted on the service template for service approval must clearly state the educator’s name, address and, if applicable, trading name.

7. The service operates on the understanding that:-
   (i) The service authorises the educator to act as an agent and collect the parent portion of the fees on behalf of the service. Collecting this portion of the fee, as well as any debt incurred by the non collection of fees, will be the educator’s responsibility.
   (ii) The educator is responsible to follow up on bad debts incurred for their FDC business. The service will not act on the educator's behalf or for the educator. (Note: conditions of 6.11)
   (iii) The educator will retain the parent portion of the fees and the balance of the educator's agreed fee charged by the service will be paid to the educator as and when the parent’s subsidy payments are received.

8. The first four (4) weeks of care for a child is considered a “trial period” and no notice of termination of care is required during this period by either the educator or the family.

9. Before and after school care contracts are for school terms only. Vacation care contracts need to be put in place if required with the parent identifying the days needed. Once this contract is finalized the care is paid for whether used or not as per under school age contracts. Public holidays during vacation care are not claimable for school age children unless care is actually provided on the day.

10. Termination of education and care requires a minimum of one week’s notice in writing by either the educator or the family.
11. The educator will keep and maintain a record of all fees received as well as any fees that are reimbursed to the parent and as agent for the service will regularly provide a receipt for fees paid for child care by the parent.

12. The service staff will not refer a family to another educator if the service is aware that a debt is owed for education and care that has actually been provided.

SUPPORTING DOCUMENTATION:

To implement this Policy refer to:

- *Statement of Fees procedures*
- *Termination procedures*
- *Department of Education Fact Sheets (updated November 2013)*
- *TRIM D09/27120 FDC ERM08*

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PURPOSE:

To source an additional and consistent income stream in order to maintain service function and as necessary supplement to the service funding provided by the Commonwealth.

To enable the service to meet its annual budgetary requirements in order to maintain the operation of the service and ensure quality child care which provides:

- regular support and monitoring visits to educators and the children in care;
- a range of resources for educators and the children in care;
- professional development and training;
- efficient and effective operation of the service;
- efficient administration processes including the commonwealth child care management system

SCOPE:

This Policy applies to the service, families, educators and educator assistants.

POLICY:

As a necessary supplement to Commonwealth, monies received by the service, a fee for service is charged to all families with a child or children in care with this service. The amount of the levy will be established by the service and reviewed annually to meet the operational needs of the service.

PROCEDURES:

1. The Service Family Levy is paid to the educator by the enrolling parent at the same time as the educator's fee for the service is paid, i.e. one week in advance, or as determined by the individual educator.

2. The service's conditions of enrolment include the requirement for signed parental authorisation for the service to recoup the Service Family Levy paid by the parent, from the educator through the Commonwealth Child Care Management System payment process.

3. The Service Family Levy is recouped fortnightly from the educator by the service at the same time as the Commonwealth family subsidy payment is made, i.e. each fortnight the fee is recouped before the payment is made into the educator's bank account.

4. The educator will receive a printout fortnightly after each subsidy payment is made. This will identify the total payment made on behalf of each family, the amount of Service Family Levy recouped at the time and any other authorised deductions.
**Linking policy:**
Policy 6.0 Fees Charged by the Education and Care Service

**SUPPORTING DOCUMENTS:**
To implement this Policy refer to:
- FDC ERM 08 Information Regarding Setting of Fees

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PURPOSE:

To provide an income to support the operation of the service and supplement the Commonwealth operational subsidy to ensure the provision of quality care.

SCOPE:

This Policy applies to the service, educators and educator assistants.

POLICY:

As a supplement to Commonwealth funding received by the service, a Service Educator Levy is charged to all registered educators. The amount of the levy will be established by the service and reviewed annually to meet the operational needs of the service.

PROCEDURES:

1. The amount of the Service Educator Levy is determined by the manager according to the service budgetary requirements, reviewed annually and approved through service budgetary approval process.

2. Educators will be given at least a minimum of a month’s notice prior to an increase in the Service Educator Levy and receipts will be provided.

3. The preferred option of payment is for the service to recoup the Educator Levy through the fortnightly Commonwealth Child Care Management System and when payment cannot be made due to nonexistent subsidy payments, an alternative arrangement will be made between the educator and the service for the payment to be made.

Linking policy:
Policy 6.0 Fees Charged by the Education and Care Service

SUPPORTING DOCUMENTS:
To implement this Policy refer to:

- FDC ERM 08 Information Regarding Setting of Fees
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GOVERNANCE AND MANAGEMENT OF THE FAMILY DAY CARE SERVICE

POLICY 7.0

Policy in this section as required by:

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<th>Source</th>
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<tr>
<td><strong>Education and Care Services National Law (WA) Act, 2012</strong></td>
<td>The following sections of the Act are relevant to governance and management of the service: Provider Approval; Service Approval; Supervisor Certificates; Operating an Education and Care Service; Compliance with this Law; Monitoring and Enforcement. <strong>Records:</strong> Section 3(3)(a); 172; 175; 197; 200; 206; 215; 216; 263</td>
</tr>
<tr>
<td><strong>Education and Care Services National Regulations, 2012 – ‘Regulations’</strong></td>
<td>Sections on: Provider Approval; Service Approvals; Supervisor Certificates; and also Regulations: 75(a)(b); Part 4.7 – Leadership and service management. <strong>Records:</strong> 74; 75; 87; 92; 116; 145-152; 149-154 158--162; 165; 167-184.</td>
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<tr>
<td><strong>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</strong></td>
<td>Standard 7.1; 7.2; 7.3 <strong>Records:</strong> Standard 7.3.</td>
</tr>
<tr>
<td><strong>Child Care Service Handbook 2011-2012</strong></td>
<td>DEEWR Compliance and Accountability for CCMS –Obligation to keep records – approved childcare services.</td>
</tr>
</tbody>
</table>

**PURPOSE:**

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

**SCOPE:**

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

**PRINCIPLE:**

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

**POLICY:**

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

1. All family day care service staff, family day care educators and family day care assistants will be given information on legal and ethical requirements. For example: Induction/Orientation or Certificate III training.

2. Every family day care service will hold a policy and procedures file which is provided to family day care educators and accessible to families.

3. Family day care educators will have a working knowledge of policies and procedures within the file.

4. An industry Code of Conduct will be followed by the family day care service staff, family day care educators, family day care assistants, volunteers and students.

5. The family day care service will:
   (i) 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.
   (ii) 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.
   (iii) Ensure policies and practices are developed in line with current Education and Care Services National Regulations, 2012 and the National Quality Standards.
   (iv) 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.
   (v) 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.
   (vi) Family day care staff and family day care educators and assistants will be given information on the ECA Code of Ethics.

Refer to: Appendix 22 – Code of Conduct
Appendix 23 - Code of Ethics pamphlet from http://earlychildhoodaustralia.org.au

Records management

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

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

1. Kept in a safe and secure manner only accessible by authorised personnel; and

2. Be destroyed after a period of time in line with legislation.

3. Specific records:
   (i) 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.
   (ii) 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.
   (iii) 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.
(iv) 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.

(v) 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.

(vi) 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.

(vii) For all other records – until the end of 3 years after the date on which the record was made.

Family day care service will:

1. Require that all required records are recorded, properly maintained, updated and kept in the nominated secure place as per relevant legislation requirements. [Refer to Appendix 21 Records and documents required to be kept at a service (National Regulations 183)]

2. Require that all records are kept confidential and only made available to authorised persons.

3. When a family day care educator leaves or is terminated from the service, all documentation referred to in R.179 need to be submitted to the approved provider of the family day care service:
   (i) Documentation of child assessments or evaluations for delivery of the educational program as set out in R.74;
   (ii) An incident, injury, trauma and illness record as set out in R.87;
   (iii) A medication record as set out in R.92;
   (iv) Children’s attendance records as set out in R.159;
   (v) Child enrolment records as set out in R.160; and
   (vi) Record of visitors to the family day care residence and/or venue as set out in R.165.

4. Ensure the following records are kept as required by Education and Care National Regulations:

   **Part 4.7, Division 1**
   - (R.158) Children’s attendance records to be kept by approved provider.
   - (R.159) Children’s attendance records to be kept by family day care educator.
   - (R.160) Child enrolment records to be kept by approved provider and family day care educator.
   - (R.161) Authorisations to be kept 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 (WA) Act, 2012 and the Education and Care Services National Regulations, 2012, will be kept by the family day care service.
Confidentiality

1. The family day care educator will keep confidential the affairs of each child in their care and of the child’s family and shall not disclose any information to a third party other than the family day care service or as legally required to do so.

2. Confidential conversations will be conducted in a quiet area away from other children, parents, staff and family day care educators. Such conversations in relation to the health and wellbeing of the child should be noted in writing and stored in a confidential manner.

3. Reports, notes and observations in relation to family day care educators, family day care service staff and children must be objective, accurate and free from bias and negative comments including use of labels.

4. Students, volunteers and/or visitors to the family day care educator’s residence 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.

5. Any information received or transmitted via mobile telephone (including text/SMS) or any other electronic device (example email) shall be treated with the same confidentiality as any other written form of communication and must be stored confidentially.

Privacy

1. The family day care service and family day care are 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.

2. Every reasonable step will be taken to ensure personal information collected, used or disclosed is accurate, complete and current.

3. Every reasonable step will be taken to ensure that personal information held within the family day care service is protected from misuse, loss and from unauthorised access, modification or disclosure.

4. All personal information requested through Freedom of Information (FOI) will be managed by the approved provider.

5. Personal information would not usually be transferred overseas and then only if it meets the requirements of the National Privacy, Principle 9.

SUPPORTING DOCUMENTATION:

To implement this Policy refer to:

- Appendix 22 Code of Conduct
- Appendix 21 Records and documents required to be kept at a service
- Appendix 23 Code of Ethics pamphlet
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GRIEVANCE AND COMPLAINTS

Policy in this section as required by:

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

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<tr>
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<td>75;76; 80; 88(2); 93(2); 93(5)(b); 94(2); 99; 157</td>
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<td>Standard 6.1; 6.2. Element 1.1.4; 7.3.4</td>
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**PURPOSE:**

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

**SCOPE:**

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

**PRINCIPLE:**

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

**POLICY:**

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

**Procedures:**

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

All complaints may be lodged via face-to-face contact, telephone conversations or written notification and a record will be kept of the complaint until resolved.
Between the family day care educator and/or educator assistant and a family

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

2. Any grievance which has been fully discussed between the family day care service staff and the parties involved and is still unresolved, can be referred for further mediation to the approved provider or a representative of the sponsoring body.

3. If still unresolved, the matter can be referred to the Western Australian Ombudsman Phone: 1800 117 000.

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

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

2. If unresolved, the family day care educator and/or 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.

3. If still unresolved, the matter can be referred to the Western Australian Ombudsman Phone: 1800 117 000.

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

1. 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.

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

3. 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.

4. 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.

5. The verbal advice will be followed up in writing to the family day care educator and/or assistant.

6. 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.
7. De-registration of a family day care educator and/or educator assistant.

(i) 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.

(ii) 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.

(iii) 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.

(iv) Approved family day care educators can appeal their de-registration with a service through the State Administrative Tribunal (SAT), if they are dissatisfied with the decision.

Between family day care educator and family day care educator

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

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

3. If still unresolved, the family day care educator may refer the matter to the representative of the approved provider for further mediation.

Family day care service staff receiving a complaint will:

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

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

3. Explain the courses of action available.

4. Commit to seeking a resolution, if possible, in a positive manner and action immediately.

5. Determine whether the person making the complaint is satisfied with the proposed course of action and, if not, suggest an alternative course of action.

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

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:

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

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

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

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

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

Access to information

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

Right of appeal

If any parties are dissatisfied with the decision, they are able to involve the State Ombudsman’s office and/or the State Administrative Tribunal.

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**R.30**

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

**R.180**

1. The approved provider of an education and care service must keep evidence of the current prescribed insurance at the education and care service premises, or in the case of a family day care service, at the principal office of the service, and must make the evidence available for inspection by the Regulatory Authority or an authorised officer under the Law.

2. A family day care educator must keep evidence of the educator’s current public liability insurance at the family day care residence or family day care venue and must make the evidence available for inspection by the Regulatory Authority or an authorised officer under the Law.

**PURPOSE:**

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

**SCOPE:**

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

**PRINCIPLE:**

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

**POLICY:**

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

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

1. A current public liability insurance policy, in accordance with the Regulation and which adequately covers the family day care educator and residence and/or venue.

AUTHORISATION

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ENROLMENT AND PLACEMENT OF CHILDREN

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<th>Education and Care Services National Law (WA) Act, 2012</th>
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<td>Education and Care Services National Regulations, 2012 – ‘Regulations’</td>
<td>75; 88; 102; 160; 162; 168(2)(k); 169-175; 177-181</td>
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<tr>
<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
<td>Element 4.2.1; 6.1.1; 7.3.1; 7.3.3;</td>
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</table>

PURPOSE:
The City of Kwinana (Approved Provider for Bright Futures Family Day Care Service) has the responsibility to ensure the service operates within the Commonwealth Agreement and Family Assistance Law, including the requirement to have policies and procedures in relation to enrolment and ensuring fairness and equity for all families seeking education and care services.

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

PRINCIPLE:
To implement an enrolment process that is clear and equitable and meets Commonwealth requirements.

POLICY:
The service recognises the educator as an agent for the service in relation to the enrolment of children into the service as permitted by the Commonwealth, and provide an efficient enrolment procedure that is clear and understandable to family day care educators and families. To implement processes, through the provision of secure recording and storing procedures, that protects the confidentiality of families.

PROCEDURES:
The family day care service will:

1. Ensure that all children provided with care are enrolled with the family day care service.
2. Provide information to the parent/guardian of the Commonwealth Priority of Access and the Commonwealth Child Care subsidies.
3. Present alternative options for care if necessary.
4. Ensure an enrolment form is fully completed for each child prior to attendance at the family day care residence/approved venue.

5. Ensure the enrolment form contains:

   (i) The full name, date of birth and address of the child;

   (ii) The name, address and contact details of –

       a. Each known parent of the child; and

       b. Any person who is to be notified of any emergency involving the child if any parent of the child cannot be immediately contacted; and

       c. Any person who is an authorised nominee [Refer to s.170(5) of the National Law WA Act 2012]; and

       d. Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and

       e. Any person who is authorised to authorise an educator to take the child outside the education and care premises;

   (iii) Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;

   (iv) Details of any other court orders provided to the approved provider relating to the child’s residence or the child’s contact with a parent or other person;

   (v) The gender of the child;

   (vi) The language used in the child’s home;

   (vii) The cultural background of the child and, if applicable, the child’s parents;

   (viii) Any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;

   (ix) Relevant authorisations in relation to:

       a. Obtaining treatment from a medical practitioner, dental or hospital treatment or ambulance service; and

       b. Taking children on regular outings as under R.102.

   (x) Health information as required under R.162:

       a. The name, address and telephone number of the child’s registered practitioner or medical service; and

       b. If available, the child’s Medicare number; and

       c. Details of any specific healthcare needs of the child, including any medical conditions, allergies, including whether the child has been diagnosed as a risk of anaphylaxis; and

       d. Any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to specific healthcare needs, medical condition or allergy; and
e. Details of any dietary restriction for the child; and

f. The immunisation status of the child; and

g. If the approved provider or a family day care educator has sighted a child health record for the child annotation is made.

(xi) Any trial period negotiated by the family day care educator and the parent.

6. Provide language support when a parent is having difficulty in completing the form. An enrolment interview should be conducted and if necessary organised in the parent’s first language.

7. Ensure access for any child irrespective of cultural background, religion, sex, disability, parents’ marital status, health status or income while meeting the specific needs of the local community.

8. Determine access for children with special needs in consultation with all stakeholders and according to priority of access guidelines. Physical environments will be adapted as much as possible to suit children’s special needs.

The family day care educator will:

1. If necessary implement a trial period to ascertain if the placement is appropriate for the child. This trial period will be:

   (i) Negotiated with the parent;

   (ii) Be a minimum of 4 weeks and this to be indicated on the Enrolment Form; and

   (iii) Clearly state that the 1 week notice of intention to finish care does not apply during the trial period.

2. Book before and after school care contracts for school terms only. Vacation care contracts need to be put in place if required with the parent identifying the days needed. Once this contract is finalized the care is paid for whether used or not as per under school age contracts. Public holidays during vacation care are not claimable for school age children unless care is actually provided on the day.

3. Keep all enrolment forms in a secure place. Enrolment forms are to be kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and/or State Regulatory body.

4. Accept the enrolment on receipt of all completed enrolment forms and payment of the enrolment fee as stated in the “Statement of Fees / Fee Schedule”:

   (i) Educator to submit a copy of the completed enrolment form to the parent and the service.

5. Update enrolment forms yearly or when there are changes to the family’s circumstances.

6. Advise parents that it is their responsibility to notify them of any changes to their current details on enrolment forms.

7. Provide all families with information through specific orientation procedure, if possible prior to the child commencing education and care.

8. Provide to and discuss with families their “Statement of Fees / Fee Schedule”.

POLICY 10.0
9. Work with families to identify the individual education and care requirements of each child and their family. This will include tailoring the orientation / settling in process to meet the needs of individual children and families in order to support the continuity of care between home and the family day care residence/approved venue.

10. Keep all child enrolment records until the end of 3 years after the child’s last attendance.

SUPORTING DOCUMENTS:
To implement this Policy refer to:
Enrolment form
Statement of Fees
Fee Schedule

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PARTICIPATION OF VOLUNTEERS AND STUDENTS ON PRACTICUM PLACEMENT

Policy in this section as required by:

<table>
<thead>
<tr>
<th>Policy Reference</th>
<th>Section/Clause</th>
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<tr>
<td>Education and Care Services National Law (WA) Act, 2012</td>
<td>Section 170</td>
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<tr>
<td>Education and Care Services National Regulations, 2012 – ‘Regulations’</td>
<td>165; 166; 168(2)(i)(iii); 169 (2)(f) and 149</td>
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<tr>
<td></td>
<td><em>R.149 refers to centre-based services, but a family day care service can align R.149 if utilising volunteers and/or students.</em></td>
</tr>
<tr>
<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
<td>Standard: 2.3 [Element 2.3.4]; 4.1</td>
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PURPOSE:

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

SCOPE:

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

PRINCIPLE:

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

POLICY:

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

Procedures:

The family day care service can offer placements to:

1. High school students who wish to gain work experience as part of a high school program, where the school has initiated the work experience, identified the student’s suitability, worked with the service to arrange suitable times and provide authorisation for the student to participate.

2. Students attending other registered training organisations and studying in a relevant field, such as childcare, teaching, recreation or community services where the training organisation has initiated the placement, identified the students suitability, worked with the
nominated supervisor in relation to times and expectations and provided written authorisation for the student to participate.

**The family day care service will:**

1. Provide students and volunteers with guidelines identifying their responsibilities, expectations and code of conduct while at the family day care service during a work experience induction.

2. Check that all students and volunteers over the age of 18 years have completed a Working with Children Check prior to commencing at the family day care service.

3. Inform students and volunteers that they must comply with all obligations under Policy 1.6 *Child Protection*.

4. Give support and guidance to students and volunteers where possible.

5. Assist students and volunteers to belong as part of the team and feel welcome.

6. Encourage students and volunteers to participate and communicate in an open and honest manner.

7. Ensure that students and volunteers do not discuss children’s development or other issues with parents.

8. Request that students and volunteers adhere to all areas of confidentiality.

9. Ensure students and volunteers are never left alone or in charge of any children.

10. Require students and volunteers to abide by *Education and Care Services National Regulations, 2012* while on placement.

11. Provide students and volunteers with access to family day care service policies and procedures.

12. Take all reasonable steps to ensure the written policies are followed.

13. Expect students and volunteers to take responsibility for the role that they are undertaking whilst on placement, viewing it as part of their own professional development.

14. Inform families when a student or volunteer is on placement at the service, if applicable.

15. Provide ongoing constructive feedback and assessment that is fair and equitable.

16. Provide students and volunteers with opportunities to learn and participate in a positive, encouraging environment.

17. Maintain a record of all students and volunteers attending family day care service.
18. Ensure all family day care educators maintain a record of any students or volunteers attending a family day care residence and/or venue.

SUPORTING DOCUMENTS:
To implement this Policy refer to:
Policy 1.6  Child Protection
Policy 23.0  Record of visitors to family day care residences and/or venues

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ACCEPTANCE AND REFUSAL OF AUTHORISATIONS

Policy in this section as required by:

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

PURPOSE:

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

SCOPE:

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

PRINCIPLE:

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

POLICY:

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

Procedures:

The family day care service will:

1. Ensure documentation relating to authorisations contains:
   (i) the name of the child enrolled in the service; and
   (ii) date; and
   (iii) signature of the child’s parent/guardian, or nominated contact person who is on the enrolment form; and
   (iv) the original form/letter/register provided to the service.

2. Apply these authorisations to the collection of children, administration of medication, excursions/outings and access to records.

3. Keep these authorisations in the enrolment record.

4. Exercise the right of refusal if written or verbal authorisations do not comply.

5. Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The family day care service or family day care educator can administer medication without authorisation in these cases, provided it is noted on medical plans and that parents/guardians be contacted as soon as practicable after the medication has been administered.
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POSITIVE GUIDANCE

Policy in this section as required by:

| Education and Care Services National Law (WA) Act, 2012 | Section 3(2)( b); 3(3)(a)(b)(c)(d)(e)(f);166, 167 |
| Education and Care Services National Regulations, 2012 – ‘Regulations’ | 84; 155-156, 168(j) |
| National Quality Standards for Early Childhood Education and Care and School Age Care (2010) | Standard 1.1; 4.1; 4.2; 5.1; 5.2; 6.2. Element 2.3.1; 2.3.4; 3.2.2; 6.3.1, 6.3.2; 6.3.3 |

PURPOSE:

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

All persons working with children will encourage acceptable forms of behaviour that build children’s self-confidence and self-esteem and provide strategies to enable children to control their own behaviours.

Family day care educators will create a physical and emotional environment that facilitates personal and social growth and assists children to regulate their energy to be appropriate to the task being undertaken.

SCOPE:

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

PRINCIPLE:

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

POLICY:

Family day care educators will respect children’s rights and support them to develop to their full potential by encouraging acceptable social skills and allowing them to resolve conflicts using positive behaviour. Family day care educators will support the children in their efforts to regulate their energy to be appropriate to the task to be undertaken.
If the family day care educator breaches any of the procedures set out under this policy, the family day care service is entitled to terminate the family day care educator’s registration as a member of 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:**

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

**Family day care service will:**

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

The family day care educator will collaborate with families in regard to management guidance strategies so consistent practices can occur across the two environments.

SUPPORTING DOCUMENTS
Refer to Policies:
Policy 1.6 Child Protection
Policy 2.0 Interactions with children

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<td>Early Years Learning Framework for Australia – Practice: Holistic approaches; Responsiveness to children; Cultural competence; Learning environments</td>
<td>Outcomes:1,2,3</td>
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**PURPOSE:**

To ensure that the Bright Futures Family Day Care Service is responsive to the community in which it operates. It has processes and supports in place to provide access to the service for children, families, staff and educators regardless of gender, marital status, pregnancy, race, religion, political conviction, impairment, family responsibility or status and age. When participating in the service everyone will be protected from harassment due to sex, race, impairment or any other reason.

**SCOPE:**

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

**PRINCIPLE:**

The service will have in place policies and procedures that are based on the principles of equity, inclusion and diversity.

Children’s rights and interests will be paramount.

**POLICY:**

Bright Futures 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”.

Procedures:
1. The service will have access to current information regarding Equal Opportunity legislation.

2. Families, educators and staff will be given clear instructions about the Commonwealth “Priority of Access Guidelines”.

3. The service will endeavour to ensure that all policies and practices are inclusive.

Children
1. 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.

2. 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.

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

4. Children who have a disability will not be discriminated against and will be afforded access to the service where:
   (i) a place exists;
   (ii) they meet the required priority of access;
   (iii) 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
1. All educators/staff will be selected or employed according to equal opportunity guidelines. As Bright Futures 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]).

2. 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.

3. 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.

4. 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.
5. 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.

6. 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.

Sources and further information


DEEWR Child Care Service Handbook 2011–2012; Section 6.3 Priority of Access – Retrieved 12 July,
2012 www.deewr.gov.au

ml


WA Local Government (Officers) Award


City of Kwinana Collective Agreement, 2008

SUPPORTING DOCUMENTS

Policy 10.0  Enrolment and orientation of children into education and care
Policy 20.0  Engagement and registration of family day care educators
Policy 21.0  Engagement and registration of family day care educator assistants
Policy 22.0  Fit and proper assessment of family day care educators, educator assistants
and adults residing at the family day care residence
Policy 27.0  Provision of information, assistance and training to family day care educators
and educator assistants
Policy 28.0  Employment of family day care service staff

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OPERATIONAL POLICIES
ENGAGEMENT AND REGISTRATION OF FAMILY DAY CARE EDUCATORS

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<td>Standard 4.2; 5.1; 5.2; 6.2. Element 7.1.2; 7.1.3; 7.1.4; 7.1.5</td>
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PURPOSE:

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

SCOPE:

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

PRINCIPLES:

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

POLICY:

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:
1. Minimum 18 years of age [R.119].
2. Possess, or be actively working towards, an approved Certificate III level education and care qualification [R.127].
3. Hold a current approved first aid qualification.
4. Completed approved anaphylaxis management training and undertake approved emergency asthma management training. Mandatory as of 1 August, 2013 [R.136 (3)].
5. Complete recognized and accredited food safe course.
6. Meets the ‘fit and proper’ requirements [R.163; 169(a)(e)].
General Procedures:

1. The 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.

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

Specific Procedures:

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

1. Upon initial contact with the applicant:
   (i) Gather the following information:
       a. personal details – name, address, D.O.B, contact details;
       b. qualifications (international qualifications assessment by ACECQA) and previous experience working with children; and
       c. details of family or household members living in the residence, including the number and age of any children.

   (ii) Provide the following information:
       a. overview of family day care;
       b. numbers of children the applicant could provide care for;
       c. possible income earning potential;
       d. what the family day care service offers educators to assist with their business operation;
       e. overview of information the family day care service will forward to the applicant, including home assessment documentation;
       f. information about meeting local government requirements; and
       g. if the applicant is renting their proposed family day care residence, then notify them of the requirement to gain home owner permission in order to proceed.

   (iii) Send introductory information to the applicant which includes:
       a. introductory letter, including an introduction to the family day care service and an invitation to contact the family day care service if they wish to proceed with the application;
       b. overview of family day care;
       c. application process;
       d. criteria for Service Registration including all qualification requirements and when these need to be achieved;
       e. information about how to access the family day care service policies, National Quality Framework and the ACECQA site; and
       f. Service Registration Application Form (noting fees may apply) to be returned to proceed with the application.

2. On receipt of the Service Registration Application Form the family day care service will:
   (i) arrange for an interview either face-to-face at the applicants residence or another method (SKYPE) that meets the family day care service’s requirements.

   The following information will be covered in one or more interviews and will be documented:
   a. elaborate on information provided at initial contact - their understanding of education and care of young children in a learning environment;
   b. possible income;
   c. business, financial and taxation responsibilities;
   d. establishment costs including, but not limited to, the following documentation):
       • National Police Clearance;
• Working With Children Check;
• Assessment of overseas qualification costs;
• First Aid and other training costs;
• Local Government fees;
• Medical Clearance;
• Business rate of vehicle registration;
• Small business set up costs;
• Public Liability Insurance;
• Child Accident Insurance;
• Out of Home Care Insurance (if applicable);
• Child Car Restraints;
• Child Car Restraint check;
• Toys, equipment, resources and publications (Refer to supporting documentation);
• Modifications to premises to meet service requirements;
• Family day care service registration and membership fees.

e. regulation requirements including home and safety requirements, home safety audit checklist; self-assessment/audit by service staff (Refer to Residence/Approved Venue Assessment form);

f. training and orientation requirements;

g. own family and household members – impact, responsibilities, ensuring a protective environment for the children is maintained;

h. requirements for operating a family day care service - written records, observations;

i. requirement to complete a recognised and accredited food safe course;

j. play session visits and/or experienced educator/mentor information.

3. Applicant to submit the Service Registration Application Form for the family day care service to determine if the applicant meets the 'fit and proper' criteria (Refer to Policy 22.0 Fit and proper assessment of family day care educators, educator assistants and adults residing at the family day care residence).

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

(i) If the applicant meets the family day care service’s requirements then the applicant will be directed to attend a family day care educator’s service and/or play session where an observation and assessment form will be completed by the family day care service;

(ii) If the applicant does not meet the family day care service requirements, a letter will be sent to the applicant informing them that their application has not been successful and the application process will cease.

5. Family day care service policies are provided to the applicant.

6. Final Educator Registration check is undertaken by the family day care service, service registration documentation is completed and home environment is checked to ensure it meets the family day care service requirements.

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

8. The family day care service will provide orientation training to the new educator including, but not limited to:

(i) Policies and Procedures;

(ii) ECA Code of Ethics and service code of conduct;

(iii) Regulatory obligations and governance;

(iv) Risk assessment;
(v) Occupational, health and safety;
(vi) Health, safety and nutrition of children;
(vii) Interactions with children;
(viii) Child development and behaviour management;
(ix) Communication and relationships with families.

9. The Skills and Knowledge Competency Assessment is undertaken to determine the applicant’s knowledge of the Regulations and National Quality Standards.

10. Initial support contact as per the service’s procedure for new educators is implemented.

SUPORTING DOCUMENTS:
To implement this Policy refer to the following documents:

- Service Registration Application form
- Registration & Membership Application and Self Assessment
- ‘Fit and Proper’ and other requirements for registration
- Interview, Observation and Referee Record
- Residence and/or Venue Assessment form
- Skills and knowledge competency assessment
- Establishment of a toy and equipment list
- Establishment costs

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PURPOSE:
To assist the family day care educator in the provision of education and care by engaging and registering family day care educator assistants who meet the service registration requirements.

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

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

POLICY:
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.

General Procedure:
1. The family day care service will have a registration process to be used when engaging family day care educator assistants.
2. 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:
1. 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).

2. 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 1 above.

3. An educator assistant cannot be used for:
   (i) non emergency absences of the educator for more than 4 hours;
   (ii) regular absences of the educator;
   (iii) when parents do not provide consent;
   (iv) when the service denies consent.

Approval Procedures:

1. 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:

   (i) be over 18 years old;
   (ii) provide name, address, date of birth and contact details;
   (iii) provide the name of the educator/s they will provide assistance for;
   (iv) provide a copy of their Working with Children Check;
   (v) provide a National Police Clearance less than 6 months old;
   (vi) complete the Department for Child Protection record check (if available);
   (vii) provide a copy of their current approved First Aid qualification;
   (viii) have current anaphylaxis management training (by 1 August, 2013);
   (ix) have current asthma management training (by 1 August, 2013);
   (x) have knowledge of the Child Protection Procedures within the Service Policy 1.6/2012.
   (xi) have a knowledge of the Excursions and Regular Outings Procedures within the Service Policy 5.2/2012;
   (xii) have a business rate of vehicle registration if using a vehicle other than the family day care educator’s vehicle;
   (xiii) use appropriate Child Car Restraint;
   (xiv) have a Child Car Restraint check;
   (xv) complete a recognised and accredited food safe course.

2. 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 (Refer to Policy 22.0 Fit and proper assessment of family day care educators, assistants and adults residing at the family day care residence).
3. The 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.

4. The family day care educator assistant will be given access to the service policies and procedures.

**Family Day Care Educators Responsibility**

1. To obtain approval from the service to have an educator assistant linked to their registration.

2. To notify families of their intention to use an educator assistant and for what purpose.

3. Inform the educator assistant of:
   (i) the location of the First Aid kit;
   (ii) the location of the fire protection equipment and the evacuation plan;
   (iii) access to emergency numbers including educators number;
   (iv) access to parent contact numbers;
   (v) awareness of individual child details including allergies, special requirements, and belongings, including educator’s own children, if applicable;
   (vi) awareness of routines;
   (vii) access to required equipment and resources;
   (viii) any business requirements including collection of fees if required;
   (ix) the Child Protection Procedures and the Excursions and Outing Procedures within the Service Policy Manual.

4. Ensure the residence meets all applicable Residence Assessment requirements.

5. Negotiate payment to the educator assistant if required.

6. The educator’s 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 CCB will be applicable.

**Consent**

1. The family day care educator must collect written consent of a parent of each child for their intended use of the educator assistant.

2. 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.

3. In the event of the educator assistant providing non regular transport, the educator must provide prior notice to the parent.

4. 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.
**SUPPORTING DOCUMENTS:**
- Educator Assistant ‘Fit and Proper’ Registration and Membership Application
- Service Consent Application for FDC Educator Assistant
- Parent Approval for FDC Educator Assistant Form

**AUTHORISATION**

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

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PURPOSE:

To ensure the safety, wellbeing and education of children.

SCOPE:

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

PRINCIPLE:

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

POLICY:

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

General Procedure:

The family day care service will develop an assessment process that meets all legislative requirements, to determine if a family day care educator, 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:

1. be over 18 years of age;

2. possess or obtain a National Police Clearance that is not older than 6 months at time of application;

3. obtain a statement, from their original jurisdiction or make a declaration regarding any overseas criminal history, if the applicant has lived and worked overseas at any time within the last 3 years;

4. obtain a Working with Children Check;

5. undertake a Department for Child Protection check (if available);

6. 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;

7. hold a current recognised First Aid Certificate;

8. hold current approved Asthma and Anaphylaxis Emergency Management certification; (not mandatory until 1 August, 2013).

9. possess a current driver’s licence if driving a vehicle as part of business;

10. provide a declaration of financial capacity to demonstrate they have the resources to operate their business;

11. 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:
    a. an employee of the applicant including family day care educator assistants;
    b. related or related by marriage, including de facto/spouse; or
    c. the applicant.]

12. 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].

13. Hold a recognised and accredited food safe certificate.

Family day care educator assistant

The family day care educator assistant must:

1. be over 18 years of age;

2. possess or obtain a National Police Clearance that is not older than 6 months at time of application;
3. obtain a statement from their original jurisdiction or make a declaration regarding any overseas criminal history if the applicant has lived and worked overseas at any time within the last 3 years;

4. obtain a Working with Children check;

5. undertake a Department for Child Protection check (if available);

6. 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;

7. hold a current recognised First Aid Certificate;

8. hold a current approved Asthma and Anaphylaxis Emergency management certification; (not mandatory until 1 August, 2013);

9. possess a current driver’s licence if driving children in a vehicle;

10. 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].

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

12. Hold a recognised and accredited food safe certificate.

Adults residing at the family day care residence

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

1. possess or obtain a National Police Clearance that is not older than 6 months at time of application or possess a current teacher registration; and

2. obtain a Working with Children Check;

3. undertake a Department for Child Protection Check (if available);

Family day care educator responsibilities

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

1. Notify the service of any children residing or intending to reside in the family day care residence who are turning 18 years of age within 30 days prior to them turning 18.

2. Ensure any children residing or intending to reside in the family day care residence who are turning 18 years of age, provide the family day care service provider with the requirements of “Adults residing at the family day care residence” (see above).

3. Notify the family day care service in writing within 24 hours of any change of circumstances to residents or persons intending to reside who are over 18 years of age who have previously been assessed as fit and proper to be in the company of children.
4. Notify the family day care service 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.

Family day care service responsibilities

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

LINKING POLICIES:
Policy 21.0 Engagement and Registration of Family Day Care Educator Assistants
Policy 23.0 Record of visitors to family day care residences and/or venues

SUPPORTING DOCUMENTS:
- ‘Fit and Proper’ and other Requirements for Registration
- Educator Assistant ‘Fit and Proper’ Registration and Membership Application

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RECORD OF VISITORS TO FAMILY DAY CARE RESIDENCES AND/OR VENUES

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PURPOSE:

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

SCOPE:

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

PRINCIPLE:

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

Definition:

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

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

POLICY:

Best endeavours will be undertaken to ensure family day care educator’s maintain a record of all visitors to family day care residences and/or venues whilst education and care is being provided to children.

General Procedures:

1. The approved service provider must take all reasonable steps to ensure that the record of all visitors to the family day care residence and/or venue is kept by the educator.
2. The approved service provider must take all reasonable steps to ensure that visitors to the family day care residence and/or venue are not left alone with enrolled children.
3. The family day care educator will maintain a visitor’s record to comply with the Reg 165.
4. If required, the family day care educator may need to complete a risk assessment for visitors residing in the family day residence for less than 30 continuous days.

Specific Procedures:

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

   This record must include the following information:
   (i) date;
   (ii) name and company details (if applicable);
   (iii) time in/out;
   (iv) signature.

2. A family day care educator must not leave a child being educated and cared for by the educator at a family day care residence and/or venue alone with a visitor.

3. Written records are to be kept for 3 years after the record was made.

4. Family day care educators will make visitors aware of appropriate dress standards and behaviour when around children in care.

Supporting Documents:
To implement this Policy refer to:

- Recording of a visitor template

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ASSESSMENT, APPROVAL AND REASSESSMENT OF APPROVED FAMILY DAY CARE RESIDENCES AND/OR VENUES

POLICY 24.0

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PURPOSE:

To ensure the safety, wellbeing and education of children.

SCOPE:

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

PRINCIPLE:

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

POLICY:

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

General Procedure:

The family day care service will develop:

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

Specific Procedures:

Assessment prior to registration with the family day care service

All family day care residences and/or venues will be assessed prior to registration with the service.
1. The family day care educator will be provided with a copy of the Residence and/or Venue Assessment form for self-assessment.

2. A family day care service staff member will attend the residence and/or venue to assess the environment against the requirements stated on the assessment form.

3. The family day care staff member will provide the educator with a list of any identified outstanding items, if applicable.

4. On completion, the Residence and/or Venue Assessment form will be included with all other documents pertaining to the application and submitted for final approval to the nominated supervisor.

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

Reassessment will be conducted annually or additionally as required.

1. The family day care educator will be provided with a copy of the Residence and/or Venue Assessment form for self-assessment.

2. A family day care service staff member will attend the residence and/or venue to assess the environment against the Residence and/or Venue Assessment form and will keep a copy on the family day care educator’s file.

3. If the family day care educator is determined as non-compliant in meeting the family day care service requirements then:
   i) an action plan will be developed; or
   ii) the grievance procedure will be enacted; or
   iii) cancellation of family day care membership will be enacted.

SUPORTING DOCUMENTS:

To implement this Policy refer to:
- Residence and/or Venue Assessment form
- Risk Assessment form
- Action Plan

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

POLICY 25.0

Policy in this section as required by:

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<td>National Quality Standards for Early Childhood Education and Care and School Age Care (2010)</td>
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PURPOSE:

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

SCOPE:

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

PRINCIPLE:

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

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.

General Procedure:

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

1. Family day care educators as required under R.153 of the National Regulations.

2. Family day care service staff, family day care coordinators and family day care educator assistants as required under R.154 of the National Regulations.

3. Volunteers and students as required under R.149 of the National Regulations.
Specific Procedures:

1. The family day care service must keep and maintain at its principle office a register of each family day care educator and family day care educator assistant and any other person engaged by or registered with a family day care service to educate and care for a child.

2. The family day care educator’s register must contain the prescribed information in respect of each family day care educator and family day care educator assistant engaged by or registered with a family day care service.

   This information must include:
   (i) The full name, address and date of birth;
   (ii) The contact details of the educator/educator assistant;
   (iii) The address of the residence and/or venue, including a statement as to whether it is a residence and/or a venue;
   (iv) The date that the educator/educator assistant was engaged by or registered with the service;
   (v) 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;
   (vi) The days and hours when the educator will usually be providing care and education to children as part of the service;
   (vii) 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);
   (viii) If the staff member or educator is a certified supervisor, the number of the supervisor certificate and the date it was granted (if appropriate);
   (ix) Evidence of qualifications or that the educator is working towards that qualification;
   (x) Evidence of first aid, anaphylaxis management, responding to allegations of child abuse, and emergency asthma management training;
   (xi) Evidence of any other training completed by the educator;
   (xii) A record of Working with Children Check notice number and expiry date;
   (xiii) 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;
   (xiv) 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;
   (xv) 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.

3. 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.

4. For additional service staff, the family day care service will:
   (i) Keep a record of additional service staff, not directly involved in the care and education of children.

5. For volunteers and students, the family day care service will:
   (i) Include in the register details of any students or volunteers who participate in the care and education of a child. The register must include:
      (a) full name, address and date of birth of the student or volunteer; and
      (b) a record of the date and hours on which the student or volunteer participates in the service.
6. The family day care service will provide any information on the register and any changes to that information to the Regulatory Authority on request.

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MONITORING, SUPPORT AND SUPERVISION OF FAMILY DAY CARE EDUCATORS AND FAMILY DAY CARE EDUCATOR ASSISTANTS

POLICY 26.0

The policy in this section as required by:

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<tr>
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<td>Standards: 1.2; 2.1; 2.2; 2.3; 4.1; 4.2; 5.1; 5.2; 6.1; 6.2; 7.2 Element 7.3.1 7.3.1</td>
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PURPOSE:

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

SCOPE:

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

PRINCIPLE:

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

POLICY:

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

General Procedure:

The family day care service will develop procedures for:

1. 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.
2. 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.
3. Monitoring and supervising family day care educators and educator assistants by a schedule of visits (announced, unannounced and planned reviews, to ensure ongoing compliance).
Specific Procedures:

Program
1. The 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.

2. The family day care service will support educators to develop an educational program and monitor the program to ensure it meets the following criteria:
   (i) delivered in accordance with and based on an approved learning framework;
   (ii) based on the developmental needs, interests and experiences of each child; and
   (iii) takes into account the individuality of every child.

3. The family day care service will support educators to develop an educational program and monitor the program to ensure it contributes to the following outcomes:
   (i) Children have a strong sense of identity;
   (ii) Children are connected with and contribute to his or her world;
   (iii) Children have a strong sense of wellbeing;
   (iv) Children are confident and involved learners; and
   (v) Children are effective communicators.

4. The service will monitor the program documentation used by the family day care educator to assess children's learning and progress in order to meet the requirements of R.74 (1a), (1b) and is in a format that can be shared with families.

5. The service will monitor an educator/educator assistant and provide, at a parent’s request, the following information:
   (i) The content and operation of the educational program as it relates to that child;
   (ii) Information about that child’s participation in the program; and
   (iii) A copy of assessments or evaluations in relation to that child.

6. If an educator ceases registration with a service all documentation and assessments of child's development will be delivered to the family day care service.

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

8. Educators and educator assistants will have access to a toy and resource library and to play sessions.

Qualifications
1. The family day care service will sight, record and retain copies of educators and educator assistant’s relevant qualifications.

2. The family day care service will record and identify all other training completed by educators and educator assistants (Refer to Appendix 18 Registers).

3. The family day care service will monitor and support educators, to have or be actively working towards, at least an approved Certificate III in Education and Care.

Continuous improvement
1. The family day care service will support:
   (i) educators/educator assistants to recognise their particular strengths, talents and interests;
   (ii) educators with opportunities to work collaboratively with the family day care service and families to further develop their skills and improve practice and relationships;
(iii) collaborative opportunities for educators to discuss and reflect on individual children and families; and
(iv) family day care educators in an ongoing cycle of review through which current practices are examined and reviewed and new ideas generated.

2. The family day care service will record this information on individual educator’s quality improvement plans.

Physical environment

1. The family day care service will:
   (i) monitor the family day care residence to ensure that the residence and/or venue and all equipment and furniture used for the education and care of children are clean, safe and in good repair;
   (ii) support the educator/assistant to develop risk assessment plans for the physical environment;
   (iii) 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
   (iv) 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

1. 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.

2. The family day care service will monitor and support practices to ensure that all family and children’s information is communicated in a professional and confidential manner whether the information is written, discussed, electronically transmitted or by any other means.

3. The family day care service will provide educators/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:
1. Conduct regular planned and unplanned support visits to educators and educator assistants and ensure a written record is kept of these visits.

2. Discuss and record progress of quality improvement plans during support visits to educators and assistants.

3. Support educators to manage the care of their own family members without compromising care and education of enrolled children.

4. Work alongside educators and educator assistants to determine their own professional development needs and support them to receive that training.
SUPPORTING DOCUMENTS:
To implement this Policy refer to:

- Membership Review and Self Evaluation
- Educator Self Evaluation & Review Checklist
- Family Day Care Service Educators Continuous Improvement Form

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**PURPOSE:**

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

**SCOPE:**

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

**PRINCIPLES:**

The family day care service will distribute information to family day care educators and educator assistants.

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

**POLICY:**

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

**General Procedures:**

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

1. Initial and ongoing training opportunities and access for family day care educators and educator assistants.

2. A quality improvement plan to assist them in developing their service as part of the quality improvement process.
Specific Procedures:

The family day care service will:

1. Ensure every family day care educator and educator assistant is provided with orientation training.

2. Develop a philosophy statement and provide information and support to family day care educators and assistants to incorporate planning and programming to reflect this philosophy.

3. Ensure educators and educator assistants will have access to sufficient training and support to implement the Early Years Learning Framework and My Time, Our Place Framework for School Aged Children.

4. Designate in writing a suitably qualified and experienced person as Educational Leader to guide curriculum development and to ensure children achieve the outcomes of the approved learning frameworks.

5. Ensure educators and educator assistants have access to training and information regarding their responsibilities and requirements under the National Quality Framework.

6. Support and assist educators and educator assistants to develop their own quality improvement plans including identification of strengths and training needs (Refer to Quality Improvement form).

7. Endeavour to provide access to training to educators and educator assistants through a variety of means, including multimedia, learning packages and face-to-face training sessions facilitated by the service provider or an external trainer.

8. Maintain a record of training and support provided to educators and educator assistants.

9. Ensure family day care educators and educator assistants are informed and have access to ongoing essential training: for example: Responding to Allegations and Anaphylaxis and Asthma Management.

11. Develop a plan for timely delivery of essential training for educators and educator assistants.

12. Endeavour to provide information of training opportunities available in the local area.

13. Provide educators and educator assistants with links to relevant curriculum documents and information websites.

14. Provide educators and educator assistants with electronic or paper copies of all service policies and procedures.

15. Ensure that educators and educator assistants have been provided with information about and support to develop processes for the effective maintenance, disposal and storage/display of records such as:
   (i) Insurance documents;
   (ii) Accident records;
   (iii) Medication records;
   (iv) Attendance records;
   (v) Provider/service approval;
   (vi) Service rating;
   (vii) Service of waivers;
   (viii) Service operation information;
   (ix) Health and safety, including attendance of a child at risk of anaphylaxis or the occurrence of an infectious disease.
16. Actively seek feedback from educators and educator assistants regarding the level and quality of information, assistance and training provided.

17. Actively seek feedback and input from educators, educator assistants and parents in the development and review of policies and procedures.

The family day care educator will:

1. Undertake to meet all essential training requirements as required under Qualifications in the Policy 26.0 Monitoring, support and supervision of family day care educators and family day care educator assistants.

2. In addition to essential training, undertake 8 hours of professional development between each service membership period.

   If the family day care educator fails to comply with undertaking the 8 hours of professional development, the family day care service membership will be extended for 6 months.

SUPPORTING DOCUMENTS:
To implement this Policy refer to:

- Educator Self Evaluation and Review Checklist
- Family Day Care Service Educators Continuous Improvement Form
- Family Day Care Educator visit checklist procedures

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

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

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

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

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

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

1. Advertise position.

2. Upon request by the applicant, an information package given to applicants detailing the job description, selection criteria and employment conditions. Applicants are advised to respond to the selection criteria and to provide a current curriculum vitae and certified copies of qualifications and other documentation.

3. Applications are received and recorded.
4. An interview panel is selected.

5. Applications are assessed and shortlisted based on the following criteria: responses to the selection criteria.

6. Shortlisted applicants are interviewed by the selected interview panel.

7. Referees are checked.

8. Second interview is undertaken if required.

9. Successful applicant is notified.

10. Once successful applicant accepts the position, all other applicants are notified and mechanisms to provide feedback, if requested, are put in place.

11. Contract and employment conditions are agreed. This includes but is not limited to commencement date, remuneration (superannuation and any other items if included in the remuneration package) and performance management dates.

12. Prior to commencing employment all required documentation as listed below will be provided to the employer.

13. Induction and orientation begins.

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

1. Aged 18 years or over.

2. Current Working with Children Check.

3. National Police Clearance issued within the last six months.

4. A criminal history declaration covering the period from the date of the police clearance to the first date of employment.

5. If the applicant lived or worked outside of Australia at any time within the previous three years a declaration must be completed containing the following declaration: “I have not been convicted or charged with any criminal offence during my absence from Australia.” (add dates of absence from Australia).

6. A disciplinary proceedings statement.

7. Proof of Identity including:
   (i) Photographic identification;
   (ii) Full name and/or any former name or other name that the applicant has been known by;
   (iii) Residential address;
   (iv) Current contact details;
   (v) Current drivers licence.

8. Medical clearance.

9. Details and evidence of the applicant’s relevant skills, experience, training and qualifications including how the applicant meets the minimum requirements as set out in R.47 of the Education and Care Services National Regulations.
The following additional criteria are required for the position of:

**Supervisor Certificate**

The applicants must have:
1. adequate knowledge and understanding of the provisions of education and care to children;
2. the ability to effectively supervise and manage an education and care service; and
3. At least one of the following:
   (i) at least 3 years experience working as an educator in an education and care service, or a children's service or a former education and care services law;
   (ii) an approved diploma level education and care qualification;
   (iii) an approved early childhood teaching qualification.

**Educational Leader**

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

**Family Day Care Coordinator**

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

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# Appendices

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

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<td>16</td>
<td>Recording of visitors to family day care residence and/or venue template</td>
<td>Contact the service for a current form</td>
</tr>
<tr>
<td>17</td>
<td>Residence/approved venue assessment form</td>
<td>Contact the service for a current form</td>
</tr>
<tr>
<td>18</td>
<td>Registers for family day care educators, family day care educator assistants, family day care service staff, students and volunteers</td>
<td>This is used by the service</td>
</tr>
<tr>
<td>19</td>
<td>Family day care educator visit checklist procedures</td>
<td>This form does not exist</td>
</tr>
<tr>
<td>20</td>
<td>Quality improvement plan</td>
<td>Contact the service for a current form</td>
</tr>
<tr>
<td>21</td>
<td>Records and documents required to be kept at a service</td>
<td>As per National Regulations 183</td>
</tr>
<tr>
<td>22</td>
<td>Code of Conduct</td>
<td>See Introduction of these policies</td>
</tr>
<tr>
<td>24</td>
<td>Medical Management Plan</td>
<td>Should be obtained from the child’s General Practitioner or Medical Specialist</td>
</tr>
</tbody>
</table>