

Family Day Care

Monitoring, Support and Supervision of Educators Policy



Merri-bek
City Council

Section: 4 Staffing Arrangements

Policy ID Number: 4.4

Link to National Quality Standard: 7.1.2, 7.1.3, 4.2.1, 4.2.2

Link to Education and Care Services National Legislation: r153, r169

1 Policy Statement

The Coordination Unit will provide regular and ongoing monitoring, support and supervision to Educators.

Support will be provided through Home visits, phone calls, emails, professional development, playgroups and other suitable formats.

2 Rationale

Family Day Care is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is embedded in the everyday thinking and practice of all staff, Educators, Educator household members, work experience/work placement students and volunteers irrespective of their involvement in child related duties.

To assist and support Educators to implement compliant and quality practices.

To provide Educators with resources and ongoing mentoring to carry out their role.

3 Procedures

3.1 General

- The Coordination Unit will appoint suitably qualified and experienced staff and Educational Leaders who will lead the development and implementation of the educational programs and guide Educators in their planning and reflection.
- The Coordination Unit will provide continuous support and monitoring to Educators in a variety of ways. This will include
 - Home visits
 - Phone and/or video calls
 - Email
 - Professional development
 - Playgroup
- The Coordination Unit will document all support and monitoring provided to Educators.
- An appropriately qualified member of the Coordination Unit will always be available to provide support to Educators whilst they are providing care. This includes care provided over the weekend, evening, overnight and public holidays. Support is provided through the on-call phone service outside normal business hours.

3.2 Home Visits

- Resource Officers will respect that the Educators workplace is also the family home.
- Home Visits will be scheduled and unscheduled. The Educator must accept all visits by the Coordination Unit and/or relevant authorities such as an Authorised Officer at any time children are in care or any time they are deemed to be working.

- Home Visits will occur at different times and days, to observe care in progress, interact with the children, monitor their development and to observe routines. These observations assist Educators to evaluate day to day work and Resource Officers can provide advice and assistance in all aspects of Family Day Care.
- Resource Officers will be flexible in their approach to home support visit and the type of support provided to the Educator.
- The Coordination Unit will visit new educators weekly for the first month after registration. Resource Officers will continue to visit frequently until the Educator demonstrates capacity to manage all aspects of the position competently.
 - After this time Educators will be visited fortnightly
- Educators can request, or Coordination Unit staff may schedule, additional visits if more support is required. This could include concerns about a child and/or family, the Educators requiring additional support to meet compliance or where the Educator's circumstances warrant additional support.
- Families may request a home visit if they would like additional feedback or have any concerns.
- Coordination Unit Staff are required to act upon any breach to the FDC Educator's Service Agreement (whether reported and/or witnessed) which encapsulates all documented policies and procedures of the service.
- The Educator and Resource Officer will work in partnership to ensure the best possible outcomes for the children in care.
- Compliance issues will be monitored/followed up until the Children's Services Coordinator is satisfied that all requirements are met.
- Records will acknowledge the strengths of the Educators, their service and practices, as well as issues which arise during the contact.
- The Children's Services Coordinator will be notified if significant issues arise during any support occurring between the Coordination Unit staff and Educators.

3.3 During Home Visits

- The Educator's visitors register will be signed by the Coordination Unit staff on arrival and departure.
- Coordination Unit staff complete and store home visit records digitally within the Harmony system. All relevant issues that are discussed with an Educator will be recorded and the Educator will be provided a copy of the home visit record.
- The focus of home visits is to assist and support the Educator in their role as both a childcare professional and a small business operator. Priority is given to the needs and development of the children in care, with discussions centred on child development, quality care practices, and ongoing service development
- Coordination Unit staff can develop and maintain relationships with the children in care and will share opportunities to discuss children's development, model behaviour guidance and offer support to the Educator.

4 References

- [Education and Care Services National Law Act](#)
- [Education and Care Services National Regulations](#)
- [National Quality Standards](#)
- [ACECQA](#)
- Educator Agreement

Revision History

Date	Revision No.	Revision Section	Revision Description
December 2016	1.0	All	Initial Policy Release (creation date)
February 2021	2.0	All	Updated from old Policy to new format and current information.
February 2023	3.0	All	Updated to reflect the councils name change.
February 2026	4.0	3.1	Update to reflect new legislation changes.
February 2029	Next Review Date		