

POLICY

The Service aims to provide a flexible visiting schedule to educators, sufficient to ensure the delivery of quality child care.

The purpose of this policy is to:

- ensure that quality care is being provided,
- provide relevant support and assistance to educators,
- identify and assist in meeting educators' needs including:
 - on the job training, guidance and support
 - in service training
 - further education,
 - equipment
 - resources
 - programming and child development
 - play sessions; and
 - small group training
- identify any support educators and children with special needs through the Child Development Initiative, and
- be responsive to the personal needs of educators, for example, planned holidays and management of their workload.

PROCEDURE

The following procedures will be followed:

- Educators are visited by a Coordinator on a regular basis.
- New educators will be visited on a weekly basis for a period of time as determined by the Manager and the educator. There may be times due to excursions, leave etc that this occurs every two weeks.
- Where Educators provide education and care for children who require extra support, a Coordinator will visit as often as necessary.
- When a new child commences care, a Coordinator shall endeavour to visit within the first month of care commencing.
- An educator can request a visit at any time and a coordinator will arrange a suitable time.
- Visits will be conducted in the educator's place of business and at other venues as deemed appropriate for quality outcomes.
- Coordinators will aim to visit at different times of the day to widen their knowledge of the educator's activities. (This can include weekend care and/or overnight care.).
- Visits may be unannounced or at a scheduled time.
- Visits to play session, in-service training, etc. are all valuable interactions. However, they are in addition to regular visits.
- Coordinators are responsible for recording details of the visit and a copy is to be given to the educator.

Details of visits, telephone conversations and correspondence along with dates and times are taken and recorded on the appropriate internal templates with a copy filed either electronic or hard copy. These records will form part of the register of information that the service keeps.

The other ways in which coordinators are accessible include:

- educators can come into the office to discuss matters between home visits;
- phone, email, fax.

The Nominated Supervisor of the service is the 'on call' contact for afterhours emergencies.

The manager of the service is can be available for contact outside normal business hours and weekends.

REFERENCE

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2018
- National Quality Standards
- CFDC's policy – Keeping a Register