

Policy title	4.4 Monitoring, Support and Supervision of Family Day Care Contractors
Policy type	Management
Group	Family and Children

Rationale

Family day care contractors are ‘lone workers’ who operate a childcare business from their own home. As a result they do not have peer support in their home on a day-to-day basis.

A good understanding of the purpose of the support visit and the willingness on the part of both contractor and the Coordination Unit to work together in partnership ensures the support visit is effective and supportive.

The purpose of this Policy is to ensure practices are in place in accordance with section 169(2)(a) of the *Education and Care Services National Regulations 2011*, for the monitoring, support and supervision of family day care contractors contracted by Moonee Valley City Council.

Policy statement

Moonee Valley City Council is committed to:

- the provision of support to family day care contractors as part of the regulatory requirements for monitoring and supervision of family day care services
- providing opportunities for family day care contractors and staff to exchange important and relevant information in regard to the planning and delivery of quality family day care services

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Family and Children's Services	Michele Leonard	4.4 Monitoring Support and Supervision of Family Day Care Contractors Procedure	17/150829	August 2017	August 2019

Council's Family Day Care (FDC) Coordination Unit supervisors make scheduled and unscheduled monitoring and support visits to FDC contractors' homes regularly and on request. The visits support ongoing communication regarding placements as well as children's learning and development and experiences. During visits, family day care contractors are supported to:

- develop appropriate programs in accordance with approved frameworks
- strengthen understanding of appropriate interactions
- understand the regulations and legislation governing family day care operations, as well as Council's Family and Children's Services' policies and procedures

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Procedure	4.4 Monitoring, Support and Supervision of Family Day Care Contractors Procedure
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Action	Approved Provider	Responsible Person or Primary Nominee	Educator/contractor	Families	Education and Care Services National Regulations 2011	Education and Care Services National Law Act 2010	Children's Services Regulations 2009 & Children's Services Act 1996
Employ or engage one or more qualified persons as family day care coordinators/unit supervisors to assist with the operation of the family day care service, and to support, monitor and train the family day care (FDC) educators/contractors.	✓	✓	✓		r.153-154 r.118-120 r.128	s.163-164 s.167	r.119-120 s.26 s.30
Develop and maintain professional working relationships with all FDC contractors, providing telephone and internet contact and additional visits where required.	✓	✓			r.168-172	s.163-164	s.26
Provide support to all contractors at all times the FDC service is operational, including at night or on weekends, if children are in care.	✓	✓			r.153-154	s.163-164	s.26
Provide all necessary paperwork and any information that may be relevant to contractors as it becomes available, including emergency contact details of unit's staff members.	✓	✓			r.153-154 r.168-172	s.163-164	s.26

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Be available to discuss any issues of concern with parent/guardian.	✓	✓	✓		r.168-172		s.26
Ensure FDC Coordination Unit supervisors undertake regular home visits to: <ul style="list-style-type: none"> • audit contractor's compliance with the <i>Education and Care Services National Regulations 2011</i>, and Council's Family and Children's Services Policies and Procedures • assist contractors with administration and Childcare Benefit compliance 	✓	✓	✓		r.118 r.168-172	s.163-164	s.26
Visit to FDC Contractors' homes including unannounced visits to ensure compliance and transparency at all times the service is operating. Unscheduled visits by the Family Day Care Coordination Unit staff and visits from the DEET Children's Services advisors are permitted at all times children are in care, without any form of obstruction by the FDC contractor.	✓	✓			r.168-172	s.163-164 s.167	s.26
Notify families that a visit has occurred that day by the Coordination Unit.	✓	✓			r.168-172		s.26

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<p>A record of the visit will be completed by the Coordination Unit staff member prior to leaving the contractor's home. The record of information will include:</p> <ul style="list-style-type: none"> the number of children in care information for follow-up and reminders additional information requested by the FDC contractor to be recorded all relevant issues should be discussed and recorded with the FDC contractor at the time of the visit. FDC contractor is provided with a copy of their support visit. Records of the support visit are an accurate record of the discussion and circumstances of the visit. Records should acknowledge the strengths of the contractor's service and practices, but also issues which arose during the visit 	✓	✓			r.168-172	s.163-164 s.167	s.26
<p>The record is to be signed by the FDC contractor and area supervisor and a copy provided to the educator. This record is to be kept in the FDC educator's file.</p>	✓	✓			r.168-172	s.163-164	s.26

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Any written records in regards to concerns noted will be maintained in the educator's or contractor's file. All relevant issues (need-to-clarify parameters — non-compliance with legislation, regulations, policies/procedures; emerging issues; changes to hours of operation, etc.) resulting from a home visit will be discussed with the Coordinator Childcare Services.	✓	✓			r.168-172	s.163-164 s.167	s.26
Compliance issues are monitored followed up until the Coordination Unit is satisfied that all requirements are met.	✓	✓			r.168-172	s.163-164 s.167	s.26
Act upon any breach (whether reported and /or witnessed) to the FDC contractor agreement which encapsulates all documented Policies and Procedures of the service.	✓	✓			r.168-172	s.163-164 s.167	s.26
Home safety checks will be carried out quarterly.	✓	✓			r.168-172	s.163-164 s.167	s.26
Discuss individual children's needs with the contractor as required while adhering to the Council's Family and Children's Services Child Enrolment and Attendance Records Policy, and Council's Information Privacy Policy.	✓	✓			r.73-76 r.168-172	s.163-164 s.167	s.26 s.26B

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Support contractors to maintain and keep up to date records of children's learning and development, structure of the day, curriculum/program of activities and a weekly record of the service.	✓	✓			r.73-76 r.118 r.168-172	s.163-164 s.167 s.168	s.26 s.26B
Coordination Unit staff will assist and support FDC educators/contractors to implement compliant practices and provide educators/contractors with resources and assistance to carry out their role.	✓	✓			r.73-76 r.118 r.168-172	s.163-164 s.167	s.26 s.26B
Ensure FDC educators/contractors are given additional support where indicated. For example, when a child is new and not settled into care, where there is a concern about a child (developmental, emotional, at risk, family crisis etc.), where there are safety or compliance issues, or where the educators/contractors circumstances warrant additional support.	✓	✓			r.118 r.168-172	s.163-164	s.26 s.26B
Encourage contractors to contact the Coordination Unit if they require assistance or information regarding children, families, payments or administration requirements.	✓	✓			r.118 r.168-172	s.163-164	s.26 s.26B
Oversee and support contractors to ensure adherence to this Policy and Procedures.	✓	✓	✓		r.170 r.168-172	s.163-164 s.167	s.26

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Ensure educator or contractors has access to current professional development opportunities to remain current with contemporary practice.	✓	✓	✓		r.118 r.168-172	s.163-164 s.167	s.26
Encourage educators/contractors to participate in regular meetings. (Refer to Policy 4.5 Provision of Information, Assistance and Training to Family Day Care Educators Policy).	✓	✓			r.168-172	s.163-164	s.26
Provide feedback to area supervisor on improvements to the service. Provide input into the Quality Improvement Plan.			✓		r.168-172	s.163-164 s.167	s.26
Provide feedback to FDC Coordination Unit staff/area supervisors of any acknowledgements or concerns in relation to the monitoring, support and supervision of FDC educators/contractors.				✓	r.118 r.168-172	s.163-164 s.167	s.26

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Resources and useful websites

This Policy and Procedures are aligned to the following National Quality Standard

www.acecqa.gov.au/national-quality-framework/the-national-quality-standard

ACECQA, 2011, National Quality Framework Resource Kit

<http://acecqa.gov.au/national-quality-framework/national-quality-framework-resource-kit>

Australian Government Department of Education, Employment and Workplace Relations (2009), *Belonging, Being and Becoming: The Early Years Learning Framework for Australia*.

https://docs.education.gov.au/system/files/doc/other/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf

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