



Fairfield City Council
Family Day Care

EDUCATORS HANDBOOK 2023



OUR MISSION STATEMENT

“Fairfield City Family Day Care provides care by qualified and experienced educators in nurturing home environments supported and monitored by professional child development officers regulated by ACECQA, FCC and FDCA”





FAMILY DAY CARE OVERVIEW

Family day care is a unique service where a trained and qualified educator provides education and care for children in the Educators' home creating a family like environment. As an Educator you have a chance to form a real connection with children, families and be part of a caring community.

Family day care educators are self-employed and run their own business while being registered to Fairfield City Family Day Care. You will receive continuous professional support and compliance monitoring from Fairfield City Council FDC team.

The Coordination unit is responsible for the effective operation of all components of family day care, including recruiting, training, monitoring compliance, providing advice, support and information to educators, parents

and families. We also assist parents to select an appropriate FDC Educator for their child.

A family day care service can provide flexible care including all day care, and part-time or casual care. For families who are on call or work shifts, care may be available overnight or on weekends. Services may provide respite care and other non-work-related care and education in line with our Priority of Access Guidelines.

Fairfield City Family Day Care is a government- Approved service, sponsored by Fairfield City Council, who employs a Team Leader, Education and Support Officers (ESO) and Administrative Assistants that coordinate the Scheme.

Fairfield City Family Day Care has been operating since 1975.

Fairfield City Family Day Care service guides its practice through the National Quality Framework, thus the parents using our service know that their children are receiving quality care.



FDC COORDINATION UNIT PHILOSOPHY

PHILOSOPHY

“Fairfield City Family Day Care recognise the original owners of the land, the Cabrogal people of the Darug Nation. We pay our respects to the Elders of the Darug Nation, past present and emerging. We believe authentic community engagement supports all children to develop feelings of belonging and a meaningful connection to country and community. Authentic community engagement supports all children in developing feelings of belonging and security.

We recognise the high degree of cultural diversity with over fifty-two per cent of the Fairfield Local government area are born overseas from one hundred and thirty-three different countries - our service encompasses the city motto “Celebrating Diversity.”

We are committed to supporting children, young people, educators and families within our learning community to achieve their best possible mental health. Through focus on continuous improvement, policies and practices, we work towards building and maintaining a positive, inclusive and thriving learning community for all.

We respect and value our:

- **Families by:**

Embracing cultural diversity and traditions within our Family Day Care Service by listening to families, understanding their needs whilst responding in a professional, equitable and timely manner.

We believe that it is beneficial for children when families, the Coordination unit, staff and Fairfield City educators work in partnership on aspects of the Scheme and Fairfield City educators' program. This reinforces the link between home and the FDC experience.

We believe providing opportunities for family involvement. Through the Coordination unit actively seeking information and feedback, to assist in making the Coordination unit as relevant as possible to all families, Educators and children.

We believe positive relationships with families are based on openness and trust, providing a sense of belonging and inclusion.

“Children are more likely to be confident and involved learners when their family and community experiences are recognised and included in the early childhood setting. This assists them to make connections and to make sense of new experiences (EYLF, 2009)”.



- **Children by:**

"In early childhood settings, children develop a sense of "belonging" when they feel accepted, develop attachments and trust those that care for them. Through using a holistic learning approach children develop their sense of identity, they explore different aspects of it (physical, social, emotional, spiritual, cognitive) through their play and relationships." (Early Years Learning Framework)

We believe developing secure, respectful and reciprocal relationships facilitates genuine connections with children, encouraging meaningful and sustained learning. Relationships are a core principle of the Early Years Learning Framework and an important foundation in Family Day Care.

Inclusive learning environments allow children to become more resilient, aware and understanding of each other's unique differences. We believe all children have individual holistic needs. The coordination unit collaborate with families and Educators to ensure Educators feel supported to meet these children and families' needs. When required we collaboratively work with allied health services to ensure children receive appropriate support.

We believe that children should have a voice through expression of choice, valuing opinions, acknowledging feelings and emotions. This fosters the development and understanding of social development, democracy, independence, agency, resilience, self-esteem and confidence.

We believe that children learn best through play experiences and need opportunities to explore. Through the guidance of the "Early Years Learning Framework" MTOP, NQF, 8 Ways of Learning, the coordination unit guides and supports Educators to foster children's joy in learning and an eagerness to discover new things.

- **Environments by:**

We believe physical environments are an integral part of the curriculum and act as the ‘third teacher’. The Reggio Emilia approach guides and inspires Fairfield City Family Day Care environment which invites initiation and acknowledge children’s views and interests.

We believe environments with rich and diverse learning opportunities with a focus on stage appropriateness, allow children to be active contributors to their learning. Engaging with natural environments supports children in developing stewardship and respect for the environment, while also becoming environmentally responsible.

We believe the home like environment appropriate for various ages and stages; assist in children’s learning and development. The coordination unit researches and guides educators to create appealing and engaging physical and social learning environments to positively impact on children’ learning.

The coordination team facilitates and supports educators to develop environments that best meet the changing needs of their children.

“When educators create environments in which children experience mutually enjoyable caring and respectful relationships with people and the environment, children respond accordingly.” (EYLF)



- **Fairfield city educators by:**

We believe that educators work towards building good relationships with strong communication and consistency in practices in partnerships with all stakeholders who are accessing or seeking to use the FDC Scheme. Fairfield City Educators offer support to families by sharing information as needed or requested.

The Coordination Unit believe in being positive role models, whilst respecting the knowledge, experience, and skills all Educators within the scheme in a professional manner.

We believe in supporting and guiding Fairfield City Educators to have access to continually seek ways to build their professional knowledge and develop learning communities to meet changing needs of children and families within their service. Educators become co-learners with all stakeholders and value the embedding of Aboriginal and Torres Strait Islander Elders practices and ways of learning to encourage reconciliation within the community.

We believe Fairfield city Educators and Coordination unit staff need to continually reflect on our performance against the National Quality Framework to ensure that we are challenging ourselves as Early Childhood Professionals; this leads us to continually improving our practices, relationships, policies, and procedures.

- **Community by:**

We believe Fairfield Family Day Care play a vital role within the community by providing support and information to a vast number of families within the Local Government Area and beyond.

For the Scheme to be part of the wider community we believe there should be networking between other community organisations e.g. schools to include transition to school programs, community, health services such as psychologist and dental health, libraries, family welfare, fire and police services, etc.

- **In regards to the FDC Team:**

We work closely together as a team to increase the effectiveness of robust communication and promote equality and cooperation. This includes supporting each other professionally, sharing skills, ideas, and knowledge.

We value the experience each member brings to the team with respect and listen to each other's voices. We collaboratively work together to further develop our skills and knowledge.

We value the qualities of being professional, inclusive, consistent, flexible, supportive, and resourceful, creating an authentic rewarding work environment for all.

We believe the use of reflective practices allows for ongoing learning with the intention to gather information and gain insights that support, inform and enrich decision-making.

We believe critical reflection is about closely examining all aspects of events and experiences from different perspectives, to be able to continually evolve and contribute meaningfully to the development of the scheme.

Reviewed November 2022

- **In relation to the National Quality Framework:**

We believe that the initiatives created by the Council of Australian Governments (COAG) of our Nation in establishing partnerships with Early Childhood professionals with commitment to continual improvements to our practices through promoting high standards thus increasing the quality of care and education.

We believe these practices will ensure the wellbeing and future development of children in our care as we focus on their early years. As professionals we recognise the importance of staff development

Through further training, skill development and career progression. As a team, we welcome the National Quality Framework through the implementation and assessment, we embrace the challenges of our ever-growing industry and the focus placed on our profession in



THE ROLE OF THE COORDINATION UNIT

The Family Day Care Coordination Unit is committed to supporting educators in providing quality education and care to families and children and are responsible for:

- The coordination of the FDC services in accordance with national guidelines, regulations, standards and the Early Years Learning Framework
- Recruiting, selecting the registration of FDC Educators
- Development and review of policies and procedures in consultation with FDC Educators and parents/guardians and stakeholders
- Liaison with external agencies and peak organisations (FDC Associations)
- Support with the provision of relevant training to promote the professional development of each FDC Educators
- Promotion of Fairfield City FDC Scheme
- Maintaining a waitlist of children
- Completing the enrolment process
- Support Educators to monitor the children's care and developmental needs through regular support visits and Individual Learning Plans
- Support and resourcing of FDC Educators, through both regular visits as above, and scheduled visits when required,
- Provision of support and information to parents/guardians using care,

Emergency Phone Support:

24-hour Emergency Phone support is available to all our Educator whilst children are in care. This is to provide you with support and guidance at all times. Educators are advised to keep this number in their mobile phones and to provide this to household members. In the event of an emergency involving the educator whilst children are in care. The household member should contact the office or the 24-hour emergency phone.

The emergency phone is not to be provided to families.

Please do not hesitate to contact us on: 0409 904 285

The Administration Staff are responsible for:

- Processing and submitting attendance records
- Administration of Australian Child Care Subsidy (payment of CCS to FDC Educators on behalf of families)
- Information and distributions to FDC Educators and families
- General enquiries

Contact with the Coordination Unit:

Telephone: The office for general enquiries 9725 0367

Email to: CFS@fairfieldcity.nsw.gov.au

Mailing Address: 1 Pevensey St
Canley Vale NSW 2166

Should FDC Educators, parents/guardians wish to meet with a coordination unit staff member, it is advisable that an appointment be made to ensure availability.

FUNDING OF FAMILY DAY CARE

AUSTRALIAN GOVERNMENT

Child Care Subsidy (CCS)

The Family Assistance Office (FAO) administers and is responsible for payment of CCS across all Australian Approved Services types (Family Day Care, centre based care, specialised vacation care and before/after school care programs).

All eligible parent/guardians are entitled to at least the minimum amount of CCS with the Family Assistance Office (FAO).

Families can choose to claim CCS entitlements:

- As reduced fees through approved services, or
- As a lump sum from the FAO, (paid after the end of the financial year of care).

Parents/guardians applying for CCS are required to be assessed prior to commencement of care and annually thereafter, (as determined by the FAO).

The FAO will advise the service of approved hours of care.

Families applying for CCS for the first time will need to certify when they start care, that the child is up to date with their immunisation, or has obtained an exemption, (if the child is under 7 years of age).

If claiming reduced fees, parents/guardians pay their portion of the fee to their FDC Educators, who claims the balance of the fee from the Australian Government by submitting Record of Care and Payment sheets to the Family Day Care service

Special CCS

If you don't already get CCS, you can apply for an additional subsidy at the same time you claim CCS.

The additional subsidies you can apply for are:

- Grandparent
- Transition to Work
- Temporary Financial Hardship.

Your child care service can apply for the Child Wellbeing subsidy on your behalf. If you don't already get CCS you should claim as soon as possible. This is because you need to be getting CCS to get the Child Wellbeing subsidy. Speak to your childcare service if you think a child in your care is eligible for this additional subsidy.



Grandparents Child Care Benefit

Grandparent Child Care Benefit covers the full cost of the total fee charged for CCS eligible hours up to 100 hours for each child in approved care each per fortnight

Grandparents claiming GCCB need to apply directly to the FAO.

Before and After School Care:

According to Department of Education ‘while the child is attending school or engaged in a formal schooling program (including a home schooling or distance education program) during any part of the session of care (for example, sessions of before and after school care should not be reported to overlap with the child’s school hours).

<https://www.dese.gov.au/resources-child-care-providers/child-care-provider-handbook>

The Department of Education has published a list of frequently asked questions please see link:

<https://www.dese.gov.au/child-care-package/ccp-resources-providers/child-care-package-frequently-asked-questions#toc-session-of-care>

Inclusion Support Subsidy (ISS)

The Inclusion Support Program provides assistance and support to help childcare services to include all children, including those with additional needs, in the child care environment. ISS is available to childcare services to assist in the inclusion of children who have a demonstrated ongoing need for a high level of support. ISS provides an additional payment to FDC Educators who care for children with disabilities or ongoing high support needs, in recognition of the additional care and attention that such children require. Eligibility for ISS does not mean automatic entitlement to the subsidy. Consideration of the need, type and level of ISS will be undertaken on a case by case basis.

Our friendly administration staff are here to help, please call them with any questions or concerns.



THE NATIONAL QUALITY FRAMEWORK

The Australian Government and state and territory governments recognise the importance of increasing their focus on the early years to ensure the wellbeing of children throughout their lives and to lift the productivity of our nation. The drive for change is based on clear evidence that the early years of children's lives are very important for their present and future health, development and wellbeing.

The National Quality Framework aims to raise quality and drive continuous improvement in education and care services through:

- The National Quality Standard for Early Childhood Education and Care and School Age Care ('National Quality Standard')
- A National quality rating and assessment process
- Streamlined regulatory arrangements
- The Australian Children's Education and Care Quality Authority (ACECQA) oversees the system

The National Legislative Framework

The National Quality Framework is underpinned by the *Education and Care Services National Law* ('National Law') and *Education and Care Services National Regulations* ('National Regulations') Together they set the *National Quality Standard* and the regulatory framework.

The National Quality Standard

The National Quality Standard (NQS) sets a national benchmark for the quality education and care services. It will also give services and families a better understanding of a quality service. This will enable families to make informed decisions about the services providing education and care to their child. The National Quality Standard is a key aspect of the National Quality Framework. It brings together the seven key quality areas that are important to outcomes for children.



Quality areas

QA 1	Educational program and practice
QA 2	Children's health and safety
QA 3	Physical environment
QA 4	Staffing arrangements
QA 5	Relationships with children
QA 6	Collaborative partnerships with families and communities
QA 7	Leadership and service management

Approved learning frameworks

These are:

- Belonging, Being and Becoming: The Early Years Learning Framework for Australia (EYLF)
- My Time, Our Place: Framework for School Age Care in Australia

These frameworks outline practices to support and promote children's learning.



The Rating System

The National Quality Standard is accompanied by national quality rating and assessment process that reflects a national approach to the assessment and reporting of the quality of education and care services across a variety of service settings.



Each service will receive a rating that will be displayed by the service and will be published on the ACECQA's and My Child website.

Quality Improvement Plan – Self Assessment

The National Regulations requires all approved FDC services to have a Quality Improvement Plan (QIP) or Self-Assessment. A QIP aims to help providers and Educators self-assess their performance in delivering quality education and care to plan future improvements. The Self-Assessment is required to be provided to the regulatory authorities through A&R process.

FDC Educators are required to critically reflect on their service to establish their own set of goals for future development. The FDC team provides ongoing assistance with this process.

For more information on the National Quality Standard process, access the ACECQA website:
<https://www.acecqa.gov.au/>

ROLE OF A FDC EDUCATOR

- Family Day Care provides professional, high quality, education and care in an approved home environment. It is essential that Educators understand their role and know what is required of them under the law in relation to providing a registered service with Fairfield City Council Children and Family Services
- Be engaged within the National Quality Framework and be guided by 'Belonging, Being and Becoming' in the 'Early Years Learning Framework', and the framework for school age children 'My Time, Our Place'
- Always be transparent and honest in your practices. To keep up to date and have a thorough understanding of the most current Early Childhood research, regulations and law requirements.
- To be committed to high quality education, care and continuous improvement
- To have a thorough understanding of all Fairfield City Family Day Care Policies and Procedures and ensure all practices reflect the requirements set out
- To present and conduct themselves in a manner that is professional, ethical, consistent, respectful, responsible and maintaining confidentiality at all times (Please refer to Code of Ethics)

- Demonstrate and promote an acceptance of and sensitivity to the individual needs and differences of children and their families
- Offer a caring environment for children where they can feel safe, secure and accepted
- Role model appropriate behaviour to children at all times as per current regulatory guidelines
- To have an understanding of and advocate for children's rights
- Participate in ongoing professional development and the FDC assessment and rating process.
- To value and promote children's success as learners while fostering their confidence, individual creativity and ability to be active and informed citizens
- Have a commitment to focusing on an educational program and practice that engages, stimulates, and enhances children's learning and development
- To work in partnership with families and other stakeholders to devise goals for the children
- To empower children to look after their mental health and wellbeing
- To ensure effective supervision of children is always the priority and is NOT NEGOTIABLE



- To positively guide children's behaviour and implement appropriate strategies to manage challenging behaviours
- To implement appropriate behaviour guidance techniques in accordance with current governing legislation such as Child Protection Legislation
- Any form of physical or emotional abuse (e.g. hitting, immobilising, isolating, threatening or humiliating) of a child in care (regardless of your relationship with the child) will not be tolerated and it is a reportable and fineable offence
- To inform the Coordination Unit if any support or clarification is required
- To ensure you read and understand all paperwork before signing
- Maintain effective business systems and practices
- Continually self-reflect and evaluate your practices
- To have self-care strategies in place to reduce stress level
- To manage your own leave requirements to maintain a healthy work life balance



Educator's Requirements:

- Minimum Certificate III in Early Childhood Education and Care
- Current Registration Certificate
- Current First Aid and CPR Training.
- Current public liability insurance
- Medical certificate stating they are fit to care for children
- Annual home compliance/safety check
- Current Working with Children Check and criminal check for educator and all household members 18years and over
- Current WHS training
- Child Protection training
- Current RTA Child Restraint
- Glass Check Certificate
- Fire Equipment
- Driver's License
- Hot water regulator
- COVID-19 Immunisation



House Work/ Personal Commitments

Housework, (apart from maintaining home in a hygienic and safe condition) is to be conducted out of FDC hours.

Personal commitments including leisure/sporting activities, doctor, hairdressing, dentist, and other appointment are to be made and attended out of FDC hours.

SERVICE ADMINISTRATION GUIDELINES AND BEST PRACTICE

Introduction

With increasing compliance and administration demands on Family Day Care Services, it makes good business sense to use the tools available that Hubworks System has to offer.

Fairfield City Family Day Care requires all Educators to subscribe to Hubworks and use the program in accordance to Family Assistance Law, Education and Care National Regulations and Fairfield City Family Day Care Policy and Procedure.



What is Hubworks for Educators?

Hubworks for educators is a software program that is fully integrated between Fairfield City FDC and all our educators. This will allow:

- Educators to view family/child information that has been recorded by Fairfield City FDC staff. E.g. Parents/guardian and Authorised persons detail, Medical conditions etc.
- Educators to view Family Child Care Subsidy details updates and absences.
- Records parent payments and issue receipts.
- Fairfield City FDC Policies
- ESI: Electronic Sign In/Out

What is Fairfield City Family Day Care responsible for?

- Provide initial training as part of the Prospective Educator Orientation process and ongoing support to all Educators through focused visits, information guides, etc.
- Notify Educators to updates/issues that may potentially affect their daily operations practices.
- Provide accurate and current information to families upon enrolment with the Service.

- Update bookings and maintain current family records in Hubworks
- Inform Educators with updates from Department of Education Skills and Employment



What are Educators Responsible for?

- Provide accurate information and guidance to parents and authorised person with the e-signature
- Attendance record functions. (Refer to Hubworks Parent/Guardian Information Guide)
- Provide permanent changes to booked care in writing to the coordination unit prior to the effective date. (cfsadmin@Fairfieldcity.nsw.gov.au)
- Accurately record and submit to the co-ordination unit all attendance details including cancelled care, absent days, and temporary change to booked care.
- Provide written requests to amend attendance records prior to staff “resubmitting” such information.
- Remain confidential with family information including PIN numbers
- Submit weekly vacancies by Monday morning 8.am.



Recording Attendance Information E– Signature: (PIN numbers)

- PINS cannot be shared between families and Educators
- Parents are responsible to sign in/out and mark sessions absent when care is not attended.
- The Educator may use their PIN when:
 - a) Signing children in and out upon delivery and collection from school.
 - b) Marking a session as “Absent” when it is the child’s last day of care for the week.
 - c) Signing children in/ out of care where there are unforeseen technical issues (internet/software)

Updating and checking “timesheet” details:

- Details of each child’s “timesheets” should be updated/checked at the end of each week. This may include:
 - a) Mark a session absent for each session where the child was not in care.
 - b) Changing booked days/hours for additional casual or temporary days/ hours.
 - c) Cancelling a session of care where a fee is not being charged.

- Service closed on days with no charge for care
- Parent actual arrival time/ actual collection time (if the e -signature reflects otherwise)

Attendance Record Information

When should my attendances be submitted for processing?

Attendances on Hubworks are viewed, updated, calculated and submitted by the Educator on a weekly basis. Fairfield City Family Day Care staff will continue to process, submit to the department and make payments to Educators on a fortnightly basis.

Attendances to be submitted through Hubworks at the end of each week, by Monday morning 8.00 am

Staff will be able to see the actual attendance information and can assist/guide Educators if assistance is required.

Remember all attendance are required to be submitted for processing every Monday Morning by 8.00am.

Fees

FDC Educators have their fees deregulated, meaning that they set their own fees based on what other services around their area may charge and where possible allowing competitiveness.

FDC Educators have an obligation to charge the 'same fee for service' to all families (no special rates).

Educators need to give 4 week notice in writing to families in their service and the co-ordination unit before changing fee.

Fees can be changed once a year,

Security Deposit (Bonds)

Security Bonds are held by the Educators. Fairfield City Council does not intervene on the compliance, collections or returns of bonds as Educators are Self employed.

Educators are responsible for collecting their own security deposit (Bond) which will be calculated at 2 weeks full/total fees.



Two Weeks Notice must be given to the Educator by the parents when terminating care. If a child is permanently relocated to another Educator no notice is required.

The termination E-form must be completed by the parent when a child is leaving your service.

Educators collect the Gap Fee on behalf of Fairfield City Family Day Care.

Families **must** pay the gap fee to receive child care subsidy under family assistance law (CCS).

FDC Educators must receipt the gap fee and provide copies to each family and the Coordination unit weekly/ Fortnightly.

Commonly asked questions.

- **What should I do if a child is absent on all booked days or the last booked day of the week?**

Go into the child's time sheet and mark the day absent.

Request the parent to approve the day/s as "absent" on the e- signature section on their return to care the following week

- **What should I do if I have closed my service for a day?**

Contact the office to advise us that you are closing your service.

Go into each time sheet that would be effected for the day.

Remove the schedule day from the timesheet

- **What should I do if I cannot access Hubworks to record attendances?**

On parents arrival/departure ask parents to write Child name - date and time and sign in the children who have been in attendance. At the end of week scan page and emailed to office (cfsadmin@fairfieldcity.nsw.gov.au).

Once you are able to access the system sign the children in/out using your own PIN and noting of the actual arrival/departure time.



- **Why would the parent entitlements be different in week one to week two when the care arrangements and % have not changed?**

Parent eligible hours of care are calculated over a fortnight across all services. Should their eligible hours reach their limit in week one or absorb more than half their hours in week one, this will affect their entitlement for week two.

EXAMPLE:

Johnny has 72 eligible hours of care per fortnight and uses 4 days totalling 40 hours per week. He received 40 hours of his CCS % for the first week.

He receives only 32 hours of his CCS% for the second week.

This means that the gap fee payable by the parent will be greater for week two.

Please note that this same scenario can occur if the child attends multiple services.

- **Do I get Child Care Subsidies for Public Holiday?**

Absences on public holidays can only be submitted in line with the families CWA (Complying Written Agreement). The Child Care Subsidy paid will depend on the routine session as per the CWA.

Process for Alternate Care Arrangements

- Staff will continue to contact Educators to arrange alternate care as required.
- Once the alternate care is confirmed by the parent/ Educator, staff will create an empty booking effective from the Monday to Sunday for the week within care is required.
- Prior of the child arriving the Educators add the hours to the timesheet as required by the family and in accordance with their operational terms and conditions e.g. minimum hours charged. *Please note that alternate care is charged at the regular rate not the casual rate.
- Upon the arrival of the parent into care will be able to e-signature the child on ESI Hubhello.



Process for Vacation Care

- Vacation care periods can vary for each Educator, family and each school term:
- Children who only attend your service for vacation care

- Children who attend your service during the school term and vacation care.
- Children who attend your service for the school term but not vacation care.

Children only attend your service for vacation care:

Identify which children are using vacation care and confirm the days/ hours required by the parents.

1. If there is only a day here and there you may just wish to add these days/hours to your timesheet the week child attends care.
2. You may wish to request the administration office to create the booking days/hour sessions on the child schedule for the week agreed with the parents.

Children who attend your service during the school term and vacation care

Identify which children are using vacation care and confirm the days/ hours required with the parents

Request a temporary Booking Change Request to:

1. You may choose to update the schedule for the

days/hours of care for a given week.

2. You may wish to request the administration office to create the booking days/hour sessions on the child schedule for the week agreed with the parents

Children who attend your service for the school term but not vacation care.

Remove the booked days from your timesheet for that particular week.



CONFIDENTIALITY

Family members/residents may invariably view or hear information regarding families attending FDC. This information is strictly confidential and cannot be discussed with anyone else.

The FDC Educator is the primary person responsible for communicating with families about their children and FDC issues. If an issue arises, family members/residents should discuss this with the FDC Educator.

FDC Educators need to ensure they protect the privacy, dignity and confidentiality of individuals by ensuring that all records and information about individual children, families, are treated with discretion and kept secure in accordance with our Legislative responsibilities.

Information is only accessible or disclosed to authorised people who require the information to fulfil the responsibilities of their role at the service or have a legal right to know. Educators will discuss any request for information with the coordination unit staff prior to any disclosure.

Policies / Forms and Review

Our service has detailed policies, procedures and forms to assist and guide you in meeting the legislative requirements for your role in FDC. Our policies forms and procedures are reviewed every 3 years or earlier if the need arises.

All educators and families are encouraged to provide feedback on any document that is up for review. Policies up for review are shared at monthly support visit. Current policies are found on the HubWorks software and have to be available for families and educators at all times

At any time, you are required to refer to a policy or form, please ensure you are utilizing the latest version of the document. This can be found on the bottom of each document.

Educators Agreement

Each year as part of the compliance process, and to ensure continued Registration with our FDC Scheme. Each Family Day Car Educator needs to read over, understand and sign the Educators Agreement.



This is the legal agreement between the self-employed FDC educators and Fairfield City Council as Approved Provider of FAIRFIELD CITY FAMILY DAY CARE (the “Approved Provider”)

The agreement outlines the legal responsibilities and obligation for FDC educators.

Record Keeping

Information that is collected and kept as a record as required by the National Regulations will not be communicated (either directly or indirectly) with anyone other than:

Educators and or relevant council staff who require the information for the education and care of the child.
Medical personnel who require the information for medical treatment of the child. The parent/legal guardian of the child that the record relates to, or The Regulatory Authority or an authorised officer.

In addition, information may be communicated if authorised or required under any other Law, or if the person who provided the information gives written permission.



For example, a parent may give written permission for the service to share information about their child with a support agency such as Inclusion Support.

Parents/guardians are able to access their and their child's personal information when requested, whilst the information is held at the service, as per our Regulatory requirements for maintaining documentation.

Prior notice will be required if parents/guardians wish to access applicable personal information if it has been archived. Information may be denied under the following conditions:

Access to information could compromise the privacy of another individual. The request for information is frivolous or vexatious.

The information relates to legal issues, or there are legal reasons not to divulge the information such as in the cases of custody and legal guardianship or have implications for a Child Protection Investigation, involving the requesting parent/guardian.

Fairfield Council Family Day Care are bound by Fairfield City council record management policy and associated laws.

All records relating to children and their families will be returned to the Coordination Unit within 28 days of a child ceasing Family Day Care with our Service.

NOTE: FDC Educators are required to complete QMF-FDC-248 “Educators Statement of Program Retention” Giving the option to maintain the record relating to the program & evaluation, structure of the day and weekly record of the service. Record of Visitors to the Family Day Care Premises ? need to add In accordance with these regulations and to keep them on my premises for a period of no less than 3 year after the date on which the record was made.

The Approved Provider (Fairfield City Council) will retain information as required under the Education and Care Services National Regulations and the Australian Governments, Child Care Provider Handbook.



HOME SAFETY RISK ASSESSMENT (COMPLIANCE)

FDC Educators are required to be compliant at all times during FDC working hours. This is to ensure the safety of the children in care and protect the FDC Educators and household members.

FDC Educators must undergo a home risk assessment and complete an Educator's Self-assessment Compliance Risk Report annually or after a period of service closure. This document will be provided to you by the Coordination Unit before the inspection takes place to self-assess your service and have it ready by the appointment time.

The renewal of your registration depends upon successfully passing this process.

Family members/residents need to be aware of the continual responsibility in supporting you and your service. This will ensure safety is maintained at all times. A detailed household members acknowledgment is signed each year.

