

## 2.7 MONITOR, SUPPORT AND SUPERVISION OF EDUCATORS

**Policy No:** 2.7

**Policy Adopted:** December 2013

**Version No:** 2 under Education and Care Services National Regulations under the Education and Care Services National Law

**Review Date:** September 2014

**PURPOSE** To ensure the provision of high quality care to children

**POLICY** Coordination unit staff supports educators to provide high quality care; this is achieved in a number of ways including provision of regular visits and contact & training opportunities

### PROCEDURES

#### 1. Home Visits

- 1.1 coordinators visit educators regularly and on request; the purpose of the visits is to provide an opportunity for ongoing communication regarding placements of children , children's development and experiences; to assist educators to develop education and care programs; to assist educators in their understanding of appropriate interactions with children; to assist educators understanding of the regulations and other legislation; to assist educators with administration and Child Care Benefit (CCB) compliance; to audit educators compliance with the regulations and service policies and procedures
- 1.2 visits will occur during the normal hours that care is being provided; visits can both be planned or unannounced; any coordination unit staff member visiting the educators home will complete the visitors book on each visit; a variety of techniques is used to notify parents that a visit has occurred; to assist coordinators educators notify the coordination unit when they are not providing education and care
- 1.3 educators can request a home visit at any time; the request will be noted and a mutually convenient day and time will be scheduled
- 1.4 a record of the visit will be completed during the home visit; the record is recorded on Ipad; this record can include information such as the number of children in care, the educators program and activities, focus for the home visit round, conversation taken place, information for follow up and reminders; request from educator additional information to be recorded; the record is numbered and signed by the educator and visiting staff person and a copy provided to the educator; this record will be kept in the educators file
- 1.5 coordinators will discuss individual children's development with the educator and are available to discuss any identified concern with parents; any written records in regards to identified concerns noted will be maintained in the child's file; if required families will be referred onto specialised consultants eg speech / hearing / early intervention
- 1.6 all relevant issues resulting from a home visit will be discussed with the nominated supervisor
- 1.7 if a educator is dissatisfied about any aspect of a home visit, they are able to make a comment on home visit form; discuss with nominated supervisor and refer to Complaints

Policy

**2. Support Services**

- 2.1 the service provides all necessary paperwork and any information which may be relevant to educators as it becomes available
- 2.2 educators are encouraged to contact the service if they require assistance or information regarding children; families; or administration requirements
- 2.3 the service emergency out of hours contact details are provided to educators
- 2.4 the service will facilitate communication between educators as required while adhering to the service Record Keeping and Confidentiality policy
- 2.5 the service will support educator's to maintain and keep up to date; structure of the day, curriculum/program of activities and a weekly record of the service
- 2.6 educators are encouraged to take annual leave from providing their education and care service to reduce burn out; the service arranges alternate care placements for the children subject to available vacancies
- 2.8 the service staff and educators are encouraged to participate in service management or service meetings with the purpose to share and contribute information relevant to operation of the service
- 2.10 the service staff encourages Family Day Care Educator Support Group/s; these forums can be useful tool for sharing ideas, experiences; and is a forum for support for educators

**Source:**

- Education and Care Services National Regulations—127, 136, 168-169
- Education and Care Services National Law—section 51, 163-165

**Forms:**

- Home visit record—Support / monitoring / play and learn / orientation / follow up / WH&S
- Child Record