



FUTURE GENERATION AU

FAMILY DAY CARE

Policies and procedures

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HEALTH AND SAFETY POLICY

Family Day Care approved residences or venues can be high-risk environments for incidents and accidents to children, families, educators and visitors. Our Family Day Care (FDC) Service is committed to maintaining a safe and healthy environment in all residences, through comprehensive policies and procedures, managing risks and hazards appropriately and effectively.

NATIONAL QUALITY STANDARDS (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.1.3	Healthy Lifestyles	Healthy eating and physical activity are promoted and appropriate for each child.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
73	Educational programs
74	Documenting of child assessments or evaluations for delivery of educational program
75	Information about the educational program to be kept available
76	Information about educational program to be given to parents

80	Weekly menu
82	Tobacco, drug and alcohol-free environment
86	Notification to parents of incident, injury, trauma and illness
99	Children leaving the education and care service premises
102	Authorisation for excursions
103	Premises, furniture and equipment to be safe, clean and in good repair
104	Fencing
105	Furniture, materials and equipment
106	Laundry and hygiene facilities
107	Space requirements—indoor space (for approved venues)
108	Space requirements – outdoor space (for approved venues)
109	Toilet and hygiene facilities
110	Ventilation and natural light
116	Assessments of family day care residences and approved family day care venues
117	Glass
158	Children’s attendance records to be kept by approved provider
168	Education and care service must have policies and procedures
171	Policies and procedures to be kept available

RELATED POLICIES

Administration of Medication Policy Bottle Safety and Preparation Policy Child Protection Policy Clothing Policy Dealing with Infectious Diseases Policy Delivery of, and collection from Education and Care Service Premises Emergency Evacuation Policy Furniture and Equipment Safety Policy Governance Policy Hand Washing Policy	Nappy and Toileting Policy Nutrition and Food Safety Policy Orientation of Families Policy Physical Environment Policy Safe Storage of Hazardous Chemicals Policy Safe Transportation Policy Sleep and Rest Policy Sun Safety Policy Visitors to Family Day Care Residence Policy Water Safety Policy Work Health and Safety Policy
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PURPOSE

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place to ensure the health, safety and wellbeing of children, staff educators and families. We aim to protect the health, safety and welfare of children, educators, families and visitors of the FDC Service who may be affected by our operation through everyday practice by complying with current health and safety laws and legislation.

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, staff, educators, educator assistants, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

The National Quality Framework establishes the standards and learning frameworks to provide high quality inclusive education and care in early and middle childhood settings, which can only occur in a safe and healthy work environment. The NQF makes few references to work, health and safety legislation as it underpins this framework. *Quality Area 2.... reinforces children's right to experience quality education and care in an environment that provides for their health and safety.*" p: 138, 2020.

Thorough work health and safety policies, procedures and practices ensure that:

- management and coordinators fulfil their responsibility to provide a safe workplace, without any negative impact on the health and wellbeing of employees
- employees meet their health and safety obligations and are safe in the workplace; and
- the work environment supports quality education and care.

We are dedicated to ensuring that all health and safety needs are met through the implementation of a high standard of hygiene practices to control the spread of infectious diseases, the prevention and management of injuries and illness, and to provide a safe and secure physical environment for children. In any occurrences where children show any signs of illness, accident, injury or trauma, educators will refer to the *Incident, Injury, Trauma and Illness Policy*.

The importance of children's nutritional and physical health needs will be promoted by educating children about a healthy lifestyle which will be reinforced through the everyday routine and experiences. Information on health, hygiene, safe food, and dental care principles and practices will be displayed at to provide families with further information.

We believe in quality education and care in an environment that provides for all children's protection through adequate supervision, safe experiences and environments, and vigilance to potential risks. FDC educators engaged by the FDC Service are dedicated to understanding their legal and ethical responsibility to protect the children enrolled at the Family Day Care Service.

The approved provider will ensure every reasonable precaution has been taken to protect children from harm and hazard likely to cause injury. An annual risk assessment is conducted on each FDC residence and/or approved venue to identify any potential hazard and implement risk minimisation actions.

Our *Work Health and Safety Policy* provides further detail about Hazard Reduction and Risk Minimisation.

CHOOSING APPROPRIATE RESOURCES AND EQUIPMENT

- Resources and equipment will be chosen to reflect the cultural diversity of the FDC Service's community and the cultural diversity of contemporary Australia.
- All new equipment will be checked against Australian Safety Standards and added to the equipment and resources register.
- The FDC educator will keep up to date with any recalled products by registering products where possible (e.g. electronics)
- Children will be carefully introduced to new toys and pieces of equipment and taught how to use and care for them appropriately.
- Equipment that should only be used under supervision will be stored in a safe place out of children's reach.
- Equipment will be checked regularly by the FDC educator to ensure it is in a clean and safe condition which will be recorded on the appropriate indoor cleaning and outdoor cleaning and safety checklist.
- The Approved Provider will ensure an annual risk assessment is conducted on each FDC residence and/or approved venue.

THE CHILDREN'S LEARNING ENVIRONMENT

- The FDC Service will keep a record of any changes that is made to the physical environment of the FDC residence, such as rearranging of rooms etc to show continuous improvement.
- The FDC Service will ensure educators document the links between the arrangements and choice of resources and equipment and the children's learning in the program.

ON-GOING MAINTENANCE

- The approved provider/coordinator will ensure educators reflect on the environment and establish a plan ensuring that the environment continuously complies with our philosophy of providing a safe and secure environment, that is stimulating and engaging for all who interact with it.
- The approved provider/coordinator will also ensure that the FDC residence and its grounds comply with Local Government regulations, and regulations regarding fire protection, ventilation, natural and artificial lighting and safety glass as indicated in annual assessments.

MONTHLY INSPECTIONS- (mandatory for services in Western Australia)

The approved provider is required to undertake and keep records of monthly inspections of all FDC residences or approved venues with a swimming pool, spa or water feature. Swimming pools and spas must have a safety device installed to alert or deter a child from entering the water. Educators must maintain a back-up communication device that is kept in a permanent location and is always available in an emergency. Any safety issue must be reported to ECRU. Records of monthly inspections must be kept by the FDC educator.

SAFETY CHECKS

Prior to children arriving at the FDC residence/or approved venue, a daily inspection of the premises will

be undertaken which will include the:

- residence perimeters
- fences/fence Line
- gates
- paths
- buildings – including garages and sheds
- all rooms accessible by children
- fixed equipment
- sand pit/mud pit

- risk posed by any animals at the residence

This must be done to identify any dangerous objects in the grounds ranging from sharps to poisonous or dangerous plants and animals (including snakes). In the event of a sharp object being found (for example a syringe) the FDC educator will wear gloves and use tongs to pick up the object and place it in the 'sharp object box'. This box will be disposed of as per the recommendations of our local council.

Similarly, trees in the grounds must be checked regularly for overhanging, dead or dangerous looking branches as well as checked for any infestations or nests.

Non-fixed play equipment at the FDC residence/approved venue will comply with current safety standards and regulations (AS 4685)

The FDC residence will have regular pest inspections carried out by an accredited pest control company. Documentation of these inspections will be kept and any findings from the pest control check will be carried out in line with the recommendation of the pest control company.

The approved provider must ensure all fences and barriers that enclose outdoor spaces used by children at the FDC residence/venue are of a height and design that children cannot go through, over or under. (Reg. 104).

Access to laundry facilities must be maintained in a way that does not pose a risk to children. The laundry room will be locked at all times. Where hazardous materials are stored in the laundry relevant signage is displayed. (Reg. 106).

The *Cleaning/Safety Checklists* will be used as the procedure to conduct these safety checks. A record of these will be kept by the educator and approved provider. Any required maintenance will immediately be reported to the coordinator who is responsible to ensure the appropriate repairs are carried out within a given time frame (negotiated with the educator). Alternatively, the educator will make immediate arrangements for maintenance to be carried out and report completion to the coordinator or approved provider. Any equipment that is not compliant or is a risk to any child's safety, cannot be used until appropriate repairs are made.

The following can be used as a guideline to produce *Checklists for the Family Day Care Residence* to be used by educators.

CHECKLIST: OUTDOOR

- ☐ **Maintenance of residence/building** – regularly maintain and check for hazards. Check residence is in a safe, clean and hygienic condition. Records of any damages and subsequent repairs are kept on file at both the FDC residence and at the principal office of the FDC Service
- ☐ **Doors** – have finger jam protectors
- ☐ **Fences** – securely and effectively fence all sides of outdoor play areas from roads, water hazards, and driveways and are of appropriate height and design so that children of preschool age or under cannot go through, over or under. Ensure childproof self-locking devices are installed on all gates.
- ☐ **Garbage** – safe and prompt disposal. Use lidded secure bins that prevent child access and maintain in a clean and safe condition. Encourage recycling. Keep bins away from children’s play area at the residence.
- ☐ **Garden** and debris removed. Regularly trim branches and bushes. Check mulch area for snakes or other vermin.
- ☐ **Garages and sheds** – keep locked at all times.
- ☐ **Heating, cooling, ventilation, lighting** – comfortable, safe, maintained, guarded. Ensure children cannot turn on any heating appliance.
- ☐ **Non-slip** stairs, steps, and ground surfaces.
- ☐ **Renovation** dangers e.g., lead, asbestos, holes and excavations – reduce risks. Notification must be made to the approved provider at least 2 weeks in advance, if any renovation/home improvements are to be made (including any trades visiting the residence)
- ☐ **Pesticide** residue – dangerous chemicals should not be used to remove vermin.
- ☐ **Safety glass** is installed according to the Australian Standards on all glass doors and windows accessible to children, and safety decals on both sliding doors and plate glass doors at child and adult eye level.
- ☐ **Security** – minimising unauthorised access with appropriate fencing and locks.
- ☐ **Under house access** (including buildings on stilts and footings) – lock or block access.
- ☐ **Window fly screens** securely fitted, maintained and permanent.
- ☐ **Hazards and driveways** – maintain fences, ensure correct height, install childproof self- locking devices on gates. Ensure children cannot access driveways without educator supervision.
- ☐ **‘Bikes’ and wheeled toys** – it is recommended that correctly fitted helmets be worn every time children use ‘bikes’ and wheeled toys. Helmets should meet Australian Standard (AS/NZ 2063)

- ☐ **Car park area** – ensure family members are aware of pedestrian safety rules such as holding their child's hand and alighting children from the safety door. Encourage families to always supervise their children in the car parking area or near the road, to prevent accidents and injuries, which could occur because of reversing vehicles.
- ☐ **CPR chart** – ensure chart is prominently displayed in outdoor area
- ☐ **Finger entrapment** – all holes or openings in playground equipment must be between 8-25 mm.
- ☐ **First aid kit is approved** – maintained, and accessible throughout outdoor play.
- ☐ **Hazardous Plants** – identify and remove or make inaccessible to children.
- ☐ **Machinery, tools and equipment** – ensure all engine operated or other hazardous equipment, tools or machinery are stored securely and are inaccessible to children.
- ☐ **Pet and animal droppings** cleared or inaccessible to children in outdoor areas, exclude dogs from children's play areas; finger proof pet enclosures; supervise pet interactions with children.
- ☐ **Pool safety, fencing and gate compliance** – paddling pools emptied immediately after use, turn upside down, disinfected if soiled.
- ☐ **Swimming pools** – ensure isolation barrier complies with Australian Standard. Barrier must be at least 1.8 m high. Gates must be self-closing and self-latching and have a child resistant lock. Direct access from house to pool is not possible. Remove any objects that could be moved to help a child climb over a fence or open a gate. Remove ladder from above ground pools [check with state/territory regulations] Safety device installed and operating to alert or deter a child from entering water. (Mandatory for services in WA)
- ☐ **Certified safety certificate** –Legal requirements for pools, spas, paddling pools and inflatable pools vary across Australia. Educators and approved providers must check with local councils and regulatory authorities for safety standards/compliance certificates
- ☐ **Spas** – must be inaccessible to children with a locked pool cover when not in use or isolation barrier with self-closing and self-locking gate. Isolation barrier must be at least 1.2m high and without footholds that would allow a child to climb over. Safety device installed and operating to alert or deter a child from entering water. (Mandatory for services in WA)
- ☐ **Safe play rules and adequate safe play areas** – talk with children about how to play safely. Maintain safe layouts for outdoor play areas to avoid collisions between children.
- ☐ **Sandpits** – cover when not in use, regularly clean, rake, and remove sand soiled by faeces or blood. Hose sandpits at end of day after removing contaminated sand and material.
- ☐ **Soft fall** – appropriate ground cover under outdoor climbing and play equipment, meets standards.
- ☐ **Sun protection** clothing, hats, and sunscreen, for unshaded areas - minimise play at peak sun exposure times. Install a sunshade over sandpits and play areas (can be portable)

- ☐ **Ensure children are visible and supervised at all times.** High-risk areas and climbing and other outdoor play equipment. Make hazardous equipment, machinery, chemicals, and any other materials inaccessible to children.
- ☐ **Water hazards** – cover and make inaccessible to children, e.g., ponds, dams, spas, creeks, nappy buckets, water features.
- ☐ **Water troughs** are to be used under adult supervision only and will not be used without a stand, keeping it off the ground. Children are to remain standing on the ground whilst using the water trough
- ☐ **Play equipment** that is higher than 600mm must have soft fall installed underneath at least 25 cm in depth under and 1.9 m from the perimeter of the equipment. Place outdoor play equipment away from paths and solid garden edging. [AS 4685 Playground equipment]
- ☐ **Swings** – check regularly for wear or sharp protruding parts. Ensure swing frames are well anchored into the ground and surfacing is provided under the swing frame
- ☐ **Surfacing** used underneath and around equipment complies with Australian Standard AS/NZS 4422 and is maintained regularly; materials may need to be raked, redistributed and checked weekly for spiders, sharp objects or animal litter.
- ☐ **Snakes or other reptiles** – grounds will be searched during the safety check- check garden sheds, mulch areas, logs, rocks and anywhere with long grass where snakes or other reptiles may be found

CHECKLIST: INDOORS

- ☐ **Access for children and adults with disability** - ensure safe access into, within and out of the family day care residence, security, toilet and washing facilities, and check for hazards for wheelchairs and people with impaired sight, hearing or mobility.
- ☐ **Barriers** – age appropriate, child proof, self-locking barriers to balconies, stairways, kitchen, bathroom, laundry, garage, other levels in the family day care residence, front and back garden.
- ☐ **Children at risk** – maintain extra security and supervision for children at special risk.
- ☐ **Choking hazards** – e.g., small toy parts, beads, nuts, blind and curtain cords, plastic bags, sandwich bags and balloons.
- ☐ **Decorations and children's artwork** – do not place near ceiling fans, air conditioners or heaters. Avoid use of tacks, pins, and staples.
- ☐ **Emergency evacuation** – develop an evacuation plan and emergency contact numbers display, inform families, and practice evacuation procedures. Ensure exit pathways are kept clear at all times.

- ☐ **Fire** – fire blanket, extinguisher, fire exits, smoke detectors, electrical switch are easily accessible and regularly serviced.
- ☐ **First aid** kit with approved contents is maintained and accessible. Ensure First Aid certificates are current for all educators and educator assistants.
- ☐ **Furniture and nursery equipment** – stable, maintained and meets Australian safety standards.
- ☐ **Guard and make inaccessible to children** – heaters, coolers, fireplaces, stoves, microwaves, power points, and office equipment.
- ☐ **Hazardous indoor and outdoor plants** – identify, remove or make inaccessible to children.
- ☐ **Heaters** – ensure that children cannot meet hot surfaces. It is preferable to use heating where combustion products are ducted outside. If gas heating is used ensure there is adequate ventilation while the heater is operating. Ensure heaters are away from children's cots.
- ☐ **Hot water** – ensure the hot water supply is regulated so as to keep it below the temperature at which a child can be scalded (the current KidSafe recommendation is below 50°C for child care services).
- ☐ **Machinery, tools and equipment** – ensure all engine operated or other hazardous equipment, tool or machinery are stored securely and are inaccessible to children.
- ☐ **Noise** – reduce excessive exposure.
- ☐ **Non-slip, non-porous** floors, stairs.
- ☐ **Spills** – clean away as they occur.
- ☐ **Pets and animals** – inform families of pets being kept on premises and plans to obtain new pets. Ensure pets are vaccinated, wormed, don't have fleas, and are clean, and healthy. Keep pet accessories such as pet food, litter boxes, pet toys away from children. Exclude dogs from children's play areas. Keep children-pet interactions minimal and supervise interaction times.
- ☐ **Power points** – check for safety plugs in used electrical outlets/power points
- ☐ **Record details** and notify parents of any child incident, accident or injury (including biting and scratching).
- ☐ **Safe play rules and adequate play spaces** – discourage running indoors and safe furniture layout to avoid collisions.
- ☐ **Safety glass used and installed** according to Australian Standards- AS 1288-2006 and Australian Building Codes on all glass doors and windows accessible to children, **safety decals** on sliding doors and plate glass doors at child and adult eye level.
- ☐ **Security** – ensure all entry doors are locked at all times and place bells on doors.
- ☐ **Smoke & drug free environment** in all areas at all times- including alcohol

- ☐ **Educators' personal items** – ensure personal items such as bags, sharp instruments, toiletries and medicines are kept secure and are inaccessible to children.
- ☐ **Stairways**, ramps, corridors, hallway, external balcony must be enclosed to prevent a child falling.
- ☐ **Stairs**, ensuring design of stairs and balustrades are in accordance to relevant building codes- and do not have openings larger than 125 mm between vertical rails
- ☐ **Store in locked cabinet** any unsafe items, e.g., chemicals, medicines, razors, knives and electrical equipment.
- ☐ **Supervision and visibility of children** – ensure children are visible and supervised at all times. High risk areas are children in highchairs, playpens and play areas, on change tables, and in nappy change and toilet areas.
- ☐ **Toys** – meet safety standards, age appropriate, maintained, and non-toxic.
- ☐ **Windows** – move chairs and furniture such as beds, cots or change tables away. Ensure all windows above 2 m above the ground have a lockable device to restrict opening or have permanent bars fixed to the window
- ☐ **Blinds and cords** – ensure any loose or looped cords are secured and are not a hazard to young children
- ☐ **Balconies** – move any furniture, pot plants or other climbable object away from edge of balcony, keep sliding doors to balcony locked

ADMINISTRATION OF FIRST AID

The approved provider will ensure that at least one educator, staff member or nominated supervisor is in attendance and immediately available at all times children are being cared for by the service who:

- holds a current approved first aid qualification
- has undertaken current approved anaphylaxis management training
- has undertaken current approved emergency asthma management training.

In Our Family Day Care, each FDC educator and FDC educator assistant will hold the first aid qualification and have undertaken the above training (regulation 136).

First Aid will be administered when the immediate treatment or care given to a person is suffering from an injury or illness until more advanced care is provided or the person recovers.

Here is an outline of **when and how first aid will be administered** in a **Family Day Care (FDC) setting in New South Wales (NSW)**, based on regulatory standards, including the *Education and Care Services National Regulations* and best practices:

When First Aid Will Be Administered

First aid must be administered **immediately** when a child experiences:

1. Injury or Trauma

- Cuts, bruises, scrapes, or broken bones.
- Head injuries or bumps.
- Burns or scalds.

2. Medical Conditions

- Asthma attack.
- Allergic reaction or anaphylaxis.
- Seizures.
- Diabetic episode.

3. Sudden Illness

- Fever or signs of infection.
- Vomiting or diarrhoea.
- Difficulty breathing or unresponsiveness.

4. Accidents or Incidents

- Falls or trips.
- Choking.
- Poisoning or ingestion of harmful substances.
- Animal bites or insect stings.

How First Aid Will Be Administered

1. Immediate Response

- A first aid qualified educator will assess the child's condition.
- Basic first aid techniques will be applied, such as:
 - Cleaning and dressing minor wounds.
 - Performing CPR or using an EpiPen.
 - Applying ice packs, splints, or pressure where needed.
 - Removing allergens or moving the child to safety.

2. Follow Policies and Procedures and Medical Plans

- The child's medical management plan (for known conditions like asthma or allergies) will be followed precisely.
- Any medication administered (e.g. asthma puffers, antihistamines) must be recorded and authorized.

3. Notify and Record

- Parents or guardians will be contacted immediately. Notifications within 24 hours to ACECQA will be made if required.
- Emergency services will be called if the situation is critical.
- The incident will be documented in the incident, injury, trauma, and illness record, including:
 - Time and nature of the incident.
 - First aid applied.
 - Who administered it.
 - Witnesses and notifications.

4. Equipment and Training

- A fully stocked first aid kit is always available and accessible.
- Educators maintain up-to-date first aid, CPR, asthma, and anaphylaxis training, as per *Regulation 136*.

Legal and Regulatory Notes

- Complies with the Education and Care Services National Law and Regulations.
- Fulfills National Quality Standard (NQS) Quality Area 2: Children's Health and Safety.
- Documentation and parent notifications are required under *Regulation 87 and 88*.

MEDICAL CONDITIONS

Individual medical management plans will be provided by a child's family and will be required by the service before the child is enrolled. The FDC and the family will consult with the child's medical practitioner in the development of the plan and for the practitioner's advice to be documented. Parent communication plans and risk minimisation plans will be implemented to ensure the child's medical condition is followed precisely and reviewed every 6 months.

Educators must have **up-to-date training in first aid, asthma, and anaphylaxis** (*Regulation 136*).

Ensure the child's **medical management plan** and **risk minimisation plan** are current and followed (*Regulation 90 & 91*).

A copy of the plan will be easily accessible with medication.

Educators will follow the steps of the action plans, and medical risk minimisation plans in the event of an asthma or medical condition in a child. First Aid procedures will be followed.

An **adrenaline autoinjector (EpiPen)** and **reliever medication** must be stored safely but quickly accessible.

CLEANING OF PREMISES, FURNITURE AND EQUIPMENT

GENERAL CLEANING

The FDC educator will use a structured cleaning schedule to ensure that all cleaning in the family day care residence is carried out regularly and thoroughly to maintain a hygienic environment for children.

To ensure a high level of cleanliness, hygiene and safety, educators are recommended to:

- clean and disinfect high touch surfaces at least twice daily (door handles, light switches, taps)
- clean at the end of each day and throughout the day as needed
- clean up accidents and spills as quickly as possible
- vacuum or sweep floors daily
- clean and sanitise bathroom floors and nappy change areas at regular, scheduled intervals during the day with hot soapy water
- clean toilets at regular, scheduled intervals during the day
- empty and sanitise garbage bins
- clean and sanitise tables and eating areas between meals
- ensure kitchen benches are cleaned with warm soapy water
- clean fridge regularly with warm soapy water
- adhere to food safety requirements (*see Nutrition and Food Safety Policy*)
- clean and sanitise cots, highchairs, toys, cushions, chairs, tables and other furniture

When purchasing, storing and/or using any dangerous chemicals, substances, medicines or equipment, our FDC Service will ensure educators:

- adhere at all times to manufacturer's advice and instructions when using products to clean furniture and equipment
- store all dangerous chemicals, substances and medicines in their original containers provided by the manufacturer. All labels and/or use by dates should be kept intact at all times
- not use any substance found to be stored in a different container than originally provided, or with destroyed labels and/or unknown use by dates where appropriate under any circumstances
- containers are disposed of correctly following local council guidelines, and not reused under any circumstance
- store all dangerous chemicals, substances and equipment in a locked place or facility which is labelled, secure and inaccessible to children. These materials may include, but are not limited to,

all cleaning materials, detergents, poisonous or dangerous substances, dangerous tools and equipment including those with sharp and razor edges and toiletries

- follow the instructions of manufacturers, particularly of any product which may need to be stored in a refrigerated environment
- refrigerate substances that must be stored in a labelled, child resistant container, preferably in a separate compartment or in a part of the refrigerator inaccessible to children
- keep a record of the Safety Data Sheet (SDS) for all hazardous chemicals. Our FDC Service will adhere to the manufacturer's instructions for use, storage, and first aid instructions recorded on the SDS
- keep a register of all hazardous chemicals, substances and equipment used at the Service
- Information recorded should include where they are stored, their use, any risks, first aid instructions, and the current SDS. The register will be readily accessible.
- appropriate personal protective clothing is worn in accordance with the manufacturer's instructions when using and disposing of hazardous substances or equipment
- seek medical advice immediately if poisoning or potentially hazardous ingestion, inhaled, skin or eye exposure has occurred, or call the Poisons Information Line on 13 11 26, or call an Ambulance on 000
- use the Poison Safety Checklist to ensure requirements are adhered to at all times
- implement emergency, medical and first aid procedures
- notify the approved provider to ensure relevant notification is given to the appropriate authority that administers workplace health and safety and any other person or authority as required by regulations or guidelines.
- call emergency services in any major emergency involving a hazardous chemical or equipment, a hazardous gas or a fire or explosion hazard by dialling 000 and also notifying the approved provider to notify the appropriate authority that administers workplace health and safety and any other person or authority as required by regulations or guidelines.

HAND WASHING

Effective handwashing is a vital strategy in the prevention of spreading many infectious diseases.

Family Day Care educators will ensure [signs and posters](#) remind parents and visitors of the importance of handwashing to help stop the spread of infectious diseases. All adults and children should wash their hands thoroughly with soap and water or alcohol-based hand sanitiser:

- upon arrival at the FDC Service
- when hands are visibly dirty

- when coming inside from being outside
- before eating
- before putting on disposable gloves
- before preparing food items
- after touching raw meats such as chicken or beef
- before and after toileting children or coming into contact with any body fluids such as blood, urine or vomit
- before and after wearing gloves to change infant nappies
- after touching animals or pets
- after blowing your nose or sneezing and after assisting a child to blow their nose
- after meals
- after going to the toilet
- before and after administering first aid
- before and after administering medication
- before and after preparing children's bottles
- after removing protective gloves
- after using any chemical or cleaning fluid

MINIMISING POTENTIALLY DANGEROUS SUBSTANCES

Our FDC Service minimises the use of potentially dangerous substances. Ordinary detergents will be used to help remove dirt from surfaces. Colour-coded sponges (e.g. pink for the kitchen, yellow for the bathroom) will be used in order to eliminate cross contamination. Educators will ensure to wash and dry hands after using any dangerous substance.

DISINFECTANTS

Disinfectants are usually unnecessary as very few germs can survive exposure to fresh air and natural light. In an outbreak situation, such as gastroenteritis or other infectious virus (COVID-19), the Public Health Unit or SafeWork Australia, may specify the use of a disinfectant and increased frequency of cleaning. In this situation, for the disinfectant to work effectively, there still needs to be thorough cleaning using a detergent beforehand. Essentially, there is no ideal disinfectant. Disinfectants cannot kill germs if the surface is not clean. It is more important to ensure that surfaces have been cleaned with detergent and warm water than to use a disinfectant.

In the event of an outbreak of gastroenteritis, a disinfectant such as bleach solution may be used following the manufacturer's directions- e.g.: White King Bleach (sodium hypochlorite 42g/L) diluted part bleach (25mL) in 40 parts water (1L) to make 0.1% solution. Gloves must be worn at all times when handling and preparing bleach.

To kill germs, any disinfectant needs:

- A clean surface to be able to penetrate the germ.
- To be able to act against those particular germs.
- To be of the right concentrate.
- Enough time to kill the germs, which is generally at least 10 minutes.

DETERGENTS

To work in accordance with *Staying healthy: Preventing infectious diseases in early childhood education and care services*, proper cleaning with detergent and warm water, followed by rinsing and air-drying kills most germs from surfaces as they are unable to multiply in a clean environment. Cleaning equipment should be stored and taken care of so it can dry between uses and not allow germs to multiply.

NAPPY CHANGE AREA

The nappy change area must be cleaned after each use and at the end of the day with detergent and warm water or detergent and warm water and dried with paper towel. Placing paper towel on the change mat and removing this after each nappy change is recommended. Refer to *Nappy Change and Toileting Policy* and procedure. The FDC educator must always wash their hands after cleaning the nappy change area.

ARRANGEMENTS FOR LAUNDERING OF SOILED ITEMS

Soiled clothing will be returned to a child's home for laundering. The FDC educator will remove soiled content prior to placing clothing into a plastic bag and securely storing these items in a sealed container, not placed in the child's bag. For more information refer to the *Nappy change and toileting* procedure.

CLOTHING

Dress-up and play clothes should be washed once a week or more frequently if soiled.

Educators will ensure personal clothing is clean and respectful at all times.

Should children's clothing become soiled during the day, the FDC educator will use spare clothing supplied by the parent and place soiled clothing into a sealed plastic bag to take home.

Spare clothing may be used if the child has no change of clothes.

TOY CLEANING

FDC educators are required to clean the children's equipment and toys on a regular basis in order to minimise cross contamination and the spread of illnesses. FDC educators will wash a toy immediately if it has been sneezed on, mouthed, and/or soiled or if it has been discarded after play by a child who has been unwell. Toys and equipment must be cleaned more often in the event of an infectious disease or virus is present in the FDC service or community.

- Most toys can be washed with normal dishwashing liquid and rinsed with clean water.
- Get into corners with a toothbrush and allow to air dry (if possible, in the natural sunlight).
- Leaving items such as LEGO and construction blocks to drain on a clean tea-towel overnight is ideal.

WOODEN TOYS

- Should be wiped over with a damp cloth – please do not immerse in water as this can destroy the equipment

PLAY DOUGH

FDC educators will reduce the risk of the spread of disease when playing with play dough by:

- encouraging hand washing before and after using play dough
- storing the play dough in a sealed container in the refrigerator between uses
- making a new batch of play dough each week, and
- if there is an outbreak of vomiting and/or diarrhoea, discarding the playdough at the end of each day during the outbreak.

RATTLES AND BABY TOYS

- Must not be immersed in water as it can get inside, rendering the toy useless.
- Wipe thoroughly with hot water or a cloth with diluted detergent.

RIDE-ON VEHICLES AND OUTDOOR TOYS

- Must be cleaned (children can often help with this activity).
- Please take care not to leave outdoor toys exposed to the elements as this reduces their lifespan.

PUZZLES AND GAMES

- Wooden puzzles as per 'Wooden Toys' above
- Cardboard puzzles should be wiped over with a slightly damp cloth.

SUN PROTECTION

Our FDC Service will work in compliance with the NSW SunSmart Program to ensure children's health and safety is maintained at all times whilst at the FDC Service. SunSmart recommends that all early childhood education and care services have a SunSmart Policy to reduce UV damage to those in care, including Educators.

Our Sun Safety Policy will be accepted and approved by SunSmart.

OUTDOOR ACTIVITIES

Sun protection is required when UV levels reach level 3 or above. The Family Day Care Service will monitor UV levels daily through one of the following methods:

- using smart phone SunSmart app
- viewing Bureau of Meteorology website www.bom.gov.au
- visiting www.myuv.com.au

The Service will use a combination of sun protection measures whenever UV Index levels reach 3 and above.

- Care is taken during the peak UV radiation times and outdoor activities are scheduled outside of these times where possible.
- Minimising outdoor activities includes reducing both the number of times (frequency) and the length of time (duration) children are outside.
- All sun protection measures (including recommended outdoor times, shade, hat, clothing and sunscreen) will be considered when planning excursions and incursions.
- FDC educators will check the temperature of surfaces and playground equipment to determine if it is safe for children to play. (Daily Playground Surface Temperature Check)

SHADE

The FDC educator will provide and maintain adequate shade for outdoor play at their residence. Shade options can include a combination of portable, natural and built shade. Regular shade assessments should be conducted to monitor existing shade structures and assist in planning for additional shade. Play experiences will be monitored throughout the day and moved as required to remain in the shade.

HATS

FDC educators, educator assistants and children are required to wear sun safe hats that protect their face, neck and ears. A sun safe hat is a

- legionnaire hat- the flap should cover the neck
- bucket hat with a deep crown and angled brim that is size of at least 5 cm (adults 6 cm) and must shade the face, neck and ears
- broad brimmed hat with a brim size of at least 6 cm (adults 7.5 cm).

Please note: Baseball caps or visors do not provide enough sun protection and therefore are not a

suitable alternative. Children without a sun safe hat will be asked to play in an area protected from the sun (e.g. under shade, veranda or indoors) or can be provided with a spare hat.

CLOTHING

When outdoors, FDC educators and children will wear sun safe clothing that covers as much of the skin

(especially the shoulders, back and stomach) as possible. This includes wearing:

- loose fitting shirts and dresses with sleeves and collars or covered neckline
- longer style skirts, shorts and trousers
- Children who are not wearing sun safe clothing can be provided with spare clothing.

Please note: Midriff, crop or singlet tops do not provide enough sun protection and therefore are not recommended.

SUNSCREEN

As per Cancer Council Australia recommendations: educators and children will apply SPF30+ or higher broad-spectrum water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours or more frequently if wiped or washed off. Sunscreen is stored in a cool, dry place and the use-by-date monitored.

BABIES

Recommendations for babies from the Cancer Council Australia include:

- babies under 12 months will not be exposed to direct sunlight and are to remain in dense shade when outside
- they will wear sun safe hats and clothing

If babies are kept out of the sun or well protected from UV radiation by clothing, hats and shade, then sunscreen need only be used occasionally on very small areas of a baby's skin. The widespread use of sunscreen on babies under 6 months old is not recommended.

ROLE MODELLING

FDC educators will act as role models and demonstrate sun safe behaviour by:

- wearing a sun safe hat (see Hats)
- wearing sun safe clothing (see Clothing)
- applying SPF30 or higher broad-spectrum water-resistant sunscreen 20 minutes before going outdoors.
- using and promoting shade
- wearing sunglasses that meet the Australian Standard 1067 (optional)
- Families and visitors are encouraged to role model positive sun safe behaviour

DELIVERY AND COLLECTION OF CHILDREN

The following procedure must be adhered to at all times to ensure the safety of the children. (See *Delivery of, and collection from Education and Care Service Premises Policy*)

ARRIVAL

- All children must be signed in by their parent or person who delivers the child to our FDC Service
- The educator will check the sign in sheet ensuring families have signed their child in. If families have not signed the child in, the educator will sign the child in, complying with Regulation 158. (date, time, signature, name)
- A locker, hook or shelf space will be made available to children and their families. A sign is posted above the lockers nominating a symbol for each child.

DEPARTURE

- All children must be signed out by their parent or person who collects the child from the Service. If the parent or other person forgets to sign the child out, they will be signed out by the FDC educator

or Coordinator.

- Children can only be collected by a parent, an authorised nominee named on the child's enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises.
- Children will not be released into the care of a person not authorised to collect the child e.g., court orders concerning custody and access. If an unauthorised person is not willing to leave the premises without the child, the educator will call the police.
- The FDC educator, educator assistant and coordinator will ensure that the authorised nominee pick-up list for each child is kept up to date
- It is our policy that we do not allow authorised nominees under the age of 16 to collect children.
- No child will be released into the care of anyone not known to the FDC educator or educator assistant. Parents must give prior notice where:
 - the person collecting the child is someone other than those mentioned on the enrolment form (e.g., in an emergency) or
 - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.
- If the educator does not know the person by appearance, the person must be able to produce some photo identification. If the educator cannot verify the person's identity, they may be unable to release the child into that person's care.
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and the educator feels that the person is unfit to take responsibility for the child, the educator will:
 - discuss their concerns with the person, if possible, without the child being present
 - suggest they contact another parent or authorised nominee to collect the child
 - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - the FDC educator will also inform the approved provider/coordinator of the incident

SCHOOL AGED CHILDREN

The FDC educator is responsible for ensuring:

- school aged children are signed 'out' of care upon dropping children at school and signing children 'in' care when they are collected from school

- they have the contact numbers for each child's school
- they know the safest way to school if the child is permitted to walk to school by the parent (written permission is required)
- they have the contact details of the bus operator if the child is using School bus transportation
- they follow steps should the child not arrive at the FDC residence at the expected time- contacting parents, the school, notifying the approved provider, police and making a serious incident report if required (notifying the regulatory authority)
- they always adhere to the Safe Transportation Policy and procedure when transporting children to and from school.

VISITORS

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting FDC residences, must sign in when they arrive and sign out when they leave in a Visitor Register. The FDC educator and coordinator are responsible for ensuring this record is maintained and stored securely. Refer to our *Visitors to Family Day Care Residences Policy* for more detailed information. Visitors are not to be left alone with children at any time whilst at the FDC service. Working with Children Checks will be recorded and verified for any visitor who is not fully supervised at the FDC Service. Visitors to the FDC Service are expected to comply with service policies and procedures, including health and safety policies and report any health and safety issues to management.

KITCHENS

- Children must not gain access to any harmful substance, equipment or amenity
- The kitchen has a barrier to prevent unsupervised entry by children into the kitchen.
- The preparation of bottles for children under the age of 2 years is always both safe and hygienic and separate from nappy change area (See *Bottle Safety and Preparation Policy*)
- Children should only be permitted in the kitchen under supervision of the FDC educator

HAZARD IDENTIFICATION

A hazard is a source of potential harm or a situation that could cause or lead to harm to people or property. Workplace hazards can be physical, chemical, biological, mechanical or psychological and psychosocial.

CONTROLLING OR MANAGING HAZARDS

Controlling or managing hazards refers to controlling the risk in the workplace. Work health and safety legislation identifies a Hierarchy of Control that ranges from hazard elimination to hazard management.

MONITOR AND REVIEW HAZARDS

Risk management is an ongoing process. Risks must be systematically monitored, and management strategies reviewed to ensure that they continue to be effective and contribute to a safe and healthy work environment. New hazards can emerge over time resulting in control strategies becoming ineffective and therefore may require updating.

Hazard identification, Risk Management and Hazard Reduction is specifically addressed within our *Work Health and Safety Policy*.

WATER SAFETY

To stop accidents and illnesses relating to swimming pools, wading pools, water troughs and other water situations FDC educators will:

- conduct risk assessments to identify potential hazards, assess risks, and implement risk mitigation strategies and control measures to minimise any risk
- ensure risk assessments are developed in collaboration with the approved provider/nominated supervisor before any water-based activity is approved
- ensure a safety device is installed and operating for FDC residences/venues with a pool or spa (mandatory for services in WA)
- ensure additional communication device is in a fixed location suitable for use during emergencies (mandatory for services in WA)
- make sure no child swims in any water without:
 - written permission from a family member to learn water safety and swimming
 - appropriate educator/child ratios are in place
 - sufficient numbers of educators present who have first aid or recognised water safety and rescue procedures
- conduct risk assessments prior to any outing identifying possible hazards and risks, including water hazards. The approved provider must approve the outing before parents are notified. Parent written permission must be obtained before an outing can take place.
- educator to child ratios must be included in the risk assessment. For children who are 3 years or under- 1 adult for each child; for children who are at least 3 years but not yet 6 years of age: 1 adult for each 2 children; for children who are 6 years of age or over: 1 adult for each 4 children.

- ensure children are closely supervised at all times near water including when on outings near beaches, rivers, canals, waterways, ponds. A child will never be left unattended near any water
- annual inspections of the FDC residence will occur as part of the annual review process. Any areas of non-compliance or safety issues regarding water safety (swimming pools, spas, dams) may result in a suspension of approved operation of the service.
- keep records of monthly inspections of swimming pools, spas and water features by the approved provider (mandatory for services in WA).
- compliance certificates from local government/councils must be provided to the approved provider at time initial approval and subsequent annual reviews
- remove any items or objects that could be used to climb into the fenced area of a pool, trough, or water storage unit e.g., chairs, bins, bikes, any overhanging trees
- ensure that all water containers are made inaccessible to children and make sure children's play areas are safely fenced off from water hazards such as rivers, dams, creeks, lakes, irrigation channels, wells etc.
- immediately empty all wading pools/water troughs etc. after every use, storage should prevent the collection of water e.g. upright/inverted, also check grounds after rain or watering and empty water that has collected in holes or containers.
- ensure wading/water trough are hygienically cleaned, disinfected and chlorinated appropriately:
 - daily remove leaves and debris, hose away surface dirt and scrub inside with disinfectant.
 - wash away disinfectant before filling trough.

BACK CARE AND MANUAL HANDLING

- Manual handling is any activity requiring the use of strength used by the person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person or object.
- Manual handling injuries may be caused by the activities listed above. Injuries can include back strains, similar strains and sprains in parts of the body such as the neck, arm, shoulder and knee.
- Manual handling injuries also include overuse injuries or, because of falling during manual handling, bruising or laceration.

(See our *Work Health and Safety Policy* for further information and recommendations for back care and manual handling).

FURTHER RESOURCES

ACT: WorkSafe ACT provides information for work health and safety

<https://www.worksafe.act.gov.au>

NT: NTWorkSafe assists businesses and workers understand their obligations under work health and safety. <https://worksafe.nt.gov.au/home>

NSW: SafeWork NSW administers the Work Health and Safety legislation, and has several codes of practice on specific work safety issues which are available online at <https://www.safework.nsw.gov.au/>

QLD: Workplace Health and Safety Queensland oversees the Queensland Work Health and Safety Act 2011 <https://www.worksafe.qld.gov.au/>

SA: SafeWork SA provides work health and safety services across South Australia <https://www.safework.sa.gov.au/>

TAS: WorkSafe Tasmania is the state's health and safety regulator: <https://worksafe.tas.gov.au/home>

VIC: WorkSafe Victoria is the state's health and safety regulator see: <https://www.worksafe.vic.gov.au/early-childhood-education-and-care-safety-basics>

WA: WorkSafe Western Australia regulates and promotes occupational safety and health regulations in the workplace <https://www.commerce.wa.gov.au/worksafe>

For further information see: <https://www.safeworkaustralia.gov.au/>

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Health and Safety Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

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Education and Care Services National Law Act 2010. (Amended 2023).

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[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

Work Health and Safety Act 2011

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider		05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026	
VERSION NUMBER	V2.4.25				

NUTRITION AND FOOD SAFETY POLICY

As per Education and *Care Services National Law and Regulations*, our Family Day Care (FDC) Service has a *Nutrition and Food Safety Policy* and procedures in place to ensure quality practices relating to nutrition, food and beverages and dietary requirements are followed at all times.

Our FDC Service recognises the importance of safe food handling and healthy eating to promote the growth and development of young children and is committed to supporting the healthy food and drink choices of children in our care. It is acknowledged that the early childhood setting has an important role in supporting families in providing healthy food and drink to their children.

We are committed to implementing the healthy eating key messages outlined in the Australian Dietary Guidelines and the Australian Guide to Healthy Eating. We support and promote the NSW Health initiative [Munch & Move](#) and utilise the Australian Government's *Get Up & Grow-Healthy Eating and Physical Activity for Early Childhood and Eat for Health* resources.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented
2.1.3	Healthy lifestyles	Healthy eating and physical activity are promoted and appropriate for each child

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
77	Health, hygiene and safe food practices
78	Food and beverages
79	Service providing food and beverages
80	Weekly menu

90	Medical conditions policy
91	Medical conditions policy to be provided to parents
160	Child enrolment records to be kept by approved provider and family day care educator
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
169	Additional policies and procedures – family day care services
170	Policies and Procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

RELATED POLICIES

Administration of First Aid Policy Bottle Safety and Preparation Policy Breastfeeding Policy Child Safe Environment Policy Dealing with Infectious Diseases Policy Enrolment Policy Excursions / Incursions Policy	Family Communication Policy Governance Policy Health and Safety Policy Incident, Injury, Trauma and Illness Policy Medical Conditions Policy Multicultural Policy
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PURPOSE

Family Day Care (FDC) Services are required by legislation to ensure the provision of healthy foods and drinks that meet the requirements for children according to the *Australian Dietary Guidelines*. It is essential that our FDC Service partners with families to provide education about nutrition and promote healthy eating habits for young children to positively influence their health and wellbeing. Dietary and healthy eating habits formed in the early years are shown to continue into adulthood and can reduce the risk factors associated with chronic adult conditions such as obesity, type 2 diabetes and cardiovascular disease.

Our FDC Service recognises the importance of healthy eating for the growth, development, and wellbeing of young children and is committed to promoting and supporting healthy food and drink choices for children in our care. This policy affirms our position on the provision of healthy food and

drink while children are in our care and the promotion and education of healthy choices for optimum nutrition.

We believe in providing a positive eating environment that reflects dietary requirements, cultural and family values, and promotes lifelong learning for children, as we commit to implementing and embedding the healthy eating key messages outlined in the NSW Health's *Munch & Move* program into our curriculum and to support the *National Healthy Eating Guidelines for Early Childhood Settings* outlined in the *Get Up & Grow* resources.

Our FDC Service is also committed to ensuring consistently high standards of food preparation and food storage and transportation are adhered to.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, FDC educators, educator assistants, children, families, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Our FDC Service has a responsibility to help children to develop good food practices and approaches, by working with families and educators.

All food prepared by the approved FDC educator or families will endeavour to be consistent with the Australian Dietary Guidelines and provide children with 50% of the recommended dietary intake for all nutrients. Food will be served at various times throughout the day to cater for all children's nutritional needs.

Mealtimes reflect a relaxed and pleasant environment where educators engage in meaningful conversations with children. This assists in creating a positive and enjoyable eating environment.

Food will be prepared in accordance with the Food Safety Program. All kitchens and food preparation areas will comply with Food Standards Australia and New Zealand (FSANZ) and any relevant local jurisdictional requirements (i.e., local council registrations and inspections).

Recent changes to the Food Standards Code and Food Act 2003 (Standard 3.2.2A) involve the appointment of a Food Safety Supervisor who must be available to supervise food handlers at the Service. In some Family Day Care Services, it is a requirement that all food handlers attend food safety training. Additionally, records must be maintained relating to receiving, storage, processing, displaying and transportation of food. These records must be retained for a period of 3 months.

NUTRITION

Our FDC Service and FDC educators will:

- encourage and support breastfeeding and appropriate introduction of solid foods
- provide a suitable place where mothers can breastfeed their babies or express breast milk
- support mothers who are breastfeeding their infant
- ensure the safe handling of breast milk and infant formula including transporting, storing, thawing, warming, preparing, and bottle feeding
- in consultation with families, offer cooled pre-boiled water as an additional drink from around 6 months of age
- where breastfeeding is discontinued before 12 months of age, substitute with a commercial infant formula (in consultation with parents)
- always bottle-feed babies by holding baby in a semi-upright position
- ensure appropriate foods (type and texture) are introduced around 6 months of age (with consultation with parents)
- adjust the texture of foods offered between 6 and 12 months of age to match the baby's developmental stage
- offer a variety of foods to babies from all the food groups
- always supervise babies while drinking and eating, ensuring safe bottle-feeding and eating practices at all times.

Promote healthy food and drinks based on the Australian guide to healthy eating and the dietary guidelines for children and adolescents.

WHERE FOOD IS PROVIDED BY THE FDC EDUCATOR, WE WILL:

- provide children with a wide variety of healthy and nutritious foods for meals and snacks including fruit and vegetables, wholegrain cereal products, dairy products, lean meats, and alternative foods high in protein
- plan and display the FDC Service menu (at least two weeks at a time) that is based on sound menu planning principles and meets 50% of the daily nutritional needs of children
- plan healthy snacks on the menu to complement what is served at mealtimes and ensure the snacks are substantial enough to meet the energy and nutrient needs of children
- vary the meals and snacks on the menu to keep children interested and to introduce children to a range of healthy food ideas
- regularly review the menu to ensure it meets best practice guidelines
- develop the menu in consultation with children, educators and families

- consult with health professionals to support the menu development including Dietitians for children with special dietary requirements such as vegetarian and vegans, dentists and speech therapists
- respect and accommodate children's cultural or religious dietary practices as requested by families

WHERE FOOD IS BROUGHT FROM HOME WE WILL:

- provide information to families on the types of foods and drinks recommended for children and that are suitable for children's lunchboxes
- provide information to families on how to read the *Nutritional Information Panel* on food and drink labels
- encourage children to eat the more nutritious foods provided in their lunchbox, such as sandwiches, fruit, cheese and yoghurt, before eating any less nutritious food provided
- strongly discourage the provision of highly processed snack foods high in fat, salt, and/or sugar, and low in essential nutrients in children's lunchboxes. Examples of these foods include sweet biscuits, some muesli bars, breakfast bars and fruit filled bars, and chips.
- food items that should not be brought to the FDC Service include confectionary (lollies, sweets, chocolate, jelly), deep fried foods (chicken nuggets, fish fingers) and sugary drinks (cordial, energy drinks).

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ COORDINATOR WILL:

- ensure FDC educators and educator assistants are aware of their responsibilities and obligations under the Education and Care Services National Law and National Regulations in relation to this policy and relevant procedures to ensure awareness of safe food handling practices while promoting healthy eating
- ensure new FDC educators, educator assistants and staff are aware of food practices and procedures as outlined in this policy during induction and orientation
- ensure FDC educators have water readily available for children to drink throughout the day in both the indoor and outdoor environment
- ensure FDC educators offer food and beverages to children regularly during the day
- ensure enrolment forms include information relating to child's food preferences, allergies, intolerances, cultural or religious considerations or medical conditions which involve food or food practices

- consult with families on enrolment to develop individual management plans, including completing risk minimisation plans for children with medical conditions involving food allergies, food intolerances and special dietary requirements as per *Medical Conditions Policy*
- ensure children's individual dietary requirements as per enrolment information or medical condition plans are communicated to FDC educators and educator assistants as required
- ensure any changes to children's individual dietary requirements are recorded and communicated to FDC educators and educator assistants as required
- ensure all FDC educators meet the requirements as a Food Safety Supervisor, including mandatory training, if preparing or serving potentially hazardous food
- keep an up-to-date *Food Safety Certificate Register* to provide evidence of safe food handling training for all food handlers
- keep records relating to receiving, storage, processing, displaying and transportation of food. These records must be kept for a period of 3 months
- ensure all FDC educator assistants attend basic safe food handling training, including an appropriate Food Safety and Food Hygiene Certificate
- where food is provided by the educator, ensure FDC educators display the weekly menu in an accessible and prominent area for parents to view,
- where food is provided by the educator, ensure the weekly menu is accurate and describes the food and beverages provided each day of the week
- ensure FDC menus are reviewed on a regular basis, every 6 months. Amendments made to each menu will be recorded
- encourage and provide opportunities for FDC Educators to undertake regular professional development to maintain and enhance their knowledge about early childhood nutrition and food safety practices

FDC EDUCATORS/ EDUCATOR ASSISTANTS WILL:

- ensure water is readily available for children to drink throughout the day in both the indoor and outdoor environment
- be aware of children with food allergies, food intolerances, and special diets dietary requirements and consult with families and management to ensure individual management plans are developed and implemented, including completing Medical Risk Minimisation Plans for children with medical conditions involving food as per *Medical Conditions*
- ensure young children do not have access to foods that may cause choking
- ensure all children remain seated while eating and drinking

- ensure all children are always supervised children whilst eating and drinking
- participate in regular professional development to maintain and enhance knowledge about early childhood nutrition and food safety practices
- participate in safe food handling training on a regular basis, every 12 months, including the completion of an appropriate Food Safety and Food Hygiene Certificate
- meet the requirements as a Food Safety Supervisor, including mandatory training, if preparing or serving potentially hazardous food
- keep records relating to the safe handling of food, where required
- consult with children, families, coordinators and dietitians regarding the review of the service menu
- participate in opportunities to undertake regular professional development to maintain and enhance their knowledge about early childhood nutrition
- follow the guidelines for serving different types of food and the serving sizes in the guidelines
- use the Australian Government “eat for health” calculator- www.eatforhealth.gov.au
- display nutritional information for families and keep them regularly updated
- ensure the weekly menu is displayed in an accessible and prominent area for parents to view
- ensure the weekly menu is accurate and describes the food and beverages provided each day of the week
- ensure food is presented attractively
- ensure infants are fed individually
- ensure age and developmentally appropriate utensils and furniture are provided for each child
- not allow food to be used as a form of punishment or to be used as a reward or bribe
- not allow the children to be force fed or being required to eat food they do not like or more than they want to eat
- encourage toddlers to be independent and develop social skills at mealtimes
- establish healthy eating habits in the children by incorporating nutritional information into our program
- talk to families about their child’s food intake and voice any concerns about their child’s eating
- encourage parents to the best of our ability to continue our healthy eating message in their homes
- ensure pets or animals are not present within the kitchen or food preparation areas.

FOOD HYGIENE

Food poisoning is caused by bacteria, viruses, or other toxins being present in food and can cause extremely unpleasant symptoms such as diarrhoea, vomiting, stomach cramps, and fevers. Children under five years of age are considered a high-risk group as their immune systems are still developing and they produce less of the stomach acid required to kill harmful bacteria than older children or adults (Foodsafety.gov, 2019).

FDC educators will strictly adhere to food hygiene standards to prevent the risk of food poisoning.

BUYING AND TRANSPORTING FOOD

FDC educators will:

- order food supplies in a timely manner
- always check labels for the 'use by' and 'best before' dates, understanding that 'use by' dates apply to perishable foods that could potentially cause food poisoning if out of date, whilst 'best before' dates refer to food items with long shelf life but quality could be compromised
- avoid buying food items in damaged, swollen, leaking or dented packaging
- always check eggs: Never buy dirty or cracked eggs
- record temperatures of foods upon delivery (See *Food Delivery and Supplies Register*)
- never buy any food item if unsure about its quality
- ensure fresh meat, chicken, or fish products cannot leak on to other food items
- ensure chilled, frozen, and hot food items are kept out of the 'danger zone' (5 °C to 60 °C) on the trip back to the residence by:
 - not selecting chilled frozen, or hot food items until the end of the shopping
 - placing these items in an insulated shopping bag or cooler
 - immediately unpacking and storing these items.

STORING FOOD

FDC educators will:

- ensure the refrigerator and freezer has a thermometer and that the refrigerator is maintained at 5 °C or below and the freezer is maintained at -17 °C or below.
- ensure fridge and freezer temperatures are checked and recorded daily (See *Refrigeration Temperature Control Register*)
- store raw foods below cooked foods in the refrigerator to avoid cross contamination by foods dripping onto other foods.

- ensure fresh meat is not stored in the fridge for more than 3 days
- ensure that all foods stored in the refrigerator are stored in strong food-safe containers with either a tight-fitting lid, or tightly applied plastic wrap or foil
- ensure that all foods not stored in their original packaging are labelled with:
 - the name of the food
 - the 'use by' date
 - the date the food was opened
 - details of any allergens present in the food.
- transfer the contents of opened cans into appropriate containers
- ensure all bottles and jars are refrigerated after opening
- place 'left-over' hot food in an appropriate sealed container in the refrigerator as soon as the steam has stopped rising. Food can be cooled quickly to this point by placing in smaller quantities in shallow containers, reducing the amount of time sitting in the 'danger zone'.
- not reuse disposable containers (e.g., Chinese food containers)
- store dry foods in labelled and sealed, air-tight containers if not in original packaging
- store dry foods in cupboards or if in a walk-in pantry, on shelving no lower than 30cm from the floor
- not place anything on the floor of a walk-in pantry (as containers of any type create easy access to shelves for mice and rats)
- store bulk dry foods only in food-safe and airtight containers
- use the FIFO (first in, first out) rule for all foods (dry, chilled, and frozen) to ensure rotation of stock so that older stock is used first
- store cleaning supplies and chemicals separate to food items
- ensure breastmilk or infant formula is stored within the main section of the fridge and clearly labelled with the child's name and date of preparation.

PREPARING AND SERVING FOOD

FDC educators will:

- ensure that all cooked food is cooked through and reaches 75 °C
- document periodic recordings of food (See *Cooking, Cooling & Reheating Register*)
- ensure that cooked food is served promptly, or
- use a thermometer to ensure that hot food is maintained at above 60 °C until ready to serve.
- ensure that prepared cold food is stored in the refrigerator maintained at below 5 °C until ready to serve.

- discard any cooked food that has been left in the 'danger zone' for two or more hours. Do not reheat.
- reheat cooked food (if required, for example for a child who was sleeping at lunch time) to a temperature of 70 °C (but only ever reheat once. Discard if the food is not eaten after being reheated).
- keep cooked and ready-to-eat foods separate from raw foods
- ensure foods are defrosted in the fridge or microwave
- wash fruit and vegetables thoroughly under clean running water before preparation
- ensure unused washed fruit or vegetables are thoroughly dry before returning to storage
- ensure food that has been dropped on the floor is immediately discarded
- thoroughly clean kitchen utensils and equipment between using with different foods and/or between different tasks
- avoid cross-contamination by ensuring that separate knives and utensils are used for different foods
- avoid cross-contamination by ensuring that colour-coded cutting boards are used (note that it doesn't matter which colour you use for which food providing signs are displayed to alert all staff).

Common colours are:

- Blue: raw fish/seafood
- Green: fruit and vegetables
- Red: raw meat
- Brown: cooked meat
- Yellow: raw poultry
- White: bakery and dairy
- ensure that gloves are changed between handling different foods or changing tasks
- ensure ingredient labels are read carefully when preparing food for children with food allergies or intolerances
- ensure that food allergies and intolerances are catered for by using separate easily identifiable cutting boards, utensils, and kitchen equipment (e.g., using a colour code, or food-safe permanent marker).
- ensure FDC educator assistants are aware of children who have severe allergic reactions to certain foods as per ASCIA Action Plans
- ensure that children with food allergies and/or intolerances are served their meals and snacks individually on an easily identifiable plate (e.g., different colour), and that food is securely covered with plastic wrap until received by the child to prevent possible cross-contamination

- ensure left-over food is stored immediately in the fridge or thrown away
- ensure the safe handling of breastmilk, including during transportation, storage, thawing, warming and during preparation

CLEANING

FDC educators will:

- ensure that food preparation areas and surfaces are cleaned both before, after, and during any food preparation
- record cleaning and sanitising of food contact surfaces (See *Kitchen Cleaning Checklist*)
- ensure that all cooking and serving utensils are cleaned and sanitised before use
- ensure that all dishwashing sponges, brushes, and scourers are cleaned after each use and allowed to air dry or placed in the dishwasher
- ensure the food storage area is clean, ventilated, dry, pest free, and not in direct sunlight
- ensure the refrigerator and freezer is cleaned regularly and door seals checked and replaced if not in good repair
- prevent pest infestations by cleaning spills as quickly as possible and ensuring rubbish and food scraps are disposed of frequently
- ensure that the floor mop is thoroughly cleaned and air dried after each use
- replace any cleaning equipment that shows signs of wear or permanent soiling.

PERSONAL HYGIENE FOR FOOD HANDLERS

FDC educators will ensure:

- clean clothing is worn such as an apron
- long hair is tied back or covered with a net
- hand and wrist jewellery are not worn while preparing food (e.g., rings and bracelets)
- nails are kept short and clean, and no nail polish is worn (as it can chip into food and hide dirt under the nails)
- strict hand-washing hygiene is adhered to, including washing hands each time they return to the kitchen before continuing with food preparation duties
- wounds or cuts are covered with a brightly coloured, waterproof dressing (that will easily be seen if it falls off), and gloves will be worn over any dressings
- ensure gloves (or food tongs) are used when handling 'ready to eat' foods
- ensure children wash and dry their hands (using soap, running water, and single use disposable towels or individual hand towels) before handling food or eating meals and snacks

- ensure food is stored and served at safe temperatures (below 5°C or above 60°C), with consideration to the safe eating temperature requirements of children
- ensure separate cutting boards are used for raw meat and chicken, fruit and vegetables, and utensils and hands are washed before touching other foods
- discourage children from handling other children's food and utensils
- attend relevant training courses when requested by the FDC Service.

CREATING A POSITIVE LEARNING ENVIRONMENT

FDC educators will:

- sit with the children at meal and snack times to role-model healthy food and drink choices and actively engage children in conversations about the food and drink provided
- choose water as a preferred drink
- endeavour to recognise, nurture and celebrate the dietary differences of children from culturally and linguistically diverse backgrounds
- create a relaxed atmosphere at mealtimes where children have enough time to eat and enjoy their food as well as enjoying the social interactions with educators and other children
- encourage older toddlers and pre-schoolers to assist to set and clear the table and serve their own food and drink, providing opportunities for them to develop independence and self-esteem while promoting children's agency and decision-making
- respect each child's appetite. If a child is not hungry or is satisfied, do not insist he/she eats
- be patient with messy or slow eaters
- encourage children to try different foods but do not force them to eat
- not use food as a reward or withhold food from children for disciplinary purposes
- role-model and discuss safe food handling with children

FAMILY DAY CARE SERVICE PROGRAM

FDC educators will:

- foster awareness and understanding of healthy food and drink choices through including in the children's program a range of learning experiences encouraging children's healthy eating
- encourage children to participate in a variety of 'hands-on' food preparation experiences
- provide opportunities for children to engage in discovery learning and discussion about healthy food and drink choices
- embed the importance of healthy eating and physical activity in everyday activities and experiences.

COOKING WITH CHILDREN

Cooking experiences may sometimes be carried out with the children as a part of the educational program. On these occasions participating educators will be vigilant to ensure that the experience remains safe, and relevant food hygiene practices are adhered to.

COMMUNICATING WITH FAMILIES

Our FDC Service and FDC educators will:

- provide a copy of the *Nutrition and Food Safety Policy* to all families upon orientation at the FDC Service
- provide opportunities for families to contribute to the review and development of the policy
- request that details of any food allergies or intolerances or specific dietary requirements be provided to the FDC Service and FDC educator, and work in partnership with families to develop an appropriate response so that children's individual dietary needs are met
- communicate regularly with families about food and nutrition related experiences and provide up to date information to assist families to provide healthy food choices at home
- communicate regularly with families and provide information and advice on appropriate food and drink to be included in children's lunchboxes. This information may be provided to families in a variety of ways including factsheets, newsletters, during orientation, information sessions and informal discussion.
- discuss discretionary choices- (food and beverages which are not necessary as part of a balanced diet) with families and if necessary, the FDC educator may remove items from children's lunch boxes. Alternative healthy food will be offered to children.

FOOD SAFETY STANDARDS FOR STATE/TERRITORIES

Changes to the Food Standards Code have included new food safety requirements under the Food Safety Standard 3.2.2A. Please check your local Food Authority if the new Food Safety Standard applies to your service. See below for links to state regulators.

The new requirements comprise of 3 key elements including:

- Food Safety Supervisor
- Food Handler Training
- Record Keeping

See [Safe Food Australia](#) (guide to the food safety standards in the Food Standards Code) or email information@foodstandards.gov.au. Food regulators also have information to help food businesses in their jurisdiction understand the requirements of this standard. See the web links below:

- [New South Wales](#)
- [Northern Territory](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Western Australia](#)
- [Victoria](#)
- [ACT](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Nutrition and Food Safety Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

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[Education and Care Services National Regulations](#). (Amended 2023).

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Food Regulation 2015

Food Safety Standards (Australia only). (2024): <https://www.foodstandards.gov.au/business/food-safety-standards>

Food Standards Australia and New Zealand Act 1991

Food Standards Australia New Zealand. (2023). Safe Food Australia – A guide to the food safety standard (4th Ed.):
<http://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx>
 National Health and Medical Research Council. Australian Dietary Guidelines 2013):
<https://www.nhmrc.gov.au/about-us/publications/australian-dietary-guidelines>
 National Health and Medical Research Council. Department of Health and Ageing. Infant Feeding Guidelines. (2013):
https://www.eatforhealth.gov.au/sites/default/files/files/the_guidelines/n56b_infant_feeding_summary_130808.pdf
 National Health and Medical Research Council. Eat for health: <https://www.eatforhealth.gov.au/>
 NSW Food Authority: <http://www.foodauthority.nsw.gov.au/>
 NSW Government. Healthy Kids. (2019). Munch and Move:
<https://www.healthykids.nsw.gov.au/campaigns-programs/about-munch-move.aspx>
 The Australian Dental Association: <https://www.ada.org.au/Home>
 The Department of Health. Get Up & Grow: [Healthy Eating and Physical Activity for Early Childhood – Staff/Carers Book](#)
 Victoria State Government Education and Training Nutrition Australia [Healthy eating in the National Quality Standard A guide for early childhood education and care services](#)
[Western Australian Education and Care Services National Regulations](#)
Work Health and Safety Act 2011
 Work Health and Safety Regulations 2011.

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

SUN SAFE POLICY

Australia has one of the highest rates of skin cancer in the world with more than two in three Australians developing some form of skin cancer in their lifetime. Too much of the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. Infants and toddlers up to four years of age are particularly vulnerable to UV damage due to lower levels of melanin and a thinner stratum corneum (the outermost layer of skin). UV damage accumulated during childhood and adolescence is strongly associated with an increased risk of skin cancer later in life (Cancer Council Australia).

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.1.3	Healthy lifestyle	Healthy eating and physical activity are promoted and appropriate for each child.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QUALITY AREA 3: PHYSICAL ENVIRONMENT		
3.1.1	Fit for Purpose	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 167	Offence relating to protection of children from harm and hazard
100	Risk assessment must be conducted before excursions
113	Outdoor space natural environment
114	Outdoor space shade
136	First aid qualifications
168	Education and care service must have policies and procedures
168 (2)(a)(ii)	Sun Protection
170	Policies and procedures to be followed
171	Policies and procedures to be kept available

RELATED POLICIES

Administration of First Aid Policy Bush Fire Policy Clothing Policy Emergency and Evacuation Policy Enrolment Policy Excursion/Incursion Policy	Health and Safety Policy Physical Environment Policy Supervision Policy Water Safety Policy Work Health and Safety Policy
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PURPOSE

By implementing a 'best practice' Sun Safe Policy, our Family Day Care (FDC) Service can help to protect all children and staff from the harmful effects of ultraviolet (UV) radiation from the sun and teach children good sun protection habits from an early age to reduce their risk. To ensure the outdoor environment provides shade for children, educators and staff to minimise unsafe UV exposure. Additionally, this policy provides guidance on how to protect children from severe hot weather events which are becoming more prevalent in Australia resulting from climate change.

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, staff, educators, educator assistants, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Our FDC Service will work in compliance with the *National SunSmart Early Childhood Program* to ensure children's health and safety is maintained at all times whilst at the FDC residence/approved venue. This policy has been reviewed and approved by the Schools and Early Childhood lead at SunSmart. (2024)

Our FDC Service will monitor the Australian Bureau of Meteorology for notification of severe heat events and ensure FDC educators implement risk mitigation strategies to protect the health, safety and wellbeing of children. This policy applies to all activities at a FDC residence or venue, or whilst engaging in regular outings and excursions.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR WILL:

- ensure obligations under the *Education and Care National Law and Regulations* are met
- ensure risk assessments are conducted by the FDC educator and coordinator to identify any potential hazards to children during summer months that could cause harm or injury to children
- ensure risk minimisation control measures are implemented to protect children.

- monitor the [Bureau of Meteorology \(BOM\)](#) for severe weather warnings and ensure FDC educators implement procedures to ensure the health and safety of all children
- monitor bush fire activity and be aware of air quality and hazardous levels of air pollution caused by bushfires (see *Bushfire Policy*)
- adhere to NSW health department advice for hot weather risks and recommendations and provide this information to FDC educators

MONITORING UV LEVELS

Sun protection is required when UV levels reach level 3 or above. FDC educators will monitor the UV levels daily through one or more of the following methods:

- using the smartphone [SunSmart global UV app](#) available at iTunes App Store and Google Play store
- using the SunSmart widget on the Service's website available at www.cancer.org.au
- viewing the Bureau of Meteorology website <http://www.bom.gov.au/>
- visiting www.myuv.com.au

OUTDOOR ACTIVITIES

The sun protection measures listed are used for all outdoor activities during the daily local sun protection times, when the UV Index is 3 or above. The sun protection times are a forecast from the [Bureau of Meteorology \(BOM\)](#) for the time-of-day UV levels are forecast to reach 3 or higher. At these levels, a combination of sun protection is recommended for all skin types.

FDC Educators will use a combination of sun protection measures (see below) whenever UV Index levels reach 3 and above.

SUN PROTECTION TIMES

UV levels vary across Australia and throughout the year. This listing highlights when UV is typically three and above in each state / territory. There may be times UV levels are three and above outside these periods. *Please check the daily local sun protection times and UV levels to be sure you are using sun protection when it is required for your location.*

NSW Check the UV index/forecast at your location

Active outdoor play is encouraged throughout the day all year provided appropriate sun protection measures are used when necessary.

The sun protection measures listed are used for all outdoor activities during the **daily local sun protection times and when the UV index is three and above**. A combination of sun protection measures is considered when planning all outdoor activities such as excursions and water play.

SHADE

- Sufficient natural, portable, or man-made shade will be provided, particularly in high use areas
- Shaded areas will be used for play experiences
- Play experiences will be monitored throughout the day and moved as required to remain in the shade
- Regular risk assessments and reviews will be made of the outdoor area to assist in planning for further shade requirements
- Children who do not have appropriate hats or outdoor clothing are required to choose a shady play space or a suitable area protected from the sun and not move to unshaded areas of the playground.

HATS

FDC educators, children, and visitors are required to wear sun safe hats at all times they are outdoors.

Cancer Council Australia describes sun safe hats as:

- Hats that protect a person's face, neck, and ears, which include:
 - a legionnaire hat – the front peak and flap should overlap at the sides and the flap should cover the neck
 - a bucket hat with a deep crown and angled brim that is at least 5cm for young children and at least 6cm for adults and must shade the face, neck, and ears
 - a broad brimmed hat with a brim size of at least 6cm for children or 7.5cm for adults. The brim should provide shade for the whole face.

Please note: Baseball caps or visors do not provide enough sun protection and therefore are not a suitable alternative.

- Children without a sun safe hat will be asked to play in an area protected from the sun. They may be provided with a spare hat by the FDC educator if available.

CLOTHING

- When outdoors, FDC educators and children will wear sun safe clothing that covers as much of the skin as possible. Cancer Council Australia recommends clothing that:
 - covers the shoulders, back and stomach

- is loose fitting such as loose-fitting shirts and dresses with sleeves and collars or covered neckline, or longer style skirts, shorts and trousers.
- Children who are not wearing sun safe clothing can be provided with spare clothing or will be required to play under shade or in an area protected from the sun or provided with spare clothing.
Please note: Midriff, crop or singlet tops do not provide enough sun protection and therefore are not recommended.

SUNSCREEN

As per Cancer Council Australia recommendations:

- FDC educators and children will apply SPF50+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours or more frequently if washed or wiped off
- permission to apply sunscreen is included in the FDC Service enrolment form (see *Enrolment Policy*)
- where children have allergies or sensitivity to the sunscreen, parents are asked to provide an alternative sunscreen or a child is required to play in the shade. A record of any allergy must be provided in writing from the parent/guardian and recorded on the child's enrolment record. Cancer Council Australia recommends usage tests before applying a new sunscreen
- to help develop independent skills ready for school, children from three years of age are given opportunities to apply their own sunscreen under supervision of the FDC educator and are encouraged to do so
- sunscreen is stored in a supervised, cool, dry place and the use-by-date monitored.

SUNSCREEN FOR BABIES

Recommendations for babies from the Cancer Council Australia include:

- babies under 12 months will not be exposed to direct sun when the UV Index is 3 or above
- ensure routine includes inside activities during the middle of the day
- physical protection such as shade positioning, clothing and broad-brimmed hats are the best sun protection measures
- check the baby's clothing, hat and shade positioning regularly to ensure they continue to be well protected from UV.

If babies are kept out of the sun or well protected from UV radiation by clothing, hats and shade, they will avoid the need for sunscreen. Avoiding the use of sunscreen for babies aged six months or younger (or as recommended by recognised authorities) ACECQA, Sun Protection Guidelines (2021).

RISKS OF SUMMER PLAY

Australia has a hot climate and inevitably playground equipment and surfacing can heat up rapidly and retain heat. Many playground surfaces and equipment can exceed temperatures greater than 50°C and if young children come into contact with these surfaces, they can be burned severely within seconds. Surfaces can retain heat for long periods of time and cause burns to children. Play surfaces must be monitored before children have access to the outdoor environment.

SEVERE HEAT

Severe heat or heatwaves are periods of unusually hot weather. Climate change is resulting in more intense heatwaves in Australia and presents an extreme risk to the health and safety of children. Babies and young children can dehydrate quickly which can cause heat-related illness including heat stroke and heat exhaustion.

Active heatwave warnings are indicated within the Australian Warning System (AWS) and range from Advice to Emergency Warning. Risk management measures must be implemented and managed to ensure children remain safe and healthy during a severe heat event.

THE FDC EDUCATOR AND COORDINATOR WILL:

- ensure risk assessments are conducted to identify any potential hazards to children during summer months that could cause harm or injury to children. Risk minimisation control measures will be put in place to protect children. Potential hazards could include:
 - hot equipment- slides, poles, guardrails, any metal surfaces
 - hot surfaces- rubber and synthetic grass, walkways, concrete surfaces
 - sun burn and dehydration
 - access to bodies of water (filled water troughs/containers/trays/pools)
 - severe heat
 - bushfires and air pollution
- complete a *Daily Playground Surface Temperature Check* during summer months or extreme hot weather
- use a thermometer or their hand to test surface temperature and make an informed decision about permitting children to play on equipment or in the outdoor space. If the surface temperature is determined to be too hot or is recorded as at or above 50°C it is recommended by Kidsafe Australia that children do NOT play on the surface
- ensure children wear shoes when playing in the outdoor area [children may remove shoes when playing in sand or mud pit]

- ensure children have access to water at all times throughout the day and offer extra feeds/drinks to babies during hot weather to avoid dehydration
- be aware of the signs and symptoms of heat-related illness in babies and young children and implement first aid as required
- keep children indoors during severe heat events
- ensure fans/air conditioning are used to help keep children cool
- close blinds/curtains where required to prevent sun shining into rooms
- adhere to NSW health department advice for hot weather risks and recommendations
- ensure sunscreen purchased for the Service complies with Australian Standard AS/NZS 2604:2012

ROLE MODELLING and WORK HEALTH AND SAFETY

Cancer Council Australia acknowledges that children are more likely to develop sun-safe habits if they are role-modelled and demonstrated by adults around them. Occupational UV exposure is also a WH&S issue. All FDC educators and educator assistants will therefore be required to role model appropriate sun protection behaviours by:

- wearing a sun safe hat (see Hats)
- wearing sun safe clothing (see Clothing)
- applying SPF50+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors
- using and promoting shade
- wearing sunglasses that meet the Australian Standard 1067:2003 (optional)
- discussing sun protection with children and demonstrating a positive and proactive approach to the management of sun protection in the FDC residence/approved venue
- regularly drinking water and encouraging children to drink extra water in hot weather
- adapting the learning environment when severe weather events occur
- families and visitors are encouraged to role model positive sun safe behaviour
- monitoring the UV Index and Daily Sun Protection Times throughout the day
- regularly monitoring and reviewing the effectiveness of the *Sun Safety Policy*
- submitting the Sun Safety Policy to the Cancer Council every three years to maintain SunSmart status (required if a SunSmart member).

EDUCATION AND INFORMATION

- Sun protection will be incorporated regularly into learning programs
- Sun protection information will be promoted to all FDC educators, families and visitors

- Severe hot weather events will be monitored through the [Bureau of Meteorology \(BOM\)](#) and risk mitigation measures implemented
- FDC educators and staff are encouraged to complete the free [SunSmart online learning course](#) (VIC only) or Cancer Council [Generation SunSmart](#) online PL learning modules (all other States and territories)
- Further information and resources are available from the Cancer Council website <https://www.cancer.org.au/cancer-information/causes-and-prevention/sun-safety> and each state and territory SunSmart web page.
[See <https://www.cancer.org.au/cancer-information/causes-and-prevention/sun-safety/be-sunsmart/sunsmart-in-schools> for links.](https://www.cancer.org.au/cancer-information/causes-and-prevention/sun-safety/be-sunsmart/sunsmart-in-schools)
- The *Sun Safety Policy* will be made available to all educators, staff, families, students, volunteers and visitors of the Service to ensure a comprehensive understanding about keeping sun safe including appropriate hat, clothing and sunscreen requirements
- When enrolling their child/ren to our FDC Service, parents will be required to give permission for the FDC educator or educator assistant to apply sunscreen to their child
- Should parents not provide permission for the FDC educator to apply sunscreen to their child, the child will be required to play in an area protected from the sun (e.g. under shade, veranda or indoors)
- Information about Sun Safety will be included in our Family Handbook and sun protection information and resources made accessible and communicated regularly to families.

CONTINUOUS IMPROVEMENT

Our *Sun Safe Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

Australian Safety Standards

AS 4174:2018 Knitted and woven shade fabrics

AS/NZS 1067.1:2016, Eye and face protection - Sunglasses and fashion spectacles

AS/NZS 4399:2020, Sun protective clothing - Evaluation and classification

AS/NZS 2604:2012 Sunscreen products - Evaluation and classification

AS/NZS 4685.0:2017, Playground equipment and surfacing - Development, installation, inspection, maintenance and operation.6.2.1 General considerations, 6.3.9 Shade and sun protection, Appendix A Shade and sun protection

SOURCES

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Australian Government. Bureau of Meteorology. Home page (for UV Index): <http://www.bom.gov.au/uv/>

Australian Government. Bureau of Meteorology. <http://www.bom.gov.au/weather-services/severe-weather-knowledge-centre/warnings.shtml>

Cancer Council Australia. Be SunSmart. <https://www.cancer.org.au/cancer-information/causes-and-prevention/sun-safety/be-sunsmart>

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Early Childhood Australia Code of Ethics. (2016).

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Kidsafe NSW. [*How Hot is Too Hot To Play?*](#)

NSW Government. Department of health. (2023). [*Babies and young children in hot weather*](#)

Occupational Health and Safety Act 2004

Safe Work Australia: [*Guide on exposure to solar ultraviolet radiation \(UVR\) \(2019\)*](#).

[*Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012*](#)

[*Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012*](#)

REVIEW

Please note: Certain health conditions and medications mean some people are more sensitive to UV radiation and need to use sun protection at all times regardless of the UV levels. Please make sure your policy includes the particular needs of these children and staff at your school/service. For further information visit [Risk factors for skin cancer](#).

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ADMINISTRATION OF FIRST AID POLICY

Under the Education and Care Services National Regulations the approved provider must ensure policies and procedures are in place for the administration of first aid (Reg. 168) and take reasonable steps to ensure policies and procedures are followed.

First aid can save lives and prevent minor injuries or illnesses from becoming major. The ability to provide prompt basic first aid is particularly important in the context of a Family Day Care (FDC) Service where educators have a duty of care and obligation to assist children who are injured, become ill, or require support with administration of medication.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S.167	Offence relating to protection of children from harm and hazards
12	Meaning of serious incident
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases

89	First aid kits
90	Medical conditions policy
92	Medication record
93	Administration of medication
94	Exception to authorisation requirement-anaphylaxis or asthma emergency
97	Emergency and evacuation procedures
101	Conduct a risk assessment for excursions
102C	Conduct a risk assessment for transporting of children by the education and care service
136 (3)	First Aid Qualifications
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
169	Additional policies and procedures for family day care services
175	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain information to Regulatory Authority
183	Storage of records and other documents

RELATED POLICIES

Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Child Safe Environment Policy Dealing with Infectious Diseases Policy Diabetes Management Policy Emergency and Evacuation Policy Enrolment Policy Epilepsy Management Policy Family Communication Policy	Health and Safety Policy Incident, Injury, Trauma and Illness Policy Medical Conditions Policy Responsible Person Policy Safe Transportation Policy Sun Safety Policy Supervision Policy Water Safety Policy Work Health and Safety Policy
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PURPOSE

Our FDC Service has a duty of care to provide and protect the health and safety of children, families, educators, and visitors of the Service. As FDC educators primarily work alone in their approved residence whilst providing care for children, this policy aims to support educators to:

- Preserve life
- Ensure the environment is safe and other people are not in danger of becoming ill or injured
- Ensure that ill or injured persons are stabilised and comforted until medical assistance intervenes
- Relieve pain, if possible
- Monitor ill or injured persons and promote recovery
- Provide immediate and effective first aid to children or adults
- Ensure processes are in place to provide supervision for other children in care whilst first aid is administered

'First aid can reduce the severity of an injury or illness and in extreme cases, could mean the difference between life and death.' (Safe Work Australia).

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, FDC educators, educator assistants, students and volunteers of the FDC Service.

IMPLEMENTATION

First aid is the emergency aid or treatment given to persons suffering illness or injury following an accident and prior to obtaining professional medical services if required. It includes emergency treatment, maintenance of records, dressing of minor injuries, recognition and reporting of health hazards, and participation in safety programs. Legislation that governs the operation of approved children's services is based on the health, safety and welfare of children, and requires that children are protected from hazards and harm.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/COORDINATOR WILL:

- ensure obligations under the *Education and Care Services National Law and National Regulations* are met
- ensure FDC educators, educator assistants, staff, students, visitors and volunteers have knowledge of and adhere to this policy and procedure

- ensuring all new employees, engaged educators, educator assistants, students and volunteers are provided with a copy of this policy as part of their induction process
- ensure there is an induction process for all new staff, including casual and relief staff, that includes providing information on the location of first aid kits and specific first aid requirements; individual children's allergies and individual children's medical management plans
- ensure all FDC educators and educator assistants hold a current ACECQA approved first aid qualification, have undertaken current approved anaphylaxis management training and current approved emergency asthma management training [Reg. 136]
- ensure these qualifications meet the requirements of the [Education and Care Services National Regulations](#) and are approved by ACECQA
- ensure all FDC educators and educator assistants complete refresher training in CPR annually
- provide internal training of the administration of an auto-injection device annually and document training on FDC educator and educator assistant's staff records (not mandatory)
- implement training and develop procedures to assist educators know the steps of alerting emergency services, administer first aid and provide supervision to other children in their care
 - ensure information relating to the administration of first aid resulting from an incident, injury or trauma is recorded on the *Incident, Injury, Trauma and Illness Record* as soon as possible or within 24 hours
 - ensure families are notified of any event requiring first aid administration as soon as practicable but no later than 24 hours after the incident, injury or trauma requiring first aid
- in the case of a serious incident, notify the regulatory authority within 24 hours
- ensure FDC educators are offered support and debriefing after a serious incident requiring the administration of first aid
- keep up to date with any changes in procedures for administration of first aid and ensuring that all FDC educators are informed of these changes
- ensure appropriate documentation is being recorded regarding incidents, injury, trauma and illnesses and the administration of first aid
- ensure that each FDC educator has an easily accessible and clearly identified first aid kit in each residence or approved venue
- conduct audits on first aid kits at individual FDC educator's residence /venues
- evaluate risk assessments conducted by FDC educators prior to approving any excursions, regular outings or when providing transport
- ensure parents/guardians provide written consent (via the enrolment record) for service staff to administer first aid

- ensure parents/guardians provide written consent for the approved provider, nominated supervisor or educator to seek medical treatment for their child by a registered medical practitioner, hospital or ambulance service and if required, transport the child to hospital [Reg 161(1)(a)]

FDC EDUCATORS/EDUCATOR ASSISTANTS WILL:

- implement appropriate first aid procedures, when necessary, by adhering to the FDC Service's *Administration of First Aid Procedure*
- maintain:
 - a current ACECQA approved first aid qualification
 - current approved anaphylaxis management training qualifications
 - current approved emergency asthma management training qualifications

(Safe Work Australia recommends first aid qualifications should be renewed every three years)

- refresh their CPR skills at least annually
- participate in administration of an auto-injector device training at least annually (not mandatory)
- ensure first aid training details are recorded at the FDC Service Principal office and kept up to date
- safeguard every reasonable precaution to protect children at the FDC residence/venue from harm and/or hazards that can cause injury
- consider procedures of how they will be able to administer first aid to a child if required whilst they are working on their own in their residence
- discuss possible situations for emergency situations with the coordinator and approved provider and documenting strategies in relevant procedures
- confidently administer first aid as required to incidents involving children enrolled in their service
- ensure that all children are adequately supervised while providing first aid and comfort for a child involved in an incident or suffering trauma
- always act in a respectful manner when administering first aid
- consider if an ambulance is required as soon as possible. Follow directions provided by emergency services
- continue to administer first aid until emergency services arrive and take over treatment
- if possible, call for assistance from the educator assistant to assist in supervising other children in care whilst first aid is administered. The educator is expected to ensure other children in care are not placed in any danger whilst first aid is administered to another child or adult
- ensure there is an induction process for all new educator assistants, and casual and relief educators that includes providing information on the location of first aid kits and specific first aid requirements and individual children's allergies and individual medical management plans

- ensure that parents/families are notified within 24 hours if their child is involved in an incident, injury, trauma or illness at the service and recording details accurately on the *Incident, Injury, Trauma and Illness Record*
- ensure families are notified of any event requiring first aid administration as soon as practicable but no later than 24 hours after the incident, injury or trauma requiring first aid
- ensure that notification is given to the regulatory authority within 24 hours (via the AP)
- contact families immediately if a child has had a head injury whilst at the FDC Service
- ensure a resuscitation flow chart is displayed in a prominent position in the indoor and outdoor environments of the FDC residence/venue [best practice not mandatory]
- conduct a risk assessment prior to an excursion, regular outing or when providing regular transportation of children to identify risks to health, safety, or wellbeing and specifying how these risks will be managed and minimised (NB: risk assessment for a regular outing or regular transportation is required at least annually) [Reg. 102B, 102D (4)]
- ensure authorisation is gained with the approved provider before any excursion, regular outing or transportation of children is made
- provide and maintain a transportable first aid kit that can be taken to excursions and other activities [Reg. 89]
- ensure fully equipped first aid kits (that meet Australian Standards) are recognisable and readily accessible to adults wherever the educator is educating and caring for children as part of a Family Day Care service
- monitor the contents of all first aid kits and arranging replacement of stock, including when the use-by date has been reached
- dispose of out-of-date materials appropriate.

FAMILIES WILL:

- read and comply with the policies and procedures of the FDC Service
- sign the FDC *Incident, Injury, Trauma and Illness Record* acknowledging they have been made aware of the incident and the first aid that treatment that was given to the child
- provide the required information for the FDC Service's medication record
- notify the FDC Service upon enrolment of any specific health care needs of their child- including medical conditions and allergies
- provide the FDC Service with a medical management plan for their child if required and ensure these are kept up to date at all times

- provide written consent/authorisation (via the enrolment record) for FDC educators or educator assistants to administer first aid, seek medical treatment for their child by a registered medical practitioner, hospital or ambulance service and if required, transport the child to hospital
- be contactable, either directly or through emergency contacts listed on the child's enrolment record
- notify educators of any change in condition of their child's health that may impact the child's care and require the administration of first aid (ACECQA, 2021).

INCIDENT, INJURY, TRAUMA AND ILLNESS RECORD

Any incidents, injuries trauma or illness, including first aid provided, must be recorded and include the following details, as per Education and Care Services National Regulation 87:

- name and age of the child
- circumstances leading to the incident, injury, trauma, or illness (including any symptoms)
- time and date
- details of action taken by the service including any medication administered, or first aid provided or
- medical personnel contacted
- details of any witnesses
- names of any person the service notified or attempted to notify, and the time and date of this
- signature of the person making the entry, and time and date of this

FIRST AID KIT

The approved provider of the Service will ensure that first aid kits are kept up to date and in accordance with National Education and Care Service Regulations at each Family Day Care residence or venue. [Reg. 89].

ALL FIRST AID KITS AT THE FDC RESIDENCE OR VENUE MUST:

- be suitably equipped
- not be locked
- not contain paracetamol
- be suitable for the number children and sufficient for the immediate treatment of injuries at the FDC Service
- be easily accessible to the FDC educator and educator assistant

- be constructed of resistant material, be dustproof and of sufficient size to adequately store the required contents.
- be capable of being sealed and preferably be fitted with a carrying handle as well as have internal compartments
- contain a list of the contents of the kit
- be regularly checked using the First Aid Kit Checklist to ensure the contents are as listed and have not degraded or expired
- have a white cross on a green background with the words 'First Aid' prominently displayed on the outside.
- be easily recognisable
- be easy to access and if applicable, located where there is a risk of injury occurring
- be available in the FDC educator's vehicle
- be provided on each floor of a multi-level FDC service/venue
- be stocked with precautionary items such as sunscreen and water if using outdoors.
- be taken on excursions and during regular transportation
- be maintained in proper condition and the contents restocked as required.

Our FDC Service will display a well-recognised, standardised first aid sign to assist in easily locating first aid kits. Signage will comply with AS 1319:1994 – Safety Signs for the Occupational Environment.

FIRST AID CHECK LIST/AUDIT

Our FDC Service will refer to the First Aid Kit-Inventory and Checklist from *Childcare Centre Desktop* or refer to the Checklist in Safe Work Australia's *First Aid in the Workplace Code of Practice* as a guide. The checklist will be completed annually to ensure first aid kits are equipped and maintained.

<https://www.safeworkaustralia.gov.au/doc/model-codes-practice/model-code-practice-first-aid-workplace>

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Administration of First Aid Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).

Australian Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).

Australian Children's Education & Care Quality Authority. (2023). Policy and procedure guidelines- [Administration of First Aid Policy Guidelines](#)

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010.

[Education and Care Services National Regulations](#). (Amended 2023)

Revised National Quality Standard. (2018).

Safe Work Australia First Aid in the Workplace Code of Practice: [First Aid in the Workplace](#)

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

SLEEP AND REST POLICY

All children have individual sleep, rest and relaxation requirements. Our objective is to meet each child's need for sleep, rest and relaxation by providing a comfortable, relaxing and safe space to enable their bodies to rest. This environment will also be well supervised ensuring all children feel secure and safe at our Family Day Care (FDC) Service's approved residences or venues.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QUALITY AREA 3: PHYSICAL ENVIRONMENT		
3.1	Design	The design of the facilities is appropriate for the operation of a service.
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well maintained.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm and hazard
82	Tobacco, drug and alcohol-free environment
84A	Sleep and rest
84B	Sleep and rest policies and procedures
84C	Risk assessment for purposes of sleep and rest policies and procedures
84D	Prohibition on bassinets
87	Incident, injury, trauma and illness record
103	Premises, furniture and equipment to be safe, clean and in good repair
105	Furniture, materials and equipment

106	Laundry and hygiene facilities
107	Space requirements-indoor space
110	Ventilation and natural light
115	Premises designed to facilitate supervision
116	Assessments of family day care residences and approved family day care venues
166	Children not to be left alone with visitors
168	Education and Care Services must have policies and procedures
169	Additional policies and procedures-family day care
170	Policies and procedures to be followed
171	Policies and procedures to be available
172	Notification of change to policies or procedures
176	Time to notify certain information to regulatory authority

RELATED POLICIES

Administration of First Aid Policy Child Safe Environment Policy Enrolment Policy Death of a Child at the Service Policy Dental Health Policy Emergency and Evacuation Policy Family Communication Policy	Furniture and Equipment Safety Policy Health and Safety Policy Interactions with Children, Families and Staff Policy Physical Environment Policy Respect for Children Policy Tobacco, Drug and Alcohol-Free Policy Work, Health and Safety Policy
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PURPOSE

The *Education and Care Services National Regulations* requires approved providers and nominated supervisors to ensure their services have policies and procedures in place for children's sleep and rest having regard to the ages, developmental stages and individual needs of the children. Our *Sleep and Rest Policy* will assist management and FDC educators ensure that all children have appropriate opportunities to sleep, rest and relax in accordance with their individual needs whilst attending the FDC Service.

Our FDC educators will ensure that all children have appropriate opportunities to sleep, rest and relax in accordance with their individual needs. The risk of Sudden Infant Death Syndrome (SIDS) for infants will be minimised by following practices and guidelines set out by the national authority on safe

sleeping practice for infants and children- Red Nose (formerly SIDS and Kids). Our policy sets out quality practice and is informed by recognised and evidence-based principles. Safe Sleep practices are informed by Red Nose and guidance from ACEQCA.

We have a duty of care to ensure children are provided with a high level of safety when sleeping and resting and every reasonable precaution is taken to protect them from harm and hazard. In meeting the Service's duty of care, it is a requirement that all educators and educator assistants implement and adhere to this policy and associated procedure to ensure we respect and cater for each child's specific needs and ensure all risks are appropriately addressed at all times.

SCOPE

This policy applies to children, families, educators, management, the approved provider, nominated supervisor, coordinator, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

'Children have different sleep, rest and relaxation needs. Children of the same age can have different sleep patterns, and FDC educators need to consider these when providing education and care. As per Standard 2.1 (Element 2.1.1) of the National Quality Standard, each child's comfort must be provided for and there must be appropriate opportunities to meet each child's sleep, rest and relaxation needs.' (ACECQA)

Our FDC Service defines 'rest' as a period of inactivity, solitude, calmness, or tranquillity, and can include a child being in a state of sleep. Considering the busy and energetic nature of a child's day, we feel that it is important for children to participate in a quiet/rest period during the day in order to rest, relax, and recharge their body. Effective rest strategies are important factors in ensuring a child feels secure and safe in an early childhood environment.

Our FDC educators will consult with families about their child's individual needs, ensuring all parties are aware of the different values, cultural, and parenting beliefs and practices, or opinions associated with sleep requirements.

SLEEP AND REST SPECIFIC RISK ASSESSMENT

The approved provider, in conjunction with FDC educators, will conduct a comprehensive risk assessment to ensure all protentional hazards are identified and specify how any risks identified are

managed and minimised in sleep and rest areas in line with Red Nose and ACECQA guidelines (Reg. 84A).

The risk assessment will be reviewed at least annually or after being aware of an incident or circumstance where the health, safety or wellbeing of children may be compromised during sleep or rest. All risk assessments will be regularly assessed and evaluated as to facilitate continuous improvement in our service. If a risk concerning a child's safety during sleep and rest is identified during the risk assessment, the approved provider must update the *Sleep and Rest Policy* and procedure as soon as possible. The risk assessment must be stored safely and securely and kept for a period of 3 years.

Our risk assessment will consider and include the following information:

- the number, age, developmental stages and individual needs of children
- the sleep and rest needs of individual children being educated and cared for (including specific health care needs, cultural preferences, sleep and rest needs of individual children and requests from families about a child's sleep and rest)
- the suitability of staffing arrangements to adequately supervise and monitor children during sleep and rest periods
- the level of knowledge and training of staff supervising children during sleep and rest periods
- the location of sleep and rest areas, including the arrangement of cots and beds within the sleep and rest areas
- the safety and suitability of any cots, beds and bedding equipment, having regard to the ages and developmental stages of the children who will use the cots, bed and bedding equipment
- any potential hazards
 - in sleep and rest areas
 - on a child during sleep and rest periods (such as jewellery, clothing)
- the physical safety and suitability of sleep and rest environments (including temperature, lighting and ventilation)
- overnight care and the potential of other children or people to access children during periods of sleep and rest or access of the child to other parts of the FDC residence

(ACECQA 2023)

BASSINETS

Effective 1 October 2023, approved providers and nominated supervisors must ensure bassinets are not

kept on the education and care service premises. (Reg.84D). There are no Australian Standards for bassinets and risks include the bassinet tipping over or suffocation. All staff and FDC educators will be made aware of this regulation and policy as part of their induction process. Families will be informed children will not be accepted into care in a bassinet and under no circumstances will a bassinet be permitted to remain on the premises.

PORTACOTS

Portacots used in our FDC Service must meet current mandatory Australian Standards for children's portable folding cots, AS/NZS 2195:2010, and comply with [new safety and information standards](#) introduced in July 2024.

Guidelines from the Australian Competition and Consumer Commission (ACCC) suggest that portacots are generally less robust than standard cots and must be checked regularly for damage and not used if any damage is detected. Regular checks must be made on the folding and locking mechanisms. Portacots must be used and set up as instructed including using the mattress designed specifically for the cot.

Risks associated with the use of portacots must be included in sleep and rest risk assessment. A portacot should not be used for children who can stand, shake the side of the cot or weigh more than 15kg.

APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- all nominated supervisors, coordinators, FDC educators and educator assistants are provided with a copy of this policy as part of their induction program and ongoing sleep and rest training is provided as part of their engagement/employment 12-18 Months
- families are aware of this *Sleep and Rest Policy*
- a sleep and rest specific risk assessment is conducted at least annually to ensure all potential hazards are controlled in sleep areas in line with Red Nose and ACECQA guidelines
- every reasonable precaution has been taken to protect children from harm and from hazards likely to cause injury. Hazards posing a risk of suffocation, choking, crushing or strangulation risk to children must be removed from the sleep and rest environment. (S. 167)
- up to date knowledge regarding safe sleeping practices is maintained and information communicated to FDC educators and families
- families are advised that amber teething necklaces and bracelets are not to be worn by babies and

young children at our Service- as per warnings by the Australian Government (2011)

- ongoing training is provided on safe sleep practices for all educators and keep a record of all such training every 12-18 months
- opportunities are provided to all employed and engaged FDC educators and educator assistants to participate in Red Nose professional training and a record of all such training is recorded
- information is provided to parents and families about Safe Sleep practices (see [Red Nose](#))
- reasonable steps are taken to ensure that each child's need for sleep, rest and relaxation are provided
- consideration is given to the ages, developmental stages and individual needs of children
- a safe indoor environment for sleep and rest is provided for children that is well ventilated, has adequate natural light and can be maintained at a temperature that ensures children's safety and wellbeing
- sleep and rest environments in FDC residences/venues will be safe and free from hazards including cigarette and tobacco smokes (Reg.110)
- a documented practice/procedure for the supervision of sleeping children is tailored to the unique layout of each FDC residence or approved venue, as well as the ages and developmental stages of the children in care including how checks are conducted for sleeping children whilst also maintaining adequate supervision of other children in their care
- FDC educators closely monitor sleeping infants and that all sleeping children are within hearing range and observed. This involves physically checking/inspecting sleeping children at regular intervals [as close to 10 minutes] and ensuring that they are always within sight and hearing distance of sleeping and resting infants and children so they can easily monitor a child's breathing and the colour of their skin. It is recommended that educators will not perform administrative duties that would take their attention away from sleeping/resting children- (Note: CCTV, audio monitors or heart monitors do not replace the need for physical checking/inspecting sleeping children)
- educators provide children with safe sleeping equipment and environment, including adequate ventilation and adequate lighting to enable effective supervision
- educators provide a safe sleep environment by removing any soft items from the cot, such as loose blankets, pillows or toys
- all equipment and furniture used by educators are safe, clean and in good repair (Reg. 103, 105)
- cots used by educators meet the current mandatory Australian Standard for Cots (AS/NZS 2172) and will carry a label to indicate this
- beds, cots and mattresses are used for the correct purpose of sleep and rest only

- sleep surfaces are checked for firmness in accordance with Australian Standard AS/NZS 8811:1:2013
- bassinets are not used or stored within the FDC service
- educators do not accept children into care in a bassinet
- they stay up to date with banned/recalled products and remove these immediately from the Service if required
- to negotiate sleep and rest routines and practices with families to reach agreement on how these occur for each child at the FDC Service
- nominated supervisors and FDC educators are not expected to endorse practices requested by a family if they differ from [Red Nose](#) safe (formerly SIDS and Kids) sleeping recommendations.
- if any requirements differ from Red Nose sleeping recommendations, written authorisation from a medical practitioner will be required and shared with FDC educators
- FDC educators follow the *Administration of First Aid Policy* if the child's face/body appears blue and the child is not breathing, initiate first aid immediately including calling an ambulance and beginning resuscitation
- the nominated supervisor will ensure an *Incident, Injury, Trauma and Illness Record* is completed in its entirety
- the nominated supervisor will ensure the parent and the regulatory authority are notified as soon as possible and within 24 hours of a serious incident
- if any requirements differ from Red Nose sleeping recommendations, written authorisation from a medical practitioner will be required and shared with FDC educators.

FAMILY DAY CARE EDUCATORS WILL:

- have a thorough understanding of the FDC Service's policy and procedure and embed practices to support safe sleep into everyday practice
- ensure children's safety is paramount
- communicate with families about their child's sleeping or rest times and the FDC Service policy regarding sleep and rest times
- respect family preferences regarding sleep and rest and consider these daily while ensuring children feel safe and secure in the environment. [Any sleep requirements that differ from Red Nose recommendations must be supported by a medical certificate]. Conversations with families may be necessary to remind families that children will neither be forced to sleep nor prevented from sleeping.

- have a documented procedure for the supervision of sleeping children whilst also maintaining adequate supervision of children in their care
- ensure reasonable steps are taken to ensure that the needs for sleep and rest of children being educated and cared for are met, having regard to the ages, developmental stages and individual needs of each child
- ensure there are appropriate opportunities to meet each child's need for sleep, rest and relaxation including providing school aged children with comfortable spaces away from the main activity area for relaxation and quiet activities
- respond to children's individual cues for sleep (yawning, rubbing eyes, disengagement from activities, crying etc)
- ensure every reasonable precaution has been taken to protect children from harm and from hazards likely to cause injury. Hazards posing a risk of suffocation, choking, crushing or strangulation risk to children must be removed from the sleep and rest environment. (S. 167)
- ensure all equipment and furniture used are safe, clean and in good repair (Reg. 103, 105)
- ensure there are adequate numbers of cots and bedding available to children that meet Australian Standards
- ensure children are only to sleep in rooms that have been safety checked as part of the FDC residence assessment process by the approved provider/coordination unit. Regular safety checks of the sleep and rest environment are made, and any hazards are identified and rectified immediately
- ensure any clothing or jewellery that could pose a risk of strangulation or choking is removed prior to the infant or child placed in a sleeping space
- ensure soft toys and comforters are not used in the sleep space for infants
- ensure pillows, inclined sleepers or other soft items should not be used in the sleep and rest environment for children under 2
- acknowledge and support children's agency, emotions, feelings and fears in regard to sleep/rest time
- develop positive relationships with children to assist in settling children confidently when sleeping and resting
- ensure that children who **do not** wish to sleep are provided with alternative quiet activities and experiences, whilst those children who **do** wish to sleep are allowed to do so, without being disrupted. If a child requests a rest, or if they are showing clear signs of tiredness, regardless of the time of day, there should be a comfortable, safe area available for them to rest. It is important that opportunities for rest and relaxation, as well as sleep, are provided.

- encourage children to dress appropriately for the room temperature when resting or sleeping
[Lighter clothing is preferable, with children encouraged to remove shoes, jumpers, jackets, hats and bulky clothing]
- encourage the use of sleeping bags with fitted neck and armholes for babies as there is no risk of the infant's face being covered
- ensure there are no loose aspects of clothing that could entangle the child during sleep/rest (including bibs)
- give bottle-fed children their bottles before going to bed
- ensure children are not put in cots or in beds with bottles as per the *Dental Health Policy*
- securely lock cots sides into place to ensure children's safety
- create a relaxing environment for sleeping children by playing quiet relaxation music, reading stories, cultural reflection, turning off lights, and ensuring children are comfortably clothed
- monitor the room temperature to ensure maximum comfort for the children
- turn off wall-mounted heaters before children use the room for sleeping. Cot rooms may be air conditioned and maintained at an appropriate temperature.
- be aware of manual handling practices when lifting babies and young children in and out of cots

SUPERVISION CHILDREN OF ALL AGES IN COTS

FDC educators and educator assistants will:

- ensure sleeping spaces are not dark- there needs to be sufficient light to allow supervision and to physically check children's breathing, lip and skin colour
- ensure sleeping infants are closely monitored and that all sleeping children are within hearing range and observed
- ensure physical checks of a sleeping child occur at least every 10 minutes (Note: CCTV, audio monitors or heart monitors do not replace the need for physical checking/inspecting sleeping children)
- physically check that the infant/child from the side of the cot (or floor mattress/toddler bed) to include:
 - breathing- rise and fall of child's chest
 - skin and lip colour
 - head position
 - body temperature
 - airway
 - head and face- ensure they remain uncovered

- ensure a record is maintained recording the time and observation of each physical check immediately after checks are made on the Safe Sleep Record for children of all age groups.
- consider the circumstances and any risk factors that may mean physical checks need to be more frequent for some babies or children (e.g., children with colds, chronic lung disorders or specific health care needs that may require higher level of supervision)
- consider higher levels of supervision and conduct more frequent checks on babies or children with colds, chronic lung disorders or specific health care needs
- ensure a record is maintained recording the time and observation of each physical check immediately after checks are made on the Safe Sleep Record for children of all age groups.
- initiate first aid immediately including calling an ambulance and beginning resuscitation if the child's face/body appears blue and the child is not breathing
- ensure an *Incident, Injury, Trauma and Illness Record* is completed in its entirety following an incident
- ensure they do not allow any visitor to the FDC residence or venue to be left alone with any child/children

PRE-SCHOOL AGE CHILDREN

FDC educators and educator assistants will:

- be respectful for children's individual sleep and rest requirements
- discuss children's sleep and rest needs with families and include children in decision making (children's agency)
- provide a tranquil and calm environment for children to rest by turning off lights, playing relaxing music, reading stories, cultural reflection
- ensure children are comfortably clothed
- encourage children to rest their bodies and minds for 20-30 minutes
- introduce relaxation techniques into rest routine- use of a relaxation tape
- ensure children sleep or rest with their face uncovered
- closely monitor sleeping and resting children
- provide quiet activities for children- puzzles, books, drawing if they do not fall asleep
- ensure a record is maintained recording the time and observation of each physical check immediately after checks are made on the Safe Sleep Record [include children of all age groups on Sleep/Rest record]
- record sleep and rest patterns to provide information to parents/families

USE AND MAINTENANCE OF COTS/BEDDING

- ensure beds, cots and mattresses are used for the correct purpose of sleep and rest only
- ensure all equipment and furniture is safe, clean and in good repair (Reg. 103, 105)
- ensure cots comply with the following:
 - spaces between bars and mattress sides are as per regulations/guidelines (not more than 25mm apart)
 - spaces do not pose any danger to children- arm and leg traps/finger traps
 - cots are not painted with any paint that contains lead
 - paint work of cots is not chipped when babies are teething
 - cots have high sides- from top of mattress to top side of cot should be at least 500mm
 - there are no toys, bumpers, pillows, doonas, loose bedding or fabric in the cot that could cause suffocation
 - there are no sharp edges
 - sleep surfaces are checked for firmness in accordance to Australian Standard AS/NZS 8811:1:2013
 - bolts and screws are tight and regularly checked
 - plastic packaging is removed from mattresses
 - waterproof mattress protectors are strong, not torn, and a tight fit
 - mattresses are not elevated or tilted
- banned/recalled products are removed immediately from the FDC Service if required
- ensure there are no choking hazards- cords, strings, bunting in the sleep environment
- use firm, clean, and well-fitting mattresses on portable cots
- beds and mattresses are wiped over with warm water and neutral detergent or vinegar solution between each use
- children's beds and cots are arranged to allow easy access for children and staff
cots/stretchers are stored safely in a safe store room, and stacked accordingly.
- bed linen is used by an individual child and is washed before use by another child
- children rest/sleep with their beds/mattresses head to toe to minimise the risk of cross infection- consider positioning of cots, mats, cushions etc

BABIES AND TODDLERS

Recommendations sourced from ACECQA and Red Nose

- Babies should always be placed on their back to sleep when first being settled. Once a baby has been observed to repeatedly roll from back to front and back again on their own, they can be left to

find their own preferred sleep or rest position (this is usually around 5–6 months of age). Babies aged younger than 5–6 months, and who have not been observed to repeatedly roll from back to front and back again on their own, should be re-positioned onto their back when they roll onto their front or side.

- If a medical condition exists that prevents a baby from being placed on their back, the alternative practice should be confirmed in writing with the Service, by the child's medical practitioner.
- Babies over four months of age can generally turn over in a cot but may not always be able to roll back again. When a baby is placed to sleep, educators should check that any bedding is tucked in securely and is not loose. Babies of this age may be placed in a safe baby sleeping bag (i.e., with fitted neck and arm holes, but no hood). At no time should a baby's face or head be covered (i.e., with linen). To prevent a baby from wriggling down under bed linen, they should be positioned with their feet at the bottom of the cot.
- Ensure any bed linen is securely tucked underneath the mattress so it cannot ride up and cover the baby's chest or cover his/her head.
- If a baby is wrapped when sleeping, consider the baby's stage of development. Leave their arms free once the startle reflex disappears at around three months of age and discontinue the use of a wrap when the baby can roll from back to tummy to back again (usually four to six months of age). Use only lightweight wraps such as cotton or muslin.
- If being used, a dummy should be offered for all sleep periods. Dummy use should be phased out by the end of the first year of a baby's life (in consultation with parents). If a dummy falls out of a baby's mouth during sleep, it should not be re-inserted.
- Babies or young children should not be moved out of a cot into a bed too early; they should also not be kept in a cot for too long. When a young child is observed attempting to climb out of a cot, and looking like they might succeed, it is time to move them out of a cot. This usually occurs when a toddler is between 2 and 3 ½ years of age but could be as early as 18 months.
- Additional supervision is required if a child is wearing a baby sleeping bag whilst sleeping outside a cot. The sleeping suit should be removed as soon as the child wakes to avoid risk of falling and injury. (Red Nose).

ADDITIONAL CONSIDERATIONS FOR CHILDREN IN CARE OUT OF CORE HOURS OR OVERNIGHT

- The FDC educator will follow an agreed and documented practice for supervision of sleeping children
- Tailored to their unique layout and safety of their residence/approved venue

- Procedures for overnight or extended care include-
 - how they will monitor the child/ren during the night
 - risks and physical safety of the child's sleeping environment
 - access to other parts of the house during the night
 - night-time emergency evacuation procedures/lockdown
 - other people's access to the child's sleeping environment
- A child who is sleeping overnight will be under the supervision of the FDC educator will have access to the FDC educator at all times
- The area where a child/ren sleep overnight will be in part of the residence that has been assessed and approved by the FDC Service. Regular assessments are conducted at least annually
- Strict adherence to child protection measures is required for authorised FDC educators and adult household members
- Any adult household members, or adults who reside in the FDC residence, are required to hold a current Working with Children Check
- Adults who stay regularly but are not full time (e.g.: one or two nights a week) still require having a WWCC
- A *Household Members Register Form* recording details of family members and regular visitors staying at the service is to be submitted to the FDC Service/FDC coordinator
- Parents must provide written authorisation before any child is permitted to sleep overnight at the FDC residence
- Specific information about sleeping arrangements, including sleeping in the same room as a sibling, even if this is a normal family arrangement, must be stated in the written authorisation
- A specific room should be provided for the child/ren to sleep in (not a thoroughfare or lounge area) where possible
- Individual beds and bedding should be provided for children who regularly stay overnight
- No child is to sleep on a waterbed or beanbag
- Children staying overnight will have access to the FDC educator at all times
- Children are not to be taken from the premises without written authorisation of a parent or authorised nominee as stated in the child's enrolment record
- The FDC educator holds responsibility and supervision of the child/ren at all times. Supervision must not be delegated to any other family member

- A Risk Assessment for *Safe Sleep and Rest* is to be completed prior to children sleeping overnight at the FDC residence and reviewed at least every 12 months or after becoming aware of any incident or circumstance where the health, safety or wellbeing of children is compromised
- Educators are to ensure National Regulations and Service policies are followed at all times when children are cared for, including overnight care
- Educators are to ensure medical condition plans are followed at all times, including when overnight care is provided
- Emergency evacuation plans and procedures are to take into consideration care that may be provided outside of core hours, including overnight care
- A FDC is to be available at all times when education and care is provided for children, including overnight care or care outside of core hours.

PARENTS/FAMILIES WILL:

- be informed during orientation of our *Sleep and Rest Policy* and procedures
- be informed that amber teething bracelets or necklaces are not to be worn at our FDC Service due to the risk of strangulation or choking
- be provided with regular information and communication about safe sleep practices from Red Nose and any changes to our policies or procedures
- be informed that if any requirements for sleep for their child differs from **Red Nose sleeping recommendations**, written authorisation from a medical practitioner will be required
- be provided with regular information about Safe Sleep practices from Red Nose
- be requested to provide FDC educators with regular updates on their child's sleeping routines and patterns, especially for infants
- be required to provide specific bedding for their child each day (as detailed in enrolment information).

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Sleep and Rest Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

Key terms

Term	Meaning
ACECQA- Australian Children's Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the

	provision of guidance, resources and services to support the sector to improve outcomes for children.
Adequate supervision	Adequate supervision means: <ul style="list-style-type: none"> that an educator can respond immediately, particularly when a child is distressed or in a hazardous situation; knowing where children are at all times and monitoring their activities actively and diligently
Continuous supervision	Ensure an educator is in sight and hearing of a sleeping child at all times- representing best practice (Red Nose)
Infant	A young child between the ages of birth and 12 months
Rest	A period of inactivity solitude, calmness or tranquility and can include a child being in a state of sleep.
Relaxation	Relaxation or other activity for bringing about a feeling of calm in your body and mind.
Red Nose	Red Nose is Australia's leading authority on safe sleep and safe pregnancy advice.
Sudden and Unexpected Death in Infancy (SUDI)	A broad term used to describe the sudden and unexpected death of a baby for which the cause is not immediately obvious.
Sudden Infant Death Syndrome (SIDS)	The sudden and unexpected death of an infant under one year of age with an onset of a fatal episode occurring during sleep, that remains unexplained after a thorough investigation including performance of a complete autopsy and review of the circumstances of death and the clinical history.

SOURCES

ACECQA. (n.d.). Safe sleep and rest practices: <https://www.acecqa.gov.au/resources/supporting-materials/infosheet/safe-sleep-and-rest-practices>

ACECQA. (2023). *Sleep and Rest for Children. Policy Guidelines.*

Australian Children's Education & Care Quality Authority. (2025). *Guide to the National Quality Framework*

Australian Competition and Consumer Commission (ACCC). (2022). Find out more: [Your First Steps to help parents keep their baby safe](#)

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

Education and Care Services National Regulations. (Amended 2023)

NSW Department of Education. (2022). *Sleep and rest for children-Policy guidelines for early childhood education and care services. (updated)*

Red Nose: <https://rednose.org.au/section/safe-practices>

Red Nose: Cot to bed

safety https://rednose.org.au/downloads/RN3356_Cot_Bed_DL_Oct2018_Online.pdf

Western Australian Legislation Education and Care Services National Law (WA) Act 2012

Western Australian Legislation Education and Care Services National Regulations (WA) Act 2012

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

INCIDENT, INJURY, TRAUMA & ILLNESS POLICY

The health and safety of Family Day Care (FDC) educators, educator assistants, children, families and visitors to our Family Day Care (FDC) Service is of the utmost importance. We aim to reduce the likelihood of incidents, illness, accidents and trauma through implementing comprehensive risk management, effective hygiene practices and the ongoing professional development of all staff to respond quickly and effectively to any incident or accident.

We acknowledge that in FDC Services, illness and disease can spread easily from one child to another, even when implementing the recommended hygiene and infection control practices. Our FDC Service aims to minimise illnesses by adhering to all recommended guidelines from relevant government authorities regarding the prevention of infectious diseases and adhere to exclusion periods recommended by the Australian Government National Health and Medical Research Council (NHMRC) [Staying healthy guidelines](#) and Public Health Unit.

When groups of children play together and are in new surroundings accidents causing injuries and illnesses may occur. Our FDC Service is committed to effectively manage our physical environment to allow children to experience challenging situations whilst preventing serious injuries.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S.165	Offence to inadequately supervise children
S. 174	Offence to fail to notify the regulatory authority

S. 174A	Family day care educator to notify certain information to approved provider
12	Meaning of serious incident
77	Health, hygiene and safe food practices
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
89	First aid kits
90	Medical conditions policy
93	Administration of medication
95	Procedure for administration of medication
97	Emergency and evacuation procedures
103	Premises, furniture and equipment to be safe, clean and in good repair
104	Fencing
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care Service must have policies and procedures
169	Additional policies and procedures-family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
175	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain circumstances to regulatory authority
177	Prescribed enrolment and other documents to be kept by approved provider
183	Storage of records and other documents

RELATED POLICIES

Administration of First Aid Policy	Family Communication Policy
Administration of Medication Policy	Handwashing Policy
Anaphylaxis Management Policy	Health and Safety Policy
Asthma Management Policy	Immunisation Policy
Child Safe Environment Policy	Medical Conditions Policy
Dealing with Infectious Disease Policy	Pregnancy in Early Childhood Policy
Delivery of Children to, and collection from	Privacy and Confidentiality Policy
Education and Care Service Premises	Record Keeping and Retention Policy
Diabetes Management Policy	Road Safety Policy
Enrolment Policy	Safe Transportation Policy
Epilepsy Policy	Work, Health and Safety Policy

PURPOSE

Our FDC Service has a duty of care to respond to and manage illnesses, accidents, incidents, and trauma that may occur at the Service to ensure the safety and wellbeing of children, FDC educators, educator assistants, coordinators and visitors. This policy will guide educators to manage illness and prevent injury and the spread of infectious diseases and provide guidance of the required action to be taken in the event of an incident, injury, trauma or illness occurring when a child is educated and cared for.

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, educators, educator assistants, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for incident, injury, trauma and illness and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021). In the event of an incident, illness, injury or trauma, FDC educators will implement the guidelines set out in this policy to adhere to National Law and Regulations and management will inform the regulatory authority as required.

Our Service requires FDC educators to implement risk management planning to identify any possible risks and hazards in their learning environments and practices. Where possible, FDC educators have eliminated or minimised these risks as is reasonably practicable by implementing risk management strategies and providing adequate supervision to ensure children are protected from harm or hazards. FDC educators will follow this policy and procedures to minimise the impact of incidents and injury to children.

In the event of a serious injury or accident, an ambulance will be called immediately, and the FDC

educator will follow any instructions provided by emergency services. FDC educators will ensure parents/guardians are contacted as soon as practicable and the principal office of our FDC Service will also be contacted.

Our FDC Service will ensure we review and evaluate our policies and procedures and ensure that educators' physiological wellbeing is supported following any serious incident, injury or trauma.

The approved provider or nominated supervisor must be contactable by the FDC educator at all times education and care is provided.

An *Incident Injury Report Register* will be completed to assist with a review of practices following an incident or injury at a FDC Service, including an assessment of areas for improvement.

INJURY, INCIDENT OR TRAUMA

In the event of any child, educator, volunteer or visitor having an accident at the FDC Service, residence or venue, the FDC educator will attend to the person immediately and follow the *Administration of First Aid procedure*. The FDC educator will:

- ensure any workplace incident, injury or trauma will be investigated, and records kept as per WHS legislation and guidelines
- contact the nominated supervisor/coordinator for support and assistance
- ensure supervision is provided to other children in care at the residence or approved venue
- provide details for notification to the regulatory authority to the approved provider if the incident or injury is a notifiable incident
- complete an *Incident, Injury, Trauma and Illness Record* and ensure parents have verified the information, signed and dated the record
- keep a copy of all records on file at the FDC residence and principal office.

DEFINITION OF SERIOUS INCIDENT

Regulations require the approved provider or nominated supervisor to notify regulatory authority within 24 hours of any serious incident at the FDC Service through the [NQA IT System](#).

A serious incident (Reg. 12) is defined as any of the following:

a) The death of a child:

- (i) while being educated and cared for by an Education and Care Service or
- (ii) following an incident while being educated and cared for by an Education and Care Service.

(b) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an Education and Care Service, which:

(i) a reasonable person would consider required urgent medical attention from a registered medical practitioner or

(ii) for which the child attended, or ought reasonably to have attended, a hospital. For example: whooping cough, broken limb and anaphylaxis reaction

(c) Any incident or emergency where the attendance of emergency services at the Education and Care Service premises was sought, or ought reasonably to have been sought (eg: severe asthma attack, seizure or anaphylaxis)

(d) Any circumstance where a child being educated and cared for by an Education and Care Service

(i) Appears to be missing or cannot be accounted for or

(ii) Appears to have been taken or removed from the Education and Care Service premises in a manner that contravenes these regulations or

(iii) Is mistakenly locked in or locked out of the Education and Care Service premises or any part of the premises.

A serious incident should be documented in an *Incident, Injury, Trauma and Illness* record as soon as possible and within 24 hours of the incident, with any evidence attached and parent notified and evidence of this.

INCIDENT, INJURY, TRAUMA AND ILLNESS RECORD

An *Incident, Injury, Trauma and Illness* record contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for at the FDC Service. The record will include:

- name and age of the child
- circumstances leading to the incident, injury, illness
- time and date the incident occurred, the injury was received, or the child was subjected to trauma
- details of any illness which becomes apparent while the child is being cared for including any symptoms, time and date of the onset of the illness
- details of the action taken by the educator including any medication administered, first aid provided, or medical professionals contacted
- details of any person who witnessed the incident, injury or trauma
- names of any person the educator notified or attempted to notify, and the time and date of this
- signature of the person making the entry, and the time and date the record was made

FDC educators are required to complete documentation of any incident, injury or trauma that occurs when a child is being educated and cared for by the FDC Service. This includes recording incidences of

biting, scratching, dental or mouth injury. Due to Confidentiality and Privacy laws, only the name of the child injured will be recorded on the *Incident, Injury, Trauma or Illness Record*. Any other child/ren involved in the incident will not have their names recorded. If other children are injured or hurt, separate records will be completed for each child involved in the incident. Parents/authorised nominee must acknowledge the details contained in the record, sign and date the record on arrival to collect their child. All *Incident, Injury, Trauma and Illness Records* must be kept until the child is 25 years of age. (See: *Record Keeping and Retention Policy*).

MISSING OR UNACCOUNTED FOR CHILD

At all times, reasonable precautions and adequate supervision is provided to ensure children are protected from harm or hazards. However, if a child appears to be missing or unaccounted for, removed from the FDC residence or venue premises that breaches the National Regulations or is mistakenly locked in or locked out of any part of the service, a serious incident notification must be made to the regulatory authority.

A child may only leave the FDC Service in the care of a parent, an authorised nominee named in the child's enrolment record or a person authorised by a parent or authorised nominee or because the child requires medical, hospital or ambulance care or other emergency.

FDC educators must ensure that

- the attendance record is regularly cross-checked to ensure all children signed into the FDC Service are accounted for
- children are supervised at all times
- visitors to the service are not left alone with children at any time
- a headcount of children is conducted as the visitor leaves the residence

Should an incident occur where a child is missing from the FDC Service, the educator will:

- attempt to locate the child immediately by conducting a thorough search of the residence and premise (checking any areas that a child could be locked into by accident)
- cross check the attendance record to ensure the child hasn't been collected by an authorised person and signed out by another person – e.g.: educator assistant or coordinator
- if the child is not located within a 10-minute period, the educator will notify emergency services and notify the parent/s or guardian and the Approved Provider of the Family Day Care Service

- continue to search for the missing child until emergency services arrive whilst providing supervision for other children in care
- provide information to Police such as: child's name, age, appearance, (provide a photograph), details of where the child was last sighted.

If a child is missing during or following transportation the *Missing Child During Regular Transportation Procedure* is to be followed.

The approved provider is responsible for notifying the regulatory authority of a serious incident within 24 hours of the incident occurring.

HEAD INJURIES

All head injuries will be considered as serious and should be assessed by a doctor or the nearest hospital.

In the event of a head injury, the FDC educator will assess the child, administer any urgent First Aid and notify parents/guardians to collect their child.

Emergency services will be contacted immediately on 000 if the child:

- has sustained a head injury involving high speeds or fallen from a height (play equipment)
- loses consciousness
- seems unwell or vomits several times after hitting their head

(see: *Head Injury Guide and Procedure*)

The FDC educator must contact the principal office of the FDC Service at the time of the incident and also after the child has been collected or transferred to hospital. An *Incident, Injury, Trauma and Illness* record must be completed and signed by the parent. The approved provider will notify the regulatory authority on behalf of the Family Day Care educator.

TRAUMA

Trauma is defined as the impact of an event or a series of events during which a child feels helpless and pushed beyond their ability to cope. There are a range of different events that might be traumatic to a child, including accidents, injuries, serious illness, natural disasters (bush fires), assault, and threats of violence, domestic violence, neglect or abuse and war or terrorist attacks. Parental or cultural trauma can also have a traumatising effect on children. This definition firmly places trauma into a developmental context: *"Trauma changes the way children understand their world, the people in it and where they belong"* (Australian Childhood Foundation, 2010).

Trauma can disrupt the relationships a child has with their parents, educators and staff who care for them. It can transform children's language skills, physical and social development and the ability to manage their emotions and behaviour.

Behavioural response in babies and toddlers who have experienced trauma may include:

- Avoidance of eye contact
- Loss of physical skills such as rolling over, sitting, crawling, and walking
- Fear of going to sleep, especially when alone
- Nightmares
- Loss of appetite
- Making very few sounds
- Increased crying and general distress
- Unusual aggression
- Constantly on the move with no quiet times
- Sensitivity to noises.

Behavioural responses for pre-school aged children who have experienced trauma may include:

- new or increased clingy behaviour such as constantly following a parent, carer around
- anxiety when separated from parents or carers
- new problems with skills like sleeping, eating, going to the toilet and paying attention
- shutting down and withdrawing from everyday experiences
- difficulties enjoying activities
- being jumpier or easily frightened
- physical complaints with no known cause such as stomach pains and headaches
- blaming themselves and thinking the trauma was their fault.

Children who have experienced traumatic events often need help to adjust to the way they are feeling. When parents, educators and staff take the time to listen, talk, and play they may find children begin to say or show how they are feeling. Providing children with time and space lets them know you are available and care about them.

It is important for educators to be patient when dealing with a child who has experienced a traumatic event. It may take time to understand how to respond to a child's needs and new behaviours before parents, educators and staff are able to work out the best ways to support a child. It is imperative to

realise that a child's behaviour may be a response to the traumatic event rather than just 'naughty' or 'difficult' behaviour.

Educators can assist children dealing with trauma by implementing trauma-informed practice including:

- getting children to identify their emotions
- debriefing with children after any incident, illness or trauma to support their understandings of the events
- providing opportunities for children to voice their feelings, ask questions and talk
- supporting children to regulate their emotions and build positive relationships
- observing the behaviours and expressed feelings of a child and documenting responses that were most helpful in these situations
- creating a 'relaxation' space with familiar and comforting toys and objects children can use when they are having a difficult time
- having quiet time such as reading a story about feelings together
- trying different types of play that focus on expressing feelings (e.g., drawing, playing with play dough, dress-ups and physical games such as trampolines)
- helping children understand their feelings by using reflecting statements (e.g., 'you look sad/angry right now, I wonder if you need some help?').

There are a number of ways for parents, educators to reduce their own stress and maintain awareness, so they continue to be effective when offering support to children who have experienced traumatic events.

STRATEGIES TO ASSIST FAMILIES AND EDUCATORS TO COPE WITH CHILDREN'S STRESS OR TRAUMA MAY INCLUDE:

- taking time to calm yourself when you have a strong emotional response. This may mean walking away from a situation for a few minutes or handing over to another educator or staff member if possible.
- planning ahead with a range of possibilities in case difficult situations occur.
- remembering to find ways to look after yourself, even if it is hard to find time or you feel other things are more important. Taking time out helps adults be more available to children when they need support.
- using supports available to you within your relationships (e.g., family, friends, colleagues).

- identifying a supportive person to talk to about your experiences. This might be your family doctor or another health professional.
- accessing support resources- BeYou, Emerging Minds, Kids Help Line

Living or working with traumatised children can be demanding so it is important to be aware of your own responses and seek support from management when required.

An *Incident, Injury, Trauma and Illness Record* must be completed detailing the trauma the child was subjected to, the time and date and circumstances as per Reg. 87.

ILLNESS MANAGEMENT

To reduce the transmission of infectious illness, our FDC Service implements effective hygiene and infection control routines and procedures from [*Staying healthy: Preventing infectious diseases in early childhood education and care services- 6th Edition*](#).

Practising effective hygiene helps to minimise the risk of cross infection within our FDC Service include:

- immunisation- for children and adults
- respiratory hygiene- limiting airborne germs and the transmission of respiratory diseases.
Educators model good hygiene practices and remind children to cough or sneeze into their elbow or use a disposable tissue and wash their hands immediately with soap and water or use hand sanitiser after touching their mouth, eyes or nose.
- hand hygiene- handwashing techniques are practised by all educators and children routinely using soap and water before and after eating, after changing children's nappies, when using the toilet and drying hands thoroughly with paper towel.
- parents, families and visitors are requested to wash their hands upon arrival and departure at the FDC Service or use an alcohol-based hand sanitizer
- wearing PPE- gloves and masks to provide a protective barrier against germs
- environmental strategies- cleaning with specific products after any spills of body fluids (urine, faeces, vomit, blood, breastmilk); All surfaces including bedding (mat, cushions) used by a child who is unwell, will be cleaned with soap and water and then disinfected.
- nappy changing and toileting- Infection control practices including hand hygiene and proper cleaning and disinfection procedures are implemented when children's nappies are changed. Children are helped and/or supervised using the toilet and washing their hands
- exclusion – children, educators and other staff who show symptoms of infectious disease are excluded from the Service.

(Staying healthy, 6th Edition, 2024)

CHILDREN ARRIVING AT THE FDC SERVICE WHO ARE UNWELL

FDC educators will not accept a child into care if they:

- have a diagnosed contagious illness or infectious disease [specific exclusion periods may apply]
- have a temperature above 38.0°C
- have been given medication for a temperature prior to arriving at the Service (for example: Panadol)
- have had *any* diarrhoea and/or vomiting in the last 24 hours
- have started a course of antibiotics in the last 24 hours.

IDENTIFYING SIGNS AND SYMPTOMS OF ILLNESS

FDC educators are not doctors and are unable to diagnose an illness or infectious disease, however, as our FDC educators are familiar with the children in their care, they will watch for symptoms of sickness. If a child becomes ill whilst at the Service, FDC educators will respond to their individual symptoms of illness and provide comfort and care.

FDC educators will closely monitor the child focusing on the symptoms displayed and how the child behaves and be alert to the possibility of symptoms that may suggest the child is very sick and needing urgent medical assistance.

FDC educators will:

- understand the differences between *concerning and serious symptoms*
- if any *serious symptoms* are observed (breathing difficulties, drowsiness or unresponsiveness, looking pale or blue or feeling cold)
 - an ambulance will be called immediately
- if any *concerning symptoms* are observed (lethargy, fever, poor feeding, new rash, poor urine output, irritation or pain or sensitivity to light) educators will:
 - monitor the child carefully
 - call parents/carers
 - discuss symptoms with parents/carers and help them decide whether the child needs to see a doctor
- educators will monitor the child and will consider calling an ambulance if:
 - any concerning symptoms become severe
 - the child gets worse very quickly
 - there are multiple concerning symptoms.

(Staying healthy, 6th Edition, 2024)

In the event of any child requiring ambulance transportation and medical intervention, a serious incident will be reported to the regulatory authority (Reg. 12) by the approved provider.

If the child has symptoms that suggest they are sick and they are not well enough to enjoy activities, they should go home and parents/caregivers will be contacted. A child who is displaying symptoms of a contagious illness or virus (vomiting, diarrhoea, fever) will be moved away immediately from the rest of the group and supervised until he/she is collected by a parent or emergency contact person.

SYMPTOMS INDICATING ILLNESS MAY INCLUDE:

- lethargy and decreased activity
- difficulty breathing
- fever (temperature more than 38°C)
- headaches
- poor feeding
- poor urine output/ dark urine
- a stiff neck, irritability or sensitivity to light
- new red or purple rash
- pain
- diarrhoea
- vomiting
- discharge from the eye or ear
- skin that displays rashes, blisters, spots, crusty or weeping sores
- loss of appetite
- difficulty in swallowing or complaining of a sore throat
- persistent, prolonged or severe coughing

(This is not an exhaustive list of indicators of illness)

HIGH TEMPERATURES OR FEVERS

Children get fevers or temperatures for all kinds of reasons. Most fevers and the illnesses that cause them last only a few days. Recognised authorities suggest a child's normal temperature will range between 36.5°C and 38.0°C.

WHEN A CHILD DEVELOPS A HIGH TEMPERATURE OR FEVER AT THE SERVICE

- For infants under 3 months old, parents/guardians will be notified immediately for any fever over 38°C for immediate medical assistance. If a parent is uncontactable, emergency contacts will be contacted. If family members are unable to be contacted and emergency medical assistance is required, the Service will follow the *Administration of First Aid Policy* and contact emergency services
- FDC educators will check a child's temperature if they think the child has a fever. If it is between 37.5°C and 37.9°C educators will retest within 30 minutes (records will be kept of time, date and temperature)
- FDC educators will notify parents when a child registers a temperature of 38°C or higher
- FDC educators will follow the *Illness Management Procedure* for methods to reduce a child's temperature or fever
- The child will need to be collected from the FDC Service as soon as possible (within 30 minutes)
- FDC educators will monitor the child carefully to ensure their condition does not get worse and call an ambulance immediately if required
- Parents/carers will be provided with a *Fever* factsheet for further information
- FDC educators will complete an *Incident, Injury, Trauma and Illness* record and note down any other symptoms that may have developed along with the temperature (for example, a rash, vomiting, etc.).
- If the child has gone home from the FDC Service with a fever but their temperature is normal the next morning they can return to the Service. (Staying healthy, 6th Edition, 2024)

RESPIRATORY SYMPTOMS

Respiratory symptoms include cough, sneezing, runny or blocked nose and sore throat. It is not unusual for children to have five or more colds a year, and children in education and care services may have as many as 8–12 colds a year. A runny or blocked nose is a common symptom for many respiratory conditions or diseases which may be infectious such as a cold, influenza or COVID. Some causes, however, are not infectious such as allergies (hay fever).

As each child may have different symptoms of a respiratory illness, our FDC Service will consider exclusion based on the severity of the symptoms and the child's behaviour. Children can become distressed and lethargic when unwell and should be at home with a parent or carer under close supervision.

A child will be excluded from the FDC Service if:

- the respiratory symptoms are severe or;
- the symptoms become worse during the course of the day (more frequent or severe) or;
- the child has other concerning symptoms (fever, tiredness, pain, poor feeding).

(Staying healthy, 6th Edition, 2024).

DIARRHOEA AND VOMITING (GASTROENTERITIS)

Gastroenteritis (or 'gastro') is a general term for an illness of the digestive system. Typical symptoms include abdominal cramps, diarrhoea, and vomiting. In many cases, it does not need treatment, and symptoms disappear in a few days. However, gastroenteritis can cause dehydration because of the large amount of fluid lost through vomiting and diarrhoea. Therefore, if a child does not receive enough fluids, he/she may require fluids intravenously.

If a child has diarrhoea and/or vomiting whilst at the FDC residence or venue, the educator will notify parents or an emergency contact to collect the child immediately. Parents/carers will be provided with a *Diarrhoea or vomiting (gastroenteritis)* fact sheet for further information.

In the event of an outbreak of viral gastroenteritis, the FDC educator must inform their coordinator/nominated supervisor and they will contact the local Public Health Unit.

[Public Health Unit- Local state and territory health departments](#) An outbreak is when two or more children or staff have a sudden onset of diarrhoea or vomiting in a 2-day period. (See: *Illness or Infectious Disease Register*). The FDC educator and coordinator must document the number of cases, dates of onset, duration of symptoms.

FDC educators and children that have had diarrhoea and/or vomiting will be excluded from the FDC Service until there has not been any diarrhoea or vomiting for at least 24 hours. If the diarrhoea or vomiting are confirmed to be norovirus, they will be excluded until there has not been any diarrhoea or vomiting for at least 48 hours. FDC educators who handle food will be excluded from for up to 48 hours after they have stopped vomiting or having diarrhoea. [Staying healthy, 2024.]

FDC Services can amend exclusion time as per state/territory Public Health Unit recommendations

An *Incident, Injury, Trauma and Illness Record* must be completed as per regulations. Notifications for serious illnesses must be lodged with the regulatory authority and Public Health Unit.

NOTIFYING FAMILIES AND EMERGENCY CONTACT- SICKNESS OR INFECTIOUS ILLNESS

- It is a requirement of the Service that all emergency contacts are able to pick up an ill child within a 30-minute timeframe
- In the event that the ill child is not collected in a timely manner, or should parents refuse to collect the child, a warning letter will be sent to the families outlining FDC Service policies and requirements. The letter of warning will specify that if there is a future breach of this nature, the child's position may be terminated.
- Parents or guardians are notified as soon as practicable and no later than 24 hours of the illness, accident, or trauma occurring
- Families will be notified of any outbreak of an infectious illness (e.g.: Gastroenteritis, whooping cough) within the Service via our notice board, online app or email to assist in reducing the spread of the illness
- When a child has been diagnosed with an illness or infectious disease, the FDC Service will refer to information about recommended exclusion periods from the [Public Health Unit \(PHU\)](#) and *Staying healthy: Preventing infectious diseases in early childhood education and care services 6th Edition (2024)*.
- Exclusion periods for illness and infectious diseases are provided to families and included in our Family Handbook and *Dealing with Infectious Disease Policy*
- Families are provided with clear information about any illness or disease via Factsheets from [Staying healthy, 6th Edition](#).

THE APPROVED PROVIDER, NOMINATED SUPERVISOR, COORDINATOR AND FDC EDUCATORS WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- FDC policies and procedures are adhered to at all times
- each child's enrolment records include authorisations by a parent or person named in the record for the approved provider, nominated supervisor or educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and if required, transportation by an ambulance service
- accurate attendance records are kept at all times
- parents or guardians are notified as soon as practicable and no later than 24 hours of the illness, incident, injury or trauma occurring at a FDC residence or venue whilst in the care of an educator
- an *Incident, Injury, Trauma and Illness Record* is completed accurately and in a timely manner as soon after the event as possible (within 24 hours)

- if the incident, situation or event presents imminent or severe risk to the health, safety and wellbeing of any person present at the FDC Service or if an ambulance was called in response to the emergency (not as a precaution) the regulatory authority will be notified within 24 hours of the incident
- families are advised to keep their child at home until they are feeling well, and they have not had any symptoms for at least 24-48 hours (depending upon the illness and exclusion periods)
- children or FDC educators who are diagnosed with an illness or infectious disease may be excluded as per recommended exclusion periods for common or concerning conditions
- families are notified of any infectious diseases circulating the FDC service within 24 hours of detection
- families of a child with complex and chronic medical conditions will be notified in the event of an outbreak of an illness or infectious disease that could compromise their health
- a child who has not been immunised will be excluded from the FDC Service if a vaccine preventable disease is reported within the Service community and that child is deemed to be in danger of contracting the illness. Please refer to our *Dealing with Infectious Diseases Policy*
- families are notified to collect their child if they have vomited or had diarrhoea whilst at the FDC Service
- FDC educators and educator assistants:
 - hold current ACECQA approved first aid qualification including emergency life support and CPR resuscitation
 - has undertaken current approved emergency anaphylaxis and
 - has undertaken current emergency asthma management training
- first aid kits are suitably equipped and checked on a monthly basis (see *First Aid Kit Checklist*).
- first aid kits are easily accessible when children are present at the FDC residence and during excursions
- CPR charts are displayed in a prominent position in the indoor and outdoor environment
- FDC educators or educator assistants who have diarrhoea, or an infectious disease do not prepare food for others for at least 48 hours after the symptoms have resolved
- cold food is kept cold (below 5 °C) and hot food, hot (above 60°C) to discourage the growth of bacteria
- children are excluded from the FDC Service if the educator feels the child is too unwell to attend or is a risk to other children
- educators, coordinators, visitors and children always practice appropriate hand hygiene and cough and sneezing etiquette

- appropriate cleaning practices are followed
- toys and equipment are cleaned and disinfected on a regular basis which is recorded in the toy cleaning register or immediately if a child who is unwell has mouthed or used these toys or resources
- additional cleaning will be implemented during any outbreak of an infectious illness or virus
- support, advice and tools will be provided to assist educators manage their mental health following any traumatic event/experience
- information regarding the health and wellbeing of a child or staff member is not shared with others unless consent has been provided, in writing, or provided the disclosure is required or authorised by law under relevant state/territory legislation.

FAMILIES WILL:

- adhere to the Service's policies regarding *Incident, Injury, Trauma and Illness*
- provide authorisation in the child's enrolment record for the FDC educator, approved provider, nominated supervisor to seek medical treatment from a medical practitioner, hospital or ambulance service and if required, transportation by ambulance service
- provide up to date medical and contact information in case of an emergency
- provide emergency contact details and ensure details are kept up to date
- ensure that their child is able to be collected from the FDC Service within a 30-minute timeframe if required due to illness by either a parent or emergency contact
- provide the FDC Service with all relevant medical information, including Medicare and private health insurance
- provide a copy of their child's medical management plans and update these annually or whenever medication/medical needs change
- adhere to recommended periods of exclusion if their child has a virus or infectious illness- [\(exclusion for common or concerning conditions\)](#)
- seek medical advice for their child's illness/fever as required
- complete documentation as requested by the FDC educator and/or approved provider- *Incident, Injury, Trauma and Illness record* and acknowledge that they were made aware of the incident
- inform the FDC Service if their child has an infectious disease or illness
- provide evidence as required from doctors or specialists that the child is fit to return to care if required- including post-surgery
- complete and acknowledge details in the *Administration of Medication Record* if required

BREACH OF POLICY

Staff members or FDC educators who fail to adhere to this policy may be in breach of their terms of employment and may face disciplinary action.

RESOURCES

[beyou Natural Disaster Resource](#)

[Emerging Minds Community Trauma Toolkit](#)

[Common cold fact sheet](#)

[Concussion and mild head injury](#)

[Exclusion for common or concerning conditions](#)

[NSW Health Gastro Pack NSW Health](#)

NSW Health [Stopping the spread of childhood infections factsheet](#).

[Staying healthy- 6th Edition Fact sheets](#)

[Time Out Keeping your child and other kids healthy!](#) (Queensland Government)

Time Out Brochure [Why do I need to keep my child at home?](#)

The Sydney Children's Hospitals network (2020). [Fever](#)

CONTINUOUS IMPROVEMENT/REFLECTION

The *Incident, Injury, Trauma and Illness Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Children's Education & Care Quality Authority. 2021. [Policy and Procedure Guidelines. Incident, Injury, Trauma and Illness Guidelines](#).

Australian Childhood Foundation. (2010). [Making space for learning: Trauma informed practice in schools](#):

Australian Government Department of Education. (2022). [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0](#).

BeYou (2024) [Natural disaster Response](#)

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Health Direct <https://www.healthdirect.gov.au/>

National Health and Medical Research Council. (2024). [Staying healthy: Preventing infectious diseases in early childhood education and care services. 6th Edition](#).

Raising Children Network: <https://raisingchildren.net.au/guides/a-z-health-reference/fever>

SafeWork Australia: [First Aid](#)

[*Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012*](#)

[*Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012*](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

INFECTIOUS DISEASE POLICY

The National Quality Standard requires early childhood education and care services implement specific strategies to minimise the spread of infectious illness and maintain a healthy environment for all children, staff, educators and families. The spread of infections in the early childhood environment is facilitated by microbial contamination of the environment, as well as the greater exposure to young children who are still developing hygienic behaviours and habits. Our Family Day Care (FDC) Service will minimise children's exposure to infectious diseases by ensuring FDC educators and staff adhere to all recommended guidelines from relevant authorities regarding the prevention of infectious diseases, promoting practices that reduce the transmission of infection, ensuring the exclusion of sick children and educators, supporting child immunisation, and implementing effective hygiene practices.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 172	Offence to fail to display prescribed information
S.174(2)(a)	Serious incident- any emergency for which emergency services attended
12	Meaning of serious incident
77	Health, hygiene and safe food practices
83	Staff members and family day care educators not to be affected by alcohol or drugs
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases

89	First aid kits
90	Medical conditions policy
92	Medication record
93	Administration of medication
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
169	Additional policies and procedures for family day care service
170	Policies and procedures to be followed
173A	Prescribed information to be displayed—family day care service
175(2)(c)	Prescribed information to be notified to the Regulatory Authority- (2) any circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service
176A	Prescribed information to be notified to approved provider by family day care educator

RELATED POLICIES

Administration of Medication Policy Bottle Safety and Preparation Policy Child Safe Environment Policy Code of Conduct Dental Health Policy Enrolment Policy Family Communication Policy Governance Policy Hand Washing Policy Health and Safety Policy	Immunisation Policy Incident, Injury, Trauma and Illness Policy Medical Conditions Policy Nappy Change and Toileting Policy Physical Environment Policy Pregnancy in Early Childhood Policy Privacy and Confidentiality Policy Sleep and Rest Policy Work Health and Safety Policy
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PURPOSE

Children encounter many other children and adults within the FDC environment which can result in the contraction of infectious illnesses. Our FDC Service has a duty of care to ensure that children, families, educators and visitors of the Service are provided with a high level of protection during the hours FDC educators provide education and care to children. We aim to minimise cross contamination and the spread of infectious illnesses by implementing best practice and high standards of personal hygiene within our FDC Service.

This policy communicates clear directions and guidance about protocols and actions to be followed to avoid adversely affecting the safety and health of children, other staff members and visitors to the service. A simple, safe and effective way of protecting individuals and others within the community against harmful diseases is immunisation.

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, educators, educator assistants, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Under the Education and Care Services National Regulations, the approved provider must ensure policies and procedures are in place in relation to dealing with infectious diseases. (ACECQA, August 2021). Our FDC Service is committed to minimise the spread of infectious diseases and viruses by implementing recommendations as stated in the [Staying healthy: Preventing infectious diseases in early childhood education and care services \(6th Edition\)](#) developed by the Australian Government National Health and Medical Research Council and advice provided from the Australian Health Protection Principal Committee (AHPPC).

We are guided by decisions regarding exclusion periods and notification of infectious diseases by the *Australian Government- Department of Health* and local Public Health Units in our jurisdiction as per the Public Health Act.

This policy must be read in conjunction with our other Quality Area 2 policies:

- Immunisation Policy
- Incident, Injury, Trauma and Illness Policy
- Medical Conditions Policy *and*
- Handwashing Policy

DEFINITION OF INFECTIOUS DISEASE

In relation to a participating jurisdiction, means an infectious disease that is designated under a law of that jurisdiction or by a health authority (however described) as a disease that would require a person with the disease to be excluded from an education and care service (Definitions- National Regulations).

PREVENTING INFECTIOUS DISEASES

Children enter education and care services when their immune systems are still developing. They have not been exposed to many common germs and therefore are susceptible to bacteria that may cause infections. Given the close physical contact children have with other children in early childhood and care, it is very easy for infectious diseases and illnesses to spread through normal daily activities as germs can be picked up directly from an infected person or from the environment. It is important to understand that an infected person may not show any signs or symptoms of illness.

Our FDC Service implements rigorous hygienic practices to limit the spread of illness and infectious diseases including:

- immunisation- for children and adults
- effective hand washing hygiene
- respiratory hygiene- cough and sneeze etiquette
- appropriate use of gloves and other PPE
- exclusion of children when they are unwell or displaying symptoms of an infectious disease or virus
- effective environmental cleaning including toys and resources and bedding
- encouraging use of the outdoors environment
- requesting parents and visitors to wash their hands with soap and water or hand sanitizer upon arrival and departure at the FDC Service
- ensuring adequate ventilation
- encouraging children, FDC educators or staff to seek medical attention and get tested if they show symptoms of an infectious disease or virus, including COVID-19.

IMMUNISATION REQUIREMENTS

- Immunisation is a reliable way to prevent many child hood infectious diseases. Unvaccinated children due to their parent's conscientious objection are no longer able to be enrolled in approved early childcare services.
- Children who cannot be fully vaccinated due to a medical condition or who are on a recognised catch-up schedule may still be enrolled upon presentation of the appropriate form signed by a medical practitioner who meets the criteria stated by the Australian Government.
- Only parents of children who are fully immunised or are on a recognised catch-up schedule or have an approved medical exemption recorded on the Australian Immunisation Register (AIR) can receive Child Care Subsidy (CCS). The relevant vaccinations are those under the *National*

Immunisation Program (NIP), which covers the vaccines usually administered before age five.

These vaccinations must be recorded on the AIR.

- FDC educators and other staff are highly recommended to keep up to date with all immunisations including yearly influenza vaccinations. These include vaccinations recommended by the National Health and Medical Research Council (NHMRC). The Australian Government recommends all people over the age of 6 months have an annual Influenza (flu) vaccine and all adults receive COVID-19 vaccinations and boosters.
- Staff are required to provide an *Immunisation History Statement* from the Australian Immunisation Register (AIR) and/or records from their general practitioner to management for their staff record.
- Vaccination is important as not only can staff members and FDC educators catch a potentially serious infection such as measles or whooping cough, but they could also then inadvertently pass it onto children in their care who are too young to have had their vaccinations or to women who may be pregnant.

EXCLUDING CHILDREN FROM THE FDC SERVICE

‘Excluding children, staff and parents who are at risk of transmitting infection to others limits the spread of infection in education and care services.’ (Staying healthy, 2024, p. 75)

The need for exclusion and the length of time a person is excluded from the Service depends on:

- the type of infection
- if symptoms are present and how severe they are
- how easily the infection or disease can spread
- how long the person is likely to be infectious

When a child or adult has symptoms or has been diagnosed with an illness or infectious disease, the FDC Service will refer to information about recommended exclusion periods from the Public Health Unit (PHU) and *Staying healthy: Preventing infectious diseases in early childhood education and care services*, 6th edition.

Although some illnesses will state *‘not excluded’*, any child or FDC educator displaying symptoms of an illness or condition are encouraged to stay at home and/or seek medical advice for any concerning symptoms or if symptoms continue. [Exclusion for common or concerning conditions](#)

- When an infectious disease has been diagnosed or suspected, the FDC Service will display appropriate documentation and alerts for families including information on the illness/disease,

symptoms, infectious period and the exclusion period. (Fact sheets are available [Staying Healthy Guidelines](#))

- If a vaccine preventable disease occurs in the Service, children who have not been fully immunised will be excluded from care; staff who are not vaccinated will be notified and should be excluded from the workplace. Management will check all children's immunisation records and alert parents as required.
- FDC educators and children that have had diarrhoea and/or vomiting will be excluded from the Service until there has not been any diarrhoea or vomiting for at least 24 hours. If the diarrhoea or vomiting are confirmed to be norovirus, they will be excluded until there has not been any diarrhoea or vomiting for at least 48 hours. FDC educators who handle food will be excluded from the FDC Service for up to 48 hours after they have stopped vomiting or having diarrhoea. [Staying healthy, 2024.]

REPORTING OUTBREAKS TO THE PUBLIC HEALTH UNIT AND REGULATORY AUTHORITY (REG. 175 (2) (C))

Outbreaks of communicable diseases and contagious viruses represent a threat to public health. To help prevent outbreaks, the Department of Health monitors the number of people who contract certain infectious diseases and their characteristics, the recent travel or attendance of infected people in a public place or on public transport and works with health specialists and doctors to help prevent the transmission of diseases to other people.

The Public Health Act 2010 lawfully requires and authorises doctors, hospitals, laboratories, school principals and childcare centre directors to confidentially notify the Public Health Unit of patients with certain conditions, and to provide the required information on the notification forms. Specialist trained public health staff review this information and if necessary, contact the patient's doctor, and sometimes the patient, to provide advice about disease control and to complete the collection of information.

All information is held confidentially in order to protect the patient's privacy. Under the Commonwealth Privacy Acts, patient information is only released/disclosed where it is lawfully required or authorised. FDC educators must notify the approved provider/nominated supervisor of any incidence of an infectious disease.

The approved provider is required to notify the local Public Health Unit (PHU) by phone (call 1300 066 055) as soon as possible after they are made aware that a child enrolled at the FDC Service is suffering from one of the following vaccine preventable diseases.

- Diphtheria
- Hib (Haemophilus influenzae type b)
- Mumps
- Poliomyelitis
- Meningococcal disease
- Rubella ('German measles')
- Measles
- Pertussis ('whooping cough')
- Tetanus

Notification is also required for:

- Gastroenteritis (if 2 or more people are affected and an outbreak is suspected)

The approved provider/nominated supervisor will closely monitor health alerts and guidelines from Public Health Units and the Australian Government- Department of Health for any advice and emergency health management in the event of a contagious illness outbreak. The approved provider must also notify the regulatory authority of any incidence of a notifiable infectious disease or illness that poses a risk to health, safety and wellbeing of children.

[Services in NSW](#)-A notification must be lodged through the [NQA-ITS](#) if there is an outbreak of COVID-19 in the service (5 cases or more within a 7-day period)

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR WILL ENSURE:

- obligations under *Education and Care National Law and Regulations* are met and understood by all FDC educators, educator assistants and coordinators
- FDC educators, educator assistants, coordinators and staff comply with this policy
- all new employees and engaged educators are provided with a copy of this policy as part of their induction process
- families are aware of this *Dealing with Infectious Diseases Policy* upon enrolment
- infection control measures are implemented in each FDC residence or approved venue
- children are protected from harm by ensuring relevant policies and procedures are followed regarding health and safety within each family day care residence/or venue

- an Immunisation History Statement for each child is collected on enrolment and maintained/updated regarding the child's immunisation status (AIR) and any medical conditions
- required enrolment information, including health and immunisation records of enrolled children is collected, maintained and appropriately and securely stored
- a staff immunisation record that documents each staff member's previous infection or immunisations (including dates) is developed and maintained
- the FDC Service implements recommendations from [*Staying healthy: Preventing infectious diseases in early childhood education and care services- 6th Edition*](#) to maintain a healthy environment
- that all information regarding the prevention and transmission of infectious diseases is sourced from a recognised health authority [Australian Government Department of Health](#)
- exclusion periods for people with infectious diseases recommended by Government Authorities are implemented for all educators, children, parents, families and visitors
- wall charts about immunisation are displayed in the service.
- the Public Health Unit is notified as soon as possible after they are made aware that a child enrolled has a vaccinated preventable disease
- the Public Health Unit is notified in the event of an outbreak of viral gastroenteritis. Management must document the number of cases, dates of onset, duration of symptoms. An outbreak is when two or more children or staff have a sudden onset of diarrhoea or vomiting in a 2-day period.
- after confirmation that a child is suffering from an infectious disease, and as soon as practical, the family of each child enrolled in the FDC Service must be notified whilst maintaining the privacy of the ill/infectious child. Communication may be:
 - verbal
 - through a letter from the educator or approved provider
 - via electronic message- text message or email
 - notice displayed at the approved FDC Service residence or venue
- families are advised that they are requested to alert the FDC Service if their child is diagnosed with an infectious illness, including COVID-19
- families are advised to keep children at home if they are unwell and not return to the FDC Service until they have improved
- the recommended minimum exclusion periods from Staying healthy are followed for children or staff depending on their symptoms or disease and whether a medical professional has diagnosed a specific condition

- to minimise the chance of disease/illness spreading, children must be well for 24hrs before returning to the FDC Service
- daily attendance records for staff, children and visitors are up to date at all times
- safe health and hygiene practices are implemented at all times throughout the day
- FDC educators routinely role model hand washing, hand drying, cough and sneeze etiquette
- infection control practices are implemented for nappy changing and toileting
- effective environmental cleaning policies and procedures are adhered to all times
- children are supported in their understanding of health and hygiene practices throughout the daily program and routine (hand washing, hand drying, cough and sneeze etiquette)
- families are provided with relevant sourced materials and information on infectious diseases, health, and hygiene including:
 - the current National Immunisation Schedule
 - exclusion guidelines in the event of a vaccine preventable illness at the Service for children that are not immunised or have not yet received all their immunisations
 - advice and information regarding any infectious diseases in general and information regarding any specific infectious illnesses that are suspected/present in the Service.
- FDC educators provide notification to the approved provider of any circumstances which may affect or pose a risk to the health, safety and wellbeing of children, including infectious diseases or natural disasters (bushfire, flooding). (Reg. 176A)
- FDC educators are mindful and maintain confidentiality of individual children's medical circumstances
- that opportunities for FDC educators to source pertinent up to date information from trusted sources on the prevention of infectious diseases and maintaining health and hygiene are provided
- that opportunities for educators, children, and families to have access to health professionals by organising visits/guest speakers to attend the FDC Service to confirm best practice are provided
- to complete the register of *Incident, Injury, Trauma or Illness* and/or document incidents of infectious diseases no later than 24 hours of an illness or infectious disease occurring in the Service
- a review of practices is conducted following an outbreak of illness or infectious diseases at the FDC Service, including an assessment of areas for improvement
- FDC educators who have diarrhoea or an infectious disease do not handle food for others and are not to return to work until they have been symptom free for 48 hours

- any risk to a child or adult with complex medical needs is minimised in the event of an outbreak of an infectious disease or virus. This may require a risk assessment and decision-making regarding the suitability of attendance of the child or staff member during this time.

FDC EDUCATORS WILL ENSURE:

- a healthy environment is provided through adherence to the [Staying Healthy cleaning guidelines](#)
- that any child suspected of having an infectious illness is responded to and their health and emotional needs supported at all times
- any child suspected of having an infectious illness is isolated from other children and supervised whilst waiting for collection by parents or guardian or emergency contact person
- notification has been made to the approved provider of any circumstances which may affect or pose a risk to the health, safety and wellbeing of children, including infectious diseases or natural disasters (bushfire, flooding) (Reg. 176A)
- that appropriate health and safety procedures are implemented when treating ill children- [wear disposable gloves, face mask or other PPE if needed]
- families are aware of the need to collect their unwell child/ children as soon as practicable from the FDC Service
- all resources or items touched by a child with a suspected illness are thoroughly cleaned and disinfected- (cushions, pillows, toys)
- their own immunisation status is maintained, and the approved provider/nominated supervisor is advised of any updates to their immunisation status
- opportunities are provided for children to participate in hygiene practices, including routine opportunities, and intentional practice such as hand washing, sneezing and cough etiquette

PREVENTION STRATEGIES FOR MINIMISING THE SPREAD OF DISEASE WITHIN OUR FDC SERVICE.

EDUCATORS, EDUCATOR ASSISTANTS AND COORDINATORS WILL ENSURE:

- they adhere to the FDC Service's *Health and Safety Policy* including:
 - hand washing
 - daily cleaning of the FDC residence/approved venue
 - wearing gloves (particularly when in direct contact with bodily fluids- nappy changing and toileting)
 - appropriate and hygienic handling and preparation of food
 - wearing of face masks (optional)

- providing adequate ventilation to reduce the transmission of diseases that are airborne
- they maintain up-to-date knowledge regarding best practice principles and high standards of hygiene to reduce the spread of infectious disease and promote good health and safety
- they clean surfaces first with detergent and water before using disinfectants. [Disinfectants cannot kill germs unless areas are clean]
- children do not to share beds at the same time
- bedding is cleaned using detergent and water after each use and if the surface is known to be contaminated with a potential infectious disease, disinfectant is also used to clean beds
- all play dough is freshly made every week. If there is an outbreak of vomiting and/or diarrhoea, or any other contagious communicable disease, play dough is to be discarded at the end of each day and a new batch made each day for the duration of the outbreak.
- children and adults are to wash their hands before and after using the play dough
- that a daily clean is carried out on other surfaces that may transmit germs such as high touch objects including doorknobs, tables, light switches, handles, remotes, play gyms, low shelving, etc. This will be increased if an outbreak has been recorded in the FDC Service or to minimise the risk of transmission of a virus such as COVID-19
- that if a child has a toileting accident, the items are placed in a plastic bag with the child's name on it. The plastic bag will be stored in a sealed container labelled 'soiled/wet clothing' for parents to take home.
- cloths and mops are colour coded so that a separate cloth or mop is used to clean floors, bathroom, art and craft, and meal surfaces
- detachable mop heads and cloths are washed in a washing machine using hot water and air dried
- that any toy that is mouthed by a child is placed immediately in the 'toys to be washed' basket located on the top shelf in the nappy change area and washed with warm soapy water at the end of the day. All washable toys out on display for the children are to be washed on a weekly basis to decrease the risk of cross contamination and recorded with the date and a signature as evidence.
- toys and equipment (that are difficult to wash) will be washed with detergent (or soap and water) and air-dried in sunlight
- washable toys and equipment will be washed in detergent and hot water or the dishwasher and aired to dry (toys will not be washed in the dishwasher at the same time as dishes). All toys and equipment that have been cleaned will be recorded on the toy cleaning register.
- a 'Dummy Basket' is located by the sign in sheet that requires all children that use a dummy to place the dummy in the basket in an individual container, small zip locked plastic bag, or a protector with the child's name clearly stated to reduce the risk of cross contamination.

- dummies are stored out of children's reach and never shared with other children
- all cleaning procedures will be recorded on the FDC Service's Cleaning Checklist
- all cushions, including floor cushions, should have removeable cushion covers and will be laundered regularly well as whenever they are visibly dirty or contaminated
- floor surfaces will be cleaned on a daily basis after each meal and at the end of each day
- toilets/bathrooms will be cleaned in the middle of the day, the end of the day and whenever needed throughout the day using disinfectant and paper towel
- when cleaning up spills of faeces, vomit or urine off beds, floors, bathrooms etc. FDC educators will use disinfectant on the surface after cleaning it with detergent and warm water
- management must ensure pregnant women are aware of the occupational risks and exposure to specific infectious diseases including Cytomegalovirus (CMV). Occupational risks of CMV in childcare should be individually managed and control measures implemented. Risk management may include ensuring pregnant women do not work with children under two years of age including avoiding changing nappies or assist in toileting or cleaning up toileting accidents to prevent unexpected cross contamination and risk of contracting [Cytomegalovirus \(CMV\)](#). (see *Pregnancy in Early Childhood Policy*)

FAMILIES WILL:

- adhere to the Service's policies regarding *Dealing with Infectious Diseases, Immunisation and Incident, Injury, Trauma and Illness* and adhere to exclusion requirements
- alert the FDC Service if their child is diagnosed with an infectious illness, including COVID-19
- exclude their child from care for the recommended minimum exclusion period if they display symptoms of an infectious illness or disease [Exclusion for common or concerning conditions](#)
- adhere to exclusion periods in the event of a vaccine preventable disease occurring in the Service and their child is not fully immunised
- adhere to the FDC Service's restrictions of entry into approved FDC residences and/or venues in the event of an outbreak of an infectious disease or virus
- adhere to the FDC Service's policy regarding *Hand Washing*
- exclude their child from care if they display symptoms of an infectious illness or disease or in the event of a vaccine preventable disease occurs in the residence/venue where their child is educated and cared for and their child is not fully immunised
- advise the coordinator/FDC educator of their child's immunisation status, by providing a current Immunisation History Statement recorded on the Australian Immunisation Register (AIR) for the service to copy and place in the child's file.

- advise the coordinator/FDC educator when their child's medical action plan is updated
- provide sufficient spare clothing, particularly if the child is toilet training
- adhere to the FDC Service's risk minimisation strategies if their child has complex medical needs in the event of an outbreak of an infectious disease or virus.

RESOURCES

[Gastro Pack NSW Health](#)

[Common cold fact sheet](#)

[Exclusion for common or concerning conditions](#)

NSW Health [Stopping the spread of childhood infections factsheet.](#)

Pregnancy Birth and Baby. [Cytomegalovirus \(CMV\) during pregnancy.](#)

[RSV Fact Sheet](#)

[Time Out Keeping your child and other kids healthy!](#) (Queensland Government)

Time Out Brochure [Why do I need to keep my child at home?](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Dealing with Infectious Diseases Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

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[childhood education and care services. 6th Edition.](#)

NSW Government. Department of Education. [Managing COVID cases](#)

NSW Government Department of Health. [Vaccination requirements for child care.](#)

Public Health Act 2010

Public Health Amendment Act 2017

Public Health Regulation 2012

Public Health and Wellbeing Regulations 2019 Victoria

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

MEDICAL CONDITIONS POLICY

To support children's wellbeing and manage specific healthcare needs, allergy or relevant medical condition our Family Day Care (FDC) Service will work in accordance with the Education and Care Services National Regulations to ensure health related policies and procedures are implemented. We aim to take every reasonable precaution to protect children's health and safety by explicitly adhering to individual medical management and risk management plans and responding to any emergency situation should they arise.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm and hazards
S.172	Failure to display prescribed information
12	Meaning of serious incident
85	Incident, injury, trauma and illness policy
86	Notification to parent of incident, injury, trauma or illness
87	Incident, injury, trauma and illness record
89	First aid kits
90	Medical Conditions Policy
90 (1) (a)	The management of medical conditions, including asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis

90 (1) (iv)	Medical Conditions Communication Plan
90 (2)	The medical conditions policy of the education and care service must set out practices in relation to self-administration of medication by children over preschool age if the service permits that self-administration
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
94	Exception to authorisation requirement—anaphylaxis or asthma emergency
95	Procedure for administration of medication
96	Self-administration of medication
136	First Aid qualifications
162	Health information to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures are to be followed
173A	Prescribed information to be displayed—family day care service (does not apply to WA Services)
175	Prescribed information to be notified to Regulatory Authority

RELATED POLICIES

Acceptance and Refusal of Authorisations Policy Administration of First Aid Policy Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Celebrations Policy Child Safe Environment Policy Dealing with Infectious Diseases Policy Diabetes Management Policy Enrolment Policy	Epilepsy Management Policy Excursion/ Incursion Policy Family Communication Policy Health and Safety Policy Incident, Illness, Accident and Trauma Policy Nutrition Food Safety Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Supervision Policy Work Health and Safety Policy
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PURPOSE

The *Education and Care Services National Regulations* requires approved providers to ensure services

have policies and procedures in place for medical conditions. We aim to efficiently respond to and manage medical conditions, health care needs or allergies of children and staff at the FDC Service ensuring the safety and wellbeing of all children, staff, families and visitors

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, educators, educator assistants, students, volunteers and visitors of the FDC Service.

DUTY OF CARE

Our FDC Service has a legal responsibility to take reasonable steps to ensure the health needs of children enrolled in the service are met. This includes our responsibility to provide:

- a. a safe environment for children free of foreseeable harm *and*
- b. adequate supervision of children at all times.

IMPLEMENTATION

We will involve all FDC educators, families and children in regular discussions about medical conditions and general health and wellbeing throughout our curriculum. The Family Day Care Service is committed to adhering to privacy and confidentiality procedures when dealing with individual health care needs, allergies or relevant medical conditions.

There are several concerns that must be considered when a child with a diagnosed health care need, allergy, or medical condition is enrolled at the FDC Service. Key procedures and strategies must be in place prior to the child commencing care at a FDC residence or venue to ensure their individual health, safety and wellbeing.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ COORDINATOR WILL ENSURE:

- ensure obligations under the *Education and Care Services National Law and National Regulations* are met
- FDC educators, educator assistants, students, visitors and volunteers and other staff have knowledge of and adhere to this policy and relevant health management policies (*Asthma Management Policy/ Anaphylaxis Management Policy, Diabetes Management Policy*)
- all enrolment forms are reviewed to identify any specific health care need, allergy or medical condition

- existing enrolment forms are reviewed, and parents contacted to confirm if the existing diagnosed health care need, allergy or relevant medical condition still applies and whether any new needs have been diagnosed
- parents are provided with a copy of the FDC Service's *Medical Conditions Policy*
- a child is not enrolled at, nor will attend the FDC Service without a medical management plan and prescribed medication by their medical practitioner. In particular, medication for life-threatening conditions such as asthma, anaphylaxis or diabetes must be provided at the service each day [e.g. asthma inhalers, adrenaline auto injection devices or insulin]
- FDC educators and educator assistants have a clear understanding of children's individual medical conditions enrolled in their service
- medication will only be administered to a child:
 - if the medication is authorised in writing by a parent or authorised person
 - is administered in accordance with a child's medical management plan or other instructions provided by a registered medical practitioner
 - as prescribed by a registered medical practitioner
 - is in the original container
 - has the original label clearly showing the name of the child
 - is before the expiry/use by date
 - after the educator has checked the child's identity and dosage of the medication against the written instructions provided
- an *Administration of Medication* Record is completed for each child and acknowledged by the parent at the end of each day
- a communication plan is developed in collaboration with the nominated supervisor/ and FDC educator to ensure communication between families and educators is on-going and effective
- educators and educator assistants receive appropriate professional development and training in managing specific medical conditions and meeting children's individual needs
- FDC educators hold current accredited first aid and CPR qualifications, emergency asthma and emergency anaphylaxis management certificates (as approved by ACECQA)
- FDC educators and educator assistants have a clear understanding about their role and responsibilities when caring for children with a medical condition
- FDC educators and educator assistants adhere to practices and procedures in relation to safe food handling and consumption of food
- families provide required information on their child's medical condition, including:
 - medication requirements

- allergies
 - medical practitioner's contact details
 - medical management plan
- a medical management plan has been developed in consultation with parents and the child's medical practitioner and provided to the FDC service and/or
 - an individual Asthma or Anaphylaxis Action Plan is developed in consultation with parents and the child's medical practitioner e.g.: (ASCIA) or National Asthma Council of Australia
 - an individual Diabetes Management Plan is developed in consultation with parents and the child's medical practitioner
- risk minimisation plan has been developed in consultation with parents and management prior to the child commencing at the FDC service
- FDC educators will be informed immediately about any changes to a child's medical management plan or risk management plan
- to record any prescribed health information and retain copies of medical management plan, anaphylaxis management plan or asthma management plan and risk minimisation plan in the child's enrolment folder
- FDC educators and educator assistants have access to emergency contact information for the child
- casual educators are informed of children (and any other staff-educator assistant) who have specific medical conditions or food allergies, the type of condition or allergies they have and the FDC Service's procedures for dealing with emergencies involving allergies and anaphylaxis
- a notice is displayed prominently in the main entrance of the residence or venue stating that a child diagnosed at risk of anaphylaxis is being cared for or educated, and providing details of the allergen/s (Reg. 173)
- a copy of the child's medical management plan is visibly displayed in an area not generally available to families and known to educators and educator assistants in the residence/venue with authorisation to display obtained from parent/guardian
- medication self-administered by a child over preschool aged, is only permitted with written authority signed by the child's parent or other responsible person named and authorised in the child's enrolment record to make decisions about the administration of medication

Practices and Procedures

1. Sharing of Medical Information

- Upon enrolment or notification of a diagnosis, all relevant staff, educators, and volunteers will be **immediately informed** of the child's:

- Diagnosed condition (asthma, diabetes, anaphylaxis).
 - Medical management plan.
 - Risk minimisation strategies.
- Information will be provided in both **written and verbal** formats to ensure full understanding.

2. Access to Policies and Plans

- A copy of the service's **medical conditions policy** and all relevant **individual medical management plans** will be:
 - Stored in a clearly labelled, accessible folder at the educator's residence.
 - Made available electronically, if applicable.
 - Reviewed regularly with educators and volunteers.

3. Staff Induction and Training

- All educators and volunteers must complete a **mandatory induction** that includes:
 - Overview of this policy and Regulation 90(1)(b).
 - Detailed review of children's medical conditions at the service.
 - Explanation of procedures to follow in a medical emergency.
- **First aid, anaphylaxis, and asthma training** is required for all educators and must be kept current.

4. Ongoing Awareness and Preparedness

- Regular reminders and refreshers are provided through team meetings or check-ins.
- Educators must ensure all **relief staff and volunteers** are briefed before working with children.
- Emergency drills and medication access checks are carried out at scheduled intervals.

5. Communication and Recordkeeping

- The service maintains a **Medical Communication Log** where each instance of information sharing, plan updates, or training is recorded.
- Educators, staff, and volunteers must **sign a statement of understanding** acknowledging:
 - That they have read and understood the child's medical management plan.
 - That they are aware of their responsibilities under this policy.
- Any changes to a child's condition or medical plan must be communicated **immediately**, and all staff must confirm they've reviewed the updated information.

Responsibility

- **Approved Provider:** Ensures policy implementation and compliance.
- **Nominated Supervisor:** Communicates with staff and oversees documentation.
- **Educators and Volunteers:** Must remain informed, follow procedures, and participate in all required training.

FAMILY DAY CARE EDUCATORS AND EDUCATOR ASSISTANTS WILL:

- in the event of a high-risk scenario where a child suffers from a reaction, incident, situation, or
- event related to a medical condition the FDC educator will follow the child's medical management plan as per Reg. 90(1)(c)(ii)
- commence first aid measures/monitoring
- call an ambulance immediately by dialling 000
- contact the parent/guardian when practicable but as soon as possible
- contact the emergency contact if the parents or guardian can't be contacted when practicable but as soon as possible
- contact the coordinator/nominated supervisor or approved provider of the FDC Service as soon as possible
- complete an *Incident, Injury, Trauma and Illness Record* as soon as possible
- request the approved provider/coordinator to notify the regulatory authority (within 24 hours) in the event of a serious incident.

MANAGEMENT OF ASTHMA, ANAPHYLAXIS AND DIABETES

For the management of Asthma, Anaphylaxis and Diabetes see individual Service policies and procedures.

FAMILIES WILL ENSURE:

- they provide the FDC Service management with accurate information about their child's health needs, allergies, medical conditions, and medication requirements on the enrolment form
- the FDC Service enrolment form is completed in its entirety providing specific details about the child's medical condition
- they acknowledge they have received a copy of the *Medical Conditions Policy and Administration of Medication Policy* at time of enrolment
- they provide the FDC Service with a medical management plan prior to enrolment of their child and/or
 - an individual Asthma or Anaphylaxis Action Plan
 - an individual Diabetes Management Plan
- they consult with coordinator and FDC educator to develop a risk minimisation plan and communication plan

- they notify the FDC Service and FDC educator if any changes are to occur to the medical management plan or risk minimisation plan through the *Notification of Changed Medical Status* form, email, communication plan and/or meetings with the nominated supervisor
- they provide adequate supplies of the required medication and complete the *Administration of Medication Record*
- they provide any updated information relating to the nature of, or management of their child's diagnosed medical condition and associated health care provided by a medical practitioner
- they notify the FDC Service and educator verbally when children are taking any short-term medications AND whether or not these medications may be self-administered (only applicable for a child over preschool age)
- they provide written authorisation for their child's medical management plan to be displayed in the FDC residence/service.

SELF-ADMINISTRATION OF MEDICATION

A child over preschool age may self-administer medication under the following circumstances:

- a parent or guardian provides written authorisation with consent on the child's enrolment form - administration of medication
- medication is stored safely by the FDC educator, who will provide it to the child when required
- supervision is provided by the FDC educator whilst the child is self-administering medication
- a recording is made in the medication record for the child that the medication has been self-administered
- parents will acknowledge the details in the medication record upon collection of their child with a signature and date

(See *Administration of Medication Policy* for further information)

MEDICAL MANAGEMENT PLAN

Any medical management plan provided by a child's parents and/or registered medical practitioner should include the following:

- specific details of the diagnosed health care need, allergy or relevant medication condition
- supporting documentation (if required)
- a recent photo of the child
- current medication and dosage prescribed for the child
- if relevant, state what triggers the allergy or medical condition
- first aid/emergency response that may be required

- any medication that may be required to be administered in case of an emergency
- further treatment or response if the child does not respond to the initial treatment
- when to contact an ambulance for assistance
- contact details of the medical practitioner who signed the plan
- the date of when the plan should be reviewed
- ◆ a copy of the medical management plan will be displayed in areas for FDC educators and educator assistants to view easily but are harder for the public to view to ensure privacy, safety and wellbeing of the child.
- the FDC Service must ensure the medical management plan remains current all times and reviewed every 6 months.

RISK MINIMISATION PLAN

All children with a diagnosed health care need, allergy or relevant medical condition must have a risk minimisation plan in place. (Reg. 90(1)(c))

A meeting will be arranged with the parents/guardian as soon as the FDC Service has been advised of the diagnosed health care need, allergy or medical condition. During this meeting a risk minimisation plan will be developed in consultation with the parent/guardian and FDC educator to ensure:

- that the risks relating to the child's specific health care need, allergy, or medical condition are assessed and minimised
- that practices and procedures in relation to the safe handling, preparation, serving, and consumption of food are developed and implemented
- that the parents/families are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented
- practices are developed and implemented to ensure that all FDC educators, educator assistants, and volunteers can identify the child, the child's medical management plan and the location of the child's medication
- that the child does not attend the care without medication prescribed by the child's medical practitioner in relation to the child's specific health need, allergy or medical condition
- risk minimisation plan(s) are reviewed at least annually and/or revised with each change in the medical management plan in conjunction with parents/guardians
- all relevant information pertaining to the child's health and medical condition is communicated to parents at the end of each day by the educator
- parents are notified by the educator in advance of any special activities taking place such as celebrations, sporting events or excursions so plans of safe inclusion can be developed

- appropriate hygiene practices are followed by the educator when managing medical conditions in accordance with the *Dealing with Infectious Diseases Policy*.
- Risk Minimisation Plans will be reviewed when changes are made to the child's medical condition, updates or every 6 months.
- all relevant staff members, educators, students and volunteers are informed about the *Medical*, the medical management plan and risk minimisation plan for the child; upon enrolment of the child, in staff inductions and when updates are made through email correspondence, and or staff meetings and regularly communication in the service. Educators will sign off they have been informed of the medical condition

COMMUNICATION PLAN

The communication plan explains how relevant staff members, students and volunteers are informed about the medical management and risk management plans and how the parent of the child can communicate any changes to the diagnosed health care need, allergy or medical condition.

A communication plan will be created after the meeting with the parents/guardian to ensure:

- all relevant staff members, educators, students and volunteers are informed about the *Medical Conditions Policy*, the medical management plan and risk minimisation plan for the child; upon enrolment of the child, in staff inductions and when updates are made through email correspondence, and or staff meetings and regularly communication in the service
Educators will sign off they have been informed of the medical condition
- an individual child communication document is created so that a parent can communicate any changes to the medical management plan and risk management plan for the child in writing.
- Communication Plans will be reviewed when changes are made to the child's medical condition, updates or every 6 months.

Parents are required to notify the Service if any changes are to occur to the medical management plan or risk minimisation plan through the *Notification of Changed Medical Status* form, email, communication plan and/or meetings with the nominated supervisor.

At all times, families who have a child attending the FDC Service who have a diagnosed healthcare need, allergy or medical condition will be provided with a copy of this policy and other relevant policies specific to their child's health management and communication plans.

RESOURCES

[ASCIA anaphylaxis e-training for schools and early childhood education/care](#)

[ASCIA plans for Anaphylaxis](#)

[Coeliac Australia](#)

[Cystic Fibrosis Australia](#)

[Diabetes Australia](#)

[Epilepsy Foundation](#)

[National Asthma Australia](#)

[National Allergy Strategy](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Medical Conditions Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).

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[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson	Approved provider	05/05/2025
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POLICY REVIEWED	May 2025	NEXT REVIEW DATE	May 2026
VERSION NUMBER	V2.4.25		

EMERGENCY AND EVACUATION POLICY

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for emergency and evacuation and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

Emergency and evacuation situations in early education and care services may arise for a variety of reasons, often suddenly and unexpectedly. It is vital that if an emergency situation arises educators are confident to manage the situation effectively and efficiently, maintaining the safety and wellbeing of children, families and visitors.

Ensuring that educators and children know what to do in an emergency situation requires vigilant planning and practice. Regularly practicing the drills for emergency situations also provides an opportunity to help support and build on children's coping mechanisms and resilience.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S.174(2)(a)	Serious incident - Any emergency for which emergency services attended
S.174(2)(c)	Any incident that requires the approved provider to close, or reduce the number of children attending the service for a period
S. 174(2)(c)	Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service
4	Definitions "multi-storey building" and "storey"
12(d)	Meaning of a serious incident- any emergency for which emergency services attended

97	Emergency and evacuation procedures
98	Telephone or other communication equipment
99	Children leaving the education and care service premises
136	First aid qualifications
168	Education and Care Services must have policies and procedures
170	Policies and procedures are to be followed
171	Policies and procedures to be kept available
175	Prescribed information to be notified to regulatory authority
176A	Prescribed information to be notified to approved provider by family day care educator

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Administration of First Aid Policy Bush Fire Policy Child Safe Environment Policy Delivery of Children to, and collection from Education and Care Service Premises Enrolment Policy	Family Communication Policy Health and Safety Policy Incident, Illness, Injury and Trauma Policy Lockdown Policy Record Keeping and Retention Policy Sun Safety Policy Supervision Policy
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PURPOSE

Our Family Day Care (FDC) Service has a duty of care to maintain the safety and wellbeing of each child, the educator, and all persons residing or visiting the FDC residence during an emergency or evacuation situation. We are committed to identifying risks and potential hazards of emergency and evacuation situations by conducting thorough risk assessments on an annual basis and continually planning for further risk minimisation and improvement to our policy and procedures.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, children, families, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

We define an emergency as an unplanned, sudden or unexpected event or situation that requires immediate action to prevent harm, injury, or illness to persons, or damage to the FDC Service's premises. Emergency situations may pose a risk to an individual's health and safety. It is important that

FDC Services identify potential emergencies that may be specific to their location and environment. Severe heat or heatwaves, also pose an immediate risk to babies and young children and require risk mitigation strategies to be implemented. [See: *Sun Safety Policy*]

An emergency is any event, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of children at the service. (Guide to the NQF)

Circumstances under which an emergency evacuation will occur may include:

- Fire within the residence/building or surrounding garden/backyard
- Fire in the surrounding area where the residence or venue may be in danger
- Flood
- Cyclone, severe storm or dust storm or other natural weather event
- dangerous animal, insect or reptile
- Terrorist threat
- Other circumstances may include:
 - gas explosion, traffic accident, or any event which could render the building unsafe (eg: earthquake).

[Our Bushfire Policy contains specific information about Bushfire Risk Management Plans and evacuation plans for Bush Fires.]

The approved provider, in conjunction with educators of the FDC Service, will conduct a comprehensive risk assessment in order to identify any risk/s or hazards associated with potential emergencies that may affect the safe evacuation of children from the FDC residence or approved venue.

The risk assessment will be reviewed at least annually or after being aware of an incident or circumstance that may affect the safe evacuation of children. All risk assessments will be regularly assessed and evaluated as to facilitate continuous improvement in our FDC Service. If a risk concerning the safe evacuation of a child is identified during the risk assessment, the approved provider must update the *Emergency and Evacuation Policy* and procedure as soon as possible. The risk assessment is to be stored safely and securely and kept for a period of 3 years.

THE AUSTRALIAN WARNING SYSTEM (AWS)

The Australian Warning System (AWS) is a nationally consistent, three-tiered approach designed to make warnings clearer and lead people to take action during emergencies like bushfire, flood, storm, extreme heat and severe weather. The warning system comprises of levels, action statements, hazard icons, colours and shapes. <https://www.ses.nsw.gov.au/about-us/our-warnings/>

The three warning levels are:

Advice (Yellow): An incident has started. There is no immediate danger. Stay up to date in case the situation changes. Monitor conditions.

Watch and Act (Orange): There is a heightened level of threat. Conditions are changing and you need to start taking action now. Prepare to leave/evacuate. Do not enter flood water.

Emergency Warning (Red): An Emergency Warning is the highest level of warning. You need to take action immediately. Leave/evacuate (immediately by am/pm/hazard timing).

When there is an Emergency Warning, educators need to prepare for possible emergency evacuation and implement the procedures effectively to ensure the safety of all children, staff, families and visitors in the FDC Service.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ COORDINATOR WILL ENSURE:

- obligations under the *Education and Care National Law and Regulations* are met and understood by all FDC educators
- the nominated supervisor, management, staff, educators and educator assistants comply with this policy
- emergency and evacuation policies and procedures are available for inspection at the FDC residence/venue at all times
- the approved provider and FDC educator conduct a risk assessment to identify potential emergencies that are relevant to the approved residence/venue annually
- the approved provider will review the risk assessment after becoming aware of any circumstance that may affect the safe evacuation of children from the FDC Service
- an Emergency Management Plan (EMP) is developed and updated annually: business.gov.au
- all staff and FDC educators have a thorough understanding of the [Australian Warning System \(AWS\)](#)
- the [Bureau of Meteorology \(BOM\)](#) will be checked regularly to monitor emergency situations and warnings relevant to our Service location

- FDC educators are assisted to develop evacuation plans and procedures and to identify a safe area in the residence or venue in case of a situation that would require a 'lockdown emergency'
- relevant stakeholders/authorities are consulted for advice and guidance to improve risk mitigation strategies as part of our emergency and evacuation plan (police, fire, parents/families)
- consideration is made to evacuate infant/s and non-ambulant children evacuating the premises resulting in enhanced ratios
- additional consideration is made for FDC Services operating in multi-storey residence or buildings (assembly areas, stairwells, non-ambulant children, supervision) [Reg. 97(1)(b)]
- emergency evacuation plans are displayed in prominent positions near each exit and in rooms occupied by the children
- the plan includes a floor plan for ease of reference with clearly defined assembly points and clearly marked exit routes in case of an emergency
- the emergency and evacuation procedures include instructions for what must be done in the event of an emergency
- emergency evacuation rehearsals (drills) will be practiced and reviewed every three months by the FDC educator, educator assistant, students, volunteers, visitors and children present on the day
- FDC educators, educator assistants, coordinators and volunteers are aware of emergency evacuation procedures and regulatory requirements
- FDC educator and educator assistants are aware of their responsibilities and roles in the event of an emergency situation- including evacuation and lock downs
- there is an induction process in place to inform educators, educator assistants, coordinators, students and volunteers of the emergency and evacuation policy and procedure
- each drill is documented, and records kept at both the FDC residence and principal office
- in the case of Bush Fire emergency, the FDC principal office maintains a current data base of all residences and their locations living in bushfire prone areas (see *Bush Fire Policy*)
- a risk assessment is conducted following any emergency evacuation to ensure the FDC residence is safe to continue to provide education and care to children
- an emergency telephone list (located next to the telephone) includes the numbers for:
 - Police
 - Local fire station
 - Rural Fire Service
 - State Emergency Services (SES)

- in the event of a telephone service not operating or no other means of communication with FDC educators, management may consider closure of the FDC Service (See *Closure of Service* below)
- ensure educators provide notification to the approved provider of any circumstances which may affect or pose a risk to the health, safety and wellbeing of children, including infectious diseases or natural disasters (bushfire, flooding) (Reg.176A)
- ensure the regulatory authority is notified **within 24 hours** via the [National Quality Agenda IT System \(NQAITS\)](#) if the FDC residence/approved venue is required to close for a period of time as a result of a local emergency [Reg.175 (2)(b)]
- ensure the Department of Education is notified **within 24 hours** if the FDC Service is temporarily closed via CCS Software or PEP
- submit a serious incident notification to the regulatory authority within 24 hours when there has been an emergency that has posed a risk to the safety and wellbeing of the children.

EDUCATORS WILL:

- ensure notification has been made to the approved provider of any circumstances which may affect or pose a risk to the health, safety and wellbeing of children, including infectious diseases or nature disasters (bush fire, flooding) (Reg. 176A)
- maintain an up-to-date register of emergency telephone numbers for all children and provide a copy to be kept at the principal office
- ensure a copy of the register of emergency telephone numbers is kept in an *Emergency Evacuation Kit* along with a portable first aid kit, copy of the emergency procedure
- ensure they are contactable whilst children are in attendance by emergency services (i.e.: have a mobile phone charged and accessible)
- display emergency telephone numbers prominently in the kitchen, office and each room that is occupied by children in the residence/or venue
- ensure medical management plans for children are able to be accessed easily
- rehearse, document and evaluate emergency evacuation procedures every 3 months.
- ensure spontaneous rehearsals also take place during the year to assist in refining risk management procedures and evacuation procedures
- time the planned or spontaneous emergency evacuation drill and document in the *Emergency Evacuation Rehearsal Evaluation*
- after reflection, notes on any areas that need improving or revising are to be documented in the *Emergency Evacuation Rehearsal Evaluation*. Educators will discuss with the approved

provider/nominated supervisor and implement strategies to make continuous improvement to procedures which will be documented in the Service's Quality Improvement Plan (QIP).

- consider how to safely evacuate infant/s and children with any disabilities (include in your procedure)
- keep children calm during evacuation drills
- ensure all exits have exit signs displayed clearly
- ensure there are no obstructions in hallways, stairways prevent access to exits
- ensure the sign-in book is completed daily to be used as an attendance roll
- keep a written record of all visitors to the FDC residence
- ensure all children, family members and any visitors are accounted for during the day
- communicate with families when evacuation drills have taken place to discuss with children
- ensure assembly area is clearly identified and checked regularly (update plan if an alternative location may be required- depending on the reason for evacuation)
- ensure all fire extinguishers, fire blankets, fire hoses, and other emergency equipment located throughout the residence are inspected and tested at six monthly intervals by an authorised company as per the Australian Safety Standard AS 1851-2012: *Maintenance of Fire Protection Systems and Equipment*.
- ensure extinguishers are emptied, pressure tested, and refilled every five years
- ensure all tests performed on emergency equipment and the date on which it was tested is recorded on a label or metal tag attached to the unit. Certificates to verify testing will be filed and provided to the principal office of the FDC Service
- ensure smoke detectors are regularly tested and batteries replaced annually
- ensure educator assistants and visitors to the FDC Service are familiar with the *Emergency and Evacuation Policy* and procedure

Once an emergency is over, the educator will collaborate with the approved provider to conduct a thorough evaluation of the emergency procedure, actions and communication implemented to determine if any changes need to be made.

EMERGENCY AND EVACUATION PROCEDURE GUIDELINES

In the event of an emergency, the FDC educator will make the decision to evacuate. The FDC educator may be notified of the need to evacuate by: Emergency Services if an emergency situation is announced (bush fire, flood, damaging winds/storm).

As per Reg. 97, the emergency and evacuation procedures must set out-

- a) instructions for what must be done in the event of an emergency; and
- b) an emergency and evacuation floor plan; and
- c) if the education and care service premises is located within a multi-storey building shared with other occupants and on a storey with no direct egress to an assembly area—
 - I. all possible evacuation routes from each storey on which the premises is located; and
 - II. the evacuation routes that are proposed to be used in an evacuation; and
 - III. how all children will be safely evacuated from the premises, including non-ambulatory children; and
 - IV. the stages in which an evacuation will be carried out; and
 - V. the identity of the person in charge of an evacuation; and
 - VI. the roles and responsibilities of staff members during an evacuation; and
 - VII. the arrangements made with the other occupants of the multi-storey building in relation to the evacuation of the multi-storey building.

FDC EDUCATORS WILL:

- calmly inform children and visitors and other residents of the FDC residence to evacuate
- call 000 and provide their name, address and nearest cross street, reason for emergency, mobile phone contact number, number of children evacuating
- move all children to identified evacuation/emergency assembly location as indicated on the *Emergency Evacuation Plan*
- collect Emergency Evacuation kit, medical management plans and associated children's medication, sign in book/record, visitor sign in sheets and first aid kit
- request assistance to move infants or children with disabilities from other adults in the home/ educator assistant or emergency services if unable to complete the evacuation on their own (see *Evacuating infants and non-ambulatory children* section below)
- check that all children and adults registered in attendance book are accounted for
- once children are safely evacuated, administer first aid if required
- notify the approved provider/coordinator of the evacuation (only if children's safety is not compromised)
- if the identified evacuation assembly area is not accessible, identify an alternative area where children and other adults will be safe. Communicate with emergency services to confirm your assembly area
- remain calm and reassure children

- once emergency services arrive, request assistance with supervision and contact parents/emergency contacts
- notify FDC approved provider/coordinator of the evacuation
- once area is confirmed to be safe by emergency services, return to the residence with children and visitors
- ensure attendance is checked against register
- In the event of a fire within the FDC residence/approved venue resulting in damaged phone lines, the educator may evacuate the children and seek assistance from neighbouring residents and / or use the mobile phone as per the Emergency Evacuation Plan
- Following the emergency evacuation, or an incident that poses a risk to the health and safety of children attending the service, the educator will complete an *Emergency Evacuation Record* and an *Incident, Injury, Trauma and Illness Record*.

EVACUATING INFANTS AND NON-AMBULATORY CHILDREN

The approved provider and nominated supervisor will:

- complete a detailed risk assessment specifically considering the safe evacuation of infants and non-ambulatory children from FDC residences and approved venues including:
 - the procedure for the FDC educator to safely evacuate multiple infants and/or non-ambulatory children at once
 - the location of emergency equipment which may include- emergency cot, pram, baby carriers or wagon to safely transport children
 - ensuring FDC educators are aware of the maximum capacity of emergency equipment, including weight limits for emergency cots, prams or wagons
 - ensuring this equipment can travel through the evacuation route to the assembly area without obstruction
 - specific procedures required for evacuating infants and non-ambulatory children in multi-storey buildings via stairs
 - collection of emergency supplies for infants including breast milk/formula, nappies, blankets
- ensure infants and non-ambulatory children are included in ALL evacuation rehearsals
- ensure FDC educator is aware of who to contact to assist in safe evacuation of infants and non-ambulatory children – family members residing in FDC residence, neighbours, emergency services
- reflect and assess evacuation rehearsals considering time taken to safely evacuate infants and non-ambulatory children

- ensure all equipment is easily accessible in an emergency situation
- ensure all FDC educators have knowledge of how to use emergency equipment for transporting infants and non-ambulatory children.

FAMILIES WILL:

- ensure contact details are kept up to date
- provide emergency contact details on their child's enrolment form and advise the FDC educator and principal office of any change of name or phone number
- ensure the attendance record for their child is completed each day
- ensure they are aware of the service's *Emergency and Evacuation Policy* and procedures
- follow the directions of the FDC educator or coordinator in the event of an emergency or evacuation

CLOSURE OF THE SERVICE:

There may be times when the normal operation of the FDC Service is disrupted, and an FDC residence or approved venue is required to close temporarily during a planned or unplanned emergency occurrence. Situations that affect normal operation include a local emergency which poses a risk to the health and safety of children attending the service, or where the service is inaccessible or is unsafe for children or staff or the emergency services/authority have directed the service to close.

Situations where the FDC Service may consider closure of a FDC residences/approved venues may include:

- A period of local emergency, or emergency event
- Flooding
- Health emergency (i.e., pandemic)
- Bushfire
- Cyclone
- Unexpected absence of staff where ratios are unable to be met
- Severe outbreak of illness or disease
- Lack of access to operating phone/communication means
- Damage or vandalism to the service
- Chemical hazard
- Earthquake
- The approved provider or nominated supervisor will consult with emergency services/ local authorities regarding the closure of the service

- Our FDC Service will ensure families are informed of emergency closures as soon as practicable to ensure immediate collection of children
- In the event of a planned closure, management will advise families as reasonably practicable through SMS/social media/phone calls/email to provide details of the planned closure including the period of closure
- Our FDC Service will notify the regulatory authority of the service closure within 24 hours of an incident
- Our FDC Service will notify the Department of Education through the Provider Entry Point (PEP) or our third-party software of the Service closure within 24 hours.

DEALING WITH TRAUMA

Emergencies and natural disasters are extremely stressful, and it is normal for children and adults to feel overwhelmed and distressed. People cope with trauma in many different ways. Children look to adults for reassurance, care and opportunities to share their feelings. It is important for FDC educators to understand the impact of disasters and seek help when needed.

The approved provider/nominated supervisor will support educators to provide information to parents and families following any emergency or natural disaster including:

- will the service be open in the days and weeks ahead?
- how to find alternative care and education
- how to contact services for support with dealing with trauma

Several organisations offer support for educators in these situations:

[Emerging Minds](#)

BeYou- [Trauma informed practice](#)

PREPARING FOR AN EMERGENCY

Australian Government Department of Education - [Help in an emergency](#)

[Australian Government Bureau of Meteorology](#)

JURISDICTION SPECIFIC WEBSITE DETAILS FOR EACH STATE

NEW SOUTH WALES (NSW)

- NSW Police: www.police.nsw.gov.au
- NSW Rural Fire Service: www.rfs.nsw.gov.au
- NSW State Emergency Services: www.ses.nsw.gov.au

CONTINUOUS IMPROVEMENT/REFLECTION

The *Emergency and Evacuation Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2023). Policy and procedure guidelines- [Emergency and evacuation guidelines](#).

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[Education and Care Services National Regulations](#). (Amended 2023).

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Fire System Services: <http://www.firesys.com.au/Fire-Extinguisher-Service-and-Maintenance-pg14686.html>

NSW Department of Education. (2023). [Emergency Planning, Management, Response and Recovery](#)

NSW Rural Fire Service: www.rfs.com.au

Work Health and Safety Act 2011.

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

DELIVERY OF CHILDREN TO, AND COLLECTION FROM EDUCATION AND CARE SERVICE PREMISES

Under the *Education and Care Services National Regulations* the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

Arrival and departure times are planned to promote a smooth transition between home and our Family Day Care (FDC) Service. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

To ensure the safety of children at our FDC Service our *Delivery of children to and collection from Education and Care Service Premises Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 162 (A)	Child protection training
S. 165	Offence to inadequately supervise children
S. 165A	Offence relating to children leaving the education and care service premises unauthorised (WA Services only)
S. 167	Offence relating to protection of children from harm or hazard
S. 170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law
86	Notification to parents of incidents, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102B	Transport risk assessment must be conducted before service transports a child
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
157	Access for parents
158	Children's attendance record to be kept by approved provider
159	Children's attendance record to be kept by family day care educator
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
165	Record of visitors
168	Education and care services must have policies and procedures
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available

172	Notification of change of policies or procedures
175	Prescribed information to be notified to the regulatory authority
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider

RELATED POLICIES

Acceptance and Refusal Policy Administration of Medication Policy Child Protection Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Infectious Diseases Policy Emergency and Evacuation Policy Enrolment Policy	Handwashing Policy Incident, Injury, Trauma and Illness Policy Orientation of Families Policy Privacy and Confidentiality Policy Safe Arrival of Children Policy Safe Transportation Policy Visitor to Family Day Care Residence Policy Work Health and Safety Policy
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PURPOSE

The Family Day Care (FDC) Service aims to ensure the protection and safety of all children, staff members, and families accessing the FDC approved residence or approved venue. FDC educators and educator assistants will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

SCOPE

This policy applies to the approved provider, coordinator, educators, educator assistants, children, families, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Our FDC Service has detailed processes, guidelines and practices for the delivery and collection of children to ensure the safety and wellbeing of each individual child. We ensure that all educators, educator assistants and staff implement these.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- FDC educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy

- families are aware of this *Delivery of children to, and collection from an Education and Care Service Premises Policy*
- a risk assessment is conducted in conjunction with FDC educators at least once every 12 months, to identify any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between our FDC Service and any other service which provides education and care to children (See: *Safe Arrival of Children Policy*)
- FDC educators provide adequate supervision when children arrive and depart the approved FDC residence/venue
- the relevant educator to child ratios is adhered to at all times
- accurate attendance records are kept by the FDC educator
- children only leave the FDC residence or venue in the care of a parent or authorised person or in accordance with written authorisation as per Reg. 99
- enrolment records are kept for each child enrolled in the FDC Service at the principal office and the FDC residence or approved venue including the name, address and contact details of
 - any emergency contacts
 - any authorised nominee
 - any person authorised to consent to medical treatment or administration of medication
 - any person authorised to give permission to the educator to take the child off the premises
 - any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child
 - details of any court order, parenting orders or parenting plan
 - authorisations for the service to take the child on regular outings
 - authorisations for the service to take the child on regular transportation
 - any medical management plan, anaphylaxis medical management plan (ASCM) or risk minimisation plan
- should any serious incident occur, the FDC educator will complete an Incident, injury, trauma or illness record and provide to the approved provider and parent (see *Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- all new engaged FDC educators, educator assistants and staff are provided with an induction including an understanding of this policy

- all FDC educators and educator assistants are provided with procedures and training on how they will verify the identity of an authorised nominee, or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child).

ARRIVAL AT THE FDC RESIDENCE OR APPROVED VENUE

- all children need to be signed in by an authorised person. (Note: the signing in of a child is verification of the accuracy of the record. Information required on the register includes the child's name, the date and time and the signature of the person dropping off the child.)
- the parent/authorised person must also advise the FDC educator/educator assistant who will be collecting the child/children
- should families forget to sign their child/children in, and their signature cannot reasonably be obtained, National Regulations require the FDC educator to sign the child in
- sign in sheets/attendance records are to be used as a record in the case of an emergency to account for all children present at the FDC service on any given day
- a child's medication needs, or any other important or relevant information should be passed on to the FDC educator by the person delivering the child
- the FDC educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach
- in order for children to feel secure and safe, FDC educators should ensure children are greeted warmly and children have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind
- a locker or shelf space will be made available to children and their families. A locker will be labelled for your child to identify where their belongings are stored
- in the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the FDC Service stating that one parent has sole custody and responsibility
- if a child has not arrived at the FDC Service by 10am for their booked attendance and no notification has been received, the child will be marked as absent for the day, and the FDC educator will contact the family to confirm their status and ensure their well-being (best practice)

DEPARTURE FROM THE SERVICE

- Children may only leave the FDC premises

- in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record *or*
- taken on an excursion; or on transportation provided or arranged by the FDC educator with the written authorisation of the child's parent or authorised nominee; or
- given into the care of a person or taken outside the premises because;
 - the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency (evacuation due to bush fire, flood, severe storm)
- In the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service (email, text or letter)
- parents are to advise their child's FDC educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing as an authorised nominee for the child.
- photo identification must be sighted by the FDC educator before the child is released. If the educator/educator assistant cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.
- all children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our FDC Service including each child's name, date and time they depart. If the parent or other person forgets to sign the child out, they will be signed out by the educator
- parents/authorised nominees are required to arrive to collect their child/children by 6.00pm.
- no child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the FDC Service (copy provided to the FDC educator)
- in the case of a particular person (including a biological parent) being denied access to a child, the FDC Service requires a written notice (court order) from a court of law.
 - the educator will attempt to prevent that person from entering the FDC Service and taking the child; however, the safety of other children must be considered.
 - FDC educators/educator assistants will not be expected to physically prevent any person from leaving the Service
 - in such cases, the parent with custody will be contacted along with the local police and appropriate authorities

- where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the FDC Service
 - a court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, family members are asked not to give our front door code to anyone other than those necessary.
- in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- the FDC educator will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow emergency contacts/authorised nominees under the age of 16 to collect children.
- if the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
 - discuss their concerns with the person, without the child being present if possible, and
 - suggest they contact another parent or authorised nominee to collect the child
 - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - the FDC educator will also inform the approved provider/coordinator of the incident
 - if an authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities (refer to *Refusal of Authorisation Register*)
- children may leave the premises in the event of an emergency, including medical emergencies outlined in our *Emergency Evacuation Policy*
- details of absences during the day will be recorded.

SCHOOL AGED CHILDREN

If a child is attending the FDC Service for before and/or after school care, the FDC educator must adhere to the *Safe Arrival of Children* and *Safe Transportation Policies* and procedures to ensure the safe handover and collection of children between other education and care services.

The FDC educator will follow the procedures in the event of a missing or accounted child who is deemed missing whilst travelling to and from the FDC Service from an educational facility.

The FDC educator must ensure accurate attendance records are kept up to date recording:

- the time and date children arrive or depart the FDC Service
- the signature of the person who has collected or delivered the child to the FDC Service

Parents must complete a *Safe Travel Agreement* Form prior to children travelling between the FDC Service and another educational facility.

VISITORS

Our FDC Service will ensure no child or children are left alone with a visitor, student or volunteer.

- to ensure we can meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our FDC Service must sign in when they arrive at the FDC residence or approved venue and sign out when they leave.
- signage will clearly indicate who is permitted to enter the FDC service
- the approved provider/nominated supervisor will be notified of all visitors to the FDC Residence or venue through the *Visitor sign in/out record*
- all visitors will remain under the direct supervision of the FDC educator at all times whilst at the FDC residence/ venue
- regular visitors to the FDC Service must submit a Working with Children Check

LATE COLLECTION OF CHILDREN

- if parents/guardians know they are going to be late, they must notify the FDC educator and make arrangements for someone else authorised to collect child
- if parents/guardians have not arrived by 6:00pm, the FDC educator will attempt to contact them via telephone. If the FDC educator or coordinator is unable to contact parents/guardians and the child has not been collected, alternative contacts as listed on the enrolment form will be contacted to organise the collection of the child
- late collection fees may be charged if a child
- due to licensing and insurance purposes, if by 6:00pm neither the parent/guardian or any authorised nominee are available or contactable and the educator has other commitments, the coordinator/approved provider may need to contact the police and other relevant authorities.
- where families are continually late to collect children, a *Late Collection of a Child* letter will be presented to parents/guardians
- should this non-compliance continue, the FDC Service reserves the right to terminate a child's enrolment.

CONTINUOUS IMPROVEMENT/REFLECTION

The *Delivery of children to, and collection from Education and Care Service Policy* will be reviewed on an annual basis in conjunction with children, families, educators and staff.

SOURCES

Australian Children’s Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority (ACECQA). 2023. [Policy and Procedure Guidelines. Delivery to, and Collection from Education and Care Services.](#)

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Safe Work Australia (2020)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

EXCURSION/INCURSION POLICY

Under the Education and Care Services National Regulations the approved provider must ensure policies and procedures are in place for managing excursions (Reg. 168) and take reasonable steps to ensure policies and procedures are followed. Excursions/incursions enhance children's learning by providing them the opportunity to participate in curriculum planned activities and experiences to extend on their skills and knowledge in the current interest topic. Our Family Day Care Service (FDC) recognises that excursions provide opportunities for children to explore the wider community in a small or larger group and extend on the educational program provided offered by our experienced Family Day Care (FDC) educators.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S. 165	Offence to inadequately supervise children
S.167	Offence relating to protection of children from harm and hazards
90	Medical conditions policy
97	Emergency and evacuation procedures
98	Telephone or other communication equipment
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment for excursion
102	Authorisation for excursion
102B	Transport risk assessment must be conducted before service transports child

102C	Conduct of risk assessment for transporting of children by the education and care service
102D	Authorisation for service to transport children
123A	Family day care co-ordinator to educator ratios- family day care service
124	Number of children who can be educated and cared for-family day care educator
136	First Aid qualifications
159	Children's attendance record to be kept by family day care educator
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisation to be kept in enrolment records
168	Policies and Procedures are required
170	Policy and procedures to be followed
171	Policies and procedures to be kept available

RELATED POLICIES

Acceptance and refusal of Authorisations Policy	Incident, Incident, Trauma and Illness Policy
Administration of Medication Policy	Interaction with Children, Family and Staff Policy
Administration of First Aid Policy	Medical Conditions Policy
Child Safe Environment Policy	Orientation of New Families Policy
Code of Conduct Policy	Privacy and Confidentiality Policy
Delivery of Children to, and Collection from and Education and Care Service Premises	Respect for Children Policy
Educational Program Policy	Safe Transportation Policy
Emergency Evacuation Policy	Sun Safety Policy
Family Communication Policy	Supervision Policy
	Water Safety Policy

PURPOSE

To ensure that all excursions and incursions undertaken by the Family Day Care Service are planned and conducted in a safe manner, maintaining children's health, safety and wellbeing at all times in accordance with Education and Care National Regulations. We believe excursions/incursions provide the children with the opportunity to expand and enhance their skills and knowledge gaining insight into their local and the wider community.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, FDC educators, educator assistants, children, families, and visitors of the FDC Service.

IMPLEMENTATION

Excursions and incursions will be conducted with the children's safety and wellbeing in mind at all times. We may schedule incursions and visitors to our FDC Service and participate in regular outings, however, if we feel an excursion will benefit the children and offer a valuable experience, we will adhere to the National Regulations and FDC Service policies and procedures to plan and manage an experience that is enjoyable and educational for children. This policy relates to excursions that may be a 'regular outing' or a one-off excursion for a particular purpose.

DEFINITIONS (effective 1 October 2020)

Excursion: means an outing organised by an education and care service or family day care educator but does not include an outing organised by an education and care service provided on a school site if-

- (a) a child or children leave the education and care service premises in the company of an educator and
- (b) the child or children do not leave the school site

Regular outing: in relation to an education and care service, means a walk, drive or trip to and from a destination

- (a) that the service visits regularly as part of its educational program; and
- (b) where the circumstances relevant to the risk assessment are *substantially* the same on each

Incursion: means an activity organised by our FDC Service, whereby an outside body is employed or engaged to visit the service to run an educational program and to promote culture and diversity. This could include a visit from a dentist, the Rural Fire Service, an Aboriginal Cultural awareness group, science or reptile show or a musical or drama performance. Some incursions may be offered free of charge whilst others may incur a small participation cost.

CONSIDERATIONS FOR AN EXCURSION

The purpose of the excursion should be clearly identified by the FDC educator and provide information on how the excursion or incursion supports the educational program and contributes to the outcomes for children.

Excursions/incursions should be planned in advance and consideration given to the:

- time away from the FDC residence/or venue
- availability of toilet and washing facilities at the venue
- access to safe drinking water

- adequate health and hygiene practices
- possible risk to children (identified in risk assessment)
- accessibility for all children
- transportation in FDC educator's car or another vehicle
- cost
- teaching children safety procedures and responsibilities whilst on an excursion
- weather- wet weather arrangements
- Risk Assessment documentation provided by the excursion venue

EXCURSION/INCURSION RISK ASSESSMENT

FDC educators must conduct a risk assessment which reflects regulation 101 before an authorisation is scheduled under regulation 102 to determine the safety and appropriateness of the excursion/incursion. If the excursion involves transporting children, the risk assessment must adhere to **all** components of regulations 101 and 102 102B, 102C (effective March 2023).

THE APPROVED PROVIDER /NOMINATED SUPERVISOR WILL ENSURE:

- obligations under the *Education and Care Services National Law and National Regulations* are met
- FDC educators, educator assistants, staff, students, visitors and volunteers have knowledge of and adhere to this policy and procedure
- all new employees, engaged educators, students and volunteers are provided with a copy of this policy as part of their induction process
- an *Excursion/Incursion Risk Assessment* and management plan is developed by the FDC educator prior to any excursion or incursion and approved by the coordinator/nominated supervisor [see: Excursion Risk Management Plan, Regular Outing Risk Management Plan, Incursion Risk Management Plan]
- families are notified about the excursion using an *Excursion Authorisation Form* and written authorisation must be provided by a parent or other person named in the child's enrolment record
- families have a right to view the risk assessment prior to the excursion/incursion upon request in which the FDC Service must comply with ensuring all information is available
- the risk assessment must
 - identify and assess possible risks that the excursion/incursion may pose to the health, safety and wellbeing of any child being taken on the excursion
 - specify how the identified risks will be managed and minimised
 - consider the proposed route and destination for the excursion and
 - identify any water hazards

- reflect on any risks associated with water-based activities
- consider the transport to and from the proposed destination for the excursion
- consider the duration of the transportation
- consider any requirements for seatbelts or safety restraints under a law for our NSW jurisdiction
- the process for entering and exiting the education and care service premises and the pick-up location or destination (as required)
- procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking and disembarking
- consider the ratio of adults to children involved in the excursion
- consider the risks posed by the excursion/incursion, the FDC educator, educator assistant or other responsible adults required to provide supervision, and whether any adults with specialised skills are required to ensure children's safety (e.g.: lifesaving skills)
- consider the planned activities
- determine the duration of the excursion
- consider items that should be taken on the excursion (mobile phone, emergency contacts, first aid kit, medical plans, etc.).
- consider strategies to ensure supervision is consistent at all times during the excursion-transitions, toileting, departure and conclusion of the excursion

If the excursion is a regular excursion, or *'regular outing'* a risk assessment is only required to be carried out once in a 12-month period, however, must be regularly reviewed. If circumstances around the excursion change, a new risk assessment is required.

PARENT/GUARDIAN AUTHORISATION

The approved provider /nominated supervisor will ensure:

- that a child is not taken outside the FDC residence/approved venue on an excursion unless written authorisation has been provided
- the authorisation must be given by a parent or other authorised person named in the child's enrolment record as having authority to authorise transportation of a child
- the authorisation form must state:
 - the child's name
 - the reason the child is to be taken outside the premises
 - the reason the child is to be transported (if transportation is included in the excursion)

- if the authorisation is for a regular outing, a description of when the child is to be taken on the regular outing
- the date the child is to be taken on the excursion and transported
- a description of the proposed pick-up location and destination for the excursion
- the method of transport to be used for the excursion- e.g.: FDC educator's private vehicle
- the proposed activities to be undertaken by the child during the excursion
- the period the child will be away from the FDC residence or venue
- the period of time during which the child is to be transported
- the anticipated number of children likely to be attending the excursion
- the anticipated educator to child ratio attending the excursion to the anticipated number of children attending the excursion (as per regulations for FDC services)
- the anticipated number adults who will accompany and supervise the children on the excursion
- any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported
- that a risk assessment has been prepared and is available at the FDC Service
- that written policies and procedures for transporting children are available at the Service
- if the excursion is a regular outing, the authorisation is only required to be obtained once in a 12-month period
- authorisations must be kept securely in the child's enrolment records

STAFFING ARRANGEMENTS

The approved provider, nominated supervisor and FDC educator will ensure that:

- educator to child ratios is no less than the prescribed ratios as per National Regulations
- additional staff are engaged to provide care and support to children with additional needs
- consideration for adequate supervision may include:
 - the number, age and ability of children
 - the number and physical positioning of educators
 - each child's current activity
 - risks related to the mode of transport (for example: walking)
 - visibility and accessibility
 - the experience and skill of each educator
- FDC educators are aware of their responsibility to provide supervision to other responsible adults or volunteers assisting on the excursion

- FDC educators are aware the procedures to follow in the event of an emergency
- FDC educator must hold current approved first aid qualification, current approved emergency asthma management and current approved anaphylaxis management training

PARENT AND VOLUNTEER PARTICIPATION

The FDC Service/approved provider/nominated supervisor will ensure parents and volunteers:

- are encouraged to participate in excursions where possible
- cannot be counted as part of the educator to child ratio
- cannot be left alone with a child/children and must be supervised by the FDC educator at all times
- are briefed prior to participating on an excursion about the risk assessment, emergency procedures, supervision, photograph policy for privacy and confidentiality and use of mobile phone
- are aware that smoking is not permitted
- are aware of need to wear appropriate clothing and footwear.

ITEMS TO TAKE ON AN EXCURSION

The FDC educator must ensure that the following items are taken on all excursions, as per the risk assessment:

- a suitably equipped first aid kit
- fully charged and operating mobile phone
- emergency contact information details for all children participating on the excursion
- medication for children requiring medical and relevant medical management plans
- items required for excursion circumstances- such as sunscreen, hats, other equipment
- child's attendance record

TRANSPORTATION FOR EXCURSION

Excursions involving transportation must adhere to the *Safe Transportation Policy* including ensuring a risk assessment has been completed prior to children being transported by the service and authorisation for the service to transport children as part of the excursion.

It is a requirement of the National Regulation that the means of transport is stated on the risk assessment record and parent authorisation record. Information must be included in the risk assessment about the process for embarking and disembarking the means of transport, including how each child is to be accounted for.

The *means of transport* may mean:

- **Walking**

FDC educators must ensure children and adults use the safest footpaths and safe crossings where possible, such as pedestrian crossings and traffic lights

FDC educators will actively supervise children at all times

FDC educators will ensure all children and adults obey road rules

FDC educators will ensure children follow the 'stop, look, listen and think' process when walking near roads

FDC educators will remain vigilant that no child runs ahead or lags behind the group

- **Bus**

The Family Day Care Service or FDC educator must ensure that the seating capacity as displayed on the compliance registration is not exceeded. All children must sit on seats, preferably with, or close to an adult. Any requirements for seat belts or safety restraints under law must be followed depending on the vehicle used. If the bus has seat belts, they must be worn at all times. If the bus has seat belts, they must be worn at all times.

- **Train**

The FDC educator will be required to contact the local station prior to the excursion to inform them of the time you will be travelling, the destination, and the number of children and adults who will be travelling.

Provisions should be made to ensure children have ample time to board the train safely and in an unhurried way. This will allow the station to inform the train guard so that they can hold the train for the period of time for safe boarding and disembarkment. All children should be seated at all times, with an adult close by. All children should be seated in the one carriage if possible- and not in a Quiet Carriage.

- **Car**

FDC educators and FDC educator assistants must only transport the number of children that can be safely transported in the car/vehicle. The motor vehicle that is used to transport children on an excursion must be fitted with child restraints and/or seatbelts that are appropriate for the age and weight of each child, that conform to the Australian Standards, and are professionally installed or checked by an authorised restraint fitter.

The vehicle must be registered and free of any defects that could put any passenger at harm.

All children must be fastened in the vehicle according to National Child Restraint Laws for Vehicles (below). The FDC educator and FDC educator assistant who transport children should hold a

current Australian driver's licence appropriate for the vehicle type.

The process for entering and exiting the Service premises safely must be considered at all times.

NATIONAL CHILD RESTRAINT LAWS FOR VEHICLES

- children up to the age of six months must be secured in an approved rearward facing restraint
- children aged from six months old but under four years old must be secured in either a rear or forward-facing approved child restraint with an inbuilt harness
- children under four years old cannot travel in the front seat of a vehicle with two or more rows.
- children aged from four years old but under seven years old must be secured in a forward-facing approved child restraint with an inbuilt harness or an approved booster seat
- children aged from four years old but under seven years old cannot travel in the front seat of a vehicle with two or more rows, unless all other back seats are occupied by children younger than seven years in an approved child restraint or booster seat
- children aged from seven years old but under 16 years old who are too small to be restrained by a seatbelt properly adjusted and fastened are strongly recommended to use an approved booster seat
- children in booster seats must be restrained by a suitable lap and sash type approved seatbelt that is properly adjusted and fastened, or by a suitable approved child safety harness that is properly adjusted and fastened.

If the child is too small for the child restraint specified for their age, they should be kept in their current-sized child restraint until it is safe for them to move to the next level.

If the child is too large for the child restraint specified for their age, they may move to the next level of child restraint.

Source: NSW Government Centre for Road Safety, 2017.

INSURANCE

FDC educators must review their insurance policy prior to the excursion/incursion to ensure liability is protected by the FDC Service. A copy of the insurance policy should be always kept within the FDC educator's vehicle.

CHECKING FOR CHILDREN'S SAFETY

The FDC educator and educator assistant will ensure:

- children's attendance records are taken on excursions

- all children are accounted for when embarking/disembarking the car/vehicle or bus
- children's names are marked off as they enter and leave the vehicle including time and date
- a thorough check is made of the vehicle to ensure no child is left in the vehicle (a second person should repeat this check for safety).
- the vehicle is parked to avoid other vehicles, driveways or car parks
- the vehicle is parked as close as possible to the FDC residence or visiting venue
- children only disembark the vehicle when it is safe to do so
- where possible, educators hold children's hands to supervise them walking into the FDC residence/venue
- head counts are conducted at least every 30 minutes whilst on the excursion
- bathrooms and toilets are checked for any potential hazard before children enter, and children are escorted to the bathrooms and supervised
- children remain in the care and supervision of the FDC educator during the excursion. If a parent or authorised guardian collects the child whilst on an excursion the *Delivery of Children to and collection from EEC Service Premises Policy* and procedures must be followed.

CHILD BECOMES ILL WHILST ON EXCURSION- FDC EDUCATORS WILL:

- assess the child's illness and follow the Incident, Injury, Trauma and Illness procedure
- keep the child calm and comfortable
- if a child has an individual Medical Management Plan for their symptoms displayed, follow the directions and administer medication if applicable and notify parents/guardians
- use the supplies in the excursions first aid kit to assist in applying first aid to child
- seek medical assistance, including ambulance transport, medication if required (as per child's excursion authorisation form)
- contact the child's parents/guardian as soon as possible, no later than 24 hours after the incident
- contact the nominated supervisor at the Service for further direction if required
- ensure ratios are maintained for supervision
- complete an *Incident, Injury, Trauma and Illness Record*
- notify approved provider to ensure the Regulatory Authority of any serious incident of a child while being educated and cared for at the service within 24 hours

LOST CHILD DURING AN EXCURSION

In the event of a child being unaccounted for during an excursion, the FDC educator will immediately:

- inform another educator and provide supervision for groups

- conduct a head count
- ask children/parent helpers/other educators if they have seen the missing child
- search the premises
- check organised meeting points (use mobile phone to contact other educators *(if possible)*)
- alert the venue management and request that an announcement is made
- if the child is still unaccounted for after checking as above, the educator will contact the Police on 000 and report the incident
- contact the nominated supervisor at the principal office to contact parents/guardian
- educators will reassure other children and provide supervision
- the approved provider must make a notification to the regulatory authority within 24 hours of a serious incident.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Excursion/ Incursion Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).
 Australian Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).
 Australian Children's Education & Care Quality Authority (ACECQA). 2021. Policy and Procedure Guidelines. *Excursion Guidelines*.
 Australian Government Department of Education. (2022). [Belonging, Being and Becoming: The Early Years Learning Framework for Australia](#). V2.0.
 Education and Care Services National Law Act 2010. (Amended 2023).
[Education and Care Services National Regulations](#). (Amended 2023)
 Kidsafe Victoria *Road Safety* <https://www.kidsafevic.com.au/road-safety/>
 Kids and Traffic Early Childhood Road Safety Education Program (NSW) [Transporting Children Safely](#)
 NSW Government Centre for Road Safety. (2024):
<https://roadsafety.transport.nsw.gov.au/stayingsafe/children/childcarseats/index.html>
 Road Transport (Safety & Traffic Management) Act 1999.
 Victoria State Government Education and Training *Early Childhood Professionals*
[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

SAFE TRANSPORTATION POLICY

Educators working within our Family Day Care (FDC) Service often provide transportation of children as part of our education and care service. This may include transporting children between the Family Day Care residence or venue and other locations to participate in regular outings such as play groups, library visits, walks in the park or collecting children from homes or schools. Compliance with the Education and Care Services National Law and Regulations is mandatory to ensure the safety of children at all times and new provisions and amendments to these regulations are reflected in our procedures and policy for transportation and the safe handover of children. We acknowledge our ensuring duty of care obligations by adhering to relevant legislation providing adequate supervision of children at all times, maintaining correct educator to child ratios, maintaining accurate attendance records and providing appropriate child restraints for children under our care.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 165	Failure to adequately supervise children
S. 167	Failure to take reasonable precautions to protect children from harm and hazards
S. 165A	Offence relating to children leaving the education and care service premises unauthorised (WA Services only)
4 (1)	Definition regular transportation
85	Incident, injury, trauma and illness policies and procedures
89	First Aid Kits
98	Telephone or other communication equipment
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion

101	Conduct a risk assessment for excursion
102A	Transportation of children other than as part of an excursion
102B	Transport risk assessment must be conducted before service transports child
102C	Conduct of risk assessment for transporting of children by the education and care service
102D	Authorisation for service to transport children
124	Number of children who can be educated and cared for- family day care educator
136	First aid qualifications
159	Children's attendance record to be kept by family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care service must have policies and procedures
168(2)(ga)	Education and care service must have policies and procedures (transportation)
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
175	Prescribed information to be notified to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
183	Storage of records and other documents

RELATED POLICIES

Administration of First Aid Policy	Enrolment Policy
Acceptance and Refusal of Authorisations Policy	Excursion Policy
Behaviour Guidance Policy	Incident, Injury, Trauma and Illness Policy
Child Protection Policy	Medical Conditions Policy
Child Safe Environment Policy	Record Keeping and Retention Policy
Delivery of children to, and collection from	Responsible Persons Policy
Education and Care Service Premises	Work Health and Safety Policy

PURPOSE

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place in relation to the safe transportation of children and take reasonable steps to ensure those policies and procedures are followed (Reg. 170).

[ACECQA, 2021]

We aim to ensure that all children being educated and cared for by our educators within our FDC Service are adequately supervised at all times. This includes ensuring educator to child ratios are met whenever and wherever education and care is provided to children and including providing transportation as part of our service activity.

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, staff, educators, educator assistants, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

The safety of children enrolled at our FDC Service is paramount. Every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury. Appropriate safety measures have been implemented through our comprehensive risk assessment process to ensure supervision is adequate at all times including transportation. Educator to child ratios is adhered to in addition to ensuring the maximum numbers on the service approval are not breached at any time. Adequate supervision is therefore not static as it is dependent upon a range of considerations documented in risk assessments. (e.g., when FDC educators travel together in a larger vehicle for an excursion).

DEFINITIONS

Excursion: an outing organised by an education and care service

Regular outing: in relation to an education and care service, means a walk, drive or trip to and from a destination

- (c) that the service visits regularly as part of its educational program; and
- (d) where the circumstances relevant to the risk assessment are the same on each outing

Regular transportation: in relation to an education and care service, means the transportation by the service or arranged by the service (other than as part of an excursion) of a child being educated and cared for by the service, where the circumstances relevant to a risk assessment are *substantially* the same for each occasion on which the child is transported.

Transportation (that is part of the education and care service): Transportation forms part of an education and care service if the service remains responsible for children during the period of

transportation. The responsibility for, and duty of care owed to, children applied in scenarios where services are transporting children, or have arranged for the transportation of children, including between an education and care service premises and another location, for example their home, school or a place of excursion.

Transition: In relation to the day-to-day process of moving between the service and a range of different education and care settings or from the education and care setting to a school setting.

Written authorisation: authorisation given by a parent or other person named in the child's enrolment record as having authority to authorise the child being transported by the service or on transportation arranged by the service. If the transportation is regular transportation, the authorisation is only required to be obtained once in a 12-month period. The authorisation must state:

- a) the child's name; and
- b) the reason the child is to be transported; and
- c) if the authorisation is for a regular outing, a description of when the child is to be taken on the regular outings; and
- d) if the authorisation is not for a regular transportation, the date the child is to be transported; and
- e) a description of the proposed pick-up location and destination; and
- f) the means of transport; and
- g) the period of time during which the child is to be transported; and
- h) the anticipated number of children likely to be transported; and
- i) the anticipated number of staff members and any other adults who will accompany and supervise the children during the transportation; and
- j) any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported; and
- k) that a risk assessment has been prepared and is available at the education and care service; and
- l) that written policies and procedures for transporting children are available at the education and care service.

TRANSPORT SPECIFIC RISK ASSESSMENT

As per the Education and Care Services National Law, our FDC Service will '*ensure that every reasonable precaution is taken to protect children...from harm and from any hazard likely to cause injury*' (Section 167).

Our FDC educators will conduct comprehensive transport specific risk assessments to minimize and manage all potential risks for transporting children before authorisation is sought to transport a child from the approved provider. [Reg. 102B, 102C, 102D (4)].

A risk assessment will be undertaken at least annually for '*regular transportation*' of children. Each time a FDC educator transports, or arranges, the transport of children as part of an excursion, a new risk assessment will be conducted. All risk assessments will be regularly assessed and evaluated as to facilitate continuous improvement in our service.

Our risk assessment process is guided by the following process:

- identify any hazards or potential hazards that the transportation of a child may pose to the safety, health and wellbeing of the child
- assess the risk of harm or potential harm using a risk matrix
- specify how the identified risks will be managed by eliminating or minimising the impact using control measures
- evaluate the current risk or potential harm by implementing control measures
- review and monitor the risk or potential harm to ensure it continues to be managed as a low risk

Source: Safe Transportation of Children ACECQA (2023)

Our risk assessment will consider:

- a) the proposed route and duration of the transportation; and
- b) the proposed pick-up location and destination; and
- c) the means of transport; and
- d) any requirements for seatbelts or safety restraints (as per the law of our jurisdiction); and
- e) any water hazards; and
- f) the number of adults and children involved in the transportation; and
- g) given the risks posed by transportation, the number of educators or other responsible adults to provide supervision and whether any adults with specialised skills are required; and
- h) whether any items should be readily available during transportation (mobile phone, list of emergency contact numbers) and

- i) the process for entering and exiting-
 - i. the education and care service premises; and
 - ii. the pick-up location or destination (as required); and
- j) procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking and disembarking.

Additional considerations may include:

- the experience of the driver and licensing conditions for the vehicle
- the age, ability, needs and skills of children being transported (non-ambulant, infants)
- the experience of the adults involved in transportation and their capacity for supervising children
- movement of children between the vehicle and venues
- traffic conditions
- extreme weather conditions or natural disasters
- environmental hazards such as temperature extremes, smoke
- communication to/from the vehicle- mobile phone reception
- health needs of all children and adults
- first aid provision and management of illness, injuries and emergencies
- child safe practices.

source: NSW Government Kids and Traffic (2020)

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR AND COORDINATORS WILL ENSURE:

- obligations under the *Education and Care Services National Law and National Regulations* are met
- all FDC educators, staff, volunteers and students follow the *Safe Transportation Policy* and procedure
- all educators and educator assistants are inducted in the *Safe Transportation Policy* and procedure and have completed practical training relating to safe transportation of children
- a copy of any training undertaken by staff/educators is kept at the FDC Service principal office
- information related to the safe transportation of children is shared with all FDC educators regularly to assist management fulfill their roles responsibly
- any updates to policies and procedures are clearly communicated with FDC educators and educator assistants
- clear and consistent procedures are established to ensure no children are left in vehicles when the FDC educator or educator assistant is transporting children (NQF review 2019)
- relevant criminal history requirements and Working with Children Checks are made for any person transporting children. WWCC is recorded in staff records.

- any allegation of misconduct of the educator or other adult will be reported immediately as per the Reportable Conduct Scheme detailed in our *Child Protection Policy* and/or *Child Safe Environment Policy* and *Code of Conduct Policy*
- FDC educators and educator assistants accompanying children during transportation hold:
 - current approved first aid qualification and
 - current approved Cardiopulmonary Resuscitation (CPR)
 - a current approved anaphylaxis management training qualification and
 - a current approved emergency asthma management training qualification.
- risk assessments are carried out prior to seeking authorisation for transporting children
- risk assessments for 'regular transportation' are evaluated regularly (at least annually) or whenever a change of circumstances warrants a new assessment- e.g.: route change of vehicle due to roadworks, additional pick-up points or new provider of transport, to ensure potential risks are identified and managed
- details of the safest route for travel, type of vehicle and required restraints are included in the risk assessment
- the FDC educator or person driving the vehicle/bus holds a current Australian driver's licence
- education on road safety for children is included in the FDC Service's programming (for example Kids and Traffic, Vic Roads Primary School roads information)
- the maximum number of children approved for a FDC service is adhered to no matter where the children are located, including when they are being transported by the Service [S. 51(4A)]
- messages from families regarding attendance changes to pick up or drop offs are communicated to FDC educators

FDC COORDINATORS/ FDC EDUCATORS/ EDUCATOR ASSISTANTS WILL ENSURE:

- every reasonable precaution is taken to protect children from harm and hazards likely to cause injury
- effective and adequate supervision is provided when children are being transported. Consideration must include:
 - the number, age and ability of children
 - visibility and accessibility
 - physical positioning of educators
 - risks related to the mode of transportation (including travel on foot)
 - risks in the environment, location and while travelling
 - the experience, knowledge and skill of each educator

- parents/guardians complete a written authorisation for regular transportation of their child and a copy of this is filed in the child's enrolment record
- educator to child ratio requirements is always maintained
- children are never left unattended in the vehicle
- annual checks are made for all restraints/car seats by a registered restraint fitter
- the FDC educator or person driving the vehicle/bus holds a current Australian driver's licence and are licenced to carry the required number of passengers for the purpose
- educators adhere to the road rules and regulations mandated by law within each state/territory
- children wear approved seatbelts/restraints whilst the vehicle is in motion in accordance to NSW Road Rules and Road Transport Act
- children remain seated and secured in child restraints and do not behave in a dangerous or inappropriate manner
- rehearsals for transportation of children are conducted throughout the year as 'best practice'
- flow charts for procedures of what to do in case of an emergency (missing or unaccounted child) are clearly communicated with all stakeholders regularly, including implementation of the *Missing Child During Regular Transportation Procedure*
- a working mobile phone or other similar means of communication to communicate with the principal office, coordinator, parents/carers is carried in case of emergency
- a list of emergency contact numbers for the children being transported is available at all times
- the *Administration of First Aid Policy* is implemented in the event of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required
- compliance with first aid requirements of Reg. 136 is met at all times
- an easily recognised and suitably equipped first aid kit is easily accessible during transportation
- medication, health plans and risk assessments for individual children are taken when transporting children
- children are instructed on processes for entering and exiting the FDC residence or approved venue
- children's attendance is checked against an accurate attendance record showing when children are within the care of the FDC Service/ FDC educator
- children's attendance is checked by the FDC educator before departure from the designated pick-up location and marked as present as they disembark from the vehicle
- procedures for the safe handover of children between the FDC Service and other educational site is documented correctly (if applicable) and clearly communicated with all stakeholders
- children exit the vehicle using the 'safety door'

- safety rules are developed with children to ensure a clear understanding of appropriate and inappropriate behaviour
- educators are aware of appropriate procedures to be followed in the event of a vehicle crash involving children from the service
- every effort will be made to notify parents/carers of delays returning to the FDC residence or venue if applicable

PICKING UP CHILDREN AND DURING TRANSPORTATION

- the vehicle is parked in a safe location close to the entry of the FDC residence or venue
- all children accompany the FDC educator or educator assistant when leaving the residence
- a 'head count' and check of the children's attendance record is checked by the educator as children assemble in a predetermined location at the residence or venue prior to embarking the vehicle [or use the *Transport Pick up/Drop off Checklist* each time transport is provided to children]
- a *Transportation Attendance Record* is provided to the FDC educator prior to record:
 - children's attendance on the vehicle
 - how children are accounted for as they embark and disembark on the vehicle
 - a final check of the vehicle, including the interior, to ensure no child is left on the vehicle
- children are signed into the service attendance record upon collection, noting the time children enter the vehicle
- if both the FDC educator and educator assistant are travelling in the vehicle, a check of the home must be conducted prior to departure to ensure no children are left behind
- children are safely secured into their seats/restraints
- children are continuously supervised during transportation by the educator, ensuring they have clear vision of all children
- children are to remain seated and secured in appropriate child restraints until the vehicle/bus has completely stopped
- the designated driver of the vehicle/bus complies with all appropriate road, safety and transport regulations
- under no circumstances will the driver of the vehicle/bus supervising the children use handheld mobile phones unless safely parked
- under no circumstances will the driver and/or FDC educator supervising children be under the influence of alcohol or drugs

- the designated driver of the vehicle has the right, *if required* to stop in a safe place until the children conform to the safety guidelines. Parents will be notified if their child continues to be challenging and/or behaving in a dangerous manner.

DROPPING OFF CHILDREN

- at each stop, the FDC educator and/or educator assistant must park the vehicle and turn off the ignition at a safe and secure location (pre-determined)
- children are to remain seated until the vehicle/bus has completely stopped
- if the child is being collected or dropped off to a school or a venue that requires the FDC educator to escort the child to that location, the vehicle must be parked, and all children accompany the FDC educator
- children must never be left unsupervised in the vehicle
- if an educator assistant is travelling with the FDC educator, one of these adults may remain in the vehicle to supervise children whilst a child/ren is delivered safely to their venue/location and signed in
- the FDC educator/educator assistant will assist children to safely disembark the vehicle/bus
- children will exit the vehicle/bus using the 'safety door' or door located near the kerb
- the FDC educator/educator assistant will ensure the child/ren are safely delivered to their location and into the care of a specific person (OSHC educator, kindergarten teacher, preschool educator) as authorised by the parent/carer
- the *Transportation Attendance Record* is completed at each drop off location
- children are signed out of the service attendance record upon drop off, noting the time children exit the vehicle.

RETURNING TO THE FDC RESIDENCE/VENUE

- the FDC educator will park the vehicle in a safe location close to the entry of the FDC residence or venue
- children will be removed from their restraints and escorted inside the residence
- a 'head count' of children against the attendance record will be checked by the FDC educator once inside the residence
- a signed copy of the roll/attendance record should be kept as a record for inspection by the Regulatory Authority (best practice) OR the *Transportation Attendance Record* is completed and kept as an accurate record

- once the children have been removed from the vehicle the FDC educator and/or educator assistant will conduct a final thorough sweep of the vehicle/bus, checking on and under seats to ensure there are no children or belongings left behind
- checks should be marked as completed and signed by the FDC educator and/or educator assistant and kept on record as best practice OR the *Transportation Attendance Record* is completed and kept as an accurate record
- any child is unaccounted for, the FDC educator must follow the *Missing Child During Regular Transportation Procedure*. This will include:
 - physical search of the vehicle (including under the vehicle)
 - contacting other relevant locations- school, park, library and request an immediate search
 - contact the police and child's parents/carers
 - contact FDC scheme coordinator/nominated supervisor
 - notify regulatory authority of a serious incident within 24 hours with the support of the approved provider.

SAFE MAINTENANCE OF TRANSPORTATION VEHICLE

The approved provider, nominated supervisor, coordinator and FDC educator will ensure:

- the transportation vehicle is fitted with the required seat belts and child restraints, approved by the Roads and Traffic Authorities (see Rule 266 of the Australian Road Rules)
- there are sufficient seat belts installed for all passengers in accordance with current Australian Safety Standards- (AS/NZS 1754)
- the vehicle has enough fuel to transport the children each day as in accordance with schedule
- the vehicle is registered, roadworthy and insured (general legal requirements and best practice standards are adhered to)
- any repairs are completed as soon as possible by a qualified mechanic
- checks of the vehicle should be recorded, signed by the relevant person and kept for inspection by the regulatory authority
- all drivers hold a current Australian driver's licence, licenced to carry the required number of passengers for the vehicle
- in the event of any mechanical or other breakdown, children will be kept safe, comfortable and occupied with suitable activities
- educators/drivers wear/have access to a high visibility vest
- every effort will be made to notify parents/carers of delays returning to the FDC Service if applicable.

FAMILIES WILL:

- adhere to the Service's Delivery of children to, and collection from Education and Care Service Premises *Policy* and *Safe Transportation Policy*
- communicate any change in transportation requirements for their child with their FDC educator as soon as they are aware (for example: no transport is required on a particular day as the child has returned home from school due to illness)
- notify the Service and FDC educator if their child is going to be absent on a particular day and not require transport
- ensure written authorisation for transportation of their child by the FDC educator/and service is granted by either the parent or authorised nominee named in the child's enrolment record
- provide emergency contact details and phone numbers upon enrolment and update emergency contact details and phone numbers regularly
- sign attendance record upon delivery or collection of a child to the FDC Service in accordance with the *Delivery of Children to, and Collection from Education and Care Service Premises Policy*

RELATED RESOURCES:

[Kids and Traffic- Early Childhood Road and Safety Education Program](#)

- Transporting children safely- Guidance on Understanding safe transport and travel requirements for education and care service providers (2020).
- Safe Travel and Transport- Advice for working with children, families, schools and communities (2020).

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Safe Transportation Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).
Australian Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).
ACECQA. (2023). [Policy and Procedure Guidelines. Safe Transportation of Children](#).
ACECQA. (2023). [Fact sheet. Changes to Regular Transportation of Children](#).
ACECQA. (2023). [Risk Assessment and management- Safe Transportation of children safety checklist and regular transportation record form](#).
ACECQA. (2023). [Guidance for Adequate Supervision During Transportation](#).

ACECQA. (2023). [*Minimising the Risk of Children Being Left Behind in Vehicles*](#). NQF Review 2019

Australian Government Department of Education. [*Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022*](#)

Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

[*Education and Care Services National Regulations*](#). (Amended 2023)

Kids and Traffic Early Childhood Road Safety Education Program (NSW)

Revised National Quality Standard. (2018).

Road Transport (Safety & Traffic Management) Act 1999.

Queensland Government Early Childhood Education and Care (2021) [*Transportation Look before you Lock*](#)

Vic Roads- Primary school road safety education resources

[*Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012*](#)

[*Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012*](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

CHILD SAFE ENVIRONMENT POLICY

The United Nations Convention on the Rights of the Child (UNCRC) outline that children and young people have a right to be safe and cared for, no matter where they are or who they are with. Children have the right to be protected from violence, abuse or neglect. When working with children and young people, it is important to understand children's rights and needs.

We are advocates for children and have a strong commitment to child safety and establishing and maintaining a child safe environment. Children's safety and wellbeing are paramount at our Service. Our Family Day Care (FDC) Service embeds the National Principles for Child Safe Organisations and promotes a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging. [NQF October 2023]

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
2.2.3	Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
QUALITY AREA 5: RELATIONSHIPS WITH CHILDREN		
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S.162 A	Child Protection
S.165	Offence to inadequately supervise children
S.166	Offence to use inappropriate discipline
S.167	Offence relating to protection of children from harm and hazards

82	Tobacco, drug and alcohol-free environment
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102B	Transport risk assessment must be conducted before service transports child
102C	Conduct of risk assessment for transporting of children by the education and care service
102D	Authorisation for service to transport children
103	Premises, furniture and equipment to be safe, clean and in good repair
104	Fencing
105	Furniture, materials and equipment
106	Laundry and hygiene facilities
109	Toilet and hygiene facilities
115	Premises designed to facilitate supervision
116	Assessments of family day care residence and approved family day care venues
117	Glass
123A	Family day care co-ordinator to educator ratios- family day care service
124	Number of children who can be educated and cared for by family day care educator
136	First aid qualifications
155	Interactions with children
162	Health information to be kept in enrolment record
165	Record of visitors
167	Record of service's compliance
168 (h)	Providing a child safe environment
169 (2)g	Additional policies and procedures- family day care services
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
175	Prescribed information to be notified to regulatory authority

274	Swimming pools
358	Working with children check to be read (VIC Services)

RELATED POLICIES

Adventurous (Risky and Nature) Play Policy Assessment, Approval and Re-assessment of Approved Family Day Care Residence/Venue Policy Behaviour Guidance: Bullying Policy Child Protection Policy Code of Conduct Policy Cyber Safety Policy Dealing with Complaints Policy Delivery of Children to, and Collection from Education and Care Service Premise Policy Emergency Evacuation Policy Excursion Policy Furniture and Equipment Safety policy Governance Policy Injury, Incident, Trauma and Illness Policy Interactions with Children, Families and Staff Policy Managing an Unidentified Dog Policy	Medical Conditions Policy Nutrition and Food Safety Policy Photograph Policy Physical Environment Policy Privacy and Confidentiality Policy Probation Induction and Orientation Policy Safe Storage of Hazardous Chemicals Policy Safe Transportation of Children Policy Sleep and Rest Policy Staffing Arrangements Policy Student and Volunteer Policy Sun Safe Policy Supervision Policy Tobacco Drug Alcohol Free Policy Visitors to Family Day Care Residence Policy Water Safety Policy Work Health and Safety Policy
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PURPOSE

Our Family Day Care (FDC) Service has a legal and ethical responsibility to ensure our educators provide a safe and friendly environment where all children are respected, valued and encouraged to reach their full potential. Children's safety and wellbeing is paramount, and we aim to take all practical steps to protect children and young children from harm, ensuring healthy and safe environments. Our robust risk assessments ensure approved Family Day Care residences/and or venues provide children and visitors with an environment that helps to make children feel safe and provides a sense of belonging. We ensure all our FDC educator's residences are free from the use of tobacco, alcohol and illicit drugs.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, students, families, children, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Under the Education and Care Services National Regulations the approved provider must ensure that policies and procedures are in place for providing a child safe environment and take reasonable steps to ensure those policies and procedures are followed. (Reg. 168, Reg. 170). The National Law requires management to ensure all children being educated and cared for are adequately supervised and every reasonable precaution is taken to protect children and young people from harm and any hazard likely to

cause injury. Our focus is to build a child safe environment which is reflected in our FDC Service policies and procedures and understood and practiced by all children, young people, educators, staff, visitors, volunteers and students.

KEY TERMS – DEFINITIONS

Code of Conduct	Together with a code of ethics, the code of conduct helps guide interactions between management, educators and staff, as well as informing the service decision-making processes relating to professional standards
Disclosure	The process where a child or young person conveys or attempts to convey that they are being or have been abused.
Information sharing	Refers to sharing or exchanging information, including personal information about or related to, abuse in organisational contexts. The terms refer to sharing information between (or within) organisations, as well as sharing information with professionals who provide key services for children.
Mandatory reporter	A person who is required to report known and suspected cases of child abuse and neglect to a nominated government department or agency.
Mandatory reporting	The legislative requirement for selected classes of people to report suspected cases of child abuse and neglect.
National Principles for Child Safe Organisations	Reflect ten child safe standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse and are the vehicle for giving recommendations relating to the standards.
Reportable conduct	Certain organisations or entities have legal obligations under Reportable Conduct Schemes to notify and investigate certain allegations of abuse involving a child, when the allegation is against someone they employ, engage or contract in circumstances outlined in the legislation.
Rights of the Child	Human rights belonging to all children, as specified in the United Nations Convention of the Rights of the Child.
Wellbeing	Sound wellbeing results from the satisfaction of basic needs. It includes happiness and satisfaction, effective social functioning and the dispositions of optimism, openness, curiosity, and resilience.
Working with Children / working with vulnerable people check (WWCC/WWVP)	A notice, certificate or other document granted to, or with respect to a person under a working with children law. The person has been assessed as suitable to work with children; there has been no information that if the person worked with children the person would pose a risk to the children; or the person is not prohibited from attempting to obtain, undertake or remain in child-related employment.

Definitions sourced from

ACECQA. (2023). Policy and procedure guidelines. *Providing a Child Safe Environment*.

NSW Department of Education (2021). [Guide to the Child Safe Standards for early childhood education and care and outside schools hours care services](#)

COMMITMENT TO THE SAFETY OF CHILDREN AND YOUNG PEOPLE (National Principles 1-10)

Our FDC Service is committed to being a child safe organisation and embeds the National Principles of Child Safe Organisations, placing the protection of children as a priority of our responsibilities and obligations. The Child Safe Standards recommended by the Royal Commission provide guidance for our Service to ensure our policies and procedures, strategies and attitudes, ensure children's safety is paramount and that we continue to improve our child safe culture and practices. This focus is reflected in our Service policies and procedures and understood and practiced by all educators in their own homes/or venues.

Our FDC Service takes a 'zero' tolerance approach to child abuse and are committed to raise awareness about the importance of child safety in our environment and the community. Our nominated supervisors, coordinators, FDC educators and educator assistants are trained to identify signs and behaviours that may indicate child abuse and thoroughly understand their obligations and responsibilities to respond to incidents, disclosures or suspicions of harm as mandated reporters. We promote diversity and tolerance and aim to form equitable and positive relationships with children. We ensure children and young people participate in decisions affecting them and listen and respect their suggestions and ideas. We respond to any concerns, disclosures, allegations or suspicions of harm by reporting to the relevant authorities.

Our FDC Service has adopted the [National Model Code and Guidelines](#) and implement child safe practices regarding the use of electronic devices for taking images or video of children whilst providing education and care.

We are committed to diversity and welcome all children and young people regardless of their abilities, sex, gender or social economic or cultural background.

Our FDC Service will not tolerate bullying or harassment and our *Behaviour Guidance - Bullying Policy* and procedure outlines the preventative strategies and supervision implemented by our FDC Service to deal with bullying and help protect children. Our priority is to ensure the safety and wellbeing of children and young people and encourage positive relationships.

[Primary policies – Behaviour Guidance - Bullying; Code of Conduct; Interactions with Children, Families and Staff, Photograph]

COMMUNICATION (National Principles 2 and 3)

We aim to build and maintain positive and respectful relationships with children, families, staff and educators of our FDC Service and prioritise a child safe environment. We communicate regularly and clearly with all stakeholders and ensure our policies and procedures are available to staff, educators, employees, students, volunteers, visitors, families and children and young people. (Reg. 170). Our policy folder is available at each FDC residence or approved venue. We welcome and encourage all stakeholders to share feedback and evaluation of our policies and procedures through surveys, feedback or discussions with management.

[Primary policies –Child Protection; Code of Conduct; Interactions with Children, Families and Staff]

PARTICIPATION OF FAMILIES, CHILDREN AND YOUNG PEOPLE (National Principle 2)

Our FDC Service ensures families are always welcome and feel comfortable asking questions on how we prioritise child safety. We provide a range of opportunities for consultation and collaboration about decisions about their child's safety whilst at our Service including:

- policy and procedure review
- child protection
- allegations/grievance procedures
- sun safety
- written authorisations- parenting orders
- code of conduct
- inclusivity and supporting children and young people with diverse needs
- adopting the National Model Code and Guidelines

We promote a respectful, child safe culture where children and young people concerns are always responded to, and children feel empowered to participate in decisions and provide feedback to educators and staff.

Our FDC Service provides opportunities for conversations with children and young people about their rights and encourages children and young people speak up if they are feeling unsafe or worried. We provide multiple channels for children and young people to lodge complaints, tailoring these options to their communication preferences based on their feedback. We work individually with children and young people about the type of support that maybe required to participating in the complaints procedure.

[Primary policies – Dealing with Complaints; Interactions with Children Families and Staff]

CODE OF CONDUCT (National Principles 4 and 6)

Management, educators, staff, volunteers and students will adhere to our FDC Service's *Code of Conduct Policy*. Our *Code of Conduct Policy* clearly outlines expectations regarding behaviour and describes the principles, values, and ethical guidelines that guide our staff and stakeholders in their interactions and activities. All FDC educators and staff members are made fully aware that following breaches of the Code of Conduct and role responsibilities may result in disciplinary action which may lead to termination of employment. Individuals can report any concerns they may have about inappropriate actions of any educator, staff, student or volunteer that involves children or young people to management, ensuring a prompt and thorough response to maintain a safe and secure environment for all. We will:

- promote a culture of child safety and wellbeing in all aspects of our Service's operations

- adhere to our *Child Safe Environment Policy*, *Child Protection Policy* at all times
- ensure all staff, educators, volunteers and students have undertaken current child protection legislation training
- provide adequate and effective supervision of children at all times
- take reasonable action to protect children and young people for risk of harm
- ensure the service premise is free from the use of tobacco, illicit drugs and alcohol
- be responsible for their own, and others health and safety
- adhere to our *Privacy and Confidentiality Policy*
- be a positive role model to children and young people
- respect children and young people's privacy and dignity at all times
- listen and respond appropriately to the views and concerns of children and young people
- report any allegations of child abuse to the approved provider
- notify the approved provider and/or the regulatory authority within 24 hours of any serious incident or complaint as per the National Regulations
- encourage children and young people to 'have a say' on issues that are important to them.

FDC educators, educator assistants, coordinators, staff and volunteers must:

- not discriminate against any child, because of age, gender, cultural background, race, ethnicity or disability
- not put children or a young person at risk of abuse- refusing food/play, making threats, exposing children to inappropriate language or material (movies, internet, photos, or music)
- not develop any 'special' relationships with children or young people that could be seen as favouritism such as the offering of gifts or special treatment
- not be under the influence of illegal drugs or alcohol
- not smoke or vape in or on surrounding areas of the FDC Service.

[Primary policies – Code of Conduct; Privacy and Confidentiality; Probation Induction and Orientation; Technology; Tobacco, Drug and Alcohol-Free Policy]

RECRUITMENT PROCESS AND WORKING WITH CHILDREN CHECK (National Principle 5)

Working in conjunction with the Child Protection Act and National Regulations, the safety, welfare and wellbeing of children is paramount within our FDC Service and community. All staff and engaged educators, undergo an extensive recruitment screening and assessment process including consideration of their suitability for working and caring for children, clearance for a Working with Children Check and checking their criminal history before engagement with the Service. All educators, educator assistants and any family members over the age of 18 living in the residence are required to hold a current Working with Children Check (WWCC).

All educators, educator assistants and family members are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked. The approved provider is responsible for the periodic review and maintenance of up-to-date records of Working with Children Check, including the Working with Children Check number and the date on which each clearance expires.

All prospective applicants must declare that they do not hold any prohibition notices preventing them from working with children (Reg. 188). The approved provider will verify prohibition notices using the [NQAITS](#) 'register search' tool. Candidates applying for roles such as nominated supervisor or responsible person must also complete a Compliance History notice. Existing employees are encouraged to disclose any enforcement actions taken against them.

WWCC information will be placed in the individual's file and continue to be updated as required.

The approved provider is responsible for ensuring all students and volunteers working with a FDC educator, hold a current Working with Children Check (WWCC). Any visitor who has direct contact with children will be required to provide a WWCC for verification prior to coming into contact with children (*best practice*).

The approved provider will keep a record for each day a student or volunteer participates in the Service including date and hours of participation.

[Primary policies – Probation Induction and Orientation; Staffing Arrangements, Visitors to Family Day Care Residences]

CHILD PROTECTION- REPORTABLE CONDUCT SCHEME (National Principle 6)

Children and young people always have a right to be safe and protected. All FDC educators and management have a legal and moral duty to protect children from harm. It is essential when working with children to be aware of indicators of harm and be able to recognise and report concerns regarding suspected harm or protection concerns. Coordinators, educators and educator's assistants, understand their roles and responsibilities in protecting children from abuse and neglect and maintain up-to-date knowledge of child protection law (Reg. 84).

FDC educators:

- will take all reasonable steps to protect children from abuse
- ensure children are never left alone with visitors, volunteers or students
- must be contactable by telephone whilst children are in attendance at the FDC service
- must be available to children at all times they are educated and cared for at the FDC service
- are aware they must not consume alcohol or be affected by alcohol or drugs (including prescription medication) that may impair their capacity to provide education and care

Coordinators or responsible persons in day-to-day charge must complete a course in child protection approved by the regulatory authority on an annual basis. All educators must refresh their knowledge about mandatory reporting each year. The approved provider will ensure all educators and educator assistants are familiar with the Reportable Conduct Scheme and the types of reportable conduct. To protect children and young people and ensure their safety, welfare and wellbeing, management is legally required to report allegations or convictions of harm or risk of harm to a child or young person

and child related misconduct by any staff member, educator, volunteer or visitor to Office of the Children's Guardian and Child Protection Hotline.

Our FDC Service is committed to providing support to children, young people, families, educators or staff who have made a report regarding child protection, with a focus on upholding strict confidentiality throughout the process. Our primary concern is the well-being and safety of the child or young person, and we will work closely with relevant authorities, professionals, and support networks to ensure that the child or young person's best interests are met throughout the process. Our dedicated support system will assist FDC educators and staff in navigating this challenging process while safeguarding their privacy and professional well-being.

[Primary policy – Child Protection]

CHILD PROTECTION- ALLEGATIONS AGAINST EMPLOYEES (National Principle 6)

To protect children and ensure their safety, welfare and wellbeing, the approved provider must report allegations or convictions of child abuse and child related misconduct by any educator, staff member or visitor or volunteer to the Office of the Children's Guardian (OCG) NSW as part of the *Reportable Conduct Scheme*.

Our FDC Service will ensure an appropriate level of confidentiality of information relating to the reportable allegations as per the Children's Guardian Act 2019 legislation.

Our FDC Service will ensure an appropriate level of confidentiality of information relating to the reportable allegations as per the Children's Guardian Act 2019. We take our legislative responsibilities as part of the Reportable Conduct Scheme seriously and will respond to any reportable allegation or conviction against employees or volunteers that may arise.

[Primary policy – Child Protection Policy]

REPORTING AND RESPONDING TO GENERAL COMPLAINTS (National Principle 6)

Feedback from children, families, educators, staff and the wider community is fundamental in creating an evolving Childcare Service working towards the highest standard of care and education. We ensure FDC educators, staff, volunteers and students are well informed about the different ways children may express concerns, distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child. (ACECQA, 2023.)

We aim to investigate all complaints and grievances with a high standard of equity and fairness. Our FDC Service believes in procedural fairness and natural justice that govern the strategies and practices, which include:

- The right to be heard fairly
- The right to an unbiased decision made by an objective decision maker
- The right to have the decision based on relevant evidence.

The approved provider will place a prominently displayed notice in the foyer area of our FDC residence or approved venues, providing contact information, including the name and telephone number for lodging complaints. FDC educators and staff will receive guidance on the

Dealing with Complaints Policy and procedure and the process for reporting complaints during their service induction. Families, children and young people will be advised of the *Dealing with Complaints Policy* and procedure and how to report complaints during orientation of enrolment. [Primary policy – Dealing with Complaints]

SAFETY CHECKLISTS- ANNUAL ASSESSMENTS (National Principle 8)

Regular safety checks maintain basic standards of safety within FDC residences or venues. FDC educators will complete the following daily checklists to assist and record inspections of the physical environment where foreseeable risks may be evident and cause harm or injury to a child:

For example: indoor safety checklist, outdoor safety checklist, fence/gate checks etc

Any findings that require attention will be either dealt with immediately or submitted into the maintenance book depending on priority. Coordinators must be notified of any areas that need immediate attention within the residence or venue.

Annual Risk Assessment

The approved provider/coordinator will conduct an annual risk assessment of each FDC residence and approved venue to ensure that the health, safety and wellbeing of children are protected. The assessment will ensure the FDC residence and approved venue adheres to all regulatory requirements and all equipment (including outdoor play equipment), furniture uphold the Australian Safety Standard where applicable. Whether the equipment carries an Australian Standard marking or not, the approved provider and educator must undertake regular checks for safety purposes.

The premises and all equipment and furniture used within the FDC educator's residence is audited to ensure all aspects are safe, clean and in good repair. FDC educators are aware that toys and equipment need to be checked to ensure they are safe and developmentally appropriate for children. Regular checks occur within the FDC residence to ensure that all toys, furniture and equipment are in good condition and working order. These checks include:
Maintenance Record, toys register, toy cleaning register etc

Records of all assessments will be kept at the FDC principal office and the FDC educator's residence. [Primary policies – Health and Safety Policy, Equipment Safety Policy and Assessment, Approval and Re-assessment of Approved FDC Residence and/or Venue Policy]

SUPERVISION (National Principles 5 and 7)

Children's safety is embedded in our day-to-day practices. FDC educators will always provide effective and adequate supervision of children. FDC educators will employ 'active supervision' strategies within the FDC environment and when transporting children. Consideration will be made for the different ages and abilities of children and the activities that may require different levels of supervision. Sleeping infants and toddlers will be closely monitored at regular intervals and will always be within sight and hearing distance of the FDC educator so a child's breathing, and the colour of their skin can be monitored.

To ensure compliance with regulations, educator to child ratio is 1:7. FDC educators are only permitted to provide education and care to a maximum of 4 children preschool age or under. Ratio includes the educator's own children younger than 13 years of age if there is no other adult to care for them.

[Primary policies – Supervision; Sleep and Rest]

RISK ASSESSMENT AND RISK ASSESSMENT TOOL (National Principle 8)

It is a legislative requirement that all services implement a risk management system where they identify and manage hazards and risks within the workplace to ensure a child safe environment. Strategies are in place to make sure child safety is embedded across our Service through compliance with the *Education and Care National Regulations* are the National Principles for Child Safety – Child Safe Standards. The key principles of risk management include:

1. Identifying all hazards or potential hazards in the service/residence/venue
2. Assess the risk of harm or potential harm for each hazard
3. Control or manage the risk – Risk Rating Matrix
4. Monitor and improve safety – Risk Assessment Action Plan
5. Evaluate and Review

It is the responsibility of the approved provider and/or coordinators to ensure risk assessments are completed where children's safety may be jeopardised and whenever the FDC educator may be organising an excursion/incursion.

Children's safety must be incorporated into everyday practice within the FDC residence and/or venue.

Common hazards which may require a risk assessment include:

- cross-infection and infectious disease
- administration of medication
- anaphylaxis procedures and management
- building and equipment (including storage)
- inadequate space for conducting activities and experiences
- hazardous chemicals
- electrical appliances
- food preparation and storage
- environmental influences such as shade, noise etc
- sun safety
- children's behaviours
- safe rest and sleep practices
- nappy change facilities
- play equipment

- water safety- swimming pools, spas, water
- fire equipment
- pets and/or animals
- supervision of children
- safe transportation of children
- children's activities and experiences
- Work Health and Safety such as manual handling (e.g., safe lifting children from cots and highchairs)
- potential emergencies
- natural disasters
- safe arrival of children
- organisation culture (child-safe culture)
- physical contact
- training
- online activities
- electrical devices (photographs/videos)
- privacy and confidentiality
- non-compliance risk
- hot drinks

To maintain a child safe environment, all staff, FDC educators and educator assistants will adhere to FDC Service policies and procedures and conduct the following checklist and audits:

This may include risk assessment, maintenance record, excursion risk assessment etc]

[Primary policies – Administration of First Aid; Behaviour Guidance; Child Protection; Code of Conduct; Emergency and Evacuation; Incident, Injury, Trauma and Illness Policy; Excursion; Medical Conditions; Photograph; Safe Arrival of Children; Safe Transportation of Children; Sun Safety; Sleep and Rest]

EMERGENCY AND EVACUATION PROCEDURES (National Principle 8)

FDC educators will ensure a copy of the emergency and evacuation floor plan is displayed in a prominent position near each exit at the residence or approved venue.

All staff, FDC educators and educator assistants are familiar with emergency evacuation procedures and regulatory requirements.

Educators will rehearse emergency and evacuation procedures at least once every 3 months and ensure all children are involved. Copies of emergency phone contacts will be readily available.

Records will be kept for all rehearsals.

[Primary policy- Emergency Evacuation]

STORAGE OF HAZARDOUS SUBSTANCES (National Principle 8)

We reduce the risk of harm to children, young people and educators by using eco-friendly products. FDC educators will endeavour to provide a safe environment ensure necessary chemical and hazardous equipment are safely stored away from children and handled appropriately. FDC educators will keep a register of hazardous chemicals used within their residence, including Safety Data Sheets.

To maintain a safe environment for children and young people, the following audits and checklists are conducted:

Safe Storage of Hazardous Chemicals audit, Poison audit, Medication storage audit, etc
[Primary policy – Safe Storage of Hazardous Chemicals; Administration of Medication]

ARRIVAL AND DEPARTURE AUTHORISATION (National Principles 1 and 8)

Our FDC Service prioritises children's safety at all times. FDC educators will only release children or a young person to an authorised person as named on the child's enrolment form. Management will request families provide current court orders, and parenting plans to ensure our records are up to date.

National Regulations require FDC educators to keep an accurate record of children's and visitor's arrival and departures with the signatures of the person responsible for verifying the accuracy of the record and the identity of the person collecting the child or young person.

FDC educators will work in collaboration with our *Delivery of children to and Collection from Education Visitors to Family Day Care Residence Policy and Care Premises Policy, Safe Arrival of Children Policy* and to promote a culture of child safety and wellbeing in the FDC Service.

To ensure children's safety, FDC educators have a clear understanding of their legal obligation to check identification when a person is collecting a child from their residence/venue. To maintain compliance, parents will provide written authorisation if a person who is not named as an emergency contact on the enrolment form to collect a child from the FDC service.

FDC educators will ensure court orders are strictly adhered to and protect children from any potential harm.

[Primary policy - Delivery of children to and Collection from Education and Care Premises; Safe Arrival of Children; Visitors to Family Day Care Residence]

ONLINE SAFETY (National Principle 8)

Our FDC Service is committed to create and maintain a safe online environment with support and collaboration with children and young people, FDC educators, families, and community. Our FDC Service ensures backups of important and confidential data is made regularly and either stored securely offline, or online. Software and devices are updated regularly to avoid any breach of confidential information.

Families are provided with information about the software program which is password protected and used to share observations, photos, videos, daily reports and portfolios. Passwords are not to be shared with others as per our written agreement.

Written authorisation is requested as part of the enrolment process for children to use computers/tablets; have their photo taken and published as part of promotional marketing or on the app program used by the FDC Service. The identity of a child is not published on any platform.

FDC educators will not use their personal mobile phones or any personal electronic device to take photos or video of children at the FDC Service. Only Service issued electronic devices are used and strict controls are in place to ensure the appropriate storage and retention of images and video of children as per the National Model Code and Guidelines.

Only educational software programs and apps that have appropriate content and have been examined prior to allowing their use. Children are always supervised using any technology.

[Primary policies – Cyber Safety; Technology; Photograph; Privacy and Confidentiality, Code of Conduct]

CONTINUOUS REVIEW (National Principle 9)

To ensure we maintain a culture of continuous improvement, we will ensure our child safe practices are regularly reviewed, evaluated and improved. We aim to ensure all FDC educators, staff, students and volunteers understand and effectively implement our policies and procedures to provide a child safe environment.

We will regularly review and monitor the effectiveness of our Child Safe policies and procedures and invite children, staff members, families and communities to contribute to their development. Any updates or revisions will be communicated to all stakeholders. Our *Child Safe Environment Policy* will be reviewed on an annual basis.

CHILD SAFE STANDARDS LEGISLATION/RESOURCES

NSW

The Children's Guardian Amendment (Child Safe Scheme) Bill 2021 came into effect on 1 February 2022 requiring organisations who work with or provide services to children to implement the NSW Child Safe Standards. Compliance and enforcement measures under the Children's Guardian Act commenced from 1 February 2023.

[Children's Guardian Act 2019](#)

Children's Guardian Amendment (Child Safe Scheme) Bill 2021

Office of the Children's Guardian [Child Safe Self-Assessment](#)

[Office of the Children's Guardian. Child Safe Standards](#)

SOURCES

Australian Children's Education & Care Quality Authority. (2023). Policy and procedure guidelines. [Providing a Child Safe Environment](#).

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Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority. (2024). [*National Model Code for Early Childhood Education and Care.*](#)

Australian Government. Department of Skills. (2022). [*Belonging. Being and Becoming: The Early Years Learning Framework for Australia.*](#)V2.0, 2022

Australian Human Rights Commission (2020). *Child Safe Organisations.* <https://childsafe.humanrights.gov.au/>

Child Protection (Working with Children) Act 2012

Children’s Health and Safety – An analysis of Quality Area 2 of the National Quality Standard

Department of Education NSW Providing a child safe environment

Education and Care Services National Law Act 2010. (Amended 2023).

[*Education and Care Services National Regulations.*](#) (Amended 2023).

NSW Department of Education (2021). [*Guide to the Child Safe Standards for early childhood education and care and outside schools hours care services*](#)

NSW Government Office of the Children’s Guardian *A guide to the Child Safe Standards.* (2020).

[*United Nations Convention of Rights of the Child, \(1989\).*](#) (UNCRC)

Work Health and Safety Act, (2011).

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

STAFFING ARRANGEMENTS POLICY

Our Family Day Care (FDC) Service aims to engage educators, educator assistants, staff, coordinators and nominated supervisors who have the qualifications and experience to develop warm, nurturing, and respectful relationships with children. We are committed to ensuring that children's health, safety, and wellbeing is protected at all times through providing appropriate and effective supervision according to legislated ratios and best practice. Our educators, with support from the coordinator, will design and implement programs that support children's participation and engagement, interests, learning, and development.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.1	Organisation of Educators	The organisation of Educators across the Service supports children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of Educators at the Service.
4.2	Professionalism	Management, Educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, Educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional Standards	Professional standards guide practice, interactions and relationships.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S.56	Notice of addition of nominated supervisor
S.56A	Notice of change of a nominated supervisor's name or contact details
S.161	Offence to operate education and care service without nominated supervisor
S.161A	Offence for nominated supervisor not to meet prescribed minimum requirements
S.162A	Child protection training (Persons in day-to-day charge and nominated supervisors to have child protection training -WA Services)
S. 164	Offence relating to assistance to family day care educators
S.169	Offence relating to staffing arrangements
S.172	Offence to fail to display prescribed information
S.173	Offence to fail to notify certain circumstances to Regulatory Authority
S.175	Offence relating to requirement to keep enrolment and other documents

S.188	Offence to engage person to whom prohibition notice applies
S.269	Register of family day care educators, coordinators and assistants
4 (1)	Definitions
10	Meaning of <i>actively working towards</i> a qualification
32A	Condition on service approval—maximum number of family day care educators
35	Notice of addition of new nominated supervisor
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law
117A	Placing a person in day-to-day charge
117B	Minimum requirements for a person in day-to-day charge
117C	Minimum requirements for a nominated supervisor
119	Family day care educator and family day care educator assistant to be at least 18 years old
123A	Family day care co-ordinator to educator ratios—family day care service
124	Number of children who can be educated and cared for – family day care educator
127	Family day care educator qualifications
128	Family day care co-ordinator qualifications
136	First Aid qualifications
143A	Minimum requirements for a family day care educator
143B	Ongoing management of family day care educators
144	Family day care educator assistant
153	Register of family day care educators, coordinators and educator assistants
154	Record of staff engaged or employed by family day care service
163	Residents at family day care residence and family day care educator assistants to be fit and proper persons
168	Education and care services must have policies and procedures
169	Additional policies and procedures-family day care service
170	Policies and procedures to be followed
173A	Prescribed information to be displayed

174	Time to notify certain circumstances to regulatory authority
177	Prescribed enrolment and other documents to be kept by approved provider
243	Persons taken to hold an approved diploma level education and care qualification
243A	Persons taken to hold an approved diploma level education and care qualification for regulation 128 (QLD)
244	Persons taken to hold an approved certificate III level education and care qualification
358	Working with children check to be read (VIC)
359	Criminal history record check to be read and considered (VIC ONLY)

RELATED POLICIES

CCS Personnel Policy Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Dealing with Complaints Policy Emergency and Evacuation Policy Engagement or Registration of FDC Educator Policy Engagement or Registration of FDC Educator Assistant Policy Excursion/Incursion Policy Governance Policy	Incident, Injury, Trauma and Illness Policy Keeping A Register of Educators, Coordinators, Educator Assistants Policy Performance Management Policy Privacy and Confidentiality Policy Professional Development Policy Record Keeping and Retention Policy Responsible Person Policy Safe Transportation Policy Sleep and Rest Policy Supervision Policy Student and Volunteer Policy Visitors to Family Day Care Residences Policy
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PURPOSE

Under the Education and Care Services National Regulations, the approved provider must ensure that policies and procedures are in place in relation to staffing arrangements (Reg.168) and take reasonable steps to ensure those policies and procedures are followed. (ACEQA 2021) To ensure our FDC Service adheres to the Education and Care Service National Regulations we engage Family Day Care (FDC) educators, educator assistants, coordinators and staff who are suitably qualified and adhere to regulated educator to child ratios. We ensure that all our educators engaged by the FDC Service are assessed and their residence/venue is assessed at least annually to ensure they are able to provide a high standard of care and education.

Our FDC Service engages and employs staff to support educators with the delivery of high-quality education and care for children.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, students, volunteers, educators and educator assistants of the FDC Service.

IMPLEMENTATION

Our FDC Service will comply with the Education and Care Services National Regulations and National Quality Standard to ensure our FDC Service engages staff, educators and coordinators who are suitably qualified and experienced.

Our FDC Service will comply with the required educators to child ratios and educator to coordinator ratios, taking into consideration qualification requirements and experience, implement the required staffing requirements and ensure all staff and educators adhere to our Code of Conduct.

STAFFING ARRANGEMENTS

The approved provider of the FDC Service engages and employs a range of staff to assist in the operation of the FDC Service and ensure the provision of quality education and care to children. Under the Education and Care Services National Regulations, the approved provider must ensure the FDC Service meets minimum staffing arrangements including:

- nominating a responsible person to oversee the day-to-day operation of the FDC Service
- ensuring an appropriately qualified and experienced educational leader is employed to lead the implementation of the educational program under the approved learning framework
- ensuring each employee or engaged educator is considered fit and proper to work with children and hold a valid WWCC
- engaging FDC educators who hold approved certificate III level (or higher) qualifications
- employing minimum number of coordinator/s to provide required ratios to FDC educators.

STAFF/EDUCATOR/COORDINATOR RECORD

Our service will keep information about approved FDC educators, educator assistants, and the coordinator/s engaged or registered with the FDC Service.

Details must include evidence of educator and coordinators' qualifications, training and Working with Children Checks. A register is kept at the principal office of the FDC Service and is maintained by the approved provider.

Additionally, a record is kept of every staff member engaged by the FDC Service who is not an educator, coordinator or educator assistant. This record also includes information about the educational leader, nominated supervisor, information about students and volunteers including name, address, date of birth, evidence of qualifications (including evidence of working towards qualifications), evidence of approved training (including Child Protection). A record of Working with Children Checks or equivalent (if applicable) is also recorded. This record is to be kept at the principal office of the Service. Details regarding staff PRODA registrations will be kept in each staff/educator record, including RA number and evidence of fit and proper checks.

NOMINATED SUPERVISOR

The nominated supervisor is a suitable person appointed by the approved provider who is placed in day-to-day charge of an approved FDC Service. The approved provider must provide sufficient evidence and information to demonstrate compliance to the regulatory authority of the suitability of this person. Nominated supervisors have a range of responsibilities under the National Law and Regulations including, but not limited to, programming, supervision and safety of children, entry to and exit from the premises, food and beverage, administration of medication, excursions, staffing, sleep, and rest.

The approved provider will:

- ensure a nominated supervisor is nominated for the FDC Service and display the name of the nominated supervisor in a place that is clearly visible to educators, families and visitors at the FDC Service office and each FDC residence/approved venue
- notify the regulatory authority at least seven days prior to the nominated supervisor starting or as soon as practicable (not more than 14 days after the nominated supervisor has commenced employment in the position)
- ensure the regulatory authority is notified if the nominated supervisor ceases employment at the service, is removed from the role or withdraws consent to the nomination
- ensure the nominated supervisors meet the following requirements:
 - must be 18 years of age or older
 - holds a valid WWCC/clearance
 - have adequate knowledge and understanding of the provision of education and care to children and has the ability to effectively supervise and manage an education and care Service (Reg. 117C)
 - have the ability to adequately supervise and manage an education and care service
 - have successfully completed Child Protection training and be aware of mandatory reporting obligations
 - have a history of compliance with *Education and Care National Law* and other relevant laws (e.g., Family Law)
- ensure the nominated supervisor signs a Compliance history statement and a Prohibition notice declaration
- remove the nominated supervisor from the role if a compliance action is determined against them or concerns are held regarding their suitability to meet the requirements of the role.

The nominated supervisor will:

- accept the role in writing, to ensure they have a clear understanding about their role and responsibilities

- ensure the FDC Service program is reflective of the approved learning framework, incorporate the children's developmental needs, interests, and experiences, and consider the individual differences and needs of each child
- adhere to Service policies ensuring a safe and healthy environment is provided
- register with PRODA and complete required background checks, including Working with Children Check and criminal history record check.

RESPONSIBLE PERSON

A responsible person is required to always be available that a FDC educator is delivering education and care. The responsible person can be the approved provider, or a person with management or control placed in day-to-day charge of the FDC Service. Our FDC Service will ensure there is always a nominated supervisor or responsible person available at all times that children are being educated and cared for by a FDC educator

The approved provider or nominated supervisor will:

- ensure any persons nominated as a responsible person placed in day-to-day charge are at least 18 years old and have adequate knowledge and understanding of the provision of education and care to children and an ability to effectively supervise and manage an education and care service (Reg. 117B)
- clearly communicate the responsible person on duty with families, educators, staff and visitors by displaying this information in the foyer or reception area
- ensure the responsible person adheres to FDC Service policies and procedures and maintain a safe and healthy environment for children
- ensure the responsible person always acts with professionalism when dealing with children, educators, visitors, and families
- ensure all responsible persons accept the role in writing, to ensure they have a clear understanding about their role and responsibilities (Reg. 117A)
- ensure the responsible person has a history of compliance with *Education and Care National Law* and other relevant law (e.g., Family Law)
- ensure the responsible person has successfully completed Child Protection training and be aware of mandatory reporting obligations. (Reg. 84).

ENGAGING FAMILY DAY CARE EDUCATORS

The approved provider must ensure that a FDC educator is not registered or engaged unless:

- the FDC educator holds an approved certificate III level education and care qualification or higher prior to commencing their role (Reg. 127)
- reasonable steps have been taken to ensure that the person has adequate knowledge and understanding of the provision of education and care to children

- the educator's history of compliance with the National Law and other relevant laws is taken into account
- the educator is at least 18 years old
- any decision under the National Law to refuse, suspend, refuse to renew or cancel a licence, approval, registration, certification or other authorisation granted to the person under National Law and other laws Management of family day care educators is taken into account
- background checks have been conducted in line with [PRODA registration](#)
- a criminal history record check has been read and considered
- a Working with Children Check has been read and verified
- the FDC educator holds current approved first aid qualifications- Reg. 136 (See *Approved First Aid Qualification* section below)

The approved provider will take reasonable steps to ensure that:

- each FDC educator maintains an adequate knowledge and understanding of the provision of education and care to children
- any serious incident that occurs while a child is being educated and cared for by a FDC educator is adequately addressed and the regulatory authority is notified within 24 hours
- any complaints against a FDC educator will be addressed and actioned.

ENGAGING FAMILY DAY CARE EDUCATOR ASSISTANTS

The approved provider may approve a person as a FDC educator assistant to assist a FDC educator provide education and care to children as part of the FDC Service.

Our FDC Service will ensure written permission is obtained from the parent of each child prior to the educator assistant providing education and care. Our Service will ensure the educator assistant assists the FDC educator in the specific circumstances outline below:

- in the absence of the FDC educator, to transport a child between the FDC residence or venue and a school, or another education and care service or children's service or the child's home or,
- in the absence of the FDC educator in emergency situations or,
- in the absence of the FDC educator to enable the educator to attend an appointment (other than a regular appointment) in unforeseen or exceptional circumstances if the absence is for less than 4 hours and the approved provider has approved that absence and notice of that absence has been provided to the parents of the child or,

- while the educator is educating and caring for children as part of the FDC Service
- educator assistants must be at least 18 years old and
- are considered to be a 'fit and proper person'
- have background checks conducted including Working with Children Check and criminal history record check in accordance with PRODA registration
- holds current approved first aid qualifications (See *Approved First Aid Qualification* section below)

(See: *Engagement or Registration of Family Day Care Educator Policy/ Engagement or Registration of Family Day Care Assistant Policy* for further information)

ENGAGING FAMILY DAY CARE COORDINATORS

The approved provider must ensure that FDC coordinators:

- hold an approved diploma level education and care qualification (Reg. 128)
- develop and maintain deep knowledge of the National Law and National Regulations, Early Years Learning Framework (EYLF) V2.0 and My Time Our Place Framework (MTOF) V2.0
- have successfully completed child protection training
- have completed current approved training in first aid, anaphylaxis management and emergency asthma management [if providing education and care]

FDC coordinators must register with PRODA and complete required background checks including Working with Children Check and criminal history record check.

FAMILY DAY CARE COORDINATOR TO EDUCATOR RATIOS

Coordinators are employed to monitor and support FDC educators. Our FDC Service will ensure the mandatory minimum coordinator to educator ratio is implemented to ensure a high standard of quality education and care is maintained.

Coordinator to FDC educator ratios is:

- 1:15 for the first 12 months the service is operating
- 1:25 after the first 12 months of operation

Where more than 25 educators are engaged at the FDC Service, the number of full-time coordinators for every 5 educators is the same as 0.2 FTE.

REGISTER OF FAMILY DAY CARE EDUCATORS, COORDINATORS AND EDUCATOR ASSISTANTS

A register must be kept in relation to each FDC educator, staff, coordinator, educator assistant engaged or registered by the Service. Our FDC Service will ensure this register is kept at the principal office of the FDC Service and maintained by the approved provider. The register inclusions are detailed in the *Keeping a Register of Educators, Coordinators, Educator Assistants Policy*.

Evidence that the FDC educator is adequately monitored and supported by the coordinator must be recorded in this register. This should include:

- dates and times of any visits by the coordinator to the residence
- dates and times of any telephone calls
- details of any correspondence or written materials to the educator by the coordinator

Information held on the register must be kept until the end of 3 years after the date on which the family day care educator, educator assistant or coordinator ceased to be employed or engaged by or registered with the FDC Service.

EDUCATIONAL LEADER

The educational leader has an influential role in inspiring, motivating, affirming, and challenging or extending the practice and pedagogy of educators. It is a joint endeavour involving inquiry and reflection, which can significantly impact on the important work educators do with children and families.

The approved provider will:

- nominate a qualified and experienced educator to take on the educational leader role and responsibilities (Reg.118)
- ensure the name of the educational leader is displayed at the FDC residence/approved venue in a place that is clearly visible to educators, families and visitors (Reg.173A)

The educational leader will:

- accept the position, in writing
- keep a record about how they mentor and guide educators of the FDC Service to ensure continuous improvement
- guide educators to provide a compliant and rich program

APPROVED FIRST AID QUALIFICATIONS/ANAPHYLAXIS AND ASTHMA MANAGEMENT TRAINING

FDC educators and educator assistants are required to hold current first aid qualifications- (undertaken in the previous three years)

- approved first aid qualifications (except in the case of emergency life support and CPR which must be completed annually)
- approved anaphylaxis management training, and
- approved emergency asthma management training. (Approved qualifications are published on the ACECQA website)
- If the coordinator is providing education and care to children, first aid qualification, anaphylaxis management and emergency asthma management training must also be completed

- It is the responsibility of the FDC educator, educator assistant and coordinator to ensure they maintain current first aid, asthma, and anaphylaxis training certificates and provide the FDC Service with a copy of the certificates. All educators and staff must ensure they participate in training prior to the expiration date on their certificates.

EDUCATOR TO CHILD RATIOS

Our FDC Service will meet the minimum child ratio requirements as stated below:

Age	Educator to Child Ratio
A maximum of 4 children preschool age or under Ratio includes educator's own children younger than 13 years of age if there is no other adult to care for them	1 :7

WORKING WITH CHILDREN CHECK/CLEARANCE

To comply with National Regulations for those undertaking paid or voluntary child-related work all employees of the FDC Service will acquire a Working with Children Check

The approved provider will:

- verify all Working with Children Checks to ensure the children are protected at all times
- check the [NQAITS portal](#) during the recruitment process for any prohibition notices issued to a potential employee/engaged educator
- keep a record of the expiry date of the Working with Children Check for all staff and educators
- ensure any adult residing in FDC residence, or person who visits the residence regularly, also holds a current Working with Children Check
- ensure any notifications or concerns regarding a person's Working with Children Check are recorded and steps taken immediately to ensure the person is not working directly with children in accordance with directions from the Office of the Children's Guardian [NSW]
- ensure any visitor who has direct contact with children provides a WWCC for verification prior to coming into contact with children (*best practice*)
- ensure a staff member, approved FDC educator, educator assistant, volunteer, or contractor is not employed or engaged at the FDC Service if the person is prohibited from working with children, including a prohibition notice in force provided under the National Law.

ADEQUATE SUPERVISION

Our FDC Service adheres to the educator-to-child ratios outlined in the National Legislation and National Quality Framework and requires FDC educators to comply with our *Supervision Policy* to ensure effective supervision. FDC educators are required to ensure that children are in sight and within hearing at all times, demonstrating that the best interest of children is being provided for. This includes

toileting, sleep, rest, nappy changing, transition routines and whenever the educator provides or arranges transport for children.

FDC educators will actively monitor children at all times, adjusting supervision to suit group needs, maintaining visibility and accessibility, and work together to ensure safety and well-being during all activities, including transitions, rest, toileting, and transportation.

STUDENTS, VOLUNTEERS AND VISITORS

The approved provider will ensure that students, volunteers and visitors meet any requirements for WWCC/Clearance and record and verify each student, volunteer or visitors WWCC (where required). At no time will students, volunteers and/or visitors be left alone with a child or group of children or be included in the educator to child ratio. Management will ensure the Service's *Student and Volunteer Policy and Visitors to Family Day Care Residences and Venues Policy* is followed at all times. All volunteers and students will be inducted into the Service to ensure they adhere to the Service's policies and procedures, Statement of Philosophy and Code of Conduct.

PRIVACY

- Staff, FDC educators and educator assistants will adhere to the Service's *Privacy and Confidentiality Policy* and Privacy Law in relation to children and their families, or matters relating to the Service and will at no time take part in inappropriate or unlawful conversations or discussions.
- The FDC educator will ensure that students and volunteers are made aware of the FDC Service's *Privacy and Confidentiality Policy* and Privacy Law during their initial induction.
- All staff, educators, educator assistants, volunteers and students are provided with information about the ECA Code of Ethics.

STAFF RECRUITMENT

- Our FDC Service will ensure a rigorous recruitment process is followed to engage the best educators and staff possible based on skills, qualifications, experience and suitability for the position available as per our *Recruitment Policy*.
- All potential FDC educators and staff will participate in robust interviews and have reference checks completed before an offer of engagement or employment is presented. Reference checks will take into consideration the suitability of the applicant for the role, previous experience and their commitment to child safe practices.
- All potential FDC educators and staff are subject to Police Checks [dependent on state/territory jurisdictions], maintenance of a valid Working with Children Card (WWCC) and appropriate qualification. Valid first aid, asthma and anaphylaxis management training, immunisation status, or food safety qualification may also be required.

- All new educators and staff will undergo a probation period of six (6) months, during this time they will participate in an induction and orientation program and hold regular discussions regarding their performance with a coordinator/or mentor
- Staff induction includes provision of the FDC Service's policies and procedures, National Principals for Child Safe Organisations, Code of Conduct, child protection, Work Health and Safety guidelines, behaviour guidance, service routines, human resource documentation, physical environment, communication with families' processes, Family Assistance Law and Child Care Subsidy.

POLICIES AND PROCEDURES

Our FDC Service will ensure a copy of the policies and procedures are available to all FDC educators and staff at all times, either electronically or in hard copy. The approved provider will ensure steps are taken to ensure staff and engaged educators follow policies and procedures through the following practices:

- new staff members and engaged educators are to read and acknowledge key policies and procedures during the induction process
- policy review is to be conducted during staff meetings to support staff understanding and adherence
- staff meeting minutes will record evidence of policies and procedures reviewed with staff
- policy review will be systematic and occur on a regular basis to support regular review and maintenance of policies and procedures
- staff are requested to provide feedback following policy reviews
- policy review will be conducted following updates to legislation or regulation amendments or following an incident or complaint
- the *Policy Acknowledgement Form* is completed for each staff member/engaged educator
- performance reviews and improvements plans will be linked to policies and procedures
- checklists and audits will be used to identify any practices inconsistent with policies and procedures
- the *Performance Management Policy* outlines procedures for dealing with non-compliance of policies
- Performance improvement plans reflect expectations of behaviours required from staff linked to policies and procedures

CONTINUOUS IMPROVEMENT

Our *Staffing Arrangements Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

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[Education and Care Services National Regulations](#). (Amended 2023).

NSW Government. Office of the Children’s Guardian: <https://ocg.nsw.gov.au/working-children-check>

QLD Government. Department of Education. Early Childhood Education and Care. [Ensuring staff follow policies and procedures](#)

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)
[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

CODE OF CONDUCT POLICY

We believe in forming an inclusive and welcoming environment and workplace by providing experiences that motivate and facilitate personal growth and development of our Family Day Care (FDC) educators, educator assistants and coordinators. The values that underpin our work ethic includes equality, respect, integrity and responsibility. Our Family Day Care (FDC) Service is committed to adhere to the ECA Code of Ethics (2016) which is based on the principles of the United Nations Convention on the Rights of the Child (1991) and provides a framework for the reflection about the ethical responsibilities of early childhood professionals.

Our FDC Service is committed to creating and maintaining an environment that promotes the safety of all children and embeds the [National Principles for Child Safe Organisations](#). All staff and volunteers are responsible for promoting a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional Standards	Professional standards guide practice, interactions and relationships.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
82	Tobacco, drug and alcohol- free environment
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law

155	Interactions with children
168	Education and Care Services must have policies and procedures
170	Policies and procedures to be followed
182	Confidentiality of records kept by family day care educator

RELATED POLICIES

Bullying, Discrimination and Harassment Policy Child Protection Policy Child Safe Environment Policy Dealing with Complaints Policy Interactions with Children, Family and Staff Policy Out of hours babysitting Policy Photograph Policy Privacy and Confidentiality Policy	Professional Development Policy Record Keeping and Retention Policy Recruitment Policy Respect for Children Policy Responsible Person Policy Social Media Policy Staffing Arrangements Policy Tobacco, Drug and Alcohol-Free Policy Work Health and Safety Policy
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PURPOSE

Our FDC Service aims to establish a common understanding of workplace standards and ethics expected of all employees of the Service. We aim to ensure positive working relationships are formed between all educators, educator assistants, and management, promoting dignity and respect by avoiding behaviour which is or may be perceived as harassing, bullying or intimidating. FDC educators, educator assistants and management will at all times conduct themselves in an ethical manner and strive to ensure that all interactions are positive and respectful and are in accordance with the Service's philosophy.

Our FDC Service takes every reasonable effort to accommodate the diversity of all children in embedding the National Child Safe Principles into our organisation and service operations. We are committed to the safety and wellbeing of children and young people. We recognise the importance of and responsibility for, ensuring our Service provides a safe and supportive environment which respects and fosters the rights and wellbeing of children in our care. We are dedicated in promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, students, families, children and visitors of the FDC Service.

IMPLEMENTATION

The approved provider, nominated supervisor, staff, FDC educators, FDC educator assistants, volunteers and students will adhere to the Early Childhood Australian Code of Ethics, Education and Care National Regulations and the National Quality Standard, Child Safe Standards and FDC Service policies and procedures at all times, promoting positive interactions within the Service and the local community.

RESPECT FOR PEOPLE AND THE SERVICE

- Our FDC Service, staff and FDC educators are committed to the Service philosophy and values, inclusive of best practice in early childhood education and building positive partnership with children, families and FDC educators
- Our FDC Service will develop a *Statement of Commitment to Child Safety and Wellbeing* to demonstrate a strong culture of child safety within the Service
- Employees, staff, FDC educators and management adhere to our Child Safe policies including *Child Safe Environment Policy, Child Protection Policy, Reportable Conduct Policy (Vic Services) and Child Safety and Wellbeing Policy (Vic Services)* at all times and take all reasonable steps to protect children from abuse and harm
- Employees, staff, FDC educators and management understand that *child safety is everyone's responsibility*
- Effective, open, and respectful reciprocal communication and feedback between the FDC Service, educators, children, families, and management is conveyed
- It is important to treat colleagues, children, and families with respect. Bullying or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening, or derogatory language or intimidation towards other educators, educator assistants, staff, management, children, visitors, or families is unacceptable and will not be tolerated
- Educators, staff and management are committed to valuing and promoting the safety, health, and wellbeing of educator assistants, volunteers, children, and families
- FDC educators, staff and management promote the cultural safety, participation and empowerment of Aboriginal and Torres Strait islander children to express their culture and enjoy their cultural rights
- FDC educators, staff and management promote the safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds to support children to express their culture and enjoy their cultural rights
- FDC educators, staff and management promote the safety, participation and empowerment of children with a disability

- FDC educators, staff and management are committed to an equal opportunity workplace and culture which values the knowledge, experience, and professionalism of all educators and managers, and the diverse heritage of our families and children of the FDC Service.
- FDC educators, staff and management respect the privacy of children and their families by keeping all information about child protection concerns confidential and only share information to promote child wellbeing or safety and /or manage risk of family violence with other Information Sharing Entities (IES) as per state/territory legislation.
- Our FDC Service will conduct a comprehensive probation and induction orientation program for all new employees, FDC educators, volunteers and students to include awareness of their roles and responsibilities in relation to Child Safe practices and Child Protection reporting obligations
- Policies and procedures will be developed to ensure employees, staff, management, engaged educators, students, visitors and families are aware of the standards of behaviour that is expected within the FDC Service
- Employees, staff, management and engaged educators are informed that inappropriate behaviour, including bullying, sexual harassment, discrimination and harassment will not be tolerated
- It is important FDC educators, staff and management listen and respond to the views and concerns of children particularly if they are telling you that they or another child has been abused or they are worried about their safety or the safety of another.

EXPECTATIONS OF FAMILY DAY CARE EDUCATORS/ EDUCATOR ASSISTANTS

FDC EDUCATORS WILL:

- adhere to the *Code of Conduct Policy*
- ensure their Working with Children Check (WWCC) is valid and current
- ensure their work is carried out proficiently, harmoniously, and effectively. They will act in a professional and respectful manner at all times whilst at work, giving their full attention to their responsibilities and adhering to all Service policies, procedures, Child Safe Standards, Education and Care Services National Law and National Regulations, and the National Quality Standard
- act honestly and exercise attentiveness in all service operations.
- carry out all lawful directions, retaining the right to question any direction which they consider to be unethical. If uncertain they can seek advice from the coordinator or approved provider
- uphold the rights of children and always prioritise their needs
- treat all children and young people with respect
- promote the wellbeing and safety of children and take all reasonable steps to protect children from abuse

- provide adequate supervision of children at all times
- understand their legislative responsibility as mandatory reporters to report any allegation of child abuse, neglect or possible risk of harm to management or Child Protection authority
- understand their legislative responsibility to report any inappropriate action of any other employee that involves children or young people to management as part of the *Reportable Conduct Scheme*
- participate in all mandatory training, including any updates of Child Protection Law and reporting processes every 12-24 months
- report any instances of suspected corrupt conduct, mismanagement of government funds or other serious allegation to the Department of Education via their [Online contact form](#). For more information visit the Department of Education website: [Reporting fraud via a tip-off](#)
- follow and comply with the *Dealing with Complaints Policy* when matters are raised regarding child safety and wellbeing
- have a solid understanding of the FDC Service's policies and procedures, Child Safe Standards and the ECA Code of Ethics. If uncertain about the content of any policy or procedure with which they must comply, FDC educators should seek clarification from the coordinator or approved provider
- be courteous and responsive when dealing with other educators, staff, management, students, visitors, children, and families
- work collaboratively with other FDC educators, management, coordinators, families and members of the community with courtesy, respect and recognise and value diversity
- be mindful of their duty of care towards themselves and others
- be positive role models for children at all times
- ensure compliance with a zero tolerance of racism within the FDC Service
- report any incidents or bullying, discrimination or harassment, including sexual harassment they have experienced or witnessed
- adhere to the *Tobacco, Drugs and Alcohol-Free Policy*
- respect the confidential nature of information gained about each child enrolled in our Service
- engage in critical reflection to inform individual and collective decision making and ensure continual improvement, including a review of Child Safe policies and procedures.

EDUCATORS AND EDUCATOR ASSISTANTS WILL NOT:

- use abusive, derogatory or offensive language

- engage in conduct that is detrimental to the professional standing of our FDC Service, is improper or unethical, is an abuse of power, or harasses, discriminates against, victimises, humiliates, intimidates, or threatens other educators, staff members, volunteers, or visitors at the Service, either directly or indirectly via information technology such as email, text or social media. Additionally, they will not support those who do this
- condone or participate in illegal, unsafe or abusive behaviour towards children, including physical, sexual or psychological abuse, ill-treatment, neglect or grooming
- exaggerate or trivialise child abuse issues
- fail to report information to the approved provider if they know a child has been abused
- engage in unwarranted and inappropriate touching involving a child
- persistently criticise and/or denigrate a child
- verbally assault a child or create a climate of fear
- encourage a child to communicate with an adult in a private setting
- share details of sexual experiences with a child
- use sexual language or gestures in the presence of children
- discriminate against any child, because of culture, race, ethnicity or disability
- put children at risk of abuse- refusing food/play, making threats, exposing children to inappropriate language or material (movies, internet, photos)
- show preferential behaviour towards any child
- accept an offer of money, regardless of the amount
- seek or accept a bribe
- acquire personal profit or advantage because of their position (e.g., through the use of FDC Service information)
- approach other employees, managers or visitors directly on individual matters that are irrelevant to them
- engage in any action in breach of our *Privacy and Confidentiality Policy*, including but not limited to disclosure of confidential Service or customer information, or the improper or illegal use of that confidential information. Authorised persons will only access confidential information for the purpose intended.
- engage in or support any action in breach of FDC Service policies and/or procedures.

EXPECTATIONS OF FAMILY DAY CARE COORDINATORS, NOMINATED SUPERVISOR AND THE APPROVED PROVIDER

In addition to the above responsibilities, the FDC coordinator and approved provider are expected to:

- promote a collaborative and interconnected Service by developing positive working environments where educators can contribute to the ongoing continuous improvement of the overall FDC Service
- promote leadership by working with educators and providing opportunities for professional development and growth
- provide flexible opportunities to ensure educators and educator assistants can participate in meetings and professional development
- provide ongoing support and feedback to educators and educator assistants
- keep educators informed about essential information and changes and make documents readily accessible to them
- ensure copies of the ECA Code of Ethics and National Child Safe Principles are available to educators and families
- model professional behaviour at all times
- implement supportive and effective communication systems, consulting educators in appropriate decision making
- take appropriate action if a breach of the code of conduct occurs
- share skills and knowledge with educators
- give encouragement and constructive feedback to educators, respecting the value of different professional approaches
- follow recruitment policies and procedures to ensure all potential candidates undergo appropriate background checks, including Working with Children Checks
- model and provide guidance to educators and staff to ensure compliance with a zero tolerance of racism within the FDC Service.

REPORTING A BREACH IN THE CODE OF CONDUCT

Our FDC Service aims to foster a culture of transparency and accountability while supporting employees and engaged FDC educators to report any reasonable suspicion of reportable matters of improper, illegal or misconduct within the Service to management including, but not limited to:

- breaches of the Service code of conduct or service policies
- breaches of Education and Care Services National Law or Regulations
- breaches of legislation or law
- criminal activity
- corruption
- conduct that poses a danger or harm to any person/s

- harassment or discrimination
- improper or misleading financial practices

Our FDC Service will implement protective practices to ensure employees identity is not compromised or disclosed, where applicable, following a report of a reportable matter including storage of documents in a secure and confidential manner and ensuring access to confidential documents is restricted to authorised personnel only. Once a report has been made the matter may be investigated through a formal investigation.

- all FDC educators and educator assistants are required by law to undergo a Working with Children Check, which is verified by the approved provider to ensure it is valid and current
- all prospective employees are required to complete a prohibition notice declaration on the *Employment Application Form* to acknowledge they do not hold any prohibition notices that would prevent them from working with children
- employees are required to notify management immediately of any enforcement actions issued to them during their course of employment
- if employees become aware of a serious crime committed by another employee, they are required to report it to management
- as mandatory reporters, all educators, students and volunteers and educator assistants must report possible risk of harm to children or young persons to the approved provider and/or Child Protection authority
- FDC educators will report any concerns they may have about inappropriate actions of any colleague that involves children or young people to the approved provider as per the Reportable Conduct Scheme
- the approved provider/management will report any allegations or child related misconduct to Child Protection (or reporting authority within your state/territory) Department of Communities and Justice and the Office of the Children's Guardian in NSW.

EXCEPTIONAL CIRCUMSTANCES:

Determining Exceptional Circumstances for Exceeding the 7-Child Limit

In accordance with **Regulation 124**, a Family Day Care educator may care for **more than 7 children** at one time only where the **Approved Provider is satisfied that exceptional circumstances exist**. This section sets out the criteria, procedures, and decision-making framework the Approved Provider will use to assess such situations to ensure the **health, safety, and wellbeing** of all children in care.

What Are 'Exceptional Circumstances'?

Exceptional circumstances refer to **short-term, unforeseen, and unavoidable events** that require temporary flexibility in educator-to-child ratios. These may include, but are not limited to:

- **Emergency care** needed for a sibling of a child already enrolled (e.g. family emergency or crisis).
- **Educator's own child** unexpectedly at home due to school closure, illness, or care arrangement failure.
- **Medical or compassionate reasons** involving a family already in care.
- **Natural disasters** or unexpected community events (e.g. flood, bushfire) causing urgent need for care.
- **Temporary overlap of enrolments** due to delays in pickup or early arrivals.

Assessment and Approval Process

1. Educator Request

- The educator must submit a **written request** to the Approved Provider outlining:
 - The reason for exceeding the limit.
 - Names and ages of all children to be in care.
 - Duration and specific times/dates.
 - Risk management strategies in place.

2. Risk Assessment

- The Approved Provider will assess:
 - Total number and **ages of children**.
 - Whether the **educator can meet each child's needs** (including supervision, rest, meals, and individual attention).
 - Any **existing vulnerabilities** (e.g. babies, children with additional needs).
 - Whether the educator's premises are **safe and equipped** for additional children.

3. Time Limitation

- Approval will only be granted for a **short, defined period** and cannot be used as a recurring arrangement.
- Ongoing or regular excess care will not be approved under this clause.

4. Documentation

- All approvals must be:
 - **Formally recorded**, including reason, risk assessment, date, and signature of the Approved Provider.

- **Filed in the child's and educator's record.**
- Notified to the Regulatory Authority upon request.

Monitoring and Review

- The Approved Provider will monitor any exceedance in real time and may **revoke the approval** if the circumstances change or if the educator is unable to meet safety standards.
- After the approved period ends, the situation will be reviewed to ensure the arrangement is not repeated unnecessarily or misused.

Responsibilities

- **Educator:** Submit full details and follow the approved arrangements strictly.
- **Approved Provider:** Assess applications against policy, ensure compliance with safety and legal requirements, and document all decisions.
- **Step-by-Step Communication Process**
- **Step 1: Identify the Need**
- The **educator becomes aware** of an exceptional circumstance requiring the care of more than 7 children (e.g. emergency sibling care, temporary overlap).
- The educator must assess whether the situation is **genuinely short-term, urgent, and unavoidable**.

Step 2: Notify the Approved Provider

- The educator must **contact the Approved Provider as soon as possible**, preferably **at least 24 hours in advance**, unless it is an emergency.
- Notification can be via:
- Phone call (followed by written confirmation),
- Email,
- Secure messaging app (if approved by the service).

Step 3: Submit a Written Request

- The educator must provide a **written request** including:
- Description of the exceptional circumstance.
- Number, names, and **ages of children** proposed to be in care.
- **Date(s) and time(s)** the exception would apply.
- Justification for why this cannot be avoided.
- Any **risk minimisation strategies** in place (e.g. assistance from another adult, activity adjustments).

Step 4: Assessment by Approved Provider

- The Approved Provider will:
- **Acknowledge receipt** of the request.
- Conduct a **risk assessment**, considering supervision, safety, and compliance.
- Decide whether the circumstances meet the threshold for being “exceptional.”
- Approve or decline the request in writing.

Step 5: Confirm Decision

- The educator will be **notified in writing** of the decision.
- If approved, the approval will state:
- Conditions or time limits,
- Any required changes to care or supervision,
- The requirement to **revert to normal ratios** immediately after.

Step 6: Document and File

- A copy of the approval (or refusal) and related documentation will be:
- Placed in the **educator’s file**,
- Attached to the child’s enrolment records (if applicable),
- Recorded in a central **exceedance register** maintained by the service.

Step 7: Monitor and Review

- The Approved Provider may follow up during or after the approved period to:
- Confirm conditions were followed.
- Ensure children’s safety was not compromised.
- Prevent repeated or unjustified exceedance requests.
- **Emergency Situations**
- If an urgent situation arises unexpectedly (e.g. child left in care due to delayed pickup), the educator must:
- **Immediately notify the Approved Provider**,
- **Log the event** and **submit details** within 24 hours,
- Work with the provider to address any regulatory or care issues.

Responsibilities

- | • Role | • Responsibility |
|-----------------------|---|
| • FDC Educator | • Identify need, communicate early, submit request with all required details. |

- | | |
|--|--|
| <ul style="list-style-type: none"> • Role | <ul style="list-style-type: none"> • Responsibility |
| <ul style="list-style-type: none"> • Approved Provider | <ul style="list-style-type: none"> • Assess requests fairly, document decisions, and maintain compliance records. |

ADHERING TO SERVICE CONFIDENTIALITY

- Unless authorised to do so by legislation, educators and educator assistants must not disclose or use any confidential information without appropriate approval (including written approval as required)
- Lawful sharing of information with other parties must be to promote the wellbeing or safety of children and adhere to guidelines under Child and Family Information Sharing Schemes
- FDC educators will respect individual's rights to privacy
- All FDC educators and educator assistants are to ensure that confidential information is not accessed by unauthorised people.
- FDC educators and educator assistants will adhere to the Service's *Privacy and Confidentiality Policy*.

RECORD KEEPING

- FDC educators will maintain full, accurate, and honest records as required by the Education and Care Services National Regulations
- The approved provider of the FDC Service has a responsibility to ensure that educators comply with their record keeping obligation outlined in the *Record Keeping and Retention Policy*. (Reg. 183)
- Employees and FDC educators must not destroy records without permission from management
- Records must be retained and stored securely as per our *Record Keeping and Retention Policy*

DUTY OF CARE

- The approved provider, coordinator and educators have a responsibility to take reasonable care for the health and safety of themselves and others at the workplace to enable compliance with the work health and safety legislation outlined in the *Work Health and Safety Policy*.
- Duty of Care relates to both physical and psychological wellbeing of individuals
- FDC educators and educator assistants must provide adequate supervision of children at all times to ensure the safety and welfare of children and young people in their care. This includes taking all

reasonable action to protect children and young people from risk of harm that can be reasonably predicted.

APPROPRIATE USE OF COMMUNICATION AND SOCIAL NETWORKING SITES

SOCIAL MEDIA

- As a Child Safe Organisation, our FDC Service has the responsibility to ensure children and educators are protected from harm when they engage in with digital technology including social media
- Strict guidelines for the use of social media are outlined in our *Social Media Policy*
- The Administrator controls the content on the page and ensures that the postings are relevant and respectful of the Service, the children, the staff, families, and greater community.
- FDC educators and other staff members who have a personal Facebook account are not permitted to post any negative comments relating to the Service, children, colleagues, or families. If they choose to 'like' the Service's page they have a responsibility to ensure that their profile picture is an appropriate representation of an early childhood educator. If it is not, we request that they do not 'like' the page.
- FDC educators are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook. The FDC Service does not recommend educators or other staff members to add families of the Service as they will be seen still as a representative of the Service and held to the Service's Code of Conduct on all posts on their private 'wall' if families have access.
- Families are advised in our *Social Media Policy* to respect that FDC educators may have a personal policy on adding families due to their professional philosophy and that the FDC Service does not recommend educators to have families as friends on their private account.
- Educators are not permitted to request the 'friendship' of families from the FDC Service
- Educators may be permitted to establish a separate social media account for their business upon approval by the FDC Service approved provider
- FDC educators must ensure families have provided written permission for the use of their children's photos in any marketing or social media prior to using them.

PERSONAL PHONE CALLS/MOBILE PHONES/SMART WATCHES

FDC educators have a duty of care to ensure children are protected from potential risk of harm. It is imperative that all FDC educators and educator assistants provide children with their full attention, ensuring supervision is maintained and remains on the children. As FDC educators primarily work on their own, there are times during the day that they may need to make or receive phone calls. FDC

educators must always consider children's safety and ensure adequate supervision is provided whilst engaged in a phone conversation. FDC educators should consider:

- the location of a telephone where educators can easily access them without leaving children unsupervised
- have emergency phone numbers displayed near the phone at all times
- not using personal mobile phones to take photos of children as this is a breach of children's privacy. (A FDC service owned mobile phone or iPad may be used if it's for the purposes of 'observations' etc.)
- ensuring children do not have access to personal mobile phone

USE OF ALCOHOL, DRUGS, AND TOBACCO

- FDC educators must ensure that children being educated and cared for by the educator or educator assistant as part of a FDC Service are provided with an environment that is free from the use of tobacco, illicit drugs and alcohol.
- Smoking or vaping is NOT permitted in or on surrounding buffer areas of the FDC residence or venue when education and care is being provided to children
- When care is taking place, smoking or vaping is not permitted in the presence of children. This applies to family members and all visitors to the home, parents and visitors. FDC educators should ensure that children remain in a smoke-free environment when in vehicles and on outings and excursions.
- FDC educators who smoke need to ensure that their hands, clothing and any items that children may come into contact with are free of smoke residue prior to commencing care with children.
- If tobacco is smoked in the FDC residence when the service is not operating, consideration should be given to issues such as ventilation, hygiene and safe storage of items including ashtrays and cigarette lighters. Smoking material, including cigarette butts should not be evident when children are in care.
- FDC educators who smoke or vape must document on their risk management plan how they ensure a smoke free environment and ensure children do not come into contact with smoke residue.
- Our FDC Service is bound by the Education and Care National Regulations. Alcohol, drugs, or other substance abuse by educators and/or educator assistants can have serious adverse effects on their own health and the safety of others. As such, coordinators, staff, educators and/or educator assistants must not, while providing education and care for children as part of a FDC Service:
 - consume alcohol nor be under the influence of alcohol

- use or possess illegal drugs
- drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances
- persons residing the home or the educator's residence, must abide by this regulation- i.e., not consume alcohol nor be under the influence of alcohol or use or possess illegal drugs
- if a co-worker suspects a colleague or other FDC educator to be affected by drugs or alcohol, they must inform the nominated supervisor immediately. No employee or educator will be allowed to work under the influence of drugs or alcohol. (See: *Tobacco, Drugs and Alcohol-Free Policy*)
- any FDC educator, staff or educator assistant undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to the approved provider and/or coordinator. Consideration will be given as to whether the particular medication affects the person's capacity to provide education and care to children
- All issues pertaining to these matters shall be kept strictly confidential. A breach of this policy may initiate appropriate action including the termination of employment.

DRESS CODE

- All FDC educators must adhere to our uniform/dress code supplied during induction including the display of their name badge whilst working
- Enclosed shoes must be worn at all times (strictly no high heels, thongs, or wedges).
- Clothes must be suitable for free movement, active play, and messy play.
- No offensive logos or political statements are to be displayed on clothing.
- Jewellery – [one (1) earring per ear (small studs).]

PERSONAL HYGIENE

FDC educators and staff are to adhere to the following standards:

- long hair is to be clean and neatly tied back: Ensure hair does not hang in your eyes.
- makeup is to be light and natural
- fingernails are to be clean and well groomed
- nail polish (if worn) cannot be chipped
- FDC educators will follow appropriate oral hygiene practices
- an appropriate deodorant/antiperspirant will be worn
- strong perfumes will not be worn as they may cause allergic reactions in children.

BREACH OF THE CODE OF CONDUCT

All employees and engaged educators of the FDC Service are made fully aware that the following breaches of the Code of Conduct and role responsibilities may result in disciplinary action which may lead to termination of employment:

- reporting to work under the influence of alcohol or drugs
- refusal to complete required additional training
- possessing or selling drugs at the FDC residence or approved venue
- immoral, immature, or indecent conduct while educating and caring for children at the FDC residence
- refusing to work as reasonably directed
- not ensuring firearms and ammunition (if relevant) are stored separately and locked away
- bringing disrepute to the FDC Service
- causing disruption or discontent in the relationship between a family and the FDC Service
- disclosure of confidential information
- falsifying documentation
- taking, abusing, defacing, or destroying property owned by the FDC service
- falsification of reports, documents, or wages information
- failure to report for work without notice
- walking off the job
- failure to follow policies and procedures
- vulgarity or disrespectful conduct to families, management or colleagues
- making or publishing false, vicious, or malicious statements about any employee of the FDC Service, or the FDC Service itself unable to maintain or hold a current Working with Children Check

DISCIPLINARY ACTION

All employees and engaged educators of the FDC Service are made fully aware that continued abuse of the following may result in disciplinary action. These include, but are not limited to the following:

- unauthorised absence
- having personal visitors whilst educating and caring for children
- using a personal mobile phone or device to take photographs of the children
- consistent or ongoing poor work standard
- carelessness in the performance of duties
- consistent or ongoing low level of enthusiasm
- lack of personal cleanliness and hygiene
- failure to report health, fire, or safety hazards

CONTINUOUS IMPROVEMENT/REFLECTION

The *Code of Conduct Policy* will be evaluated and reviewed on an annual basis in conjunction with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

Anti-Discrimination Act: See <https://raisingchildren.net.au/disability/disability-rights-the-law/law/anti-discrimination-laws> for Acts for specific Australian states and territories.

Australian Human Rights Commission <https://www.humanrights.gov.au/our-work/childrens-rights>

Early Childhood Australia Code of Ethics. (2016).

Australian Government. Fair Work Ombudsman. (2024). [Hiring employees](#)

Government of South Australia Human Services [Child safe environments](#)

National Principles for Child Safe Organisations

NSW Government [Office of the Children's Guardian](#) *Code of Conduct- a guide to developing child safe Codes of Conduct*. (2020).

Ombudsman Act 2001 (Cth).

Privacy and Personal Information Protection Act 1998 (Cth).

Victoria State Government. (2021). Family Violence Multi-Agency Risk Assessment and Management Framework.

Victoria State Government. (2022). Families, Fairness and Housing. Resources for Child Safe Standards

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Work Health and Safety Act 2011 (Cth).

Workplace Relations Act 1996 (Cth).

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
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RESPONSIBLE PERSON POLICY

As per *Education and Care Services National Law and Regulations*, the approved provider of the Family Day Care (FDC) Service must ensure that support is provided to Family Day Care (FDC) educators and educator assistants at all times education and care is provided to children by the approved provider (if the provider is an individual or a person with management or control of the service); a nominated supervisor or a person in day-to-day charge of the service.

Approved providers are responsible for appointing a responsible person who is aged 18 years or older, has adequate knowledge and understanding of the provision of education and care to children, and have the ability to effectively supervise and manage an education and care service (ACECQA, 2017)

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1	Staffing Arrangements	Staffing arrangements enhance children's learning and development
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S.162A	Persons in day-to-day charge and nominated supervisors to have child protection training
S. 164	Offence relating to assistance to family day care educators
S. 169	Offence relating to staffing arrangements
S. 173	Offence to fail to notify certain circumstances to Regulatory Authority
117A	Placing a person in day-to-day charge
117B	Minimum requirements for a person in day-to-day charge
117C	Minimum requirements for a nominated supervisor
146	Nominated supervisor (See Reg. 154)
154	Record of staff employed at family day care service
168	Policies and Procedures
169	Offence relating to staffing arrangements
173A	Prescribed information to be displayed—family day care service (does not apply to WA Services)
177	Prescribed enrolment and other documents to be kept by approved provider

RELATED POLICIES

Code of Conduct Policy Health and Safety Policy Interactions with Children, Family and Staff Policy Privacy and Confidentiality Policy	Respect for Children Policy Staffing Arrangements Policy Supervision Policy Work Health and Safety Policy
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PURPOSE

Our FDC Service is committed to meeting our duty of care obligations under the Education and Care Services National Law National Regulations to ensure a responsible person is available to provide support at all times that a FDC educator is educating and caring for a child as part of the FDC Service.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, staff, educators and educator assistants of the FDC Service.

DEFINITIONS OF RESPONSIBLE PERSON

NAME	DEFINITION
Approved provider	A person who holds a provider approval and has primary legal responsibility under the National Law and National Regulations to ensure good governance and management of the service.
Nominated supervisor	A person, who is at least 18 years of age, with responsibility for the day-to-day management of an approved service. The nominated supervisor has a range of responsibilities under the Law and Regulations that govern the operation of education and care services.
Person in day-to-day charge (PIDTDC)	A person, who is at least 18 years of age, has the role of nominated supervisor or duly appointed person. The responsible person has consented to be placed in day-to-day charge of the Service but does not take on the responsibilities of the nominated supervisor rather, they ensure the consistency and continuity in practices.

IMPLEMENTATION

The approved provider of a Family Day Care (FDC) Service must ensure that when an educator is educating and caring for a child/ren, assistance from a nominated supervisor or responsible person is available at all times. For a FDC Service, the nominated supervisor assumes the legal responsibilities of the day-to-day operations of the service. A record of the responsible person will be documented each day via the *Responsible Person Register*.

The requirement to be available to provide support for FDC educators includes being available to be contacted by telephone to provide advice and assistance to the FDC educator.

The name of the responsible person will be clearly displayed in the main entrance of the FDC Service. If the responsible person needs to change for any reason, they will 'hand over' obligations for the role to another qualified person at the FDC Service. It is vital that all handovers to a designated Responsible Person are documented when commencing this position throughout the day via the responsible person Record.

A responsible person can be:

- The approved provider or a person with management or control of the FDC Service
- A nominated supervisor *or*
- A person in day-to-day charge of the service (PIDTDC)

THE APPROVED PROVIDER WILL ENSURE A RESPONSIBLE PERSON:

- is nominated for the FDC Service and is responsible for the day-to-day management of the service and support to educators
- is over the age of 18 years
- is contactable by telephone at all times education and care is provided to children in the FDC Service
- holds a current Working with Children Check
- meets the minimum requirements for qualification, experiences and management capabilities
- has adequate knowledge and understanding of the provision of education and care to children, the Education and Care National Law and Regulations and National Quality Standard, the approved learning framework (EYLF), Family Assistance Law and administration of Child Care Subsidy
- has the ability to effectively supervise and manage an education and care service
- is a fit and proper person and the history of the person's compliance with the National Law, Children's Services Law, Family Assistance Law are assessed
- has completed approved child protection training and is aware of the reportable conduct scheme and processes
- has knowledge and a commitment to the National Principles for Child Safe Organisations
- has evidence of completing an approved diploma level education and care qualification or higher is considered as a requirement
- provides references including their current and previous employers. These will be checked, and records kept on file
- provides written consent for the position of responsible person and this is filed in staff records
- is removed from the position, if the approved provider deems the individual is no longer considered to meet the fit and proper requirements

THE APPROVED PROVIDER/NOMINATED SUPERVISOR WILL ENSURE:

- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
- families are aware of this *Responsible Person Policy*
- the regulatory authority is notified 7 days prior to a nominated supervisor starting at the FDC Service or within 14 days after the person has commenced the role through NQA IT System
- the regulatory authority is notified if the nominated supervisor changes their name or contact details; is no longer employed by the FDC Service, has been removed from the role or withdraws their nomination

- the regulatory authority is notified of the suspension or cancellation of a Working with Children Card or other disciplinary proceedings held against them under an education law of a participating jurisdiction action of a nominated supervisor
- a responsible person will be removed from the position should management become aware of a matter or incident which affects the ability of the person to meet the minimum requirements of the position.
- the staff register has the name of the responsible person at the FDC Service for each time children are being educated and cared for by the Service
- a responsible person is on duty from the time the FDC Service opens each day until the time the FDC Service closes
- ensure that the identity of the responsible person on duty is displayed in the main entrance of the each FDC residence/approved venue and is easily visible for families and visitors
- a staff record is kept recording
 - the full name, address and date of birth of the responsible person/nominated supervisor
 - evidence of relevant qualifications
 - if applicable, evidence that the nominated supervisor is actively working towards that qualification
 - evidence of any approved training (including first aid training and child protection training)
 - verification of a Working with Children Check – identifying number and expiry date
 - written consent for the position of responsible person
- the PIDTDC interchanges with the nominated supervisor in their absence
- the individual's compliance history is taken into account prior to appointing the nominated supervisor or responsible person including compliance with:
 - the National Law
 - a former education and care services law
 - a children's services law
 - an education law
- they consider any decision under the National Law, or any other children's services or education law, to refuse, refuse to renew, suspend, or cancel a licence, approval, registration, certification or other authorisation granted to the person prior to appointing a nominated supervisor
- documentation is recorded that demonstrates the individual's capacity to supervise and manage the FDC Service, this may include:
 - a Supervisor Certificate (including any conditions of the certificate),
 - resume detailing work history,

- reference from previous employer, or
- transcripts of courses or unit relating to staff management or administration of an education and care service
- responsible persons are aware that they have to sign off when they have finished their duty and will ensure the nominated supervisor or appointed responsible person (PIDTIC) will sign on and take on the role.

A NOMINATED SUPERVISOR/APPOINTED RESPONSIBLE PERSON WILL:

- provide written consent to accept the role of responsible person/nominated supervisor
- sign the name and hours of responsibility on the *Responsible Person Register* at the principal office of the FDC Service
- ensure that FDC educators are aware of the name and position of the responsible person in charge
- inform the approved provider/management in the event of illness so they can be replaced by another responsible person
- ensure they have a sound understanding of the role of responsible person
- abide by any conditions placed on the responsible person
- in the case of nominated supervisor, notify the regulatory authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings
- notify management in writing, if they wish to withdraw their consent to be a responsible person
- the nominated supervisor will advise all FDC educators and staff who is the appointed responsible person at all times the FDC Service is open
- the nominated supervisor will advise all FDC educators and staff the educators who have been appointed as a responsible person.

EXCEPTIONAL CIRCUMSTANCES:

Determining Exceptional Circumstances for Exceeding the 7-Child Limit

In accordance with **Regulation 124**, a Family Day Care educator may care for **more than 7 children** at one time only where the **Approved Provider is satisfied that exceptional circumstances exist**. This section sets out the criteria, procedures, and decision-making framework the Approved Provider will use to assess such situations to ensure the **health, safety, and wellbeing** of all children in care.

What Are 'Exceptional Circumstances'?

Exceptional circumstances refer to **short-term, unforeseen, and unavoidable events** that require temporary flexibility in educator-to-child ratios. These may include, but are not limited to:

- **Emergency care** needed for a sibling of a child already enrolled (e.g. family emergency or crisis).
- **Educator's own child** unexpectedly at home due to school closure, illness, or care arrangement failure.
- **Medical or compassionate reasons** involving a family already in care.
- **Natural disasters** or unexpected community events (e.g. flood, bushfire) causing urgent need for care.
- **Temporary overlap of enrolments** due to delays in pickup or early arrivals.

Assessment and Approval Process

5. Educator Request

- The educator must submit a **written request** to the Approved Provider outlining:
 - The reason for exceeding the limit.
 - Names and ages of all children to be in care.
 - Duration and specific times/dates.
 - Risk management strategies in place.

6. Risk Assessment

- The Approved Provider will assess:
 - Total number and **ages of children**.
 - Whether the **educator can meet each child's needs** (including supervision, rest, meals, and individual attention).
 - Any **existing vulnerabilities** (e.g. babies, children with additional needs).
 - Whether the educator's premises are **safe and equipped** for additional children.

7. Time Limitation

- Approval will only be granted for a **short, defined period** and cannot be used as a recurring arrangement.
- Ongoing or regular excess care will not be approved under this clause.

8. Documentation

- All approvals must be:
 - **Formally recorded**, including reason, risk assessment, date, and signature of the Approved Provider.

- **Filed in the child's and educator's record.**
- Notified to the Regulatory Authority upon request.

Monitoring and Review

- The Approved Provider will monitor any exceedance in real time and may **revoke the approval** if the circumstances change or if the educator is unable to meet safety standards.
- After the approved period ends, the situation will be reviewed to ensure the arrangement is not repeated unnecessarily or misused.

Responsibilities

- **Educator:** Submit full details and follow the approved arrangements strictly.
- **Approved Provider:** Assess applications against policy, ensure compliance with safety and legal requirements, and document all decisions.
- **Step-by-Step Communication Process**
- **Step 1: Identify the Need**
- The **educator becomes aware** of an exceptional circumstance requiring the care of more than 7 children (e.g. emergency sibling care, temporary overlap).
- The educator must assess whether the situation is **genuinely short-term, urgent, and unavoidable**.

Step 2: Notify the Approved Provider

- The educator must **contact the Approved Provider as soon as possible**, preferably **at least 24 hours in advance**, unless it is an emergency.
- Notification can be via:
- Phone call (followed by written confirmation),
- Email,
- Secure messaging app (if approved by the service).

Step 3: Submit a Written Request

- The educator must provide a **written request** including:
- Description of the exceptional circumstance.
- Number, names, and **ages of children** proposed to be in care.
- **Date(s) and time(s)** the exception would apply.
- Justification for why this cannot be avoided.
- Any **risk minimisation strategies** in place (e.g. assistance from another adult, activity adjustments).

Step 4: Assessment by Approved Provider

- The Approved Provider will:
- **Acknowledge receipt** of the request.
- Conduct a **risk assessment**, considering supervision, safety, and compliance.
- Decide whether the circumstances meet the threshold for being “exceptional.”
- Approve or decline the request in writing.

Step 5: Confirm Decision

- The educator will be **notified in writing** of the decision.
- If approved, the approval will state:
- Conditions or time limits,
- Any required changes to care or supervision,
- The requirement to **revert to normal ratios** immediately after.

Step 6: Document and File

- A copy of the approval (or refusal) and related documentation will be:
- Placed in the **educator’s file**,
- Attached to the child’s enrolment records (if applicable),
- Recorded in a central **exceedance register** maintained by the service.

Step 7: Monitor and Review

- The Approved Provider may follow up during or after the approved period to:
- Confirm conditions were followed.
- Ensure children’s safety was not compromised.
- Prevent repeated or unjustified exceedance requests.
- **Emergency Situations**
- If an urgent situation arises unexpectedly (e.g. child left in care due to delayed pickup), the educator must:
- **Immediately notify the Approved Provider,**
- **Log the event** and **submit details** within 24 hours,
- Work with the provider to address any regulatory or care issues.

Responsibilities	
Role	Responsibility
FDC Educator	<ul style="list-style-type: none"> • Identify need, communicate early, submit request with all required details.

- | | |
|--|--|
| <ul style="list-style-type: none"> • Role | <ul style="list-style-type: none"> • Responsibility |
| <ul style="list-style-type: none"> • Approved Provider | <ul style="list-style-type: none"> • Assess requests fairly, document decisions, and maintain compliance records. |

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Responsible Person Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).
 Australian Children's Education & Care Authority. (2017). [Responsible Person Requirements for Approved Providers](#)
 Australian Children's Education & Care Authority. (2018). [Nominated Supervisors](#).
 Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).
 Education and Care Services National Law Act 2010. (Amended 2023).
[Education and Care Services National Regulations](#). (Amended 2023).
[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)
[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

STUDENT AND VOLUNTEER POLICY

Our Family Day Care (FDC) Service values the participation of students and volunteers. Having students and voluntary workers with FDC educators helps to inform the community about our program and the value of the work we do. Students and voluntary workers are welcome at the FDC Service; however, the children's care and safety are our first priority.

NATIONAL QUALITY STANDARDS (NQS)

QUALITY AREA 7: GOVERNANCE		
7.1	Governance	Governance supports the operation of a quality service.
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators, co-ordinations and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S. 170	Offence relating to unauthorised persons on education and care service premises
S. 175	Offence relating to requirement to keep enrolment and other documents
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law
145	Staff Records
149	Volunteers and Students (refers to centre-based services, but can align to FDC services)
165	Record of visitors

166	Children not to be alone with visitors
168	Policies and Procedures
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
172	Notification of change to policies or procedures

RELATED POLICIES

Bullying, Discrimination and Harassment Policy Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Dealing with Complaints Policy Family Communication Policy	Interactions with Children, Families and Staff Policy Privacy and Confidentiality Policy Respect for Children Policy Staffing Arrangements Policy Supervision Policy Work, Health and Safety Policy
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PURPOSE

Our Family Day Care (FDC) Service supports participation of work placement students (including work experience students) and volunteers wanting to develop professional skills and knowledge in their effort to become Early Childhood Professionals. Our FDC Service aims to ensure the safety and wellbeing of all children enrolled at the service by having a process in place to accurately and securely record information about students and volunteers. To ensure a professional and pleasurable learning experience, students and volunteers will be encouraged to participate in the FDC Service's daily routine and assist in accordance with their qualification level to work with children under the National Quality Framework requirements. Our FDC Service will ensure no child or children are left alone with a student or volunteer.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, children, families, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

We have a strong commitment to provide a range of opportunities for family members, volunteers, and students to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the FDC

Service. As a child safe organisation, we embed the National Principles for Child Safe Organisations and implement child safe policies and procedures to ensure child safety is paramount. In addition, our Service has adopted the [National Model Code and Guidelines](#) for taking images or videos of children which applies to volunteers, students and visitors [optional].

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/COORDINATOR WILL:

- ensure all educators, staff, students, volunteers and visitors have knowledge of and adhere to this policy
- ensure the student or volunteer completes a *Student and Volunteer Application Form* prior to commencement of work placement, recording their full name, address, and date of birth
- ensure students and volunteers are under the direct supervision of the FDC educator at all times whilst at the FDC service
- ensure students and volunteers are never left alone with a child whilst at the FDC Service under any circumstance
- provide the student/volunteer with information about Child Protection Law and mandatory reporting obligations
- discuss opportunities for students and volunteers to work with FDC educators
- provide the student/volunteer with a *Student and Volunteer Handbook*
- advise the student or volunteer to take a poster with a photo introducing themselves and outlining the reason for their placement to display in the home of their designated FDC Educator.
- ensure students or volunteers are never included in the ratio of adult to children
- complete the *Student and Volunteer Induction Checklist* with the student or volunteer
- ensure students and volunteers are aware that they must not discuss concerns, issues or complaints with parents, guardians and/or visitors
- introduce the student or volunteer to the FDC educator
- assist the student or volunteer to complete the *Student and Volunteer Induction Checklist*
- show the student or volunteer where they can access the FDC Service policies
- ensure the student or volunteer has signed a confidentiality agreement prior to commencing their placement
- liaise with learning institutions and accept suitable student placements under the institution's supervision
- assist learning institutions to place suitable students with individual FDC educators
- ensure the student's paperwork and insurances are current

- ensure each student or volunteer holds a current Working with Children Check prior to commencing their placement
- record and verify each student or volunteer Working with Children Check where required
- ensure that no student or volunteer is affected by or under the influence of drugs or alcohol while on the service premises when children are being educated and cared for
- refer to the service *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive.

FAMILY DAY CARE EDUCATORS WILL:

- conduct an orientation for the student or volunteer including taking the student or volunteer on a tour of the FDC residence/venue, showing emergency exits, and facilities
- negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
- ensure students or volunteers bring in a poster with a photo introducing themselves and outlining the reason for their placement and details of their place of study/organisation/school
- inform families, children, and educator assistants when work placement students and/or volunteers are present at the FDC residence/venue, including their role and hours they will be attending
- discuss any relevant important information about specific children to the student or volunteer (i.e., court orders, additional needs, dietary needs) so that the student or volunteer is aware of potential issues
- maintain open communication with students and volunteers along with their practicum teachers about their performance
- support all student's practicum requirements to the best of their ability during the placement
- share appropriate skills and knowledge with each student and volunteer as reasonably practicable
- be aware of student and volunteer expectations
- have the time and proficiencies to support each student and volunteer in their placement as reasonably practicable
- encourage students and volunteers to seek help and advice as required
- be a positive role model, showing appropriate behaviour and conduct themselves in a professional manner
- guide the student or volunteer throughout the day
- make the student or volunteer feel welcome
- ensure the student or volunteer is not left alone with a child or children whilst at the FDC service under any circumstance

- refer to the FDC Service's *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive
- discuss the progress of written work and performance with the student or volunteer
- discuss any concerns raised by the student with the student's supervisor
- ensure students or volunteers are directly supervised at all times during children's nappy change times
- encourage students and volunteers to use their initiative
- ensure the student or volunteer remains up to date with their assessments/tasks to be completed
- never leave the student or volunteer alone with a child or children
- provide honest and accurate feedback to the student's training institution supervisor as required
- ensure the student/volunteers signs the visitor register upon arrival and departure from the FDC residence/venue

WORK EXPERIENCE STUDENTS AND VOLUNTEERS WILL:

- complete the *Student and Volunteer Application Form* prior to the commencement of work placement
- provide Working with Children Check details prior to placement
- not be in possession of personal electronic devices that can take images or videos while providing education and working directly with children
- learn about the children through interaction and practical experience
- develop the skills and knowledge needed to care for and educate children
- learn about the importance of working as part of a team in the Early Childhood Profession- working with FDC educator, coordinator and other FDC educators during playgroups etc.
- learn and accommodate the expectations of the qualified educator/educator assistant
- inform their FDC educator and coordinator/nominated supervisor in writing of what will be expected of them by their training body, University or School, or any other training organisation, and provide time sheets and evaluation forms.
- keep up to date with all written work requirements
- work a variety of shifts to gain knowledge of different aspects of FDC operations
- bring in a poster introducing themselves that will include:
 - Name
 - Photo
 - Course they are studying
 - RTO/university/school they are studying with

- Dates and times they will be at the FDC Residence
 - The focus of their study
- discuss any problems the student may be experiencing with the educator
- adhere to all FDC Service policies and procedures
- never remove a child from direct FDC educator supervision
- participate in the induction process and assist to complete the *Student and Volunteer Induction Checklist*

PROBITY CHECKS

- All students and volunteers will supply identity details to the nominated supervisor/approved provider
- All students and volunteers will complete and provide to the FDC Service a Working with Children Check prior to commencing their placement
- All students will have a meeting with the nominated supervisor/approved provider to receive information regarding the following Family Day Care Service policies:
 - Child Protection
 - Child Safe Environment
 - Privacy and Confidentiality
 - Dealing with Complaints
 - Work, Health and Safety
 - Code of Conduct
 - Photograph
 - Social Media

STUDENTS AT RISK

If FDC educators feel that the student is at risk of failing their practicum, the following steps will be taken:

1. the FDC educator will alert the nominated supervisor/approved provider of any concerns with the student
2. the FDC educator and nominated supervisor/approved provider will discuss concerns with the student
3. the FDC educator or nominated supervisor/approved provider will arrange for the student's training institution teacher to visit the FDC residence and discuss concerns that have ascended

4. the student's educational institution and nominated supervisor will govern the outcome of the practicum.

TERMINATION OF STUDENT PRACTICUM OR VOLUNTEER PLACEMENT:

Termination of student's or volunteer's placement will occur if the student or volunteer

- harms or is at risk of harming a child in their care
- is under the influence of drugs or alcohol
- fails to notify the FDC Service and /or FDC educator if they will not be attending on a particular day prior to commencement time
- does not adhere to starting times or break times
- is observed using repeated inappropriate behaviour at the FDC residence/venue
- does not comply with all policies and procedures addressed in the student package
- does not provide the photo with an introduction on commencement
- does not keep up to date with their work placement tasks
- removes any child or children from the direct supervision of the FDC educator
- is unable to maintain or hold a current Working with Children Check

EXCEPTIONAL CIRCUMSTANCES:

Determining Exceptional Circumstances for Exceeding the 7-Child Limit

In accordance with **Regulation 124**, a Family Day Care educator may care for **more than 7 children** at one time only where the **Approved Provider is satisfied that exceptional circumstances exist**. This section sets out the criteria, procedures, and decision-making framework the Approved Provider will use to assess such situations to ensure the **health, safety, and wellbeing** of all children in care.

What Are 'Exceptional Circumstances'?

Exceptional circumstances refer to **short-term, unforeseen, and unavoidable events** that require temporary flexibility in educator-to-child ratios. These may include, but are not limited to:

- **Emergency care** needed for a sibling of a child already enrolled (e.g. family emergency or crisis).
- **Educator's own child** unexpectedly at home due to school closure, illness, or care arrangement failure.
- **Medical or compassionate reasons** involving a family already in care.
- **Natural disasters** or unexpected community events (e.g. flood, bushfire) causing urgent need for care.

- **Temporary overlap of enrolments** due to delays in pickup or early arrivals.

Assessment and Approval Process

9. Educator Request

- The educator must submit a **written request** to the Approved Provider outlining:
 - The reason for exceeding the limit.
 - Names and ages of all children to be in care.
 - Duration and specific times/dates.
 - Risk management strategies in place.

10. Risk Assessment

- The Approved Provider will assess:
 - Total number and **ages of children**.
 - Whether the **educator can meet each child's needs** (including supervision, rest, meals, and individual attention).
 - Any **existing vulnerabilities** (e.g. babies, children with additional needs).
 - Whether the educator's premises are **safe and equipped** for additional children.

11. Time Limitation

- Approval will only be granted for a **short, defined period** and cannot be used as a recurring arrangement.
- Ongoing or regular excess care will not be approved under this clause.

12. Documentation

- All approvals must be:
 - **Formally recorded**, including reason, risk assessment, date, and signature of the Approved Provider.
 - **Filed in the child's and educator's record**.
 - Notified to the Regulatory Authority upon request.

Monitoring and Review

- The Approved Provider will monitor any exceedance in real time and may **revoke the approval** if the circumstances change or if the educator is unable to meet safety standards.
- After the approved period ends, the situation will be reviewed to ensure the arrangement is not repeated unnecessarily or misused.

Responsibilities

- **Educator:** Submit full details and follow the approved arrangements strictly.

- **Approved Provider:** Assess applications against policy, ensure compliance with safety and legal requirements, and document all decisions.
- **Step-by-Step Communication Process**
- **Step 1: Identify the Need**
- The **educator becomes aware** of an exceptional circumstance requiring the care of more than 7 children (e.g. emergency sibling care, temporary overlap).
- The educator must assess whether the situation is **genuinely short-term, urgent, and unavoidable**.

Step 2: Notify the Approved Provider

- The educator must **contact the Approved Provider as soon as possible**, preferably **at least 24 hours in advance**, unless it is an emergency.
- Notification can be via:
 - Phone call (followed by written confirmation),
 - Email,
 - Secure messaging app (if approved by the service).

Step 3: Submit a Written Request

- The educator must provide a **written request** including:
 - Description of the exceptional circumstance.
 - Number, names, and **ages of children** proposed to be in care.
 - **Date(s) and time(s)** the exception would apply.
 - Justification for why this cannot be avoided.
 - Any **risk minimisation strategies** in place (e.g. assistance from another adult, activity adjustments).

Step 4: Assessment by Approved Provider

- The Approved Provider will:
 - **Acknowledge receipt** of the request.
 - Conduct a **risk assessment**, considering supervision, safety, and compliance.
 - Decide whether the circumstances meet the threshold for being “exceptional.”
 - Approve or decline the request in writing.

Step 5: Confirm Decision

- The educator will be **notified in writing** of the decision.
- If approved, the approval will state:
 - Conditions or time limits,
 - Any required changes to care or supervision,

- The requirement to **revert to normal ratios** immediately after.

Step 6: Document and File

- A copy of the approval (or refusal) and related documentation will be:
- Placed in the **educator's file**,
- Attached to the child's enrolment records (if applicable),
- Recorded in a central **exceedance register** maintained by the service.

Step 7: Monitor and Review

- The Approved Provider may follow up during or after the approved period to:
- Confirm conditions were followed.
- Ensure children's safety was not compromised.
- Prevent repeated or unjustified exceedance requests.
- **Emergency Situations**
- If an urgent situation arises unexpectedly (e.g. child left in care due to delayed pickup), the educator must:
- **Immediately notify the Approved Provider,**
- **Log the event** and **submit details** within 24 hours,
- Work with the provider to address any regulatory or care issues.

• Responsibilities

• Role	• Responsibility
• FDC Educator	• Identify need, communicate early, submit request with all required details.
• Approved Provider	• Assess requests fairly, document decisions, and maintain compliance records.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Student and Volunteer Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).
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REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

INTERACTIONS WITH CHILDREN, FAMILIES AND STAFF POLICY

The Early Years Learning Framework (EYLF) identifies secure, respectful, and reciprocal relationships with children as one of the principles that underpin practice. Within an early childhood community many different relationships are negotiated with and between children, educators, and families. The way in which these relationships are established and maintained, and the way in which they remain visible impacts on how the early childhood community functions as a whole. Relationships directly affect how children form their own identity, whether or not they feel safe and supported, and ultimately, their sense of belonging.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 5: RELATIONSHIPS WITH CHILDREN		
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child.
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
5.1.2	Dignity and rights of the child	The dignity and rights of every child are maintained.
5.2	Relationships between children	Each child is supported to build and maintain sensitive and responsive relationships.
5.2.1	Collaborative learning	Children are supported to collaborate, learn from and help each other.
QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	Parents views are respected	The expertise, culture, values and beliefs of families are respected, and families share decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.

S. 166	Offence to use inappropriate discipline
73	Educational program
84	Awareness of child protection law
115	Premises designed to facilitate supervision
118	Educational leader
123A	Family day care co-ordinator to educator ratios- family day care
124	Number of children who can be educated and cared for- family day care
127	Family day care educator qualification
143A	Minimum requirements for a family day care educator
155	Interactions with children
156	Relationships in groups
157	Access for parents
163	Residents at family day care residence and family day care educator assistants to be fit and proper persons
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed

RELATED POLICIES

Behaviour Guidance Policy Child Protection Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy Delivery of Children to, and Collection from and Education and Care Service Premises Educational Program Policy Enrolment Policy Family Communication Policy	Governance Policy Management Committee Policy Open Door Policy Orientation of Families Policy Privacy and Confidentiality Policy Relief Staff Policy Respect for Children Policy Social Media Policy Student and Volunteer Policy Supervision Policy Transition to School Policy
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PURPOSE

We aim to build positive and respectful relationships with children, families, and educators through collaboration and interactions, which is reflective of our Family Day Care (FDC) Service philosophy, and the approved learning frameworks of the *Early Years Learning Framework (V2.0)* and *My Time Our*

Place (V2.0). Educators will encourage positive relationships between children and their peers as well as with educators and families at the FDC Service, ensuring children feel safe and supported.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, FDC educators, educator assistants, children, families, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Under the *Education and Care Services National Regulations*, the approved provider must ensure that policies and procedures are in place for interactions with children (Regulation 168) and take reasonable steps to ensure those policies and procedures are followed.

In order to build and maintain positive and respectful relationships with children, families and educators our Family Day Care Service will adhere to our statement of philosophy and the ACA Code of Ethics. We aim to provide a child safe culture where our values and practices that guide the attitudes and behaviour of all staff are guided by the National Principles for Child Safe Organisations and the implementation of the Child Safe Standards.

INTERACTIONS WITH CHILDREN

Children need positive relationships with FDC educators that are trusting and responsive to their individual needs. Through these experiences and interactions children will develop a positive understanding of themselves and feel a sense of belonging. We promote a respectful, child safe culture where children concerns are always responded to, and children feel empowered to participate in decisions and provide feedback to educators and staff.

RELATIONSHIPS IN GROUPS

The approved provider and/or nominated supervisor will take reasonable steps to ensure that our FDC Service provides children with opportunities to interact and develop respectful and positive relationships with each other and with educators, educator assistants, coordinators and volunteers.

THE APPROVED PROVIDER, NOMINATED SUPERVISOR/ COORDINATOR WILL:

- ensure all FDC residences and/or approved venues create welcoming and relaxed atmospheres in which children experience equitable, friendly and genuine interactions with educators
- ensure educator to child ratios are adhered to

- ensure qualification requirements are met
- ensure all FDC educators and coordinators have undertaken current child protection legislation training including mandatory reporting requirements and obligations
- ensure that no child is subjected to any form of corporal punishment or any discipline that is unreasonable or inappropriate in the circumstances (S. 166 National Law)

FDC EDUCATORS AND EDUCATOR ASSISTANTS WILL:

- create a welcoming and relaxed atmosphere in which children experience equitable, friendly and genuine interactions with educators in each FDC residence or approved venue
- they adhere to educator to child ratios and qualification requirements
- role-model appropriate language and behaviour
- support and encourage children to be aware of their own feelings as well as the feelings of others
- encourage children to treat all children with respect
- provide children with the opportunity to explore their dispositions for learning by expressing themselves and their opinions
- ensure children are aware of how to raise concerns or provide feedback
- respond or report to children about how their feedback has been acted upon
- assist the children to build resilience and self-assurance through positive interactions
- guide children's behaviour positively and with encouragement
- respect the rights, dignity and agency of children (United Nations Convention on the Rights of the Child)
- support children in the early childhood environment
- provide appropriate supervision so children feel safe in their interactions with other children
- always speak to children in a positive manner, promoting respect, tolerance and empathy, including the use of non-verbal cues and communication
- engage in meaningful, open interactions that support the acquisition of skills for life and learning of children
- respect each child's uniqueness, be attuned to, and respond sensitively and appropriately to children's efforts to communicate and use the child's own language, communication styles, and culture to enhance interactions
- have regard to the family and cultural values, age and physical and intellectual development and abilities of children cared for
- listen to children and take them seriously; support and encourage children to use appropriate language in their interactions with adults and peers. FDC educators will extend upon children's

interests and ideas through questions and discussions, supported and made visible in observations, reflections, and programming.

- understand their reporting requirements and respond to any incident, disclosure or suspicion of child abuse or harm
- communicate with children by getting down to their level, using eye contact, and showing respect to the child whilst engaging in and promoting effective communication
- show empathy to children
- ensure that the values, beliefs, and cultural practices of the child and family are considered and respected (Reg.155)
- ensure that no child is ever isolated for any reason other than illness, accident or pre-arranged appointment with parental consent. During this time, they will be under adult supervision.
- regularly reflect on their relationships and interactions with children and how these can be improved to benefit each child
- facilitate children's individual development extending upon their strengths, interests and abilities.

INTERACTIONS WITH FAMILIES

Effective communication is the key to developing and maintaining positive interactions and relationships with others and helps to build trusting and respectful partnerships with families.

Educators use positive and open communication with families and siblings in order to create a responsive and inclusive environment for children and families. Interactions with families help to inform educators' knowledge of each child's distinctive interests, skills cultures and abilities. This helps to build a positive experience and a safe learning environment that encourages children to expand their knowledge and understandings.

FDC EDUCATORS AND EDUCATOR ASSISTANTS WILL ENSURE:

- all families are treated equitably without bias or judgement, recognising that each family is unique
- families are provided with information and resources in their first language
- families are asked to identify a preferred method of regular communication with the FDC Service (this may include utilising a translator service)
- families and children are greeted upon arrival in a respectful manner
- they learn the names of family members and use these names when they greet them
- two-way communication is established through leading by example and asking questions and a willingness to offer information about ourselves
- common terminology (not jargon) when talking to parents regarding their child's development

- privacy and confidentiality are respected at all times
- information about another child or family information is never discussed with a parent or visitor
- they remain sensitive to cultural differences amongst families and encourage families to share cultural aspects with the children and FDC educators
- the advice and opinion from other professional experts are requested, with parental permission, to assist educators develop and implement strategies to support the inclusion of children with additional needs
- they seek additional resources and professional support for families through a range of organisations such as KU Inclusion Support, Area Health and other specific health professional networks
- verbal communication is always open, respectful and honest
- families are provided with up-to-date service information and notices through Daily Reports, newsletters, communal notice boards, emails and sign-in sheets.
- they regularly reflect on parent input into the program and make changes where necessary that will best benefit the service and children
- connections between families are promoted and enhanced through inviting families to participate in routines and events
- families are aware of our complaint handling process
- any bribe or gift received by a family that may influence or appear to influence a decision or action is to be declined and reported to management.

INTERACTIONS WITH OTHER FDC EDUCATORS

The Family Day Care Service recognises that the way educators interact with each other when together has an effect on the interactions they have with children and families. FDC educators are required to demonstrate mutual respect towards each other and value the contributions made by each FDC educator working within our Family Day Care Service.

TO MAINTAIN PROFESSIONALISM AT ALL TIMES, FDC EDUCATORS AND EDUCATOR ASSISTANTS WILL:

- engage in professional communication in order to create an effective work environment and to build a positive relationship children and families. Communication amongst colleagues creates a positive atmosphere and a professional image for families. Communication between educators and families ensures that important information is being passed on consistently.
- champion a child safe culture through their attitudes, behaviours and actions

- be respectful when listening to each other's point of view and ideas
- maintain effective communication to ensure that teamwork occurs
- communicate their professional reflections and ideas for continuous improvement
- attend in-service training to update and refresh and add to individual skills and knowledge
- keep up to date with current legislation to child protection including mandatory reporting requirements – (*Child Protection, Reportable Conduct Scheme*)
- refer to the *Dealing with Complaints Policy (Staff) /Procedure* if they feel a situation with another educator or staff member is not being handled with professionalism, respect, and fairness
- recognise the strengths and value the contribution each person makes to different work roles
- work collaboratively to reach decisions which will enhance the quality of the education and care offered at the FDC Service
- welcome diverse views and perspectives
- work together and engage in open and honest communication at all times
- respect each other's positions and opinions
- develop and share networks and links with other agencies
- resolve differences promptly and positively and use the experience to develop more effective methods of working together.

TO MAINTAIN PROFESSIONALISM AT ALL TIMES, MANAGEMENT AND THE FDC COORDINATOR WILL:

- provide new FDC educators with relevant information about the FDC Service and program through a Staff Handbook, induction, and daily communication
- treat FDC educators with respect
- be sensitive to the feelings and needs of FDC educators
- provide constructive feedback to FDC educators as part of their professional learning plan support
- appreciate and utilise FDC educator skills and interests
- provide support, assistance and mentoring to FDC educators
- hold regular educator meetings to encourage and support professional growth and reflective practice- these may be offered flexibly using online platforms such as Zoom, Skype
- use appropriate conflict resolution techniques to solve problems
- ensure policies and procedures are up to date regarding communication, expected behaviour and grievances
- provide opportunities for professional development.

TO ENHANCE COMMUNICATION AND TEAMWORK WHEN TOGETHER, FDC EDUCATORS WILL:

- maintain privacy and confidentiality
- be respectful, caring and inclusive of colleagues
- be sensitive to the feelings and needs of others
- support colleagues during difficult situations
- provide constructive feedback to each other
- trust each other
- value the role and contribution of colleagues
- appreciate and utilise colleague skills, strengths and interests regardless of qualification and experience
- provide support and assistance to each other
- share responsibilities
- have a flexible attitude towards roles and responsibilities
- greet each other by name
- show genuine interest in the other person by using active and reflective listening
- communicate ideas and opinions clearly and professionally
- use a communication book or daily diary to pass on messages and record relevant information
- use appropriate conflict resolution techniques to solve problems
- engage in opportunities for professional development.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Interaction with Children, Families and Staff Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).

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Privacy and Personal Information Protection Act 1998 (Cth).

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Evidence Paper Practice Principle 5: Respectful relationships and responsive engagement

<https://www.education.vic.gov.au/Documents/childhood/providers/edcare/respectrelns.pdf>

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

ENROLMENT POLICY

Enrolment and orientation are an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and the Family Day Care (FDC) Service and engaged Family Day Care (FDC) educators. Such partnerships enable the Family Day Care Service, FDC educators and families to work toward the common goal of promoting consistent quality outcomes for individual children and the FDC Service.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 165A	Offence relating to children leaving the education and care service premises unauthorised (WA Services only)
S. 175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages

85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
96	Self-administration of medication
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment for excursion
102	Authorisation for excursions
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
169	Additional policies and procedures- family day care
173A	Prescribed information to be displayed—family day care service
177	Prescribed enrolment and other documents to be kept by approved provider
178	Prescribed enrolment and other documents to be kept by family day care educator
181	Confidentiality of records kept by approved provider
182	Confidentiality of records kept by family day care educator
183	Storage of records and other documents

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Disability Discrimination Act 1992	A New Tax System (Family Assistance) Act 1999
Child Care Subsidy Minister's Rules 2017	
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Additional Needs Policy Behaviour Guidance Policy CCS Governance Policy Children's Belongings Policy Children in Workplace Policy Code of Conduct Policy Dealing with Infectious Disease Policy Dealing with Complaints Policy Delivery of children to and collection from Education and Care Service Premises Policy Excursion/Incursion Policy Family Communication Policy	Governance Policy Immunisation Policy Incident, Injury, Trauma and Illness Policy Interactions with Children, Families and Staff Policy Medical Conditions Policy Orientation of New Families Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Safe Transportation Policy Sun Safe Policy Work, Health and Safety Policy
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PURPOSE

We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the FDC Service to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, staff, educators, educator assistants, students, volunteers and visitors of the FDC Service.

ENROLMENT

According to the Child Care Provider Handbook (May 2023) *'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy...An enrolment links the child, the individual claiming the subsidy and the childcare service.'* An enrolment notice is required for each child attending the Service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

IMPLEMENTATION

The *Education and Care Services National Regulations* requires approved providers to ensure their Services have policies and procedures in place for enrolment and orientation (Reg.168) and take reasonable steps to ensure those policies and procedures are followed (Reg.170).

Our FDC Service accepts enrolments of children aged **between 6 weeks-13 years** of age.

Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity for each family day care educator engaged
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained.

The FDC Service recognises the educator as an agent for the Service in relation to the enrolment of children into the Service as permitted by National Education and Care Services Regulations and provide an efficient enrolment procedure that is clear and unambiguous to FDC educators and families.

PRIORITY OF ACCESS

Our FDC Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- At risk of serious abuse or neglect
- A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Providers are asked to (but are not legally obliged to prioritise children). CCS Handbook p.35

ENROLMENT

When a family has indicated their interest in enrolling their child in our FDC Service, we will organise an enrolment meeting to share information and build relationships.

- Families will be provided with a range of information about our FDC Service which may include:
 - the Service philosophy, inclusion, programming methods, incursions, excursions, fees, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process for NSW, signing in and out procedure, the Early Years Learning

Framework (EYLF V2.0), the National Quality Framework, FDC educator qualifications, educator and parent communication strategies

- Enrolment interviews with families will be conducted by the coordination team
- Families will be provided with information and referral to FDC educators who may be available for their care needs
- A mutually convenient time will be organised to visit the FDC residence for an enrolment interview (Families may be encouraged to meet with several educators in their area who have current vacancies)
- Any matters that are of a sensitive nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with the coordination team. Families will be required to bring any documents required in relation to court orders, medical needs or plans
- Families will complete the enrolment form informing the coordination team of their child's interests, strengths and individual needs- (e.g.: settling strategies for young children; before and after school needs)
- Families are required to pay an enrolment fee and two-week bond which is calculated at full fee to secure the position. Failure to pay the upfront fees will lead to the child not being accepted. When 2 weeks' notice of withdrawal is given, the bond will be refunded if all accounts are up to date
- Families are invited to ask questions and seek any further information they require
- Families will be provided with a Family Handbook
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the FDC educator's residence/venue
- If a family or child uses English as a second language or speak another language at home, we request that at this time families provide us with some key words in the language/s the child speaks so that the FDC educator can learn the words
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- Information about gap fees and absences will be discussed.
- It is a legal requirement that prior to the child starting at the FDC Service we have all required documents including
 - the completed enrolment form
 - medical management plans (if relevant) completed by the child's general practitioner
 - a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age *and*

- details of any court orders, parenting orders or parenting plans
- It is a requirement of the Family Assistance Office that immunisation information held by the FDC Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare subsidy
- Children must meet the immunisation requirements to be eligible for Family Tax Benefit (FTB) Part A and Child Care Subsidy (CCS). Some exemptions apply; however, families are advised that vaccination conscientious objection is not a valid exemption
- Parents must notify the Service if their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their AIR immunisation history statement
- Unborn children may be placed on the waiting list. If an unborn child is placed on the waiting list, the family must advise the Service of the expected birth date. It is the responsibility of the parent to inform the coordination team of the name and date of birth of the child within three months after the expected birth date. If this information is not provided, then the child and family details will be removed from the list
- National and state legislation in relation to immunisation for childcare
- (NSW) To attend childcare, children must be fully immunised or on an approved vaccination catch-up program. If a child cannot be immunised due to a medical condition they may still be enrolled at the Service with supporting documentation (Medical Exemption Form). If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service. The child's immunisation history statement will indicate that the child is on a catch-up schedule. [read more [here](#)]
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.

FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION

1. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address and contact telephone number
2. Each parent's occupation, work hours and educational qualifications
3. The full name, residential address and contact telephone number of a person or persons, authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
4. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from the FDC educator's residence (authorised nominee)
5. Full name of the child

6. Child's date of birth
7. Child's birth certificate or passport or identity document
8. Child's residency status
9. Child's address
10. Gender of the child
11. Cultural background of the child
12. Provision of care – if care will be a routine and/or casual etc.
13. Session start and end times
14. Complying Written Agreement including fee information
15. Immunisation History Statement
16. Any court orders or parenting agreements regarding the child
17. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
18. Any special requirements of the family, including for example cultural or religious requirements
19. The individual needs of a child with a disability or with other additional needs
20. A statement/authorisation indicating the name and address and contact details of any person who is authorised to consent to the administration of medication to the child
21. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or FDC educator to seek:
 - medical treatment for the child from a registered practitioner, hospital or ambulance Service
 - transportation of the child by an ambulance Service
22. Child's Medicare number (if available)
23. Specific healthcare needs of the child, including allergies and intolerances
24. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an ASCIA Action Plan
25. Details of any dietary restrictions for the child
26. The name, address and telephone number of the child's doctor
27. Authorisation for regular occurring transportation and regular outings/excursions
28. CRN for child and claimant

ORIENTATION OF THE SERVICE

During parent interviews and orientation of the Family Day Care residence with their FDC Educator and coordinator, families will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform
- have Child Care Subsidy (CCS) explained to families and assistance may be offered to assist with the application process.
- be provided with an outline of the Service policies which will include key policies such as: Payment of fees, Sun Safe, Incident, Injury, Trauma and Illness, Dealing with Infectious Diseases, and Administration of Medication
- be shown the signing in/out process at the FDC residence
- be advised of appropriate clothing for children to wear each day, including shoes, hats and sunscreen
- be informed about policies regarding children bringing in toys from home
- be introduced to the FDC educator assistant (if applicable)
- be taken on a tour around the residence or venue
- be asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- be informed of the daily report and how parents can view this or informed about the online platform/App the FDC Service may use
- be introduced to the routine and educational program, including portfolios and the observation cycle
- be informed about communication strategies including meetings, interviews, newsletters, emails, etc.
- be given the opportunity to set goals for their child
- confirm preferred method of communication
- be advised that it is their responsibility to notify the FDC educator of any changes to their current details on enrolment forms (e.g.: new phone numbers)

ENROLMENT PACK

Families will be provided with an enrolment pack which consists of:

- Family Handbook which outlines the FDC Service's operation and philosophy
- current fee structure and payment details
- Child Care Subsidy information
- Information on the National Quality Framework, National Quality Standard and the approved frameworks- Early Years Learning Framework and My Time, Our Place
- ECA Code of Ethics brochure

- Lunchbox and Snack ideas
- Munch and Move Fact Sheets

THE APPROVED PROVIDER/MANAGEMENT/COORDINATION TEAM WILL ENSURE:

- that obligations under the Education and Care Services National Law and National Regulations are met
- FDC educators, educator assistants, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure
- families are aware of this *Enrolment Policy*
- enrolment form is completed accurately and, in its entirety
- document evidence such as birth certificate or passport is sighted to verify that the child's enrolment details are true and correct
- authorisations are signed by both parents/guardians
- the FDC Service complies with the *Disability Discrimination Act* and our enrolment policy and practices do not discriminate against children or others with disability
- barriers to access and participation for children with disability are identified and reasonable adjustments to the program and environment is made to allow access and participation in the Service [See: *Additional Needs Policy*]
- a child with medical needs does not begin at the FDC Service unless a medical management plan is received and medication is brought to the FDC Service each day
- the child's medical management plan is recorded, and this information is shared/distributed to the FDC educator
- ASCIA Action Plans are completed in full (if relevant)
- *Administration of Medication* forms are completed (if relevant)
- the *Medical Conditions Policy* is provided to families for children with a specific health care need, allergy or other relevant medical condition before the child begins education and care at the Service
- risk minimisation plans and communication plans are requested/completed with parents/guardians for children with medical needs
- FDC educator/educator assistants are aware of the new child including any medical conditions, interests, developmental needs, and strengths
- immunisation history statement and birth certificate have been sighted and photocopied
- the child is added to the Observation cycle
- the enrolment is lodged through Our Third Party Software or PEP with Department of Education

- a file for the Child's information is created
- contact is made with families to share details on how the child is settling to care during the first few weeks
- families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process
- the enrolment notice is lodged within 7 days
 - from the end of the week in which the provider and family made an arrangement
 - the provider or Service being approved or
 - the end of a suspension
- enrolment notices must include details as outlined with the Childcare Providers Handbook, p. 30
- enrolment notices and arrangements are updated if details have changed or if the enrolment ends
- families are made aware that casual days and/or make up days may be offered at the discretion of management and dependent upon licensing requirements and ratios [FDC Service decision to implement]

FAMILY DAY CARE EDUCATORS WILL:

- ensure an enrolment record is kept for each child which contains all the information set out in Reg. 160 including all required authorisations relating to medical treatment, regular outings and transportation and health information
- keep prescribed enrolment and other documents including medication record and children's attendance records
- keep all records confidential

FAMILIES WILL:

- complete all documentation required by the FDC Service for enrolment
- provide required authorisations as indicated on enrolment form
- notify the FDC Service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
- ensure all information about the child and family is kept up to date

CHILD CARE SUBSIDY

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care Service and whether the child attends school

Documentation may be required such as Australian driver licence, Australian passport, foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate

- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- Families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance

FDC EDUCATORS PROVIDING CARE FOR THEIR OWN CHILD/REN OR CHILD/REN OF RELATIVES

There are rules around providing care for FDC educator's own child or children and children of relatives including nieces, nephews, cousins and grandchildren (including great grandchildren).

- Our FDC Service will ensure an enrolment form is completed for FDC educator's own child (best practice) or children of relatives
- The enrolment form and CWA will ask if the child is related to the FDC educator
- Attendance records will also be maintained for educator's own child or children (if the child/ren is not cared for by another adult within the premises) and any child who is a relation of the FDC educator. Attendance records must be updated within 14 days after the end of each week in which care was provided.
- FDC educators are unable to claim CCS or ACCS for their own children or any siblings of the FDC educator. Limited exemptions to this rule apply see the Childcare Provider Handbook for further information.
- FDC educators must ensure care provided to children of a relative is less than 50% of children cared for across the fortnight
- Each FDC educator will sign an acknowledgement stating they are aware of the requirements and limitations around providing care to their own children or to relatives.
- FDC educators are to confirm on a regular basis that they are not in breach of the requirement
- The Service will maintain and keep a register of care which details care provided by an educator within the FDC Service whose child or whose partners child is, on the same day, being provided care by another FDC educator, including where the other FDC educator works for the same or a different FDC Service.

- This register is updated within 14 days after the end of each week in which care was provided

COMPLYING WRITTEN ARRANGEMENT

The approved provider and parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Arrangement* (CWA) and is an agreement to provide care in return for fees

- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider
- The CWA must include the following information:
 - the names and contact details of the provider and the individual(s)
 - the date the arrangement starts
 - the name and date of birth of the child (or children)
 - if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
 - the usual start and end times for these sessions of care
 - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
 - details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time
- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance
- Once the approved provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.

ADDITIONAL CHILDCARE SUBSIDY PROCEDURE

Our Service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The approved provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect
- Once a child has been identified as 'at risk' the FDC Service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing)
- If the FDC Service deems the child is eligible for ACCS the FDC Service will submit an initial ACCS Certificate for a 6-week period.
- The FDC Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate
- If further ACCS (Child Wellbeing) is required following the initial 6-week certificate the Service may apply for a Determination for a period of up to 13 weeks
- Following an application for an ACCS 6-week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency
- Following an application for an ACCS 13-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk'
- If the child continues to be 'at risk' after the initial 13-week determination, then the provider needs to lodge a subsequent determination application.

ON THE CHILD'S FIRST DAY

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's FDC educator; contact the FDC educator during the day to 'check' in on their child and request help with separation if this is a problem for their child.

On the first day, the child and their family will be welcomed and shown where or how to sign their child in/out of the FDC educator's residence or approved venue

- The FDC educator will discuss what is happening during the day and show where the child's locker is located
- Information about collecting their child at the end of the day will be discussed
- the FDC educators will ensure information about the child's first day is shared with parents (through online APP or daybook)

- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

ENDING AN ENROLMENT

- Families are required to provide management with two weeks written notice when withdrawing their child from the FDC Service from the Service. The letter must state:
 - the date they are writing the withdrawal notice
 - the child's last day of attendance.
- Written withdrawal notification can be emailed or handed to management
- This letter will be placed into the child's file and archived once they have left the Service
- All records related to a child's enrolment must be kept securely until the end of 3 years after the last day of the child's attendance
- Management will add an end date into the FDC Service software program to ensure compliance with the Family Assistance Law
- Fees will be charged up to the end of the two weeks from the date at which notice was received in writing, whether or not the child has attended the Service during those two weeks
- A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising of the balance (payment is due or no payment due as applicable)
- Written withdrawal notification can be emailed or handed to management
- A copy of the final account and withdrawal form is to be kept in child's file
- Families must ensure the account is paid prior to final attendance
- If payment has not been received, the debt recovery process is to start immediately
- If the child does not attend during their two weeks of notice, Child Care Subsidy (CCS) may not be paid after their last day of attendance (including if the child does not attend on their last day) and full fees will be applicable (This is a policy of the Family Assistance Law in relation to Child Care Subsidy)
- At the end of the placement and if all criteria regarding fees and notice of withdrawal have been met, then the initial Bond payment made on enrolment will be refunded to the family within two weeks of the child's last day
- If at any time during the child's enrolment it is felt that it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the Service will immediately contact the parent/authorised person/s to discuss all options. This may include the termination of the child's position.

WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE

- If a family has accepted the offer of a placement, then decides to withdraw from the FDC Service before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks holding deposit/bond is payable to the Service and is non-refundable.

14 WEEK RULE (CCS)

- An enrolment will end for Child Care Subsidy purposes, if a child does not attend a session of care at our Service for 14 continuous weeks. This is a rule set by CCS and the Department of Education. For further information see the CCS Handbook.

CONTINUING ENROLMENT FOR THE NEW YEAR

- Prior to the end of each year, families will be provided with a letter to confirm their child's continuing enrolment for the New Year
- Failure to return this letter may result in their child not being considered for a future position
- Families with children going to school the following year will be required to complete the Re-enrolment form confirming that their child will be going to school the following year, adding an end date to their child's care
- Families who require care in the New Year until the school year starts, will need to advise management in writing on the Re-enrolment form, stating their child's last date of attendance at the Service. Any extensions to the advised date will be assessed by management and subject to availability which will be confirmed in writing for families.
- The Complying Written Arrangement will be updated
- Families eligible for Child Care Subsidy are responsible for ensuring that all information requested by Centrelink is provided to them in order to ensure no interruption to CCS payments.

UPDATING AND ENDING ARRANGEMENTS AND ENROLMENTS

Enrolment notices must be updated in the following circumstances:

- The family disagrees with details of an enrolment and the FDC Service agrees an update is required
- The care arrangement between the Service and family changes
- The Service notices information on the enrolment is incorrect
- The enrolment ends

Our FDC Service will update the enrolment notice with our CCS Software (or PEP) with 7 days of any of the events above occurring.

ENROLMENT RECORD KEEPING

Our *Record Keeping Policy* outlines the information and authorisations that we will include in all child enrolment records.

TERMINATION OF CHILD'S ENROLMENT

Our FDC Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the FDC Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached.

This may include:

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our FDC Service
- deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- if a parent knowingly brings their child ill to the FDC Service
- consistent child-rearing style differences between the parent and provider
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children or families enrolled at the Service- *Code of Conduct Policy*
- failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule).

Management or the nominated supervisor will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance.

- Two weeks' notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.

- Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the FDC Service.

CONTINUOUS IMPROVEMENT

Our *Enrolment Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).
 Australian Children's Education & Care Quality Authority. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.
 Australian Children's Education & Care Quality Authority. (2022). The Disability Discrimination Act: [What do Children's Education and Care Services Need to Know?](#)
 Australian Government Department of Education. (2024) Child Care Provider handbook
<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>
 Australian Government Department of Education. (2021) Guide to Additional Child Care Subsidy (child wellbeing) <https://www.education.gov.au/child-care-package/resources/guide-accs-child-wellbeing>
 Australian Government Services Australia <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>
 Australian Government Guide to Social Policy Law. Family Assistance Guide Immunisation- approved exemptions (FTB). <https://guides.dss.gov.au/family-assistance-guide/2/1/3/40>
 Department of Human Services (Centrelink):
<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>
 Education and Care Services National Law Act 2010. (Amended 2023).
[Education and Care Services National Regulations](#). (Amended 2023)
 Government of Western Australia. Department of Health. (2021). Western Australian Immunisation Requirements. Guidelines for persons in charge of child care services, community kindergartens and schools.
 National Centre for Immunisation Research and Surveillance. (2021). No Jab No Play, No Jab No Pay
<https://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>
 NSW Government Health. (2019). Questions and answers about vaccination requirements for child care:
https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

Victoria State Government. Requirements for all early childhood services.

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

ORIENTATION OF FAMILIES POLICY

Enrolment and orientation to a Family Day Care (FDC) Service is an exciting and sometimes, an emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families, the FDC Service, our FDC educators, and importantly, trust with the child. Such partnerships enable the Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the FDC Service.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider

183	Storage of records and other documents
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RELATED POLICIES

Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy Delivery of Children to, and Collection from EEC Service Premises Policy	Enrolment Policy Incident, Injury, Trauma and Illness Policy Payment of Fees Policy Photograph Policy Privacy and Confidentiality Policy Safe Arrival of Children Policy
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PURPOSE

We aim to ensure children and families are provided with an orientation procedure that allows the family to transition into the FDC Service positively and well-informed, meeting the children and families' individual needs. We strive to establish respectful and supportive relationships between families and the FDC Service to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, educators, educator assistants, management, approved provider, nominated supervisor and visitors of the FDC Service.

IMPLEMENTATION

Orientation is an important process for children, families, educators/educator assistants and the FDC Service to gain vital information about the individual child's needs, interests, and strengths. To enable children to feel safe and secure, and to set the foundations for a trusting partnership, we feel that it is necessary for the family to attend an orientation visit. This visit or visits assist the child to adjust to a new setting and helps to make the transition from home to the FDC residence/or venue a smooth and positive experience.

ORIENTATION OF THE FAMILY DAY CARE SERVICE

Prior to an orientation visit, the FDC coordinator unit will discuss the following to gain a better understanding in supporting the family:

- the cultural and/or linguistic background for families from non-English speaking backgrounds (external support may be required)
- the family's needs in relation to work or other commitments
- the hours care will be required (including weekend or after hours care)
- the family's previous knowledge or experience of other children's services, including Family Day Care Services
- any additional needs of the child and/or their family
- any court orders or parenting orders that are applicable to the child
- information about the FDC Service philosophy and curriculum
- the child's interests
- family goals and expectations
- strategies to help settle into the FDC Setting
- any allergies or dietary needs of the child
- emergency or health care plans for the child if relevant
- the Family Day Care Service routines

THE APPROVED PROVIDER/MANAGEMENT/COORDINATOR WILL:

- ensure educators, staff, students and volunteers have knowledge of and adhere to this policy
- ensure families are aware of this *Orientation of Families Policy*
- provide information about suitable FDC educators for their child to parents/family
- organise orientation visits to FDC educator's residence and provide information about:
 - the name of the FDC educator and educator assistant (if relevant)
 - directions to the service residence
 - where to park
 - suggested dates and time to visit
- follow up parents after orientation visit and proceed with the enrolment process OR offer alternative orientation visits to other FDC educators
- ensure the orientation process is well organised, flexible and informative

- provide opportunities for the child and family to visit the FDC residence/or venue and familiarise themselves with the environment. The child may be invited to participate in the activities and experiences if they feel comfortable.
- ensure the FDC educator creates a welcoming environment and interact positively with the child and family
- respect the child and family at all times, acknowledging the individuality of each parenting style
- encourage families to ring, email or visit the FDC educator or service as often as they like when their child has commenced care
- reassure families that if their child is distressed over a long period of time during orientation and transition to care, the FDC educator will contact them
- contact support agencies for children with additional needs to assist in transition
- encourage families to provide feedback about the orientation process
- ensure families are informed that critical information from their child's enrolment form is communicated with FDC educators- (emergency contacts, authorised nominees, court orders, immunisation status, medical and health conditions where relevant)
- provide families with a list of documents that will be required for enrolment- (birth certificates, immunisation records, relevant court orders, parenting orders etc).

EDUCATORS/EDUCATOR ASSISTANTS WILL:

- greet children and families upon arrival
- discuss with families the best transition process for their child
- reassure families that they will phone parents if the child remains distressed
- encourage families to stay as long as they need to in order to reassure their child
- seek information about the child and family throughout the orientation process
- discuss suggestions for developing a routine to say goodbye to their child each day
- create a welcoming and inviting environment
- invite families to FDC play-sessions and other opportunities to connect with a larger group of families with young children in their area

DURING THE PRE-ENROLMENT AND/OR ORIENTATION OF THE FAMILY DAY CARE SERVICE FAMILIES WILL BE:

- provided with an enrolment form to be completed (assistance to complete this form is available if required)

- provided with an outline of the FDC policies which will include fee payment, sun safety, incident, injury, trauma or illness and medical authorisation
- provided with information about Child Care Subsidy (CCS) and [myGov website](#)
- provided with a *Family Handbook*
- asked to provide their child's immunisation history statement when enrolling their child- Australian Childhood Immunisation Record
- advised of the enrolment fee and bond
- shown the signing in/out process
- advised of appropriate clothing for the child to wear including appropriate shoes
- advised of what the child will be required to bring each day
- informed about policies regarding children bringing in toys from home
- informed about wearing sun safe hats and application of sunscreen.
- required to discuss medical management plan and allergies (if applicable)
- advised about the daily report/journal and how parents can view this [Harmony /Redbourne]
- introduced to the routine and educational program. This includes portfolios (if applicable) and the observation cycle.
- informed about FDC Service communication methods including meetings, interviews, newsletters, emails etc. [Harmony /Redbourne]
- able to set family goals for their child
- asked to confirm their preferred method of communication
- taken on a tour around the FDC residence
- invited to visit the FDC residence on other occasions to assist in the orientation process.

EVALUATION AND FOLLOW UP

Once the child has attended the FDC Service for a few days, the educator will ensure they:

- speak directly with the family to ask how their child and the family has settled into the routine of childcare
- welcome any questions or concerns the family may have
- provide information to the family of how their child has settled in these early days (interests, friends, songs they like to sing, craft activities etc.)
- request families to offer suggestions of how the FDC Service could improve the orientation process
- request families to complete the Orientation Satisfaction Survey for New Families

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Orientation of Families Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children’s Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022](#)

Australian Government Department of Education. [My Time, Our Place- Framework for School Age Care in Australia.V2.0, 2022](#)

The Australian parenting website Raising children

<https://raisingchildren.net.au/preschoolers/play-learning/preschool/starting-preschool>

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider		05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026	
VERSION NUMBER	V2.4.25				

GOVERNANCE POLICY

The Governance Policy provides the overall direction, effectiveness, supervision and accountability of a Service. The approved provider and management are responsible for guiding the direction of the service, ensuring that its goals and objectives are met in line with the philosophy, and all legal and regulatory requirements governing the operation of the Family Day Care (FDC) Service.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators, co-ordinations and staff members performance is regularly evaluated and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 13	Matters to be taken into account in assessing whether fit and proper person
S. 14	Regulatory Authority may seek further information
S. 21	Reassessment of fitness and propriety
S. 51	Conditions on service approval
S. 162	Offence to operate education and care service unless responsible person is present
S. 164	Offence relating to assistance to family day care educators
S. 165	Offence to inadequately supervise children
S.172	Offence to fail to display prescribed information

Sec. 173	Offence to fail to notify certain circumstances to Regulatory Authority
Sec. 174	Offence to fail to notify certain information to Regulatory Authority
Sec. 175	Offence relating to requirement to keep enrolment and other documents
Sec.188	Offence to engage person to whom prohibition notice applies
Sec.269	Register of family day care educators, co-ordinators and assistants
29	Condition on service approval-insurance
30	Condition of service approval-family day care educator insurance
31	Condition on service approval-quality improvement plan
55	Quality improvement plan
56	Review and revision of quality improvement plans
73	Educational program
74	Record of child assessments or evaluations for delivery of educational program
84	Awareness of child protection law
85	Incident, injury, trauma and illness policies and procedures
104	Fencing
106	Laundry and hygiene facilities
116	Assessments of family day care residences and approved family day care venues
117	Glass
117A	Placing a person in day-to-day charge
117B	Minimum requirements for person in day-to-day charge
117C	Minimum requirements for a nominated supervisor
127	Family day care educator qualifications
128	Family day care co-ordinator qualifications
136 (3)	First Aid qualifications
143A	Minimum requirements for a family day care educator
153	Register of family day care educators, co-ordinators and educator assistants
154	Record of staff engaged or employed by family day care service
157	Access for parents
159	Children's attendance record kept by family day care educator
160	Children's attendance record to kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record

164	Requirement for notice of new persons at residence
165	Record of visitors
167	Record of service's compliance
168	Education and care services must have policies and procedures
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
174	Time to notify certain circumstances to regulatory authority
173A	Prescribed information to be displayed
175	Prescribed information to be notified to the Regulatory Authority
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
178	Prescribed enrolment and other documents to be kept by family day care educator
179	Family day care educator to provide documents on leaving service
180	Evidence of prescribed insurance
181	Confidentiality of records kept by approved provider
182	Confidentiality of records kept by family day care educator
183	Storage of records and other documents
184	Storage of records after service approval transferred
185	Law and regulations to be available

RELATED LEGISLATION

Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook
<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Administration of First Aid Policy	Interactions with Children, Staff and Families Policy Keeping a Register of FDC educators, co-ordinators and educator assistants Policy
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Assessment of FDC educators, educator assistants and persons residing at FDC care residence Assessment, Approval and Re-assessment of FDC residence and/or venue CCS Governance Policy Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Dealing with Infectious Diseases Policy Dealing with Complaints Policy Delivery of Children to, and collection from EEC Service Policy Emergency and Evacuation Policy Engagement and Registration of Family Day Care Educators Enrolment Policy	Medical Conditions Policy Nutrition Food Safety Policy Payment of Fees Policy Privacy and Confidentiality Policy Probation and Induction Orientation Policy Record Keeping and Retention Policy Safe Arrival of Children Policy Safe Transportation Policy Sleep and Rest Policy Staffing Arrangements Policy Student and Volunteer Policy Sun Safety Policy Visitors to Family Day Care Residence Policy Water Safety Policy
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PURPOSE

Our Family Day Care Service aims to ensure all legal and financial requirements are implemented and recognised through appropriate governance practices, providing quality education and care, meeting the principles, practices and elements of the Early Years Learning Framework, My Time Our Place- Framework for School Age Care and the National Quality Standard.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, volunteers, visitors of the FDC Service.

IMPLEMENTATION

Under the Education and Care Services National Regulations, the approved provider must ensure that policies and procedures are in place in relation to the governance and management of the service (Reg. 168) and that they take reasonable steps to ensure those policies and procedures are followed (Reg.170). (ACECQA, 2021.)

Governance is the process that directs and controls our FDC Service, ensuring accountability, and supporting decision making. The approved provider, nominated supervisor, coordinator and educators of the Service accept the legal responsibilities associated with establishing, administering, and maintaining the Service. Management may include Persons with Management or Control of the Service (PMC) as defined by ACECQA. Persons with Management or Control may *participate in executive or financial decision-making or have authority or responsibility for, or significant influence over, the*

planning, direction or control of the activities or the delivery of the education and care service

(ACECQA 2023). Our FDC Service has the following positions:

Approved provider	Daniel Davidson
Nominated supervisor	Daniel Davidson
Coordinator	Daniel Davidson
Educational leader	Daniel Davidson
Persons with Management or Control	Daniel Davidson
Responsible person	Daniel Davidson
Educator	NA
Educator Assistant/s	NA

THE APPROVED PROVIDER IS LEGALLY RESPONSIBLE FOR:

- ensuring compliance with the Education and Care Services National Law and Education and Care Services National Regulations
- ensuring compliance by all employees, FDC educators and educator assistants with the Education and Care Services National Law and Education and Care Services National Regulations
- ensuring educators, staff, students and volunteers have knowledge of and adhere to this policy
- ensuring families are aware of this *Governance Policy*
- ensuring all notifications are made to the Department, in writing, within the specified timeframes as outlines with the NQF and FAL
- complying with Family Assistance Law
- supporting the nominated supervisor and coordinators in their role, providing adequate resources to ensure effective administration of the FDC Service
- notifying the regulatory authority of any changes to the nominated supervisor at least 7 days prior to the appointment (or as soon as possible, but no more than 14 days after commencement)
- notifying the regulatory authority within 14 days of any changes to Persons with Management or Control
- notifying the regulatory authority of any change to the ages of children being educated and cared for by the Service; and any change to the nature of education and care offered by the Service (Reg 175 (2)(a))

appointing suitably qualified coordinators to support and monitor FDC educators. Our Service will employ 1 Coordinator to every 25 FDC educators. (Reg. 123A). Ensure regulation 123A is upheld, during the first 12 months appoint at least one coordinator for every 12 educators.

- developing a clear and agreed philosophy which guides business decisions and the work of management, staff and engaged educators
- ensuring a display of the prescribed information as listed in Reg. 173A should be clearly visible from the main entrance at each FDC residence or venue. The display should include
 - the current rating levels for each quality area stated in the National Quality Standard
 - a diagram of each residence or approved venue indicating the areas of the residence or venue suitable for the provision of education and care (diagram should also include any water feature or swimming pool at or near the residence of venue)
 - the service's rating certificate
- ensuring any FDC residence or venue which has a swimming pool, water feature or water hazard is inspected each month by the approved provider or nominated person and a written report with all required information is provided to the FDC educator and approved provider. Any safety issues identified as a result of the inspection must be provided within 24 hours to the approved provider and actioned accordingly. If no safety risk or issue is identified the report will be provided within 24 hours.
- ensuring risk assessments for FDC residences or venues located in a multi-storey building shared with other occupants are completed to ensure safe evacuation of all children, including non-ambulatory children
- ensure all FDC residences and approved venues comply with 0.75 metre height requirement for safety glass
- ensuring background checks, including criminal history and Working with Children Checks/Clearance are completed for all staff, FDC educators and educator assistants and adults over 18 years of age residing in the FDC residence
- determining whether or not a person working in the service is a 'fit and proper person' (as per National Quality Framework and Family Assistance Law requirements)
- ensuring FDC educators are aware of the need to notify the approved provider including:
 - any circumstance relating to whether a person who resides at the FDC residence is a fit and proper person to be in the company of children, including if the person is charged with or convicted of a sexual offence, an offence of a violent nature, an offence involving drugs, an offence involving a weapon, if a person's application for working with children or vulnerable children check is revoked suspended or rejected, if the person is prohibited from working with children

- ensuring FDC educators are aware of the need to notify the approved provider of any:
 - circumstance arising at a FDC residence or approved venue that may pose a risk to the health, safety and wellbeing of children cared for at the residence or approved venue
 - renovations at the residence or venue; a bushfire, flood or other natural disaster (ACECQA, 2023)
- implementing a probation and induction orientation program to ensure employees and FDC educators are aware of their roles and responsibilities, understanding of the values and organisational culture of the Service, policies and procedures, child protection law and other legislation
- acting honestly and with due diligence
- ensuring that families of enrolled children have access to enter the premises (Reg. 157)
- ensuring there is a sound foundation of policies and procedures that complies with all legislative and regulatory requirements, and that enables the daily operation of each FDC Service to be in line with the FDC Service's philosophy and goals
- maintaining up to date and current policies and procedures for compliance by all employees and FDC educators
- ensuring FDC educator and educator assistants hold an approved certificate III level qualification prior to commencing their role in a FDC Service
- ensuring coordinators hold an approved diploma level education and care qualification, or hold a former approved diploma level qualification completed before 1 January 2012 or, hold a qualification that ACECQA has determined to be an equivalent diploma level educator qualification
- ensuring FDC coordinators have child protection training
- ensuring a register is kept each time a FDC educator is approved to educate and care for more than seven children, or more than four children who are preschool age or under, at any one time, due to exceptional circumstances
- ensuring FDC educators hold current ACECQA approved - first aid qualifications; anaphylaxis management training and emergency asthma management training (qualification and training must be undertaken within the previous three years except for emergency life support and cardio-pulmonary resuscitation which is to be completed annually)
- ensuring FDC educators are monitored, supported and supervised in accordance to regulations
- implementing annual assessments of approved FDC residences and approved venues
- ensuring that requirements relating to the physical environment, space, equipment and facilities are met

- ensuring a sleep and rest risk assessment is conducted at least once every 12 months to identify and assess any risks in relation to sleep and rest (Reg. 84C)
- ensuring a record is kept of all visitors to a FDC residence or approved venue (Reg. 165)
- ensuring all requirements relating to staff records are kept
- ensuring all FDC educator documents are provided to the approved provider when the educator ceases to be engaged or registered with the FDC Service
- notifying families at least 14 days before changes to policy or procedures that:
 - affect the fees charged or the way they are collected
 - significantly impact the service's education and care of children, or
 - significantly impact the family's ability to utilise the service.
- ensuring the education program is based on an approved learning framework (EYLF) and (MTOP) and contributes to each child's sense of identity and wellbeing
- ensuring policies and procedures are followed in the event that a child is injured, becomes ill or suffers a trauma (Reg.85)
- confirming incident, injury, illness or trauma records are stored in a safe and secure place until the child is 25 years of age. In the event of a death of child while being cared for by the Service or may have occurred as a result of an incident, the records must be kept until seven years after the death.
- being an employer, including all legal and ethical responsibilities that this entails
- appointing staff and monitoring their performance
- ensuring all FDC educators and staff have a clear understanding of the hierarchy of management
- providing clear and direct written and verbal feedback and instruction that is suitable and appropriate to the task
- ensuring FDC educators keep evidence of current public liability insurance at the FDC residence or venue
- ensuring the FDC Service remains financially viable and can meet its debts and other obligations as they fall due
- managing control and accountability systems
- reviewing the FDC Service's budget and monitoring financial performance and management to ensure the service is always solvent and has sound financial strength
- approving annual financial statements and providing required reports to government bodies and maintaining appropriate delegations and internal controls
- complying with funding agreements where appropriate
- reviewing the work process regularly

- supporting and assisting the nominated supervisor, coordinators and FDC educators in completing a Quality Improvement Plan (QIP) for the Service and updating it at least annually
- ensuring the QIP is updated upon request by the regulatory authority and submitted to the regulatory authority upon request (Reg. 31, 56)
- developing coherent aims and goals that reflect the interests, values and beliefs of all stakeholders of the Service
- establishing clearly defined roles and responsibilities for all employees and FDC personnel
- evaluating and improving the performance of all FDC personnel
- complying with all other NSW and Australian governments' legislation that impacts upon the management and operations of a Service
- ensuring a copy of the Education and Care Services National Regulations and National Law is available at all times at the Service for use by educators, staff, families and visitors (Reg. 185)
- ensuring all notification and reporting requirements are met regarding the National Quality Framework and other legislation
- ensuring that **adequate public liability insurance is held at all times** to cover potential risks or claims that may arise in connection with the provision of education and care. This includes coverage for injury, property damage, or loss occurring during the operation of the Family Day Care service.

Minimum Insurance Requirement

- The service must maintain **public liability insurance of at least \$10 million**, as required under **Regulation 29 of the Education and Care Services National Regulations**.

Review and Renewal Process

1. Annual Review

- The **Approved Provider** must review the public liability policy **annually**, prior to the renewal date.
- The review ensures:
 - Coverage amount is adequate.
 - Policy includes all educator premises and approved activities.
 - Any changes to operations are reflected.

2. Provider Obligations

- Obtain and store **evidence of current insurance** for:
 - The service itself, and
 - All registered Family Day Care educators if required under local council or scheme guidelines.

3. Insurance Provider

- Insurance must be sourced from a **reputable, authorised insurer** in Australia.

Display and Accessibility

- A copy of the **current public liability insurance certificate** must be:
 - **Clearly displayed at the main service office or coordination unit.**
 - **Available at the residence or venue** of each educator if required by the service or local authority.
 - **Available on request to:**
 - Families of children enrolled,
 - Regulatory authorities,
 - Visitors or auditors.

Documentation and Recordkeeping

- The Approved Provider will:
 - Maintain an **insurance register** with coverage dates and policy numbers.
 - File all renewal documents, certificates, and correspondence securely.
 - Ensure educators are notified of any changes to insurance coverage.

Non-Compliance Protocol

- If insurance is found to be **expired, inadequate, or not properly displayed**, immediate steps will be taken to:
 - Notify the provider and/or educator.
 - Suspend care provision until compliance is restored.
 - Report the matter to the relevant regulatory authority if required.

The Approved Provider will the obligations under **Regulation 167** by maintaining an up-to-date **record of the service's compliance** with the *Education and Care Services National Law* and *National Regulations*. This record supports the service's ability to monitor and document compliance-related actions, including notifications, incidents, audits, and regulatory correspondence.

How the Service Will Comply

To ensure ongoing compliance with Regulation 167, the service will:

1. Maintain a Compliance Register

- A central **Compliance Register** will be established and updated regularly.

- The register will include:
 - Records of all serious incidents and complaints (Reg. 12 and Reg. 176).
 - Notifications to the Regulatory Authority.
 - Compliance audits or assessments conducted internally or externally.
 - Any correspondence from the Regulatory Authority (e.g. compliance notices, directions, warnings).
 - Records of breaches or non-compliance and actions taken.

2. Keep Relevant Supporting Documentation

- The register will be supported by documentation such as:
 - Incident reports.
 - Staff training logs related to compliance.
 - Meeting minutes showing review of policies and practices.
 - Corrective action plans.

3. Review Compliance Regularly

- The Approved Provider or their delegate will review the record of compliance:
 - **Quarterly**, or more frequently if required.
 - Following any serious incident or significant event.
- The review will identify trends, risks, or areas requiring improvement.

4. Ensure Access and Security

- The record of compliance will be stored securely at the coordination unit office.
- It will be made available to:
 - The Regulatory Authority upon request.
 - Authorised officers during assessment and rating visits.

5. Inform Staff and Educators

- Nominated Supervisors and Family Day Care Educators will be:
 - Informed of compliance issues that affect their roles.
 - Supported to understand their responsibilities in preventing and responding to non-compliance.

Responsibilities

Role	Responsibility
Approved Provider	Ensure that the record of compliance is maintained, up to date, and available for inspection.
Nominated Supervisor	Assist in documenting and reporting incidents and compliance matters.
Educators and Staff	Report concerns, incidents, and suspected breaches to support accurate recordkeeping.

THE NOMINATED SUPERVISOR IS RESPONSIBLE FOR:

- adhering to the Education and Care Services National Law and National Regulations
- developing ethical standards and a code of conduct which guide actions and decisions in a way that is consistent and reflective of the FDC Service's expectations
- undertaking periodical planning and risk assessments and having appropriate risk management strategies in place to manage risks faced by the FDC Service
- ensuring that actions taken, and decisions made are clear and consistent and will help build confidence in all stakeholders
- the day-to-day management of the FDC Service
- ensuring all notification and reporting requirements are met regarding the National Quality Framework and other legislation
- the effectiveness of the FDC Service's well-defined partnership between the Management Committee and the nominated supervisor. The partnership requires clear understanding of roles and responsibilities, and regular and open communication
- producing outcomes together with educators and staff. Educators must agree on their responsibilities and work according to current policies and procedures
- providing Coordinators and FDC educators with training, resources and support
- identifying and reporting if something significant occurs (for example: Work Health and Safety; Fraud Prevention; Complaint handling)
- ensuring educators and staff do not delegate responsibilities for which they are accountable for or have been delegated to them by Management
- delegate all tasks in writing with a clear due date
- ensuring coordinators and FDC educators are adhering to Service policies and procedures.

SERVICE PHILOSOPHY

- The development and review of the philosophy and policies will be a continuous process on an annual basis or when required.
- The philosophy and associated statement of purpose will reinforce all other documentation and the practices of the Service. The philosophy will reflect the principles of the approved national framework -*Belonging, Being and Becoming: The Early Years Learning Framework for Australia, V2.0* and *My Time, Our Place: Framework for School Age Care in Australia, V2.0*
- There will be a collaborative and consultative process to support the development and maintenance of the philosophy that will include children, parents, employees and FDC educators.
- All documents will be dated and include nominated review dates.

CODE OF CONDUCT

The standards of behaviour outlined in our *Code of Conduct Policy* provide guidance for all employees and FDC educators to make personal and ethical decisions related to confidentiality, recruitment, duty of care, record keeping, professional relationships and appropriate use of resources within the Service.

CONFIDENTIALITY

- Employees and the FDC educator will maintain the confidentiality and privacy of each child in their care and their family and shall not disclose any information to a third party other than the FDC approved provider, nominated supervisor or coordinator, or as legally required to do so to comply with Child Information Sharing Scheme or Family Violence Information Sharing Scheme
- Confidential conversations will be conducted in a quiet area away from other children, parents. Such conversations in relation to the health and wellbeing of the child will be documented and filed in a confidential manner.
- Reports, notes and observations in relation to FDC educators, other service staff and children must be objective, accurate and free from bias and negative comments including use of labels.
- Students, volunteers and/or visitors to the FDC educator's residence and/or venue will ensure that information in regard to FDC educators, FDC service staff, children and families is not discussed outside of the context in which it was heard.
- Any information received or transmitted via mobile telephone (including text/SMS) or any other electronic device (e.g., email) shall be treated with the same confidentiality as any other written form of communication and must be stored confidentially.

ETHICAL DECISION-MAKING

Our FDC Service will make decisions which are consistent with our policies and procedures which work in conjunction with the Education and Care National Law and National Regulations, our approved learning frameworks (EYLF and MTOP), and the ethical standards within the ECA Code of Ethics.

REVIEW AND EVALUATION OF THE FDC SERVICE

- Ongoing review and evaluation will support the continuing development of the Service. We will ensure that the evaluation involves all stakeholders.
- The development of a Quality Improvement Plan (QIP) will form part of the reflection procedure. Reflection on what works within the Service and what needs additional development will be included in the QIP.

MAINTENANCE OF RECORDS

- The FDC Service will adhere to record keeping requirements outlined in the National Regulations (177)
- Records will be kept of all visitors to the FDC residence or approved venue while children are being educated and cared for as outlined in the National Regulations (165)
- The FDC Service will adhere to the storage of confidential records outlined in the National Regulations (181-184).
- The FDC Service has a responsibility to keep sufficient records about employees and FDC educators engaged in the service, families and children in order to operate dependably and lawfully.
- The approved provider must ensure the FDC educator provides all documents referred to in Reg. 178 upon ceasing to be engaged by or registered with the service
- The Service will safeguard the interests of the children, their families and staff, using procedures to ensure appropriate privacy and confidentiality practice is upheld
- The approved provider assists in determining the process, storage place and timeline for storage of records using the National Regulations as a minimum standard
- The FDC Service's orientation and induction processes will include the provision of significant information to nominated supervisors, coordinators, employees, educators, educator assistants, children and families to comply with National Regulations and Standards.
- The approved provider will need to ensure that the record retention procedure meets the requirements of the following government departments:
 - Australian Tax Office (ATO)
 - Family Assistance Office (FAO)
 - Family Assistance Law

- National Law and Regulations

MANAGING CONFLICTS OF INTEREST

- Conflict of interest, whether actual, potential or perceived, must be declared by Persons with Management or Control, nominated supervisor, senior staff and managed effectively to ensure integrity.
- Every stakeholder that is in a position of management has a responsibility to ensure their transactions, external business interests and relationships will not cause potential conflicts and to make such disclosures in a timely manner as they arise.
- The following process will be followed to manage any conflicts of interest:
 1. Whenever there is a conflict of interest, the member concerned must notify the approved provider about the conflict.
 2. The member with a conflict of interest must not be present during the Management meeting where the matter is being discussed or participate in any decisions made on that matter. The member concerned must provide the committee / Licensee with any and all relevant information they possess on the particular matter.
 3. The minutes of the meeting must reflect that the conflict of interest was disclosed and appropriate processes followed to manage the conflict.
 4. A *Conflict of Interest Disclosure Register and Statement* must be completed by each staff member upon his or her appointment and annually thereafter. If the information in this statement changes during the year, the member shall disclose the change to the approved provider/ and revise the disclosure statement accordingly.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Governance Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management

SOURCES

Australian Children's Education & Care Quality Authority. (2023). [FDC Guidance Record keeping in Family Day Care Services](#)

Australian Children's Education & Care Quality Authority. [Compliance Guide Approved Provider \(2023\)](#)

Australian Children's Education & Care Quality Authority (2023). Policy and procedure guidelines. [Governance and Management Guidelines](#).

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

Australian Government. Department of Education. *Child Care Provider Handbook*. (2024) <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).
[Education and Care Services National Regulations.](#) (2011) (Amended 2023).
[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)
[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)
Work Health and Safety Act 2011 (Cth)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

PRIVACY AND CONFIDENTIALITY POLICY

Privacy is acknowledged as a fundamental human right. Our Family Day Care (FDC) Service has an ethical and legal responsibility to protect the privacy and confidentiality of children, individuals and families as outlined in the Early Childhood Code of Ethics, Education and Care Services National Regulations and the Privacy Act 1988 (Cth). The right to privacy of all children, their families, family day care educators and other staff of the FDC Service will be upheld and respected, whilst ensuring that all children have access to high quality early years care and education. All educators and staff members will maintain confidentiality of personal and sensitive information to foster positive trusting relationships with families.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
177	Prescribed enrolment and other documents to be kept by approved provider
178	Prescribed enrolment and other documents to be kept by family day care educator
181	Confidentiality of records kept by approved provider
182	Confidentiality of records kept by family day care educator
183	Storage of records and other documents
184	Storage of records after service approval transferred

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Child Care Subsidy Minister's Rules 2017
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

CCS Governance Policy CCS Governance Policy CCTV Policy Cyber Safety Policy Dealing with Complaints Policy Enrolment Policy Family Communication Policy Governance Policy	Interaction with Children, Family and Staff Policy Orientation of Families Policy Payment of Fees Policy Photograph Policy Record Keeping and Retention Policy Social Media Policy Writing Reviewing and Maintaining Policies
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PURPOSE

To ensure that the confidentiality of information and files relating to the children, families, staff, and visitors using the FDC Service is upheld at all times. We aim to protect the privacy and confidentiality of all information and records about individual children, families, educators, staff and management by ensuring continuous review and improvement on our current systems, storage, and methods of disposal of records. We will ensure that all records and information are held in a secure place and are only retrieved by or released to people who have a legal right to access this information. Our Service takes data integrity very seriously, we strive to ensure all records and data is protected from unauthorised access and that it is available to authorised persons when needed. This policy provides procedures to ensure data is stored, used and accessed in accordance with relevant policies and procedures- for example enrolment policy, CCS Account policy.

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, educators, educator assistants, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Under National Law, Section 263, Early Childhood Services are required to comply with Australian privacy law which includes the *Privacy Act 1988* (the Act) aimed at protecting the privacy of

individuals. Schedule 1 of the *Privacy Act* (1988) includes 13 Australian Privacy Principles (APPs) which all services are required to apply. The APPs set out the standards, rights and legal obligations in relation to collecting, handling, holding and accessing personal information.

The Notifiable Data Breaches (NDB) scheme requires Early Childhood Services, Family Day Care Services, and Out of School Hours Care Services to provide notice to the Office of the Australian Information Commissioner (formerly known as the Privacy Commissioner) and affected individuals of any data breaches that are 'likely' to result in 'serious harm'.

Businesses that suspect an eligible data breach may have occurred, must undertake a reasonable and expeditious assessment to determine if the data breach is likely to result in serious harm to any individual affected. A breach of an Australian Privacy Principle is viewed as an '*interference with the privacy of an individual*' and can lead to regulatory action and penalties.

(Source: OAIC Australian Privacy Principles)

Further information about the APPs is included in Appendix 1 of this policy.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ COORDINATOR WILL:

- ensure that obligations under the *Education and Care Services National Law and National Regulations* are met
- ensure the FDC Service acts in accordance with the requirements of the Australian Privacy Principles and *Privacy Act 1988* by developing, reviewing, and implementing procedures and practices that identify:
 - the name and contact details of the FDC Service
 - what information the FDC Service collects and the source of information
 - why the information is collected
 - who will have access to information
 - collection, storage, use, disclosure, and disposal of personal information collected by the FDC Service
 - any law that requires the particular information to be collected
 - adequate and appropriate storage for personal information collected by the FDC Service
 - protection of personal information from unauthorised access.
- ensure educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure and provided with a copy if required
- require new employees to sign a *Confidentiality Agreement* as part of their induction and orientation

- advise students, volunteers and visitors of their role to maintain confidentiality during induction
- ensure families are aware of the *Privacy and Confidentiality Policy*
- provide Staff and Educators with relevant information regarding changes to Australian privacy law and Service policy
- ensure all relevant staff understand the requirements under Australia's privacy law and Notifiable Data Breaches (NDB) scheme
- maintain currency with the Australian Privacy Principles (this may include delegating a staff member to oversee all privacy-related activities to ensure compliance).
- ensure personal information is protected in accordance with our obligations under the *Privacy Act 1988* and *Privacy Amendments (Enhancing Privacy Protection) Act 2012* and only authorised personnel have access to private and sensitive information
- ensure all records and documents are maintained and stored in accordance with Education and Care Service National Regulations (See *Record Keeping and Retention Policy*)
- regularly back-up personal and sensitive data from computers to protect personal information collected
- ensure all computers are password protected and have security software- antivirus protection- installed
- ensure families are notified of the time particular records are required to be retained as per Education and Care Services National Regulations [Reg. 183 (2)]
- ensure the appropriate and permitted use of images and videos of children, including obtaining written authorisation from parents and/or guardian of children who will be photographed or videoed by the service. The authorisation is to state the purpose for which the images and videos are to be used for and details regarding their publication or sharing.
- ensure families are aware that the use of images or videos obtained from the FDC Service, via the Services app, Facebook page or other format are not to be shared by families on any device or social media platform. Families are not to share photographs or videos taken during special events for publishing on social media platform or sharing any other format.
- ensure personal electronic devices including phones, smartwatches or other devices that are able to take images or videos, are not used in the children's environment
- ensure all staff, students, volunteers and visitors are aware of the banning of personal electronic devices within the children's environment, including phones and smartwatches or other devices that are able to take images or videos, upon employment or engagement
- ensure only devices that are issued by the FDC Service are used to record and store images and videos of children

- develop procedures to ensure controls are in place over the storage, access and retention of children's images and videos at the Service, including hardcopy and digital files
- deal with privacy complaints promptly and in a consistent manner, following the FDC Service's *Dealing with Complaints Policy* and procedures
- ensure families only have access to the files and records of their own children
- refer to individual family court orders for guidance regarding access, sharing and release of information where required
- upon request from a parent, provide documents or information relating to their child
- ensure information given to educators will be treated with respect and in a professional and confidential manner
- ensure individual child and staff files are stored in a locked and secure cabinet
- ensure information relating to staff employment will remain confidential and available only to the people directly involved with making personnel decisions
- ensure only necessary information regarding the children's day-to-day health and wellbeing is given to non-primary contact educators. For example, food allergy information
- ensure that information shared with the FDC Service or FDC educator by the family will be treated as confidential unless told otherwise
- ensure personal and sensitive information regarding the health and wellbeing of a child or staff member is not shared with others unless consent has been provided, in writing, or provided the disclosure is required or authorised by law under relevant state/territory legislation (Reg. 177(4A))
- complete a *Privacy Audit* every 12 months or following a breach of data to ensure the FDC service meets lawful obligations, identifies areas for improvement and to detect potential areas of breach in privacy law
- follow the *Privacy and Confidentiality Procedure* and complete a *Data Breach Response Record* following any breaches in data at the FDC Service
- establish policies and procedures regarding the use of CCTV within the FDC residence or approved venue, including the obligation to inform families, staff and visitors about the purpose and storage of CCTV images and videos, ensuring data is kept secure and accessed by authorised persons.

THE EDUCATOR/EDUCATOR ASSISTANTS WILL:

- adhere to FDC Service policies and procedures, supporting management
- ensure volunteers and families are aware of the *Privacy and Confidentiality Policy*

- ensure documented information and photographs of children are kept secure but may be accessed at any time by the child's parents or guardian
- ensure service documentation and records remain at the FDC Service
- inform management if they learn of images of enrolled children being shared on social media or by any other format by families or staff that have been obtained via the Services' app, Facebook page or other format; or photos taken during special events by the FDC Service or families
- not use personal electronic devices in the environment with children. Phones, smart watches and personal electronic devices should not be used by FDC educators
- ensure parents or guardians only have access to the files and records of their own children (unless a court order prohibits access)
- treat private and confidential information with respect in a professional manner
- not discuss individual children with people other than the family of that child, except for the purposes of curriculum planning or group management. Communication in other settings must be approved by the family beforehand.
- ensure that information shared with us by the family will be treated as confidential unless told otherwise
- maintain individual and Service information and store documentation according to this policy at all times
- ensure personnel and sensitive information is not accessed by unauthorised persons
- not disclose or share information about an individual or Service, management, or other staff (unless authorised to do so by legislation)
- ensure passwords used to gain access to private and sensitive information are not shared with others
- ensure any media enquiries are directed to the approved provider or nominated supervisor.

FAMILIES WILL:

- be aware of the *Privacy and Confidentiality Policy* upon enrolment
- be aware of the *Family Conduct Guidelines* upon enrolment
- ensure all information provided to the Service is accurate and kept up to date
- be informed that access to documentation and personal information is limited to their own child/ren
- follow the *Dealing with Complaints Policy* regarding any complaints or concerns regarding privacy and confidentiality of private and sensitive information

- share information relating to individual family court orders or parenting plans with the Service and update these as required
- ensure they do not share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service
- not use or share images obtained from the FDC Service, via the Services app, Facebook pages or other format
- not share photographs taken during special events for publishing on any social media or for sharing in any format
- respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to.

AUSTRALIAN PRIVACY PRINCIPLES- PERSONAL INFORMATION

Future Generation AU [ABN: 55674058582] is committed to protecting personal information in accordance with our obligations under the *Privacy Act 1988* and *Privacy Amendments (Enhancing Privacy Protection) Act 2012*.

Personal information includes a broad range of information, or an opinion, that could identify an individual. Sensitive information is personal information that includes information or an opinion about a range of personal information that has a higher level of privacy protection than other personal information.
(Source: OAIC-Australian Privacy Laws, Privacy Act 1988)

Personal information will be collected and held securely and confidentially about you and your child to assist our Service provide quality education and care to your child whilst promoting and maintaining a child safe environment for all stakeholders.

Personal information our FDC Service may request regarding enrolled children:

- ☐ Child's name
- ☐ Gender
- ☐ Date of birth
- ☐ Address
- ☐ Birth Certificate
- ☐ Religion
- ☐ Language spoken at home
- ☐ Emergency contact details and persons authorised to collect individual children
- ☐ Children's health requirements
- ☐ Immunisation records- (Immunisation History Statement)
- ☐ Developmental records and summaries

- ☐ External agency information
- ☐ Custodial arrangements or parenting orders
- ☐ Incident reports
- ☐ Medication reports
- ☐ Child Care Subsidy information
- ☐ Medical records
- ☐ Permission forms – including permission to take and publish photographs, video, work samples
- ☐ Doctor's contact information
- ☐ Centrelink Customer Reference number (CRN)
- ☐ Dietary requirements

Personal information our Service may request regarding parents and guardians

- ☐ Parent/s full name
- ☐ Guardian/s full name
- ☐ Address
- ☐ Phone number (mobile & work)
- ☐ Email address
- ☐ Bank account or credit card detail for payments
- ☐ Centrelink Customer Reference number (CRN)
- ☐ Custody arrangements or parental agreement

Personal information our Service may request regarding staff, students and volunteers

- ☐ Personal details
- ☐ Tax information
- ☐ Banking details
- ☐ Working contract
- ☐ Emergency contact details
- ☐ Medical details
- ☐ Working With Children Check verification
- ☐ Educational Qualifications
- ☐ Medical history
- ☐ Resume
- ☐ Superannuation details
- ☐ Child Protection qualifications
- ☐ First Aid, Asthma and Anaphylaxis certificates
- ☐ Professional Development certificates
- ☐ PRODA related documents such as RA number and background checks

METHOD OF COLLECTION

Information is generally collected using standard forms at the time of enrolment.

Additional information may be provided to the FDC Service through email, surveys, telephone calls or other written communication.

Information may be collected online through the use of software such as CCS software or program software

HOW WE PROTECT YOUR PERSONAL INFORMATION

To protect your personal and sensitive information, we maintain physical, technical and administrative safeguards as follows:

- all hard copies of information are stored in children's individual files in a locked cupboard
- all computers used to store personal information are password protected. Each FDC educator and staff member will be provided with a unique username and password for access to CCS software and program software. Educators and staff will be advised not to share usernames and passwords.
- access to personal and sensitive information is restricted to key personal only
- security software is installed on all computers and updated automatically when patches are released
- data is regularly backed up on external drive and/or through a cloud storage solution
- any notifiable breach to data is reported
- all staff and FDC educators are aware of the importance of confidentiality and maintaining the privacy and security of all information
- procedures are in place to ensure information is communicated to intended recipients only, example invoices and payment enquiries

ACCESS TO PERSONAL AND SENSITIVE INFORMATION

Personal and sensitive information about FDC educators, staff, families and children will be stored securely at all times. Families who have access to enrolment or program information online will be provided with a unique username and password. Families will be advised not to share username and passwords or photos shared within Facebook or other apps.

The approved provider will ensure that information kept in a child's record is not divulged or communicated through direct or indirect means to another person other than:

- the extent necessary for the education and care or medical treatment of the child to whom the information relates
- a parent of the child to whom the information relates, except in the case of information kept in a staff record
- the regulatory authority or an authorised office
- as expressly authorised, permitted or required to be given by or under any Act or law

- with the written consent of the person who provided the information (written consent may be withdrawn at any time).

Education and Care National Regulations (Reg. 178) specifically state personal information relating to the individuals listed below must not be disclosed or shared with a parent of a child enrolled at the Service without prior written consent of the person to whom the personal or sensitive information relates to:

- a parent of a child
- a person who is an emergency contact
- a person who is an authorised nominee
- a person who is authorised to consent to medical treatment
- a person who is authorised to authorise an educator to take a child outside the Service
- a person who is authorised to authorise transport

Individuals may withdraw their consent in writing prior to personal information being disclosed.

DISCLOSING PERSONAL AND SENSITIVE INFORMATION

Our FDC Service will only disclose personal or sensitive information to:

- a third-party provider with parent permission (for example CCS software provider)
- Child Protection Agency- Office of the Children's Guardian and Regulatory Authority as per our *Child Protection and Child Safe Environment Policies*
- as part of the purchase of our business asset with parental permission
- authorised officers (for example public health officer)
- the regulatory authority or an authorised officer
- as expressly authorised, permitted or required to be given by or required to be given by or under any Act or Law
- with the written consent of the person who provided the information (written consent may be withdrawn at any time).

If the FDC Service is transferred to a new approved provider, any records and documents will be transferred to the new approved provider following written consent from parents/guardians regarding the transfer and sharing of records and documents.

COMPLAINTS AND GRIEVANCES

If a parent, family member, child, employee or volunteer has a complaint or concern about our FDC

Service, or they believe there has been a data breach of the Australian Privacy Principles, they are requested to contact the principal office/ approved provider so reasonable steps to investigate the complaint can be made and a response provided. [See: *Dealing with Complaints Policy*]

If there are further concerns about how the matter has been handled, please contact the Office of Australian Information Commissioner on 1300 363 992 or:

https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC

For any other general concerns, please contact the principal office/approved provider directly on:
0420 576 634

BREACH OF POLICY

Staff members or educators who fail to adhere to this policy may be in breach of their terms of employment, staff members who engage in unauthorised disclosure of confidential or sensitive personal information may face disciplinary action. Visitors or volunteers who fail to comply to this policy may face termination of their engagement.

CONTINUOUS IMPROVEMENT/REFLECTION

The *Privacy and Confidentiality Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Government Department of Education. *Child Care Provider Handbook (2023)*

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Office of the Australian Information Commission – Australian Privacy Principles:

<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Privacy Act 1988.

UN General Assembly (1989) United Nations Convention of the Rights of a child

Victorian Government. [Child Information Sharing Scheme](#)

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

ACCEPTANCE AND REFUSAL AUTHORISATION POLICY

Under the Education and Care Services National Law and Regulations, early childhood services are required to obtain written authorisation from parents/guardians for some circumstances, to ensure that the health, safety, wellbeing, and best interests of the child are met and upheld. An authorisation is given where a person who has legal responsibility for a child gives permission to another person to do something or to make a decision on that person's behalf. Authorisations are usually authenticated by a signature- either in written form or as an electronic signature. All authorisation and refusals are to be kept in the child's enrolment record.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S.165	Offence to inadequately supervise children
S.165A	Offence relating to children leaving the education and care service premises unauthorised (WA Services only)
S.167	Offence relating to protection of children from harm and hazards
S.175	Offence relating to requirement to keep enrolment and other documents
92	Medication record
93	Administration of medication
94	Exception to authorisation requirement- anaphylaxis or asthma emergency
99	Children leaving the education and care service
102	Authorisation for excursions

102C	Conduct a risk assessment for transporting children by the education and care service
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider
161	Authorisation to be kept in enrolment record
165	Record of visitors
168	Education and care services must have policies and procedures
170	Policies and procedures must be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED POLICIES

Administration of First Aid Policy	Epilepsy Management Policy
Administration of Medication Policy	Excursion/Incursion Policy
Anaphylaxis Management Policy	Governance Policy
Asthma Management Policy	Incident, Injury, Trauma and Illness Policy
Child Protection Policy	Medical Conditions Policy
Child Safe Environment Policy	Nutrition Food Safety Policy
Cyber Safety Policy	Orientation of Families Policy
Delivery of Children to, and collection from	Record Keeping and Retention Policy
Education and Care Service Premises Policy	Safe Arrival of Children Policy
Diabetes Management Policy	Safe Transportation Policy
Emergency and Evacuation Policy	Sun Safety Policy
Enrolment Policy	Water Safety Policy

PURPOSE

Our priority is ensuring the health, safety and wellbeing of children. Our Family Day Care (FDC) Service aims to ensure that all FDC educators and educator assistants are consistent in how authorisations are managed and understand what does or does not constitute a correct authorisation, which consequently may lead to a refusal. Our governance and quality management processes are effective and transparent and meet all regulatory requirements. Decisions around refusing an authorisation will be made on a case-by-case basis in accordance with the nominated supervisor, co-ordinator, Police, regulatory authority or other authorities.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, children, families, and visitors of the FDC Service.

IMPLEMENTATION

The FDC Service will ensure we comply with the current *Education and Care Services National Regulations*, which require the approved provider to have policies and procedures in place relating to the acceptance and refusal of authorisations. Our FDC service requires parent or guardian authorisation to be provided in matters including:

- Administration of medication to children
- Self-administration of medication for children who are over preschool age
- Administration of medical treatment, dental treatment, and general first aid treatment
- Emergency Ambulance transportation
- Transportation- including regular outings and regular transportation
- Safe arrival of children to the FDC Service
- Excursions including regular outings
- Incursion attendance
- Taking of photographs by people other than educators
- Water based activities
- Enrolment of children, including providing details of persons nominated to authorise consent for medical treatment, to collect children from the FDC service, or trips outside the service premises
- Children leaving the premises in the care of someone other than a parent or guardian

THE APPROVED PROVIDER / NOMINATED SUPERVISOR WILL ENSURE:

- obligations under the *Education and Care Services National Law and National Regulations* are met
- the *Acceptance and Refusal Authorisation Policy* is reviewed and maintained by FDC Service management and adhered to at all times by educators and educator assistants
- policies and procedures are readily accessible to nominated supervisors, coordinators, FDC educators and staff and available for inspection
- all FDC educators, educator assistants and staff follow the policies and procedures of our Service
- parent/guardians are provided with a copy of relevant policies for our FDC Service or are aware of how they can be accessed
- an enrolment record is kept for each child that includes authorisations signed by a parent or a person authorised

- to consent to seek medical treatment from a registered medical practitioner, hospital or ambulance service
 - transportation by an ambulance service
 - to authorise the education and care service to transport the child or arrange regular outings for the child
- documentation relating to authorisations contains:
 - the name of the child enrolled in the service
 - date
 - signature of the child's parent/guardian and authorised nominee as named on the enrolment form
- all FDC educators and educator assistants understand circumstances that may lead to refusal of an authorisation
- all parents/guardians have completed the authorised person's section of their child's enrolment form including authorised nominees (refer to *Enrolment Policy*), and that the form is signed and dated before the child commences at the FDC Service
- attendance records are maintained for all children attending the FDC Service
- a written record of all visitors to the FDC residence/venue, including time of arrival and departure and reasons for visit is documented (Reg. 165)
- FDC educators/educator assistants do not administer medication without the authorisation of parent/guardian or authorised nominee except in the case of an emergency, including an asthma or anaphylaxis emergency (refer to *Administration of Medication Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Asthma Management Policy, Anaphylaxis Management Policy, Diabetes Management Policy, and Epilepsy Management Policy*)
- where a child requires medication to be administered by educators/staff, that an *Administration of Medication Record* is completed, and authorisation provided by the parent/guardian or authorised nominee and included with the child's record (Refer to *Administration of Medication Policy*)
- where a child over preschool age, and is authorised by the parent or guardian to self-administer medication, this is recorded in the Medication Record
- consult with parents/guardians, the child's health practitioner and FDC educator to determine the circumstances that the child could self-administer their medication as per their ASCIA Action Plan for Anaphylaxis or Asthma Foundation Action Plan for Asthma
- determine where self-administered medication should be stored by the FDC service (asthma, anaphylaxis or diabetes medication must be stored in an easily accessible location)

- FDC educators and educator assistants only allow a child to participate in regular outings and regular transportation with the written authorisation of a parent/guardian or authorised nominee name in the child's enrolment record
- FDC educators and educator assistants allow a child to participate in excursions only with the written authorisation of a parent/guardian or authorised nominee named in the child's enrolment record is received and documented prior to the excursion (refer to *Excursion Policy* and *Safe Transportation Policy*)
- FDC educators/educator assistants allow a child to depart the Service only
 - with a person who is the parent/guardian or authorised nominee named in the child's enrolment record; or
 - with a person authorised by a parent or authorised nominee; or
 - in accordance with the written authorisation of the parent; or authorised nominee; or
 - on an excursion; or
 - in the case of a medical emergency or another emergency (Refer to *Delivery of Children to, and collection from Education and Care Service Premises Policy* and *Emergency Evacuation Policy*)
- there are procedures in place if an inappropriate person or a person who does not appear to be fit to care for the child attempts to collect the child from the FDC service or poses a risk to the children of educator (for example, an intoxicated person) (refer to *Delivery of Children to, and collection from Education and Care Service Premises Policy*).
- notify families at least 14 days before changing the policy or procedures (Reg. 172)

EDUCATORS AND EDUCATOR ASSISTANTS WILL:

- follow the policies and procedures of the FDC Service
- ensure documentation relating to authorisations contains:
 - the name of the child enrolled in the service
 - date
 - signature of the child's parent/guardian and authorised nominee as named on the enrolment form
- only allow a child to participate in regular outings and regular transportation with the written authorisation of a parent/guardian or authorised nominee name in the child's enrolment record
- ensure that parents/guardians sign and date permission/authorisation forms for excursions prior to the excursion being implemented

- allow a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised nominee
- check that parents/guardians or authorised nominees sign the attendance record as their child arrives and departs from the FDC residence or approved venue
- ensure a written record of all visitors to the FDC residence or approved venue, including time of arrival and departure and reasons for visit is documented
- administer medication only with the written authorisation of a parent/guardian or authorised nominee as per the *Administration of Medication Record*, except in the case of an emergency, including asthma or anaphylaxis emergency
- waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. In accordance with National Regulations (Reg.93) the FDC educator can administer medication in these circumstances without authorisation. If these situations occur approved provider/management will be required to contact the parent/guardian as soon as practicable after the medication has been administered and emergency services. Notification to the regulatory authority is required within 24 hours of a serious incident
- allow a child over pre-school age to self-administer medication under the following circumstances:
 - a parent or guardian provides written authorisation with consent on the child's enrolment form - administration of medication.
 - medication is stored safely by the FDC educator, who will provide it to the child when required
 - supervision is provided by the FDC educator whilst the child is self-administering.
 - a recording is made in the medication record for the child that the medication has been self-administered
- allow a child to depart from the FDC Service only:
 - with a person who is the parent/guardian or authorised nominee named in the child's enrolment record; or
 - in accordance with the written authorisation of the parent/guardian; or authorised nominee; or
 - on an excursion; or
 - in the case of a medical emergency or another emergency (Refer to *Delivery of Children to, and collection from Education and Care Service Premises Policy and Emergency Evacuation Policy*).

- follow procedures if an inappropriate person attempts to collect a child from the Service and poses a risk to the safety of the children or educator (for example, an intoxicated person) (Reg.99)
- exercise the right of refusal if written or verbal authorisations do not comply with National Regulations or Child Protection Legislation. If an authorisation is refused by the FDC Service, it is best practice to document:
 - the details of the authorisation
 - why the authorisation was refused, and
 - actions taken by the service. For example: if the service refused an authorised nominee named in the child's enrolment record to collect the child from the service as they were under the influence of alcohol, the action taken to ensure that the child was collected (Refer to *Refusal of Authorisation Record*).
- inform the family and approved provider when a written authorisation does not meet the requirements outlined in Service's policies.

FAMILIES WILL:

- read and comply with the policies and procedures of the FDC Service
- complete and sign the authorised person section of their child's enrolment form before their child commences at the FDC Service
- ensure that changes to nominated authorised persons are provided to the FDC Service in a timely manner
- advise nominated authorised persons that they will require photo identification (such as a driver's licence) in order to collect their child from the FDC residence/venue
- sign and date permission/ authorisation forms for regular transportation and regular outings
- sign and date permission/ authorisation forms for excursions
- sign the attendance record as their child arrives and departs from the FDC residence/venue
- provide written authorisation on the *Administration of Medication Form* when their child requires medication to be administered by an educator, including signing and dating it for inclusion in the child's medication records
- provide a medical management plan and/or ASCIA Action Plan from their child's health practitioner regarding circumstances by which the child could self-administer their medication (e.g.: Asthma inhaler)
- be familiar with circumstances where authorisations may be refused/not applicable.

REFUSAL OF AUTHORISATIONS

All authorisations which are incomplete or incorrectly recorded are to be returned to the parent or guardian for required adjustments. Written or verbal authorisation may be refused if the authorisation does not comply with National Regulations or Child Protection Legislation. The approved provider or nominated supervisor will inform the parent or guardian the reason why the written or verbal authorisation does not meet National Regulations or policy procedures.

The parent or guardian will be provided a copy of this *Acceptance and Refusal of Authorisation Policy* and procedure. Management will discuss an alternative arrangement with the family following the refusal of authorisation. If an authorisation is refused by the Service, it is best practice to document details surrounding the refusal (See *Refusal of Authorisation Record*).

Examples when an authorisation may be refused include:

- requests relating to dietary restrictions that are not related to medical reasons
- an authorised person collecting the child appears to be under the influence of drugs or alcohol
- the authorisation breaches a parenting order
- the authorisation breaches a service policy (person under the age of 16 collecting a child)
- medication to be provided to a child that is not in original container or prescribed to the child or other breach of *Administration of Medication Policy*
- a breach of *Excursion/Incursion Policy* where the person providing consent for the excursion is not listed as a parent/guardian or authorised nominee on the enrolment form.

AUTHORISATION REQUIREMENTS

Authorisation documents are required for the following situations and must have details recorded as specified:

Administration of medication	<ul style="list-style-type: none">• Name of the child• <i>Administration of Medication Record</i> is signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication• Authorisation is provided by a parent or guardian for the child to self-administer medication as per their Action Plan• Name of the medication to be administered• Clearly indicate time and date medication was last administered• Clearly indicate the time and date the medication is to be administered• Dosage of the medication to be administered• Method of dosage (e.g.: oral or inhaled)
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	<ul style="list-style-type: none"> • Whether the medication is to be self-administered (asthma, diabetes) • Period of authorisation (actual days and dates: from and to) • Parent/Carer name and signature • Date the authorisation is signed • Medication must be in its original container and bearing the correct child's name • Medication is not past its expiry or use-by date • Medication is administered in accordance with any instructions attached to the medication or provided by a registered medical practitioner • A second person checks the signed <i>Administration of Medication Record</i>, checks the dosage of the medication, and witnesses its administration • The educator administering medication and witness must write their full name and sign the medication record • Details of the administration must be recorded in the medication record • Supervision is provided by an educator whilst a child is self-administering medication • A recording is made in the medication record for the child that the medication has been self-administered
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<p>Medical treatment of the child including transportation by an ambulance service</p> <p>(Included and authorised initially as part of the child's enrolment record)</p>	<ul style="list-style-type: none"> • Name of the child • Authorisation to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service • Authorisation for the transportation of the child by an ambulance service • Name, address and telephone number of the child's registered medical practitioner or medical service • Child's Medicare number • Name of the parent or guardian providing authorisation
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<p>Emergency Medical Treatment</p> <p>(included and authorised initially as part of the child's enrolment record or as updates during enrolment)</p>	<ul style="list-style-type: none"> • The Service is able to seek emergency medical assistance for a child as required (i.e. medical practitioner, ambulance or hospital) without seeking further authorisation from a parent or guardian in the case of an emergency, including for emergencies relating to medical conditions noted on the enrolment form.
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<p>Collection of children</p> <p>(Included and authorised initially as part of the child's enrolment record or as updated during enrolment)</p>	<ul style="list-style-type: none"> • Name of the child • Name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing authorisation • Name of the person/s authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises • Signature of the person providing authorisation and date of authorisation
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<p>Transportation</p> <p>(other than as part of an excursion)</p>	<p>If the transportation is 'regular transportation' the authorisation is only required to be obtained once in a 12-month period. The authorisation must state:</p> <ul style="list-style-type: none"> • name of the child • the reason the child is to be transported • if the authorisation is for regular transportation, a description of when the child is to be transported and the date the child is to be transported • a description of the proposed pick-up location and destination • the means of transport • the period of time during which the child is to be transported • the anticipated number of children likely to be transported • the anticipated number of staff members and any other adults who will accompany and supervise the children during the transportation • any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported • that a risk assessment has been prepared and is available at the education and care service • that written policies and procedures for transporting children are available at the education and care service
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<p>Excursions</p>	<p>The authorisation must state:</p> <ul style="list-style-type: none"> • name of the child • date of the excursion (unless for a regular outing) • reason for the excursion • proposed destination for the excursion • method of transport to be used • route to be taken to and from the excursion • any requirements for seatbelts or safety restraints • period of time away from premise- include time leaving premise and time returning to premise • proposed activities to be undertaken by the child during the excursion
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	<ul style="list-style-type: none"> • anticipated number of children likely to be attending the excursion • anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion • number of FDC educators, educator assistants and any other adults who will accompany and supervise the children on the excursion (including parents, students, volunteers) • statement that a risk assessment has been prepared and is available at the service • name of the parent or guardian-providing authorisation • relationship to the child • signature of the person providing authorisation and date of authorisation • details of any water hazards and risks associated with water-based activities (to be included in risk assessment) • items that should be taken on the excursion
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Regular outing	<p>A regular outing means a walk, drive or trip to and from a destination that the service visits regularly as part of its educational program and where the circumstances relevant to the risk assessment are the same on each outing. Written authorisation only needs to be given once in a specified 12-month period for a regular outing. (Reg. 102(5)). If the conditions of the regular outing change, a new authorisation is required. The written authorisation must include:</p> <ul style="list-style-type: none"> • name of the child • a description of when the child is to be taken on the regular outings • a description of the proposed destination • method of transportation (including walking) • any requirements for seatbelts or safety restraints • proposed activities to be undertaken • proposed time the child will be away from the premises • anticipated ratio of educators to the anticipated number of children • that a risk assessment has been prepared and is available at the FDC Service
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<p>Sunscreen and Insect Repellent application</p> <p>(Permission to apply sunscreen is included on enrolment form)</p>	<ul style="list-style-type: none"> • Name of child • Permission authorised for staff to apply SPF 50+ broad-spectrum, water-resistant sunscreen supplied by the service or • Permission authorised for staff to apply SPF 50+ broad-spectrum water-resistant sunscreen supplied by parent/guardian (for children who may have allergies) • Parent signature and date • Safety Data Sheet required for all products • Permission authorised for staff to apply insect repellent supplied by the service or • Permission authorised for staff to apply insect repellent supplied by the parent/guardian <p>Note: the use of sunscreen on babies under 6 months is not recommended due to their sensitive skin. Should parents not provide permission for educators to apply sunscreen to their child, the child will be required to play in an area protected from the sun (e.g. under shade, veranda or indoors)</p>
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<p>Confirmation of Authorisation</p>	<ul style="list-style-type: none"> • All authorisation forms received (including the initial enrolment form) are to be checked for completion. • All authorisations (excluding the initial enrolment form) are checked to ensure that the authoriser (name and signature) is the nominated parent or guardian on the enrolment form. • If incomplete or inappropriately signed, the authorisation form should be returned to the parent or guardian for correction. • Children will be suspended from any activity requiring authorisation until the appropriate form has been correctly completed and signed.
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CONTINUOUS IMPROVEMENT/REFLECTION

The *Acceptance and Refusal Authorisation Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2021). Policy and procedure guidelines. [Acceptance and refusal of authorisations.](#)

Australian Children's Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Cancer Council. Preventing cancer: Sun protections: <https://www.cancer.org.au/preventing-cancer/sun-protection/>

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[Education and Care Services National Regulations. \(2023\).](#)
[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)
[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider		05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026	
VERSION NUMBER	V2.4.25				

PAYMENT OF FEES POLICY

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed.

(ACECQA, 2021).

Quality early education and care provides the foundation for children's development and social engagement whilst supporting workforce participation of parents and carers. Our Family Day Care (FDC) Service is committed to supporting our approved educators provide quality education and care to all children at affordable fees for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Fees are based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Child Care Subsidy Minister's Rules 2017	A New Tax System (Family Assistance) Act 1999
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

CCS Accounts Policy CCS Governance Policy Dealing with Complaints Policy Delivery of Children to, and Collection from and Education and Care Service Premises Enrolment Policy	Fraud Prevention Policy Governance Policy Orientation of Families Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Termination of Enrolment Policy
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PURPOSE

For parents to gain a clear understanding of all fees including educator fee structures and administration fees and Child Care Subsidy benefits prior to enrolment. This policy explains process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time. Future Generation AU Family Day Care Scheme acknowledge that approved educators operate in a contractual arrangement with our Service and provide a fee schedule to families upon enrolment.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, FDC educators, families, students and volunteers and visitors of the FDC Service.

IMPLEMENTATION

Our FDC Service aims to ensure families understand the fee schedules and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately and our approved educators adhere to their responsibilities as '*fit and proper persons*' under Family Assistance Law. Our FDC Service and educators ensure the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

GENERAL FEES

Approved educators operate as self-employed small business owners and set their own fees, days of operation and minimum hours for provision of education and care under **Future Generation AU** Family Day Care Scheme. Educators are advised they must meet their obligations under the *Family Assistance Law* and *A New Tax System (Family Assistance) (Administration) Act 1999* regarding setting of fees, ensuring the following:

- educators do not charge an individual more than the usual CCS hourly session fee who may be eligible for ACCS or who receives a prescribed payment
- educators do not change fees during a particular event or circumstance (for example during Covid or a service closure)

Families will be provided with a fee schedule for each session of care for individual educators at time of enrolment. Educator fees may vary due to educator qualifications, location, hours of care provided including casual and permanent fees, overnight fees, weekend rates and the age of the child. Some educators provide food, nappies and transport and these will be added to the hourly fees. Late fees will be detailed on the fee schedule.

ENROLMENT FEE AND BOND PAYMENT

- An enrolment fee of \$35 is charged upon confirmation of enrolment. The fee must be paid prior to commencement at Future Generation AU Family Day Care.
- An administration levy of \$0.00 will also be charged per child/per session of care
- A bond consisting of 2 weeks full fee is to be paid to hold a child's position at the FDC Service
- The bond payment will be refunded to families if all accounts are paid in full and no amount is outstanding when the child leaves the FDC Service.

GENERAL FEES

- Fees are charged for each session of care
- CCS is paid directly to the FDC Service and this is used as a fee reduction (visible on a family's statement)
- Families are required to pay the FDC service the difference between the fee charged and the subsidy amount- the 'gap' amount via Electronic Funds Transfer (EFT).
- The approved provider will reconcile payments made by families within the CCS Software to ensure families pay the gap fee for each session
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT) (effective 02 July 2023)
- Fees must be kept in advance of a child's attendance

- The FDC Service will issue receipts for all fees paid directly.
- Fees are to be paid fortnightly through a direct debit system. If families wish to pay fees on a weekly or monthly basis, it is a requirement that the family pay in advance and are not in arrears
- Families are requested to contact the Service and FDC educator if their child is unable to attend a particular session
- Fees are payable in advance for every session that a child is enrolled at the FDC Service. This includes pupil free days, sick days, and family holidays but excludes periods when the educator is closed. The FDC educator may close their service due to periods of local emergency such as bushfire or flood or pandemic
- If a session of care falls on a public holiday, families are required to pay normal fees. CCS will be paid for sessions that fall on public holidays
- Casual days may be offered to families if available

CHILD CARE SUBSIDY (CCS)

- Parents/guardians are required to register for CCS through their [myGov](#) account linked to Centrelink and provide documentation to support the CCS payment
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy.
- Parents must:
 - care for their child at least 2 nights per fortnight or have 14% share of care
 - be liable for child care fees at an approved early childhood education care service
 - meet residency requirements
- The child must:
 - be 13 or under
 - not attending secondary school (unless an exemption applies)
 - meet immunisation requirements
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
 - [family income estimate](#)
 - [activity level](#)
 - [Aboriginal and Torres Strait Islander children](#)
 - [number of children in care](#)
 - [type of early learning and childcare Service](#)

- Child Care Subsidy will be provided directly to the FDC Service and this amount deducted from the parent/family account
- Families must regularly check their details are correct and report a change in circumstance to Centrelink (family income, activity levels, relationship changes or any other changes to their circumstances)
- Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.
- Child care [discounts for early childhood workforce](#) will only be offered as outlined in the CCS Handbook.

PAYMENT OF FEES

- Fees are to be paid directly to the FDC Service by families
- Families are required to pay fees using the FDC Service's direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account
- Fees and charges associated with direct debit system are outlined upon enrolment
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families will be issued with a *Statement of Entitlement* on a fortnightly basis in accordance with the fee payment and Regulatory requirements
- The *Statement of Entitlement* will include details of the sessions of care provided and the resulting fee reduction amounts
- The *Statement of Entitlement* is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation.

ABSENCES FROM THE FDC SERVICE

- Families are requested to contact the FDC Service/ FDC educator if their child is unable to attend a particular session
- Families must still pay the 'gap' fee to the FDC Service if their child is unable to attend
[Fee charging practices are commercial decisions made by each childcare service and are not a matter regulated by the Family Assistance Law. Source: Australian Government Department of Education]
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year
- Allowable absences can be taken for any reason. Families do not have to provide evidence

- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Records and evidence will be kept by the Service for each additional absence, where required
- Families can view their absence count through their Centrelink online account via [myGov](#)
- In a period of emergency (declared by the Australian Government), such as bushfire or flood, extra allowable absences for the duration of the emergency will be automatically applied in the CCS system
- In accordance with Family Assistance Law, educators cannot charge for, or record a session of care where provision of care is not available. Educators are not able to charge a different rate for the same type of care provision. Therefore, if the educator is unable to provide care due to illness or leave, they are unable to charge for that particular session of care

ADDITIONAL CHILD CARE SUBSIDY

- Additional Child Care Subsidy (ACCS) provides extra help with the cost of early education and care
- There are four different payments under Additional Child Care Subsidy:
 - [Child wellbeing](#) to help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support who are at risk of harm
 - [Grandparents](#)—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment
 - [Temporary financial hardship](#)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
 - [Transition to work](#)—to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment
- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider

DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks if the fees are still outstanding

- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with our FDC Service and educators to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to
- A child's position will be terminated if payment has not been made after three weeks, for which the family will receive a final letter terminating the child's position. At this time the FDC Service will initiate its debt collection process, following privacy and conditional requirements.

LATE FEES

- It is unacceptable to pick children up late from an educator's residence/venue. A late fee will apply where children are not picked up prior to closing time
- Currently, a fee of \$15.00 per 10 minutes block or part thereof will be incurred by the family
- A review of the child's enrolment will occur where families are consistently late with fee payment.

CHANGE OF FEES

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families (Regulation 172 requires a minimum of 14 days' notice)
- CCS hourly rate caps may be increased by the [CPI](#) at the commencement of each financial year
Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

TERMINATION OF ENROLMENT

- Parents/guardians are to provide two weeks written notice of their intention to withdraw a child from care
- If termination from the FDC Service is required without notification, families can lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged
- In some circumstances CCS may not be paid for sessions if the child has not physically started care
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.

RESPONSIBILITY OF MANAGEMENT

The approved provider and coordination unit/nominated supervisor are responsible for:

- ensuring that obligations under the *Education and Care Services National Regulations* are met
- ensuring the service and all persons with management and control (PMC) comply with the rules under Family Assistance Law (FAL)
- ensuring persons with management and control (PMC) are consider 'fit and proper' persons
- taking reasonable steps to ensure all educators, staff and volunteers follow the *Payment of Fees Policy* and procedure
- ensuring all families are aware of our *Payment of Fees Policy*
- providing families with educator fee schedules (these may be different for each educator due to education qualifications, hours and days of care provided, overnight fees etc.)
- ensuring enrolment information are submitted correctly with appropriate enrolment information
- providing families with regular statement of fees payable
- providing families with receipts of fees paid
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- discussing fee payment with families if required
- providing at least 4 weeks written notice to families of any fee increases or changes to the way fees are collected

[Please note: Reg. 172 states a minimum of at least 14 days' notice regarding changes to policies must be provided to families]

RESPONSIBILITY OF FAMILIES

- provide the FDC Service with the correct enrolment details to facilitate the CCS claim, if required, including:
 - Centrelink Reference Numbers for child and CCS claimant
 - Date of Birth for child and CCS claimant
- notify Centrelink of any changes that may affect their CCS entitlement
- confirm their child's enrolment through the parents myGov account.

THIRD PARTY PAYMENTS

Parents are generally liable to pay the co-contribution for child care fees. Only state and territory governments (and their agencies) can contribute to the cost, in part or full, of child care fees for families.

Where an agreement has been made between an employer or charity to assist in the contribution of fees the fees must be reduced accordingly before CCS has been applied.

Our FDC Service will record all documentation regarding any third-party payments.

COMPLAINTS RELATING TO THE ADMINISTRATION OF CHILD CARE SUBSIDY

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the coordination unit/nominated supervisor in the first instance. The coordination unit/nominated supervisor will follow the steps as outlined in this policy, including advising the approved provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).

Australian Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).

Australian Children's Education & Care Quality Authority. (2021). [Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service](#).

Australian Government Department of Education [Child care discount for early childhood workforce](#)

Australian Government Department of Education Child Care Provider Handbook

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Department of Education *Early Childhood and Care*

<https://www.education.gov.au/early-childhood>

Australian Government Department of Education (2024). [Help in an emergency](#)

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

DEALING WITH COMPLAINTS POLICY

Feedback from families, children, educators, staff and the wider community is fundamental in creating an evolving Family Day Care (FDC) Service working towards the highest standard of care and education.

It is foreseeable that feedback will include divergent views, which may result in complaints. This Policy details our FDC Service's procedures for receiving and managing informal and formal complaints.

Families, children, parents, visitors, students and members of the community can lodge a grievance or complaint with management with the understanding that it will be managed conscientiously and confidentially.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIPS		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality Service.
7.2.1	Continuous Improvement	There is an effective self-assessment and quality improvement process in place.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 172	Offence to fail to display prescribed information
S. 174	Offence to fail to notify certain information to Regulatory Authority
S.174(A)	Family day care educator to notify certain information to approved provider
12	Meaning of serious incident
84	Awareness of child protection law
149	Volunteers and students
143(B)	Ongoing management of family day care educators

168(2)(o)	Education and care service must have policies and procedures... for dealing with complaints
169	Additional policies and procedures- family day care
170	Policies and procedures must be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
173(A)	Prescribed information to be displayed- family day care service
176	Time to notify certain information to Regulatory Authority
183	Storage of records and other documents

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Child Care Subsidy Minister's Rules 2017
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

CCS Accounts Policy CCS Governance Policy Child Protection Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy (Staff) Enrolment Policy Family Communication Policy	Governance Policy Interactions with Children, Family and Staff Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Respect for Children Policy Responsible Person Policy Student and Volunteer Policy Visitors to Family Day Care Residences Policy
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PURPOSE

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place for dealing with complaints (Reg. 168) and take reasonable steps to ensure those policies and procedures are followed (Reg. 170).

We aim to investigate all complaints and grievances with a high standard of equity and fairness. We will ensure that all persons making a complaint are guided by the following policy values:

- procedural fairness and natural justice

- code of ethics and conduct
- culture free from discrimination and harassment
- transparent policies and procedures
- opportunities for further investigation
- adhering to our FDC Service philosophy

PROCEDURAL FAIRNESS AND NATURAL JUSTICE

Our FDC Service believes in procedural fairness and natural justice that govern the strategies and practices, which include:

- The right to be heard fairly
- The right to an unbiased decision made by an objective decision maker
- The right to have the decision based on relevant evidence

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, staff, educators, educator assistants, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

Grievances and complaints can transpire in any workplace. Addressing them appropriately is imperative for sustaining a safe, healthy, harmonious and productive work environment. Our *Dealing with Complaints Policy* ensures that all persons are presented with procedures that:

- value the opportunity to be heard
- promote conflict resolution
- encourage the development of harmonious partnerships
- ensure that conflicts and grievances are mediated fairly and
- are transparent and equitable.
- appropriately handle children exhibiting harmful sexual behaviours
- promote children's rights, safety and wellbeing
- consider a child's age, cultural, developmental and additional needs

Our Service is committed to the National Principles for Child Safe Organisations and adopts a child safe approach to complaints involving a child or young person. As a child safe organisation, we will respond promptly and systematically to any concerns, disclosers, allegations or suspicions while fostering an environment where children feel confident that their safety and wellbeing are paramount.

DEFINITIONS

Complaint: Expression of dissatisfaction made to or about an organisation related to its products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required. [AS/NZS 10002:2014 Complaint Management Standard]

Complaints and Grievances Management Register: Records information about complaints and grievances received at the FDC service, along with the outcomes. This register includes documents that must be kept in a secure file, accessible only to educators and the Regulatory Authority. The register can provide valuable information to the approved provider and nominated supervisor of the service to ensure children and family's needs are being met.

Grievance: A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature. A *workplace grievance* is a complaint raised towards an employer by an employee due to a violation of legalities (workplace policies, employment contract, national standards).

Mediator: A person who attempts to assist and support people involved in a conflict to come to an agreement.

Mediation: An attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

Notifiable complaint: A complaint that alleges a breach of the *Education and Care Services National Law and Regulations*, National Quality Standard or alleges that the health, safety or wellbeing of a child at the FDC service may have been compromised. Any complaint of this nature must be reported by the approved provider or nominated supervisor to the regulatory authority within 24 hours of the complaint being made (S. 174(2)(b), Reg. 176(2)(b)).

If the approved provider/ nominated supervisor or FDC educator are unsure whether the matter is a notifiable complaint, it is good practice to contact the [Regulatory Authority](#) for confirmation. Written reports must include:

- details of the event or incident
- the name of the person who initially made the complaint

- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated FDC employee
- any other relevant information

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au and logged using [NQA ITS](#) (National Quality Agenda IT System).

Serious incident: An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the centre in contravention of the Regulations or is mistakenly locked in/out of the centre premises (Reg. 12).

The approved provider will notify the regulatory authority of any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the FDC service, or any allegation that sexual or physical abuse of a child has occurred or is occurring at the FDC service. A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* as soon as possible and within 24 hours of the incident.

The regulatory authority must be notified within 24 hours of a serious incident occurring at the centre (Reg. 176(2)(a)).

These records are required to be retained for the periods specified in Reg. 183.

PRIVACY AND CONFIDENTIALITY

The approved provider and educators will adhere to our *Privacy and Confidentiality Policy* when dealing with grievances and complaints. However, if a grievance or complaint involves a staff member or child protection issues, a government agency may will need to be informed. (See: Reportable Conduct Scheme in our Child Protection Policy). [Responding to incidents, disclosures and suspicions of child abuse or harm NSW.](#)

CONFLICT OF INTEREST

It is important for the complainant to feel confident in

- being heard fairly
- an unbiased decision-making process

Should a conflict of interest arise during a grievance or complaint that involves the approved provider or nominated supervisor, other management will be nominated as an alternative mediator.

Our FDC Service may also engage the resources of an Independent Conflict Resolution Service to assist with the mediation of a dispute. We will ensure that throughout the conflict resolution process the Services Code of Conduct must be adhered to.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/COORDINATOR/RESPONSIBLE PERSON WILL:

- ensure that obligations under the Education and Care Services National Law and Regulations are met
- ensure educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure
- ensure the name and telephone number of the person to whom complaints can be made is clearly visible at the FDC Service and each FDC residence or venue
- ensure information about our *Dealing with Complaints Policy* is easily accessible to all families, children, staff, educators, visitors and volunteers
- treat all grievances and complaints seriously and as a priority
- ensure grievances and complaints remain confidential
- ensure grievances and complaints reflect procedural fairness and natural justice
- ensure people feel safe or comfortable when making a complaint, including children
- ensure educators, staff, volunteers and students are well informed about the different ways children may express concerns, distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child. (ACECQA, 2023)
- ensure our complaint handling processes are child-focused providing support and guidance for children to know who to talk to if they are feeling unsafe
- conduct a review of policies and procedures, where required, following a complaint or grievance as part of our continuous improvement practices
- provide an induction program for new staff and educators that includes an overview of policies and procedures, including this *Dealing with Complaints Policy* and procedure
- ensure the approved provider is notified of all complaints and grievances
- acknowledge the complaint or grievance in writing within 2 working days of receipt
- discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint

- investigate and document the grievance or complaint fairly and impartially
- provide details of an outcome following an investigation if required.

The investigation will consist of:

- reviewing the circumstances and facts of the complaint (or breach) and inviting all affected parties to provide information where appropriate and pertinent
- discussing the nature of the complaint (or breach) and giving the accused educator, staff member, volunteer or visitor an opportunity to respond
- permitting the accused person to have a support person present during the consultation (for example: Union Representative, HR Representative, lawyer, colleague, friend or family member. A support person may provide support by taking notes during the meeting, clarifying questions and allegations made, help formulate responses, engage in discussions and are more than a passive observer, aid in understanding processes, request breaks and be an emotional support. A support person cannot represent the employer, speak on their behalf or advocate for the organisation
- providing the employee with a clear written statement outlining the outcome of the investigation.
- advise the complainant and all affected parties of the outcome within 7 working days of receiving the verbal or written complaint.
 - management will provide a written response outlining the outcome and provide a copy to all parties involved
 - if a written agreement about the resolution of the complaint is prepared, all parties will ensure the outcomes accurately reflects the resolution
 - all written responses will need to cater for complainant to be able to understand such as spoken language and special needs regarding reading
- should management decide not to proceed with the investigation after initial enquiries, a written notification outlining the reasoning will be provided to the complainant
- keep appropriate records of the investigation and outcome and store these records in accordance with our *Privacy and Confidentiality Policy* and *Record Keeping and Retention Policy*
- monitor ongoing behaviour and provide support as required
- ensure the parties are protected from victimisation and bullying
- request feedback on the grievance or complaint process using a feedback form
- track complaints to identify recurring issues within the FDC Service
- notify the regulatory authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised. Notification must include any incident where there is a

reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the FDC Service or any allegation that sexual or physical abuse of a child has occurred or is occurring at the FDC Service.

FAMILY DAY CARE EDUCATORS AND EDUCATOR ASSISTANTS WILL:

- ensure the name and contact number of the person to whom complaints can be made is clearly displayed at the FDC residence or approved venue
- report all complaints received to the nominated supervisors, and/or approved provider within required timeframes
- listen to the complainant's view of what has happened
- clarify and confirm the grievance or complaint, documenting all the facts prior to the investigation
- encourage and support the complainant to seek a balanced understanding of the issue
- discuss possible resolutions available to the complainant. These would include external support options
- encourage and assist the complainant to determine a preferred way of solving the issue
- record the meeting, confirming the details with the family at the end of the meeting
- maintain confidentiality at all times
- refer complainant's (as necessary) to FDC Service policies that may assist in resolving the grievance or complaint
- be informed about the different ways children can express concerns or distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child
- be aware of child protection law and their individual responsibilities as mandatory reporters/notifiers
- ensure children know who to talk to if they are feeling unsafe and know the process that will happen to support them

If the grievance cannot be resolved, it is to be referred to the coordinator who will investigate further:

- if appropriate, collect relevant written evidence. This evidence will be treated in strict confidence and will be held in a secure place
- involve the approved provider or nominated supervisor in the conflict resolution as required
- should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts
- third parties providing evidence must also be made aware that the matter is to be kept confidential.

Should the grievance or complaint be lodged against another person(s), these persons will be interviewed separately and impartially. Individuals must be given the opportunity to respond fully to the allegations and may have another person present, as a support person, if they wish. If after investigation, it is concluded that the grievance is substantiated:

- both parties will be told of the decision and the reason for it
- immediate and appropriate steps will be taken to prevent the grievance from recurring
- if after investigation, it is concluded that the grievance is not substantiated both parties will be notified of the decision and the reason.
- the complainant will be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice such as the Regulatory Authorities
- if the grievance or complaint is of a serious nature or there is a reasonable belief the complaint is any allegation of sexual or physical abuse the approved provider is responsible to inform the regulatory authority within 24 hours

COMPLAINANTS WILL:

- be informed of our duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to the management of complaints. The complaints procedure ensures a fair opportunity for all stakeholders to be heard and promotes effective conflict resolution within our FDC Service
- ensure children are able to express their concerns or allegations to either the management, educators, and/or families who are encouraged by management to complete the *Complaints Form* on the child's behalf
- attempt to discuss their grievances or complaints with the FDC educator as the first step to resolving the issue, unless it is a reportable offence to the regulatory authority is to be made with 24 hours of complaint
- communicate any concerns they may have in writing addressed to the approved provider or nominated supervisor [see: *Complaints/Grievance Form*]
- raise any unresolved concerns with the approved provider, nominated supervisor or coordinator
- always maintain confidentiality
- be provided with details of external agencies to contact should they feel our Service has not resolved their concerns (e.g., regulatory authority)

COMPLAINTS RELATING TO THE ADMINISTRATION OF CHILD CARE SUBSIDY

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the nominated supervisor in the first instance. The nominated supervisor will follow the steps as outlined in this policy, including advising the approved provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

COMPLAINTS INVOLVING ALLEGATIONS OF A CHILD EXHIBITING SEXUAL BEHAVIOURS

‘Providers and educators play an important role in making informed professional judgements regarding sexualised behaviours involving children. Not all sexual behaviour involving children poses a risk to their safety.’ (ACEQA, 2024). The approved provider will ensure:

- FDC educators and other staff respond to any complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child
- FDC educators and other staff assess the need for urgent police and emergency services assistance and inform the approved provider/nominated supervisor
- the regulatory authority is notified within 24 hours of any complaint alleging that a serious incident has occurred whilst a child is educated and cared for or complaints alleging that the Law has been contravened (S.174 (2)(b)).
- FDC educators and other staff are aware of the process for responding to disclosures from children as per our *Child Protection Policy* (Reg.84)
- FDC educators and other staff are aware of their duty of care and mandatory reporting obligations to make a report to Department of Communities and Justice (DCJ) Child Protection Hotline NSW
- FDC educators and other staff have a sound understanding of developmentally appropriate sexual development in children and sexual behaviour that may be concerning and requires a response
- FDC educators and other staff engage in professional learning to promote a consistent and appropriate approach to identifying and responding to sexual behaviours in children that may include:
 - age and developmental capacity of the child/children
 - reasons why a child may be behaving in sexually harmful ways
 - behavioural history of the child

- how the behaviour impacts the behaviour of other children
- risk the behaviour imposes on others
- vulnerability of the child to be engaging in harmful sexual behaviour
- procedures for supporting all stakeholders during the complaint procedure are implemented including documenting discussions, ensuring confidentiality and providing information of the progress of the complaint and access to support agencies as required (See *Complaints / Grievance Procedure and Complaints / Grievance Investigation Guide and Form*)
- FDC educators and other staff follow guidance from the [Traffic Lights Framework](#) to manage the concern or complaint
 - RED- signals sexual behaviours which indicate immediate intervention and action
 - ORANGE- signals sexual behaviour which may be concerning and educators to take notice and gather information to assess appropriate action
 - GREEN- signals sexual behaviours that are 'normal' and age appropriate

[Traffic Lights Framework-Age-appropriate Sexual Play and Behaviour in Children]]

CONTINUOUS IMPROVEMENT/EVALUATION

Complaints provide our FDC Service with opportunities for learning and improvement. We encourage regular and ongoing feedback from staff, children and families and the community. Our FDC Service is committed to resolving complaints through prompt investigation, open communication, and transparent processes. Our *Dealing with Complaints Policy* will be updated and reviewed annually in consultation with families, children, staff, educators and management.

To ensure complaints and grievances are handled appropriately, the approved provider/ nominated supervisor/ coordinator will:

- evaluate each individual complaint and grievance as recorded in the *Complaints and Grievance Management Register* to assess that a satisfactory resolution that has been achieved
- review complaints and grievances as recorded in the *Complaints and Grievance Management Register* to ensure a pattern of similar grievances is not occurring
- review the effectiveness of the FDC Service policy and procedures to ensure all complaints and grievances have been handled fairly and professionally.
- Consider feedback from staff, FDC educators and families, children and community regarding the policy and procedure.

SOURCES

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[*Education and Care Services National Regulations.*](#) (Amended 2023).

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<https://earlychildhood.qld.gov.au/legislationAndGuidelines/Documents/effective-complaints-management-guide.pdf>

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[*Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012*](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026
VERSION NUMBER	V2.4.25			

SAFE ARRIVAL OF CHILDREN POLICY

Under the Education and Care Services National Regulations, Family Day Care (FDC) Services must have policies and procedures in place for the safe arrival of children who travel to or from an education and care service premises [ACECQA, 2023]. This may include children traveling between the Family Day Care residence or venue and educational facilities such as an Outside School Hours Care service, preschool, school, long day care service or any other service which provides education and care to children.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES		
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW	
Sec. 165	Offence to inadequately supervise children
Sec. 167	Offence relating to protection of children from harm and hazards
Sec. 175	Offence relating to requirement to keep enrolment and other documents
EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
86	Notification to parents of incident, injury, trauma and illness
99	Children leaving the education and care service premises

102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102C	Conduct a risk assessment for transporting children by the education and care service
102D	Authorisation for service to transport children
144	Family day care educator assistant
158	Children's attendance record must be kept by the approved provider
159	Children's attendance record must be kept by the family day care educator
160	Child enrolment records to be kept by the approved provider and family day care educator
168	Education and care service must have policies and procedures
169	Additional policies and procedures-family day care services
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

RELATED POLICIES

Acceptance and Refusal of Authorisations Policy	Probation and Induction Orientation Policy (Educator)
Child Safe Environment Policy	Probation and Induction Orientation Policy (Employee)
Delivery of Children to, and Collection from Education and Care Service Premises	Safe Transportation Policy
Enrolment Policy	Supervision Policy
Incident, Injury, Trauma and Illness Policy	

PURPOSE

Our Family Day Care Service aims to ensure the safe and secure arrival and departure of all children into our service who may be travelling to or from another early childhood service or education facility. We are committed to identifying and minimising risks and potential hazards to ensure children are not placed at risk of harm or hazard when travelling between other educational facilities and our FDC Service.

SCOPE

This policy applies to the approved provider, nominated supervisor, staff, coordinator, educators, educator assistants, families, children and visitors of the Family Day Care Service.

IMPLEMENTATION

The safety of children enrolled at our FDC Service is paramount. Every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury. Appropriate safety measures have been implemented through our comprehensive risk assessment process to ensure supervision is always adequate including when children are travelling between our FDC Service and an educational facility. We are advocates for children and have a strong commitment to child safety and establishing and maintaining a child safe environment.

DEFINITION:

An education or early childhood service includes a school, an education and care service (including Long Day Care, Family Day Care, Outside School Hours Care), a children's service or any other service which provides education or care to children.

Examples of travel between education or early childhood services may include, but is not limited to:

- A child travelling from the FDC Service to school or from school to the FDC Service
- A child travelling from the FDC Service to preschool/kindy or from the preschool/kindy to the FDC Service
- A child travelling from the FDC Service to an OSHC Service or from the OSHC Service to the FDC Service

SAFE ARRIVAL OF CHILDREN SPECIFIC RISK ASSESSMENT

The approved provider, in conjunction with FDC educators of the service, will conduct a comprehensive risk assessment to identify any potential risk/s or hazards and ensure the safe arrival and departure of children who are travelling between our FDC Service and an educational facility.

The risk assessment will be reviewed at least annually or after being aware of an incident or circumstance where the health, safety or wellbeing of children may be compromised. All risk assessments will be regularly assessed and evaluated to facilitate continuous improvement in our service.

If a risk concerning a child's travel is identified during the risk assessment, the approved provider must update the safe arrival of children policy and procedure as soon as possible. The risk assessment must be stored safely and securely and kept for a period of 3 years.

Our risk assessment will consider and include the following information:

- the age, developmental stages and individual needs of children
- the roles and responsibilities of;
 - the nominated supervisor of each service (where applicable)
 - the child's parents/family member
 - an authorised nominee listed on the child's enrolment form
 - a person authorised by a parent or authorised nominee listed on the child's enrolment form (if applicable)
 - the role and responsibilities of the service the care of which the child is entering or leaving
- communication arrangements made between the service the child is leaving from, and the service the child is entering, including arrangements if the child is missing or unaccounted for
- procedures to be followed if a child is missing or unaccounted for during travel between services
- educator to child ratios required for adequate supervision during travel between services
- the proposed route and destination, including proximity to harm and hazards
- the process for entering and exiting the service premises and the pickup location or destination (as required)
- procedures to be followed to ensure children only leave the service in accordance with written authorisation from the parent or authorised nominee listed on the child's enrolment form

(ACECQA 2023)

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ FDC COORDINATOR WILL:

- ensure that obligations under the *Education and Care Services National Law and National Regulations* are met
- take reasonable steps to ensure all staff, educators, visitors, families, children follow this policy and related procedure
- ensure all staff, educators and educator assistants are inducted in the *Safe Arrival of Children Policy* and procedure
- ensure copies of the policy and procedures are readily available and accessible to FDC educators, coordinators, educator assistants, staff and families
- clearly communicate any updates to policies and procedures to FDC educators and educator assistants
- develop a *Safe Arrival of Children Procedure* to clearly outline roles, responsibilities and obligations for the FDC educator, families and the educational facility when children are travelling between services

- conduct a risk assessment to identify any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between the FDC service and an educational facility
- consult with staff, educators, families and children (where applicable) during the preparation of a risk assessment
- consult with the educational facility during the preparation of a risk assessment
- review the risk assessment annually or after being aware of an incident or circumstance where the health, safety or wellbeing of children may be compromised
- notify families at least 14 days in advance of any changes to policy or procedures- as per regulations
- provide induction training to new educators and staff of this policy and related procedure
- provide ongoing training and information to coordinators, nominated supervisors, educators and educator assistants to ensure they can fulfil their roles and provide a child safe environment for all children and young people
- develop open communication channels and strategies between families, our service, FDC educators and the educational facility
- request families complete a *Safe Travel Agreement Form* prior to children travelling between the FDC service and another educational facility
- advise families to inform the FDC educator of any change in attendance or routine that may affect the child's safe arrival or departure as soon as they are aware
- ensure the *Administration of First Aid Policy and Incident, Injury, Trauma and Illness Policy* is implemented in the event of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required
- ensure FDC educators keep accurate attendance records recording the following:
 - the time and date children arrive or depart the FDC service
 - the signature of the person who has collected or delivered the child to the FDC service or the signature of the Nominated Supervisor or FDC educator in accordance with the *Delivery of Children to, and collection from Education and Care Service Premises Policy*

FDC EDUCATORS/ EDUCATOR ASSISTANTS WILL:

- implement a risk assessment to identify and manage any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between the FDC service and an educational facility
- implement procedures for the safe handover of children between the FDC Service and educational facility is documented correctly and clearly communicated with all stakeholders

- ensure enrolment records are kept up to date for all children, including authorisations from families
- ensure accurate attendance records are kept up to date recording the following:
 - the time and date children arrive or depart the FDC service
 - the signature of the person who has collected or delivered the child to the FDC service or the signature of the Nominated Supervisor or FDC educator in accordance with the *Delivery of Children to, and collection from Education and Care Service Premises Policy*
- cross check children's attendance against an accurate attendance record showing when children are within the care of the FDC educator
- follow the *Safe Transportation Policy* at all times to ensure regulations are met when children embark and disembark from vehicles during travel between our FDC service and other educational facilities
- ensure regulations and policies are followed when educator assistants may be supervising children between the FDC service and educational facility (see below)
- implement the *Administration of First Aid Policy* and *Incident, Injury, Trauma and Illness Policy* in the event of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required
- ensure that when leaving the FDC service, children are given into the care of a parent, an authorised nominee named in the child's enrolment form or a person authorised by the parent or authorised nominee; or given into the care of a person in accordance with the written authorisation of the child's parent or authorised nominee
- discuss safe travel strategies with children prior to children travelling between the FDC service and the educational facility to ensure children are supported to feel safe and act responsibly
- ensure families complete a *Safe Travel Agreement Form* prior to children travelling between the FDC service and an educational facility
- communicate any changes to travel routine to family members, other educators and the nominated supervisor

FAMILIES WILL:

- adhere to the Service's *Delivery of children to, and collection from Education and Care Service Premises Policy* and *Safe Arrival of Children Policy*
- communicate any changes in routine and activities that may affect the child's safe arrival or departure as soon as they are aware

- notify the Service and FDC educator if their child is going to be absent on a particular day or session
- provide emergency contact details and phone numbers upon enrolment and update emergency contact details and phone numbers regularly (as required)
- complete a *Safe Travel Agreement Form* detailing circumstances where children will travel between the FDC service and an educational facility.

EDUCATOR ASSISTANTS

An educator assistant may be engaged to assist in the transportation or escorting of children to and from the FDC service to or from another educational facility. Educator assistants must be approved and engaged by the approved provider prior to assisting the FDC educator in accordance with regulation 144. All educator assistants will be provided with a comprehensive induction, including procedures for the safe arrival and collection of children from the FDC service.

Written consent must be obtained by each parent before an educator assistant provides assistance in the following circumstances:

- in the absence of the family day care educator, transporting a child between a residence or approved venue and school or another educator and care service or children's service or the child's home
- escort (by walking) a child between the FDC residence or venue and:
 - a school
 - another education and care service or children's service
 - the child's home

MISSING OR UNACCOUNTED CHILD

The FDC Service and FDC educator will develop clear procedures to follow in case of a missing or unaccounted child who is deemed missing whilst travelling to or from the FDC Service from an educational facility. Parents must advise the FDC educator or FDC service staff as early as possible of any changes to the child's routine or activity.

If the child does not arrive at the FDC Service at the predetermined time the FDC educator will:

- check the *Safe Travel Agreement Form* and any communication from the family if the child does not arrive at the FDC service at the pre-determined time.
- contact the educational facility and confirm the child left the educational facility at the arranged time

- contact the parents or authorised nominee to determine the location of the child
- contact the Nominated Supervisor/Responsible Person to advise of the situation
- where possible, help conduct a search of the route of travel, ensuring supervision of all children within care
- liaise with Police, emergency services and parents as required
- complete an incident, injury, trauma and accident record as soon as possible

If the child does not arrive at the educational facility at the predetermined time, the FDC educator will:

- assist the educational facility to provide details when the child left the FDC service.
- where possible, assist in a search of the route of travel, ensuring supervision of all children within care.
- contact the Nominated Supervisor/Responsible Person and advise of the situation.
- liaise with parents and the police/emergency services if required.

The FDC Service will notify the regulatory authority within 24 hours of becoming aware of a serious incident, including if a child is missing or unaccounted for when travelling between the FDC Service and an educational facility.

CONTINUOUS IMPROVEMENT

Our *Safe Arrival of Children Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).

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REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
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FUTURE GENERATION AU

FAMILY DAY CARE

Policies and procedures

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ASSESSMENT, APPROVAL & RE-ASSESSMENT OF APPROVED FAMILY DAY CARE RESIDENCE AND/OR VENUE POLICY

Our Family Day Care (FDC) Service is committed to ensure that the health, safety and wellbeing of children who are educated and cared for by our service are protected by assessing, reassessing, assessing and managing risks and hazards at each Family Day Care (FDC) residence or approved Family Day Care (FDC) venue annually.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 3: PHYSICAL ENVIRONMENT		
3.1.1	Fit for purpose	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child.
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well maintained.
3.2.1	Inclusive environment	Outdoor and indoor spaces are organised and adapted to support every child's participation and to engage every child in quality experiences in both built and natural environments
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 50A	Approval of a place as a family day care venue
S. 54(1A), (8A)	Amendment of service approval on application
S.103A	Offence relating to places where education and care is provided
S. 167	Precautions to be taken to protect children from harm or hazards
S. 174	Offence to fail to notify certain information to Regulatory Authority
S. 174A	Family day care educator to notify certain information to approved provider
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169	Additional policies and procedures – family day care service
170	Policies and procedures to be followed
172	Notification of change to policies or procedures
173A	Prescribed information to be displayed- family day care service
176A	Prescribed information to be notified to approved provider by family day care educator
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RELATED POLICIES

Engagement and Registration of FDC Educators Policy	Monitoring Support and Supervision of FDC Educators and Assistants Policy
Engagement or Registration of FDC Educator Assistants Policy	Professional Development Policy
Health and Safety Policy	Provision of Information Assistance Training to Family Day Care Educators Policy
Keeping a Register of Family Day Care Educators Policy	Visitors to the Family Day care Residences Policy
	Water Safety Policy

PURPOSE

We aim to ensure the Family Day Care (FDC) residence and/or venue protects children's health, safety and wellbeing. By conducting comprehensive assessments, including risk assessments, potential hazards that may cause injury or harm to children being cared for at a residence or venue are identified and actions to minimise potential risk are clearly documented and action taken to ensure compliance.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, children, families, and visitors of the FDC Service.

IMPLEMENTATION

Under the *Education and Care Services National Regulations*, the approved provider of a Family Day Care (FDC) Service must ensure that policies and procedures are in place for assessing proposed FDC residences and venues and reassessing approved FDC residences and venues. They must also take reasonable steps to ensure policies and procedures are followed. The approved provider of a FDC Service will conduct assessments (including a risk assessment) of each approved FDC residence and approved FDC venue *before* education and care is provided to children and then at least once a year. The FDC Service must additionally conduct *monthly* inspection of any water hazards, water feature or swimming pool or spa and fencing at each FDC residence or approved venue. The purpose of the assessment is to ensure the health, safety and wellbeing of children is protected at all times. The approved provider will maintain a record of assessments undertaken and provide a copy to the FDC educator for their records.

The Education and Care Services National Law requires all services to ‘*ensure that every reasonable precaution is taken to protect children... from harm and from any hazard likely to cause injury*’ (S. 167). Risk assessments are to be conducted to identify any potential hazards that may cause injury or harm to children being cared for, assess the risk of harm or potential harm and eliminate or minimise the risk by using control measures. Risk assessments are to be evaluated, reviewed and continually monitored. This may include conducting regular daily safety checks, regular WHS inspections and regular spot checks conducted by the coordinator of the FDC Service.

The approved provider is responsible for ensuring all approved FDC residences and approved FDC venues are compliant to the National Regulations and understand that penalties apply for non-compliance including record keeping requirements. In addition, any premises proposed as a FDC venue must comply with relevant planning and development requirements under local government authority.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/COORDINATOR WILL:

- ensure that obligations under the Education and Care Services National Law and National Regulations are met
- ensure FDC educators, educator assistants, staff, students and volunteers have knowledge of and adhere to this policy
- advise potential FDC educators of the requirement of conducting an assessment, including a risk assessment, of the proposed residence or FDC venue as suitable, to comply with legislated regulations in order for approval to operate family day care
- advise potential FDC educators of consequences of non-compliance – suspension or cancellation of engagement
- develop an assessment procedure/checklist to be used when assessing each FDC residence or venue
- develop a re-assessment procedure/checklist to use when re-assessing each FDC residence or venue
- develop a risk assessment procedure for FDC educators to implement to identify potential hazards and manage risks
- ensure the risk assessment includes a diagram showing the areas of the residence or venue that has been assessed by the approved provider and deemed suitable for education and care
- ensure this diagram clearly shows the existence of any water hazard, swimming pool or spa
- display the diagram at the entry of the FDC residence or venue clearly visible for families to view

- provide continuous and ongoing monitoring of the environment through regular home visits by the coordinator to observe the environment and if necessary, make recommendations to ensure compliance and safety for children at all times
- conduct a comprehensive annual assessment of each approved FDC residence and/or approved venue at least annually
- ensure families using the residence or venue are informed about the findings of annual assessments and specific areas to which it relates, or the finding made by the approved provider
- conduct an annual assessment of the FDC educator and educator assistant and any person over the age of 18 who resides or frequently visits the FDC residence while education and care is provided, as a 'fit and proper person'. The approved provider must also consider each person to have
 - a Working with Children Check, working with children card or working with vulnerable people check
 - a criminal history record check issued not more than 6 months before it is considered
 - a current teacher registration [Victoria]
- provide a copy of the assessment and re-assessment to the FDC educator for their own records
- ensure educators and educator assistants maintain current approved first aid and approved anaphylaxis and asthma management training and annual cardio-pulmonary resuscitation. Copies of valid certification must be recorded at the principal office of the FDC Service.
- notify families at least 14 days before changing policies and procedure that
 - affect the fees charged or the way they are collected
 - significantly impact the service's education and care of children or;
 - significantly impact the family's ability to utilise the service
- conduct and record monthly inspections of water hazards, swimming pools, water features, spas or other potential water hazards and surrounds (including fences/gardens) for FDC residence and approved venues
- ensure any water safety inspection reports which contain potential risks to the health, safety and wellbeing of children must be notified to the approved provider within 24 hours (See: *Water Safety Inspection Report*)
- provide a copy of the water safety inspection report to the FDC educator
- keep records of the water safety inspection report
- request compliance certificates for any barriers or fencing surrounding swimming pools, spas or water hazards to ensure compliance with Australian Standards, including requirements as per legislation and council requirements (See: *Water Safety Policy*)

- ensure swimming pools or spas have a safety device has been installed to alert or deter a child from entering the water [mandatory for WA Services]
- ensure educators maintain a back-up communication device that is kept in a permanent location and is always available in an emergency [mandatory for WA Services]
- ensure educators provide notification to the approved provider of any proposed renovations and/or changes to the residence or venue that will affect the education and care provided to children at the service (at least two weeks' notice)
- ensure educators provide notification to the approved provider of any circumstances which may affect or pose a risk to the health, safety and wellbeing of children, including infectious diseases or natural disasters (bushfire, flooding)
- request additional information for FDC residences or venues who are located on multi-level buildings with other occupants, including:
 - the storey/s the FDC residence/venue will be located
 - the ages of children to be cared for on each level, if applicable
 - the total level of storeys located in the building
 - information regarding direct egress.

ASSESSMENTS OF FAMILY DAY CARE RESIDENCES AND /OR VENUES MAY INCLUDE ENSURING:

- suitability of the residence according to the number, ages and ability of children attending or likely to attend
- for FDC services in a multi-storey building shared with other occupants, consideration as to whether, for each storey there is direct egress to an assembly area to allow the safe evacuation of all children attending the residence or venue, including non-ambulatory children
- for services in a multi-storey building, details regarding the number of storeys within the building, which storey the residence/venue will be located, and the ages of children who will attend on each storey (if the residence/venue covers more than 1 storey)
- existence of any water hazards, water features or swimming pool at or near the residence (FDC educators are prohibited to be engaged in Tasmania if there is a swimming pool, spa or water feature at the residence or venue) (New FDC educators are prohibited to be engaged in Western Australia if there is a swimming pool, spa or water feature at the residence or venue)
- identifying any risks or potential hazards for purposes of sleep and rest
- the risk posed by any animals at the FDC residence or venue
- children are provided with a safe, secure education and care environment that poses minimal risks

- children have access to sufficient furniture, materials and developmentally appropriate equipment
- all equipment and furniture used in providing education and care are safe, clean and in good repair
- the FDC residence/venue has enough seats and developmentally appropriate utensils for children to use at mealtimes
- there are adequate facilities for safe handling, preparation, storage and disposal of food and beverages
- the location and design of toilets and hand washing facilities enable safe and convenient access by the children
- adequate supervision is provided for children when using toilet facilities
- adequate, developmentally and age-appropriate toilet, washing and drying facilities are provided
- hot water taps have temperature controls or safety guards to reduce risk of being scalded
- the suitability of nappy change facilities for children attending or likely to attend the service (including ensuring the educator is able to maintain hand on contact with a child during nappy changes)
- hygienic procedures are followed for cleaning the nappy change area between changes of children- including replacing paper on the change table, handwashing and use of gloves
- suitability of nappy change arrangements for children attending, or likely to attend
- nappy change facilities are located in an area that prevents unsupervised access by children
- laundry facilities are adequate and appropriate for educators to deal with soiled clothing, nappies and linen
- laundry facilities are located and maintained in a way that does not pose a risk to children
- the FDC residence/venue is well ventilated and has adequate natural lighting
- all FDC residences and venues (except those in WA- 1m minimum standard applies) must comply with the 0.75m height requirement for safety glass (Reg. 117). Any glass that is accessible to children that is lower than the height requirement must have additional glazing or safety film over the glass. (Reg. 117)
- prescribed information is displayed within the FDC residence/venue in accordance with Reg. 173A
- sliding doors have decals/transfers positioned at various eye levels of children
- the premises are maintained in accordance with all regulations and building standards
- sleep/rest environment and sleep equipment are fit for purpose
- consideration of evacuation procedures of infants and toddlers if their sleeping arrangements are located upstairs. (See specific risk assessments)
- any equipment with a fall height over 500mm has Australian Standard playground surfacing/soft fall to prevent serious head injuries

- fencing of the outdoor space used by children at the service is enclosed and is of a height and design that prevents preschool age children or under from getting beneath, through or over
- any items that children may use to assist them to scale a fence (play equipment, branches of a tree) are either removed or moved away from the fence
- all fences and gates are appropriately maintained to ensure the safety of children
- indoor spaces are kept at a temperature that ensures the safety and wellbeing of children
- existing water safety hazards, including water features and swimming pools at/or near the residence and/or venue are considered as part of the risk assessment and subject to monthly future inspections
- the risk posed by animals at the residence or venue are carefully considered within the risk assessment
- all internal or external stairways, ramps, corridors, hallways or balconies are enclosed in such a way as to prevent a child being trapped or falling through or climbing over it
- power points are fitted with approved safety options or with an earth leakage circuit breaker
- safety plugs are installed when electrical points
- electrical appliances are kept out of reach of all children
- sandpits are covered at night and raked regularly to dispose of any animal faeces
- outside area is checked to prevent any pests or vermin (snakes, rats, mice, spiders)
- garden sheds/garages are kept locked
- firearms and ammunition are always inaccessible to children and are stored securely and separately in a locked cupboard at all times
- firearms licences of registered persons are provided to the approved provider
- trampolines will not be used whilst children are in education and care [this is an individual FDC Service decision]
- for FDC venues only, the premises must have at least 3.25 square metres of unencumbered indoor space (Reg. 107) and 7 square metres of unencumbered outdoor space (Reg.108).

IN THE CASE OF NON-COMPLIANCE OF NATIONAL REGULATIONS, THE APPROVED PROVIDER WILL:

- notify the regulatory authority of matters in accordance with the notification requirements in sections 173-174 of the National Law and Regulations 173-176

- conduct a meeting with the FDC educator to develop an action plan to ensure areas assessed as non-compliant are rectified within a specific time frame
- ensure ongoing monitoring and assessment of the FDC residence and educator's action plan by the coordinator

If there are other issues preventing compliance, the approved provider may take further action to suspend or cancel the approval of the residence as part of the FDC Service/Scheme and terminate the employment of the FDC educator.

THE FDC EDUCATOR WILL:

- keep up to date with any changes to the assessment and reassessment of residences and venues for FDC policy and procedures
- advise the approved provider of the areas of the residence they wish to use for the operation of their service
- ensure family members are reminded of the areas that have been assessed for use
- ensure notification has been made to the approved provider of any proposed renovations and/or changes to the FDC residence or approved venue which may pose a risk to the health, safety and wellbeing of children attending or likely to attend
- ensure notification has been made to the approved provider of any circumstances which may affect or pose a risk to the health, safety and wellbeing of children, including infectious diseases or natural disasters (bushfire, flooding)
- provide a child safe environment, meeting all regulatory standards by completing daily safety checks and regular risk assessments which monitor the suitability and safety of the education and care environment and identify any risks
- discuss any suspicions or disclosures from children and follow appropriate reporting if you believe a child may be at risk of harm
- ensure the residence is set up to facilitate adequate supervision of children
- ensure the environment is free from tobacco smoke, alcohol and illicit drugs at all times
- ensure Working with Children Check (WWCC) is current at all times
- ensure any person residing in the residence over the age of 18 has a current WWCC
- participate in annual assessments of their residence or more regularly if necessary
- ensure a diagram showing the areas of the residence or venue used to provide education and care is displayed at the entry of the FDC residence or venue

- ensure their residence meets all regulatory requirements including ensuring that the premises, furniture and all equipment and toys are safe, clean and in good repair
- ensure quiet, well-ventilated and comfortable sleeping spaces are provided for children's sleep and rest
- remove ladders from any bunk beds or make the top level of the bunk inaccessible to children under 8 years
- ensure all cots meet Australian Standards and are in good repair
- ensure all glazed areas of the residence or venue complies with glass Reg. 117. All FDC residences and venues (except those in WA- 1m minimum standard applies) must comply with the 0.75m height requirement for safety glass (NQF Review). Any glass that is accessible to children that is lower than the height requirement must have additional glazing or safety film over the glass. The glazed area must be-
 - a) glazed with safety glass if the Building Code of Australia requires this; or
 - b) in any other case
 - treated with a product to prevent shattering if hit
 - or guarded by barriers to prevent a child from striking or falling against the glass.
- ensure that all equipment used complies with Australian Standards (cots, bedding, toys, electrical equipment)
- ensure floor coverings are secure and free from tripping hazards
- follow safety advice from recognised authorities and manufacturers
- ensure any play equipment or building structures are not placed near fences where children could gain a foothold and climb over a fence
- ensure gates and doors have childproof catches that prevent access to hazards including dams, roads, water features, spas or swimming pools
- complete [FDC pool, water hazards/water features safety check](#) (if applicable)
- complete and assist in record keeping of monthly inspections of swimming pools, spas and water feature
- ensure swimming pools or spas have a safety device has been installed to alert or deter a child from entering the water [mandatory for WA Services]
- ensure a back-up communication device is available at all times, located in a permanent location [mandatory for WA Services]
- ensure dogs and animals that may cause injury to children are housed in areas with secure fencing
- comply with the outcomes of the residence pre-assessment and annual assessment in a timely manner (as per action plan if required)

RECOMMENDED CHECKLISTS/AUDITS FOR FAMILY DAY CARE RESIDENCE ASSESSMENT

(Any checklist or audit sheet developed to be used for assessment must be shared with FDC educators)

- Opening and closing checklist
- Information and display checklist
- Indoor Cleaning checklist
- Outdoor Cleaning Safety checklist- (checking fencing, gates, locks, play equipment, sandpit, water hazards, risks posed by pets)
- Kitchen Audit
- Daily Kitchen checklist
- Medication Audit
- First Aid Kit Audit
- Inclusive Audit
- Hazardous substances register- including safety data sheets
- Bathroom checklist including suitability of nappy changing arrangements
- Laundry and hygiene facilities
- Furniture and equipment safety checklist
- Carpark safety checklist
- Home Safety Risk Assessment FDC - Premises assessment checklist including- glass, ventilation and natural light, suitable and sufficient furniture and materials and developmentally appropriate equipment and suitability of the residence
- Transportation pickup/drop off checklist
- Safe sleep and rest audit
- Work, Health and Safety Audit
- Visitor register
- Risk Assessment Audit
- Emergency Management Audit- (fire equipment, smoke alarms)
- Water Safety Inspection Report

CONTINUOUS IMPROVEMENT

Our Assessment Approval and Re-assessment of Approved FDC Residences and Venue Policy will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children’s Education & Care Quality Authority (2023). Policy and procedure Guidelines. [*Assessment and Re-assessment of Residences and Venues for family day care*](#)

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[*Education and Care Services National Regulations*](#). (Amended 2023)

Kidsafe NSW. [*Kidsafe Family Day Care Safety Guidelines*](#). 7th Edition. (2020).

Western Australia Government. [*Department of Communities. Improving safety at family day care residences or venues with swimming pools, spas and water features in Western Australia*](#). (2023).
[*Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012*](#)
[*Western Australian Education and Care Services National Regulations*](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider		05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026	
VERSION NUMBER	V2.4.25				

ASSESSMENT OF FAMILY DAY CARE EDUCATORS, EDUCATOR ASSISTANTS AND PERSONS RESIDING AT FAMILY DAY CARE RESIDENCES POLICY

Our Family Day Care (FDC) Service has the responsibility of ensuring Family Day Care (FDC) educators, educator assistants and all persons over the age of 18 residing at the family day care residence are fit and proper persons to be involved in the provision of education and care to young children. Our Service closely monitors FDC educators and educator assistants to ensure the fitness and propriety of all adults. Co-ordinators provide FDC educators and educator assistants with ongoing professional support, assistance and supervision and maintain accurate records to safeguard children's safety and wellbeing.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.3	Child protection	Management, educators and staff area aware of their roles and responsibilities to identify and respond to every child at risk of abuse and neglect.
QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development
QUALITY AREA 7: LEADERSHIP AND MANAGEMENT		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 171	Offence relating to direction to exclude inappropriate persons
S. 174A	Family day care educator to notify certain information to approved provider
84	Awareness of child protection law
119	Family day care educator and family day care educator assistants to be at least 18 years of age
127	Family day care educator qualifications
136	First aid qualifications

143A	Minimum requirements for a family day care educator
144	Family day care educator assistants
153	Register of family day care educators, coordinators and educator assistants
154	Record of staff, family day care coordinators and family day care educator assistants
163	Residents at family day care residence and family day care educator assistants to be fit and proper persons
164	Requirement for notice in relation to persons at residence
168	Education and care services must have policies and procedures
169	Additional policies and procedures – family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED POLICIES

Assessment Approval and Re-assessment of Approved Family Day Care Residences and/or Venue Policy Child Safe Environment Policy Engagement and Registrations of Family Day Care Educators Policy Engagement or Registration of Family Day Care Educator Assistants Policy	Keeping a Register of Family Day Care Educators Policy Monitoring Support and Supervision of Family Day Care Educators and Assistants Policy Recruitment Policy Visitors to the Family Day Care Residences Policy
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RELATED LEGISLATION

A New Tax System (Family Assistance) Act 1999 A New Tax System (Family Assistance) (Administration) Act 1999 Child Care Subsidy Minister's Rules 2017 Child Care Subsidy Secretary's Rules 2017 Education and Care Services National Law Act 2010 Education and Care Services National Regulations 2011 Family Law Act 1975 Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook

PURPOSE

Our FDC Service adheres to the Education and Care Services National Regulations and conducts assessments of educators, educator assistants and all persons over the age of 18 who reside at the FDC residence to ensure they are fit and proper persons, are suitably qualified and hold the relevant emergency care qualifications.

SCOPE

This policy applies to approved provider, nominated supervisor, coordinator, educators and educator assistants of the FDC Service.

IMPLEMENTATION

Under the *Education and Care Services National Regulations*, the approved provider of a Family Day Care (FDC) Service must ensure that policies and procedures are in place to assess FDC educators, educator assistants and persons residing at FDC residences. They must also take reasonable steps to ensure policies and procedures are followed. To ensure the ongoing health, safety and wellbeing of children, the approved provider is responsible for assessing a person's suitability as an educator or educator assistant and must ensure that all persons who work or reside in the premises of an approved FDC residence are considered to be '*fit and proper persons*.'

Our FDC Service embeds the National Principles for Child Safe Organisations and promotes a culture of child safety and wellbeing. Our recruitment and screening processes play a vital role in protecting children from harm.

We achieve this by:

- comprehensively screening all applicants for educators and educator assistants before the commencement of providing education and care
- ensuring all applicants who are working or residing with children have the required clearances (a Working with Children Check, Blue Card or Working with Vulnerable People Check, criminal history checks)
- annually assess the FDC residence or more frequently in the case of new persons residing at the residence or in the case of an incident or accident.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/COORDINATOR WILL ENSURE THAT:

- that obligations under the Education and Care Services National Law and National Regulations are met

- FDC educators, educator assistants, staff, students and volunteers have knowledge of and adhere to this policy
- an assessment process is developed and conducted for all educators and educator assistants to ensure they are considered to be fit and proper persons to care for children prior to engaging or registering them in the service and as a rigorous and ongoing assessment process annually (or as required) Reg. 163
- all FDC educators and educator assistants and coordinators are over the age of 18 years of age
- nominated supervisors, coordinators, FDC educators and assistants, students and volunteers are aware of their individual responsibilities for child protection and maintain up to date knowledge of child protection law
- all FDC educators and educator assistants have successfully completed approved child protection training (best practice)
- background checks are made for each person who has management or control for the provider including FDC educators
- a record is kept of expiry dates of criminal history check and WWCC checks
- the Department of Education is contacted if the status of a person's check changes
- FDC educators and educator assistants provide relevant documentation demonstrating they are a fit and proper person. This includes educators and educator assistants to:
 - provide proof of age
 - have a criminal history check issued in the previous six months
 - hold a current and verified Working with Children Check (WWCC)
- FDC educators and educator assistants:
 - hold current first aid qualifications undertaken within the previous three years-
 - approved first aid qualification (except in the case of emergency life support and CPR which must be completed every year)
 - approved anaphylaxis management training
 - approved emergency asthma management training
 - hold a current Driver's License if applicable
 - provide a declaration that all proposed educators are fit and proper persons having
 - regard to any prior actions involving fraud or dishonesty and their capacity to comply with the family assistance law- [See information below for CCS]
 - hold PRODA registration, and individual RA number as a FDC Educator
 - provide documentation of current public liability insurance

- a register of family day care educators, educator assistants and residents over 18 years of age is maintained Reg. 153
- FDC educators hold an approved Certificate III level (or higher) qualification (should a FDC educator engaged prior to Oct. 2023, not hold an approved Certificate III (or higher) qualification, the approved provider may apply for a waiver, which the regulatory authority may consider)
- FDC educators maintains adequate knowledge and understanding of the provision of education and care to children
- all educators, educator assistants, coordinators and other staff engaged by the FDC Service are not only approved to work with children through the WWCC but are those who have the right personal qualities, skills and experiences to provide high quality supervision and care to children
- any person residing at the FDC residence is assessed as, and remain, fit and proper for the service to operate
- a child being educated and cared for by the FDC Service is never left alone with a resident, visitor or student (including contract workers)
- address or mitigate as part of their risk assessment any notification of a change in circumstance that has been identified that poses a risk to the health, safety or wellbeing of children of the service
- any person over 18 years of age residing at the FDC residence holds a current Working with Children Check (WWCC)
- for FDC Services operating less than 12 months, the minimum of 1 full time equivalent (FTE) co-ordinator is required for every 15 FDC educators (1:15)
- educators new to the FDC Service are provided with initial support and monitoring during the first month of operation
- for FDC Services operating more than 12 months, a minimum of 1 full time equivalent (FTE) FDC coordinator is required for a maximum of 25 FDC educators (1:25)
- written consent is provided by parents of each child being educated and cared for by the educator to the use of the FDC educator assistant in each specific circumstance
- a record of nominated supervisors, co-coordinators, educators, and educator assistants engaged in the FDC Service is maintained and kept up to date
- implementing the grievance procedure or taking disciplinary action in the event of a breach of 'Code of Conduct'
- respond to any allegations to the [NSW Office of Children's Guardian](#) NSW Regulatory Authority as per the Reportable Conduct Scheme
- re-allocating children if a person or persons residing in the FDC residence do NOT meet the 'fit and proper' assessment

- FDC educators adhere to the requirements set out in the Child Care Provider Handbook
- clear expectations about commitment to child safety (Child Safe Standards) are communicated to FDC educators and educator assistants
- Ensures that all individuals involved in providing or supporting education and care in a Family Day Care service — including **educators, educator assistants, and residents aged 18 or over** — are assessed for suitability. It also outlines the required actions when a **criminal history check reveals a disclosable outcome**, particularly regarding educator assistants.

Regulatory Basis

Under **Regulation 163 of the Education and Care Services National Regulations**, the **Approved Provider** must not engage or register an individual as:

A **Family Day Care educator**,

A **Family Day Care educator assistant**, or

A **resident over 18 years of age** at a Family Day Care residence,

unless satisfied that the individual is a **fit and proper person** to be involved in the provision of education and care to children.

Assessment of Suitability – General Requirements

For each person listed above, the Approved Provider must:

Conduct a Criminal History Check

For educators and assistants: a **National Police Check** and **Working With Children Check (WWCC)** are required.

For adult residents: a **WWCC clearance** is mandatory.

All checks must be **current and valid**, with renewals tracked.

Assess the Following Matters:

- Results of all criminal history checks.
- The person's **compliance with any relevant laws**, particularly those relating to children's safety and care.
- Any known **disciplinary proceedings, professional misconduct, or investigations**.
- Character references, qualifications, and relevant work history.

Declaration of any other scheme registration history.

Disclosable Outcome – Criminal History Check for Educator Assistants

If a **criminal history check** (e.g. National Police Check) for an educator assistant indicates a **disclosable outcome**, the following steps will be taken:

Steps for Managing Disclosable Outcomes

Step 1: Confidential Review

- The Approved Provider will **review the nature and content** of the disclosable outcome confidentially.
- Key factors considered:
- The **type and seriousness** of the offence.
- Whether the offence involved **violence, children, dishonesty, or drugs**.
- The **time since the offence** and any repeat behaviour.
- Whether the offence was **disclosed voluntarily** by the applicant.

Step 2: Risk Assessment

- A formal, documented **risk assessment** will be undertaken.
- This includes evaluation of:
- Whether the offence may pose a **risk to children's health, safety, or wellbeing**.
- The context of the offence (e.g. age at the time, any rehabilitation).
- The **level of supervision** the assistant would work under.

Step 3: Request for Further Information

- The Approved Provider may request:
- A **written explanation** from the individual.
- Additional documentation or character references.
- Clarification from the **screening authority** or relevant legal body.

Step 4: Decision on Engagement

- Based on the risk assessment, the provider will:
- Approve the person's engagement (with or without conditions), or
- **Reject the application** or **withdraw the person's approval** to be an assistant.

Step 5: Documentation

- All steps, decisions, and justifications will be:
- **Recorded in writing**, and
- **Stored confidentially** in the individual's personnel file.

Step 6: Notification (If Required)

- If the individual was previously engaged and is now deemed unsuitable:

- The provider must **immediately cease their involvement**.
 - Notify the **Regulatory Authority**, if necessary, under **Section 174** of the National Law.
-

Ongoing Monitoring

- The Approved Provider will:
 - Conduct **regular reviews** of clearances and criminal history records.
 - Maintain a **compliance register** of all screening results and renewals.
 - Ensure that any change in circumstances is **reported and reassessed** promptly.
-

Confidentiality

All criminal history information will be handled with the highest level of confidentiality, in accordance with **privacy laws** and data protection standards.

THE FDC COORDINATOR WILL PROVIDE ONGOING ASSESSMENT OF THE EDUCATOR AND EDUCATOR ASSISTANT THROUGH MONITORING AND REGULAR VISITS TO EDUCATOR'S HOMES.

FDC COORDINATORS WILL:

- provide ongoing support and advice to FDC educators and educator assistants when education and care is being provided
- monitor and supervise FDC educators and educator assistants through a range of methods including:
 - scheduled face-to-face visits to educator's home, sufficient in number and frequency to ensure quality of care is maintained
 - telephone conversations
 - emails and text messages
 - Skype® or Zoom calls
- offer professional learning opportunities to FDC educators, educator assistants and other staff involved in the FDC Service
- provide evidence of adequate monitoring and support including:
 - dates and times of any visits
 - purpose of the visit- monitoring or support
 - dates and times of any telephone calls

- details of any correspondence or written materials provided to the educators for the purpose of monitoring or support
 - acknowledging and reporting any areas of concern and processes put in place to rectify these areas
 - report quality care issues in relation to the NQS to approved provider
- ensure compliance of National Regulations including:
 - health, hygiene and safe food practices
 - child safe environment
 - safe transportation of children
 - risk assessments
 - first aid kits
 - enrolment and other documents to be kept by FDC educator
 - smoke, alcohol and drug free environment
 - fencing regulations
 - dangerous and hazardous chemicals, medications and substances
 - ensuring unauthorised people, volunteers and visitors are not left alone with children.
- ensure an accurate register of each FDC educator, co-ordinator and educator assistant is maintained and kept securely. (This register must be kept for three years after an educator, co-ordinator or educator assistant ceases to be registered at the FDC Service)
- inform the nominated supervisor/responsible person or approved provider of new residents at a FDC residence

THE FDC EDUCATOR AND EDUCATOR ASSISTANT WILL:

- be aware of all regulatory and Family Assistance Law requirements
- ensure all documentation demonstrating they are a fit and proper person as per Reg. 163 and Family Assistance Law (CCS) is provided to the FDC Service and kept up to date (National Police Check, WWCC)
- provide evidence of completion of approved education qualification – Certificate III (or higher)
- notify the approved provider of any new person aged 18 years or over who resides or intends to reside at the FDC residence (including overseas or interstate visitors)
- notify the approved provider of any children residing or intending to reside in the FDC residence who are turning 18 years of age within 30 days prior to them turning 18 (providing enough notice to complete necessary checks)

- notify the approved provider immediately if they are aware of any circumstance relating to any person who resides, or intends to reside at the educator's FDC residence that may affect whether the person is a fit and proper person to be in the company of children
- keep a detailed record of all visitors to the FDC residence, including their name, signature, date, time of the visitor's arrival and departure
- ensure a child being educated and cared for by the FDC Service is never left alone with a resident, visitor or student (including contract workers)
- provide a risk management plan to ensure the safety and wellbeing of children attending the service if required
- submit all documentation required to the approved provider as requested
- embed the National Principles for Child Safe Organisations
- provide evidence of home insurances, public liability insurance, rental agreements, and any other documentation for approval of place of residence to operate a FDC Service.

DETERMINING WHETHER A PERSON IS FIT AND PROPER

Our FDC Service will adhere to *Family Assistance Law* to determine if a person is deemed fit and proper to be involved in the administration of the Child Care Subsidy, matters involving fraud, dishonesty, financial management, compliance with the law and administration of funds are all relevant considerations. The *CCS Personnel Policy FDC* provides further information regarding requirements to ensure FDC Educators are fit and proper including registration with Provider Digital Access Portal (PRODA).

Our FDC Service will adhere to National Regulations (Reg. 164) to ensure all persons residing at the FDC residence are determined as fit and proper. The FDC educator must notify the approved provider, as soon as possible, if they become aware of any circumstance or situation which may affect the fit and proper status of any individual residing or intending to reside at the FDC residence. Circumstances or situations which may affect an individual's fit and proper status may include:

- charged with or convicted of
 - an offence of sexual nature
 - an offence of violent nature
 - an offence involving drugs
 - an offence involving a weapon
- the individuals Working with Children Check/Clearance application being rejected, revoked or suspended

- if the individual has been prohibited from working with children

CONTINUOUS IMPROVEMENT

Our *Assessment of Family Day Care Educators and Persons Residing at FDC Residences Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children’s Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority (2023). [Policy and procedure Guidelines. Assessment of family day care educators, family day care educator assistants and persons residing at FDC residences](#)

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<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

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[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)
[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider		05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE		May 2026	
VERSION NUMBER	V2.4.25				

ENGAGEMENT OR REGISTRATION OF FAMILY DAY CARE EDUCATOR ASSISTANTS POLICY

Under specific circumstances, a Family Day Care (FDC) educator assistant, may assist the FDC educator in providing education and care to children as part of a Family Day Care (FDC) Service. The FDC educator assistant must be approved and engaged by or registered by the approved provider and meet all relevant requirements of the *Early Education and Care Services National Law and Regulations*.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality Service

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 103A	Offence relating to places where education and care is provided as part of a family day care service
S. 164A	Offence relating to the education and care of children by family day care service
S. 269	Register of family day care educators, coordinators and assistants
84	Awareness of child protection law
119	Family day care educators and family day care educator assistant to be at least 18 years of age
124	Number of children who can be educated and care for – family day care educator
136	First aid qualifications
143B	Ongoing management of family day care educators
144	Family day care educator assistant
153	Register of family day care educators, coordinators and educator assistants
154	Record of staff, family day care coordinators and family day care educator assistants
163	Residents at family day care residence and family day care educator assistants to be fit and proper persons
168	Education and care services must have policies and procedures
169	Additional policies and procedures – family day care service

170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED POLICIES

Assessment Approval and Re-assessment of Approved Family Day Care Residences and/or Venue Policy Child Protection Policy Child Safe Environment Policy Dealing with Infectious Diseases Policy Emergency and Evacuation Policy Engagement and Registrations of Family Day Care Educators Policy Excursion/Incursion Policy Governance Policy Incident, Injury, Trauma and Illness Policy Interactions with Children, Family and Staff Policy	Keeping a Register of Family Day Care Educators, Coordinators and Educator Assistants Policy Medical Conditions Policy Monitoring Support and Supervision of Family Day Care Educators and Assistants Policy Provision of Information Assistance Training to Family Day Care Educators Policy Recruitment Policy Safe Transportation Policy Sleep and Rest Policy Staffing Arrangements Policy Visitors to the Family Day Care Residences Policy
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PURPOSE

Our Family Day Care (FDC) Service aims to establish and maintain a constructive and professional approach in the engagement and registration of educator assistants.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, children, families and visitors of the FDC Service.

IMPLEMENTATION

Under *Education and Care Services National Regulations*, the approved provider of a FDC Service must ensure that policies and procedures are in place for the engagement or registration of FDC educator assistants. They must also take reasonable steps to ensure those policies and procedures are followed.

A FDC educator assistant may be engaged by or registered by the Service, to assist FDC educators in providing education and care to children and assisting with other areas of support. This may include the transportation of children, emergency situations and when the FDC educator needs to attend an

appointment. Educator assistants must maintain the standards expected by the service, the National Quality Framework, families and the community. Educator assistants will be employed by the Service on part time, casual or full time basis.

Our FDC Service embeds the National Principles for Child Safe Organisations and promotes a culture of child safety and wellbeing. Our recruitment and screening processes play a vital role in protecting children from harm.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR WILL ENSURE:

- obligations under the *Education and Care National Law and Regulations* are met and understood by all FDC educators
- the nominated supervisor, coordinator, FDC educators and educator assistants comply with this policy
- the applicant is approved as an educator assistant as part of a FDC Service in the circumstances set out in National Regulations
- the FDC educator assistant engaged at the FDC Service is at least 18 years old
- there is a clear and equitable registration process when engaging educator assistants
- reference checks are conducted prior to registering the applicant
- educator assistants are provided with information about the service including employment requirements
- the educator assistant has been deemed a 'fit and proper person' to be in the company of children, and holds a valid Working with Children Check/Clearance
- a register containing prescribed information about each educator assistant engaged by or registered with the service is maintained to ensure compliance with National Regulations
- clear expectations about commitment to child safety (National Principles for Child Safe Organisations) are communicated to FDC educators and educator assistants
- educator assistants are provided with a comprehensive induction and training to ensure clear and concise understanding about their role and responsibilities at the FDC service including: -
 - knowledge of the Service's Child Safe policies and procedures including Child Safe Environment, Child Protection, Sleep and Rest, Emergency and Evacuation, Administration of First Aid and Code of Conduct Policies and Child Safety and Wellbeing Policy (Vic Services)
 - Reportable Conduct Scheme
 - safe transportation requirements

- Work Health and Safety guidelines
 - behaviour guidance
 - service routines
 - human resource documentation
 - physical environment
 - communication with families' processes
 - Family Assistance Law and Child Care Subsidy
- educator assistants know how to install and use child car restraints according to manufacturer's instructions
- educator assistants have been provided with the FDC Service's policies and procedures in order to maintain compliance and quality standards
- educator assistants are aware of individual children's details including allergies, routines, contact details of parents and carers and emergency details
- educator assistants have completed all required paperwork, including evidence of their personal details, copy of their current First Aid qualification; copy of current anaphylaxis and asthma management training and copy of their valid Working with Children Check
- consideration is given to each FDC educator's specific context and location when registering educator assistants (in particular, educators located in remote areas)
- written consent is received from each child's parent for FDC educator assistants to assist the FDC educator in circumstances detailed in Reg. 144

THE APPROVED PROVIDER/NOMINATED SUPERVISOR WILL MAINTAIN A REGISTER OF FDC EDUCATOR ASSISTANTS APPROVED BY THE SERVICE CLEARLY RECORDING:

- full name, address and date of birth of the approved FDC educator they will be assisting
- full name, address and date of birth of the educator assistant
- statement included about family day care service being a venue or a residence
- a record of the identifying number of the Working with Children Check and date that the check was sighted by the approved provider or nominated supervisor and expiry date
- evidence the FDC educator assistant has completed:
 - current approved first aid qualification
 - current approved anaphylaxis and asthma management training
 - completion of emergency life support and cardio pulmonary resuscitation training
 - current child protection training
- evidence of any relevant qualifications held by the FDC educator assistant

- details of current driver's licence (with 3rd party compulsory insurance if transporting children)

FAMILY DAY CARE EDUCATOR ASSISTANT SPECIFIC CIRCUMSTANCES (REG.144)

An educator assistant must be approved and engaged by or registered by the approved provider to assist a FDC educator under specific circumstances (including transporting or escorting children)

- written consent must be provided by parents of each child being educated and cared for by the educator to the use of the family day care educator assistant in each specific circumstance
- written consent must be provided to the approved provider
- in the event of an emergency, parents of each child must be notified as soon as possible by the FDC educator, educator assistant or service representative.
- All educators applying to register with this Family Day Care service — and those already engaged — must **disclose whether they are currently, or have previously been, registered with another approved FDC scheme**, either within New South Wales or in another state or territory. This is a **mandatory requirement** as part of the service's educator approval and monitoring processes.

Requirements for Educators

1. Initial Declaration

- During the **recruitment or application process**, educators must complete a **suitability declaration form** that includes:
 - Details of any current or past registration with other FDC schemes.
 - Names of the schemes and dates of engagement.
 - Reasons for leaving or changing schemes, where relevant.

2. Ongoing Disclosure

- Educators must **notify the Approved Provider immediately** if they:
 - Apply to or join another FDC scheme concurrently.
 - Terminate registration with another scheme.
 - Become aware of any compliance actions taken against them by another scheme.

3. Verification and Recordkeeping

- The Approved Provider may:
 - **Contact previous schemes** to verify information provided.
 - Request documentation relating to performance, complaints, or regulatory history (with the educator's consent).
- All declarations will be documented and **stored securely** in the educator's personnel file.

Rationale

- This requirement is in place to:
- Assess the educator's **suitability and compliance history**.
- Avoid **conflicts of interest** or dual registration that may breach regulatory standards or agreements.

- Ensure the educator's history aligns with the service's **duty of care, quality assurance, and child safety responsibilities**.

Non-Disclosure

- Failure to declare relevant past or current scheme affiliations may result in:
- Rejection of an application,
- Suspension or termination of registration with this service, or
- Notification to the Regulatory Authority under compliance obligations.

SPECIFIC CIRCUMSTANCES INCLUDE:

- assisting the FDC educator as part of the FDC Service
- in the absence of the FDC educator, transporting a child between a residence or approved venue and school or another educator and care service or children's service or the child's home
- providing education and care to a child in emergency situations, including when the FDC educator may require urgent medical care or treatment
- escort (by walking) a child between the FDC residence or venue and:
 - a school
 - another education and care service or children's service
 - the child's home
- providing education and care to a child while the FDC educator attends an appointment provided:
 - the absence is less than four hours
 - the approved provider has approved that absence and
 - parents have been provided notice of the absence

THE FAMILY DAY CARE EDUCATOR WILL:

- notify families of their intention to use an educator assistant and request written authorisation/consent
- seek approval from the approved provider on each occasion to utilise educator assistant
- ensure the educator assistant is provided with a comprehensive induction to the residence
- ensure the educator assistant is made aware of any changes to children's medical needs or authorised persons to collect them- authorised nominees
- ensure the educator assistant is aware of:
 - displaying prescribed information including diagram of the FDC Service indicated areas of the residence/approved venue approved to provide education and care
 - location of policies and procedures
 - enrolment information (including authorised nominees)

- child safe standards including mandatory reporting obligations
- location of first aid kit
- location of emergency fire equipment
- location of exits and evacuation plan
- emergency phone numbers
- emergency contact details of all children
- individual children's medical management plans and emergency action plans
- individual children's routines
- procedures for the safe arrival and collection of children from the FDC Service
- children's personal belongings- hats, backpacks, special toy
- administration procedures for collection of fees, absences, communication with families
- privacy and confidentiality (including use of own mobile phone)
- safe transportation of children policy and procedures

Policy Section: Educator Scheme History and Re-Engagement Process

Purpose

This section outlines the expectations for educators to **disclose any past or current registration** with other Family Day Care schemes and sets out a clear process for the **re-engagement or re-registration** of an educator who is returning to the service after a break in service or transfer from another scheme.

Declaration of Registration History

All educators — including new applicants and returning educators — must declare:

- Any **current or previous period of registration** with any other Family Day Care scheme, including:
 - Name of the scheme.
 - Dates of engagement.
 - Reason for ending the registration.
 - Any compliance actions, suspensions, or voluntary withdrawals.

This declaration must be made:

- At the **time of application**, and
- **Immediately** upon any change to their registration status during their time with the service.

Re-Engagement / Re-Registration of Returning Educators

An educator who was previously registered with the service and seeks to return after a break in service must go through the following **re-engagement process**:

Step 1: Submit Expression of Interest

- The educator must notify the Approved Provider in writing of their intent to return.
- Provide updated contact details and disclose any **intervening employment or scheme affiliations** since leaving.

Step 2: Review of Previous Engagement

- The Approved Provider will:
 - Review the educator's **past performance**, compliance history, and reasons for leaving.
 - Check for any **Regulatory Authority notifications or breaches** during or after the prior period.

Step 3: Provide Updated Documentation

The returning educator must provide:

- Current **Working With Children Check (WWCC)**.
- Evidence of **up-to-date training** (first aid, CPR, anaphylaxis, asthma).
- Updated **home safety audit and risk assessment** (if premises have changed or more than 6 months have passed).
- Any updated **qualifications or changes in circumstances**.

Step 4: Suitability Assessment

- The Approved Provider will assess:
 - The educator's **fitness and propriety**.
 - Continued ability to meet the **National Quality Standard**.
 - Whether the re-engagement aligns with the **needs of the service** and children.

Step 5: Decision and Notification

- If approved, the educator will be:
 - Issued a **new registration agreement**, and
 - Re-onboarded via the service's educator induction process.
- If declined, reasons will be provided in writing and the educator may reapply at a later date.

Recordkeeping and Monitoring

- All declarations and re-engagement documents will be stored in the educator’s personnel file.
- The Approved Provider may share information with other approved FDC services or the Regulatory Authority if required under law.

Non-Compliance or Misrepresentation

Failure to fully disclose previous registration history, or submitting misleading information, may result in:

- Application rejection,
- Termination of registration,
- Notification to the Regulatory Authority.

CONTINUOUS IMPROVEMENT

Our *Engagement or Registration of Family Day Educator Assistants Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children’s Education & Care Quality Authority. (2023). Policy and procedure guidelines. [Engagement or registration of family day care educator assistant](#)

Australian Children’s Education & Care Quality Authority. (2023). [Family Day Care Compliance Guide- Approved Provider](#)

Australian Children’s Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).

Australian Government Department of Education. *Child Care Provider Handbook (2024)*. <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

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[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE	May 2026	
VERSION NUMBER	V2.4.25			

ENGAGEMENT OR REGISTRATION OF FAMILY DAY CARE EDUCATORS POLICY

Family Day Care (FDC) educators provide early education and care for babies and children up to 13 years of age in a natural and flexible home learning environment. Educators are early childhood education and care professionals who hold a Certificate III level (or higher) qualification. Our Family Day Care (FDC) Service aims to engage and register educators who are appropriately qualified, are passionate early childhood educators and are committed to ongoing training and professional learning with the support of our coordinators and management team.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality Service

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 103A	Offence relating to places where education and care is provided
S. 269	Register of family day care educators, coordinators and assistants
10	Meaning of actively working towards a qualification
30	Condition on service approval- family day care educator
84	Awareness of child protection law
119	Family day care Educator and family day care Educator Assistant to be at least 18 years old
124	Number of children who can be educated and care for – family day care educator
127	Family day care educator qualifications
136	First Aid Qualifications
143A	Minimum requirements for a family day care educator
143B	Ongoing management of family day care educators
153	Register of family day care educators, coordinators and educator assistants
163	Residents at family day care residence and family day care educator assistants to be fit and proper persons

164	Requirement for notice in relation to persons at residence
168	Education and care services must have policies and procedures
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
176A	Prescribed information to be notified to the approved provider by family day care educator

RELATED POLICIES

Assessment Approval and Re-assessment of Approved Family Day Care Residences and Venue Policy Child Safe Environment Policy Child Protection Policy Emergency and Evacuation Policy Engagement and Registrations of Family Day Care Educators Assistant Policy Excursion/Incursion Policy Governance Policy Incident, Injury, Trauma and Illness Policy Interactions with Children, Family and Staff Policy	Keeping a Register of Family Day Care Educators Policy Medical Conditions Policy Monitoring Support and Supervision of Family Day Care Educators and Assistants Policy Provision of Information Assistance Training to Family Day Care Educators Policy Recruitment Policy Safe Transportation Policy Sleep and Rest Policy Staffing Arrangements Policy Visitors to the Family Day Care Residences Policy
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RELATED LEGISLATION

A New Tax System (Family Assistance) Act 1999 A New Tax System (Family Assistance) (Administration) Act 1999 Child Care Subsidy Minister's Rules 2017 Child Care Subsidy Secretary's Rules 2017 Education and Care Services National Law Act 2010 Education and Care Services National Regulations 2011 Family Law Act 1975 Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook

PURPOSE

We aim to create and maintain a positive, professional and transparent approach to recruit, register and engage family day care educators to our FDC Service and ensure that our FDC educators are fit

and proper, suitably qualified and passionate early childhood educators. The safety, health, and wellbeing of children is paramount, and we ensure our systems and documentation for engaging and registering FDC educators are kept up-to-date and reviewed regularly.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators and educator assistants of the FDC Service.

IMPLEMENTATION

Under *Education and Care Services National Regulations*, the approved provider of a FDC Service must ensure that policies and procedures are in place for the engagement or registration of FDC educators. They must also take reasonable steps to ensure those policies and procedures are followed.

The FDC Service will have a consistent process in the registration or engagement of FDC educators. Educators will come from a variety of backgrounds and life experiences, to reflect the diversity within our community, whilst adhering to all current Education and Care Services National Regulations, National Quality Standard and Family Assistance Law.

Our FDC Service will use a variety of advertising methods to attract and recruit FDC educators, which may include paper based, electronic/social media and word of mouth. All potential educators are required to submit a written application stating relevant qualifications, interest, suitability and availability. We encourage opportunities to discuss our processes of recruiting, training and engagement of potential educators. All FDC educators will register with the Department of Education through the Provider Digital Access Portal (PRODA) and maintain registration as part of their employment by our service to provide care for children and record attendance information for Child Care Subsidy purposes.

Our FDC Service is committed to be a child safe Early Education and Care Service and embeds the National Child Safe Principles. Our recruitment and screening processes play a vital role in protecting children from harm.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR WILL:

- ensure obligations under the *Education and Care National Law and Regulations* are met and understood by all FDC educators
- ensure robust and proper checks take place prior to registration of FDC educators, including a declaration of fitness and history of compliance with the National Law and Regulations completed by the educator
- review the educator's knowledge and understanding of the provision of education and care to children, taking into consideration the educator's history of compliance with the National Law and regulations (Reg. 143A)
- ensure FDC are at least 18 years of age, are suitably qualified, hold at least an approved certificate III level (or higher) qualification (transitional arrangements apply for existing FDC educators to complete qualifications)
- ensure potential educators hold a current Working with Children Check (WWCC) and Australian National Police Criminal history record check (or Police Check) obtained from the relevant state or territory police service, or an agency accredited by the Australian Criminal Intelligence Commission, no more than six (6) months before the date of the application
- have procedures in place to notify the regulatory authority of any circumstance that may pose a risk to the health, safety or wellbeing of children, including fitness of propriety issues related to any individual residing in the FDC residence
- ensure FDC educators notify the approved provider of any new resident over 18 years of age at the FDC residence and any circumstances relating to a person at the FDC residence that may affect whether they are a fit and proper to be in the company of children (including if the person has been charged or convicted of an offence of a sexual or violent nature or an offence involving drugs or a weapon, the person's working with children or vulnerable people check, registration or card is rejected, revoked or suspended or the person is prohibited from working with children)
- maintain a register of FDC educators, coordinators, educator assistants
- ensure quality practices in our recruitment process, induction, retention and wellbeing
- embed National child safe principles into the FDC Service's philosophy, practices and culture
- ensure copies of all policies and procedures are readily accessible to nominated supervisors, coordinators, educators, families, volunteers, students and visitors
- ensure a diagram is displayed and visible from the main entrance showing the FDC venue and areas of the FDC residence assessed as suitable for providing education and care to children and identifying any swimming pool, water feature or spa

- ensure any swimming pool at the FDC residence or approved venue is fenced according to relevant state laws

TO BE ENGAGED OR REGISTERED AS A FAMILY DAY CARE EDUCATOR, THE APPLICANT MUST:

- be aware of regulatory requirements
- ensure the approved provider is notified of any circumstance that may pose a risk to the health, safety or wellbeing of children attending or likely to attend the family day care residence (Reg. 176A)
- be at least 18 years of age
- hold a current Working with Children Check (WWCC) and Australian National Police Criminal history record check (or Police Check) obtained from the relevant state or territory police service, or an agency accredited by the Australian Criminal Intelligence Commission, no more than six (6) months before the date of the application
- complete a declaration that all proposed educators are fit and proper persons having regard to any prior actions involving fraud or dishonesty and their capacity to comply with the family assistance law
- maintain current approved first aid qualification and approved anaphylaxis and asthma management training, ensuring the training has been completed within the previous 3 years
- renew cardio-pulmonary resuscitation every 12 months
- hold at least an approved Certificate III level of an early childhood education qualification. hold insurance against public liability with a minimum cover of \$10,000,000
- be considered a '*fit and proper person*' to be providing education and care to children
- be a responsive and effective communicator
- maintain and extend their knowledge and understanding of the provision of education and care to children and implement the approved learning frameworks- *Belonging, Being and Becoming: The Early Years Learning Framework for Australia (V2.0)* and *Our Time Our Place: Framework for School Aged Care in Australia (V2.0)*
- hold PRODA registration, and individual RA number as a FDC educator
- notify the approved provider of any residents at the FDC residence or venue, including intention to have residents at the residence or venue
- notify the approved provider of any circumstances relating to a person who resides at the residence or intends to reside that may affect whether the person is fit or proper to be in the company of children
- All educators applying to register with this Family Day Care service — and those already engaged — must **disclose whether they are currently, or have previously been, registered with another**

approved FDC scheme, either within New South Wales or in another state or territory. This is a **mandatory requirement** as part of the service's educator approval and monitoring processes.

Requirements for Educators

4. Initial Declaration

- During the **recruitment or application process**, educators must complete a **suitability declaration form** that includes:
 - Details of any current or past registration with other FDC schemes.
 - Names of the schemes and dates of engagement.
 - Reasons for leaving or changing schemes, where relevant.

5. Ongoing Disclosure

- Educators must **notify the Approved Provider immediately** if they:
 - Apply to or join another FDC scheme concurrently.
 - Terminate registration with another scheme.
 - Become aware of any compliance actions taken against them by another scheme.

6. Verification and Recordkeeping

- The Approved Provider may:
 - **Contact previous schemes** to verify information provided.
 - Request documentation relating to performance, complaints, or regulatory history (with the educator's consent).
- All declarations will be documented and **stored securely** in the educator's personnel file.

Rationale

- This requirement is in place to:
- Assess the educator's **suitability and compliance history**.
- Avoid **conflicts of interest** or dual registration that may breach regulatory standards or agreements.
- Ensure the educator's history aligns with the service's **duty of care, quality assurance, and child safety responsibilities**.

Non-Disclosure

- Failure to declare relevant past or current scheme affiliations may result in:
- Rejection of an application,
- Suspension or termination of registration with this service, or
- Notification to the Regulatory Authority under compliance obligations.

EDUCATORS SHOULD BE EXPECTED TO:

- complete a written application to the FDC Service
- participate in an interview with the approved provider (nominated supervisor, coordinator, educational leader)
- provide requested documentation

- display a diagram at the main entrance showing the areas of the FDC residence or approved venue assessed as suitable for education and care provided to children
- ensure this diagram clearly shows the existence of any water hazard, swimming pool or spa
- display prescribed information clearly visible for families at the entrance of the FDC residence or venue
- have adequate knowledge and understanding of the provision of education and care to children
- have knowledge and competence in ensuring the safety, health and wellbeing of all children being educated and cared for in their residence or approved venue
- have knowledge of child protection law and understand their responsibilities as mandatory reporters
- have knowledge and commitment to embedding the National Child Safe Principles
- maintain current approved first aid and approved anaphylaxis and asthma management training and renew cardio-pulmonary resuscitation every 12 months
- ensure their public liability insurance is kept current
- have the proposed residence or venue assessed and approved by the approved provider prior to commencement of providing education and care to children
- notify the approved provider of all family members residing in their residence including their names and dates of birth
- notify the approved provider of any residents at the FDC residence or venue; if any person is over 18 years of age provide a WWCC clearance check
- notify the approved provider of any circumstance relating to a person who resides or intends to reside at the residence that may affect whether the person is a fit and proper person to be in the company of children
- ensure to provide a smoke, drug and alcohol-free environment
- be prepared to allow coordinators to regularly visit their residence to assess safety and compliance and review the educational program
- have policies and procedures available at the residence or approved venue and be readily accessible by all educators, educator assistants, coordinators, volunteers and families and regulatory officers
- be prepared to self-assess their performance in delivering care and education to children in their care and plan for future improvements in their Quality Improvement Plan
- implement the FDC Services' policies and procedures
- abide by the Code of Conduct at all times
- complete a minimum of 4 training sessions annually with our FDC Service

- comply with the requirements set out in the Child Care Provider Handbook

POTENTIAL FAMILY DAY CARE EDUCATORS MAY BE:

- required to gain a medical clearance from a qualified medical practitioner, stating he/she is physically and/or mentally capable of the duties and requirements for work in Family Day Care
- required to examine their own immunisation status in order to protect themselves and the children and families they work with
- required to have their vehicle checked by an authorised restraint fitter to check condition of seat belts, child restraints, tyres etc.

APPROVAL OF ENGAGEMENT OR REGISTRATION WITH THE FAMILY DAY CARE SERVICE

The approved provider will review all information submitted by the applicant and assess whether they meet the assessment to be a 'fit and proper' person to provide education and care to children.

If the applicant is successful, they will receive a letter of offer to be registered or engaged by the service.

The educator will be provided with an extensive induction and orientation training

Induction will provide information on:

- Legal requirements and obligations under the National Quality Framework
- Family Day Care administration requirements
 - service policies and procedures
 - legislation and guidelines
 - applying knowledge of Commonwealth and jurisdictional administrative requirements
 - CCS and ACCS – fees
 - legal requirements of record keeping- attendance records, visitor records, written authorisations
 - Statement of Philosophy
 - Family Day Care Service Handbook
 - insurances
 - information on small business management (including taxation requirements)
 - employment terms and conditions, including the contractor payment arrangements
 - schedule of fees and fee collection methods
 - record keeping requirements
 - process of assessing the suitability of the residence and ongoing assessment
 - Working with Children Checks/criminal history checks

- National Quality Framework-
 - Education and Care Services National Law and Regulations
 - National Quality Standards
 - Assessment and Rating
- Early Childhood Australia Code of Ethics
- Provision of quality education and care to children
 - Early Years Learning Framework and My Time, Our Place Framework
 - Importance of play
 - educational program
 - observing and documenting children's development
 - caring for children
 - inclusive environments
 - behaviour guidance
 - managing children's health and safety
- Code of Conduct
- Child Safe Standards
- Methods of communicating with families
- Process of dealing with grievances and complaints
- Work Health and Safety
- Privacy and Confidentiality

Prior to any child being enrolled with the FDC educator, an assessment of the proposed residence must be completed to ensure it meets the service requirements.

We aim to build successful and professional partnerships between our FDC Service and educators. If potential family day care educators are dissatisfied with the engagement and registration process, they will be encouraged to use the grievance procedure.

[See: *Engagement and Registration of Family Day Care Educators Procedure*]

Policy Section: Educator Scheme History and Re-Engagement Process

Purpose

This section outlines the expectations for educators to **disclose any past or current registration** with other Family Day Care schemes and sets out a clear process for the **re-engagement or re-registration** of an educator who is returning to the service after a break in service or transfer from another scheme.

Declaration of Registration History

All educators — including new applicants and returning educators — must declare:

- Any **current or previous period of registration** with any other Family Day Care scheme, including:
 - Name of the scheme.
 - Dates of engagement.
 - Reason for ending the registration.
 - Any compliance actions, suspensions, or voluntary withdrawals.

This declaration must be made:

- At the **time of application**, and
- **Immediately** upon any change to their registration status during their time with the service.

Re-Engagement / Re-Registration of Returning Educators

An educator who was previously registered with the service and seeks to return after a break in service must go through the following **re-engagement process**:

Step 1: Submit Expression of Interest

- The educator must notify the Approved Provider in writing of their intent to return.
- Provide updated contact details and disclose any **intervening employment or scheme affiliations** since leaving.

Step 2: Review of Previous Engagement

- The Approved Provider will:
 - Review the educator's **past performance**, compliance history, and reasons for leaving.
 - Check for any **Regulatory Authority notifications or breaches** during or after the prior period.

Step 3: Provide Updated Documentation

The returning educator must provide:

- Current **Working With Children Check (WWCC)**.
- Evidence of **up-to-date training** (first aid, CPR, anaphylaxis, asthma).
- Updated **home safety audit and risk assessment** (if premises have changed or more than 6 months have passed).
- Any updated **qualifications or changes in circumstances**.

Step 4: Suitability Assessment

- The Approved Provider will assess:
 - The educator's **fitness and propriety**.
 - Continued ability to meet the **National Quality Standard**.
 - Whether the re-engagement aligns with the **needs of the service** and children.

Step 5: Decision and Notification

- If approved, the educator will be:
 - Issued a **new registration agreement**, and
 - Re-onboarded via the service's educator induction process.
- If declined, reasons will be provided in writing and the educator may reapply at a later date.

Recordkeeping and Monitoring

- All declarations and re-engagement documents will be stored in the educator's personnel file.
- The Approved Provider may share information with other approved FDC services or the Regulatory Authority if required under law.

Non-Compliance or Misrepresentation

Failure to fully disclose previous registration history, or submitting misleading information, may result in:

- Application rejection,
- Termination of registration,
- Notification to the Regulatory Authority.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Engagement or Registrations of FDC Educators Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

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[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson	Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE	May 2026
VERSION NUMBER	V2.4.25		

KEEPING A REGISTER OF FAMILY DAY CARE EDUCATORS, COORDINATORS AND EDUCATOR ASSISTANTS POLICY

Under the Education and Care Services National Regulations, Family Day Care Services are required to maintain an accurate register of any Family Day Care (FDC) educators, coordinators and educator assistants engaged by or registered with the Service.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality Service

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 269	Register of family day care educators, coordinators and assistants
124	Number of children who can be educated and cared for- family day care educator
153	Register of family day care educators, coordinators and educator assistants
168	Education and care service must have policies and procedures
169	Additional policies and procedures-family day care services
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

RELATED POLICIES

Assessment Approval and Re-assessment of Approved Family Day Care Residences and Venue Policy Child Safe Environment Policy Child Protection Policy Engagement or Registration of Family Day Care Educators Policy	Engagement and Registrations of Family Day Care Educators Assistant Policy Governance Policy Monitoring Support and Supervision of Family Day Care Educators and Assistants Policy Staffing Arrangement Policy
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PURPOSE

The Family Day Care (FDC) Service aims to act in an equitable and transparent manner by ensuring an

accurate register that includes all the information prescribed in the Education and Care Services National Regulations.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, families and visitors of the FDC Service.

IMPLEMENTATION

Under the Education and Care Services National Regulations, an approved provider of the Family Day Care (FDC) Service must ensure that a register of FDC educators, coordinators and educator assistants employed or engaged by, or registered with the FDC Service is developed and maintained. The approved provider must also take reasonable steps to ensure that those policies and procedures are followed.

Record keeping is an integral part of the management of a service. To support quality education and care, as well as ensuring the safety and wellbeing of children we ensure our register of all FDC educators, coordinators and educator assistants is accurate and kept up-to-date.

WHERE IS THE REGISTER KEPT?

- The register will be kept at the principal office of the approved FDC Service
- Coordinators will be responsible for recording evidence in the register of visits, phone calls and other support provided to family day care educators
- The register will be made available to authorised officers of a regulatory authority and parents on request within 24 hours. The register will be kept in a secure place and treated confidentially
- Information must be held for three years after the date an educator, coordinator or educator assistant ceases to be employed or engaged by or registered with the FDC Service.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR WILL:

- ensure that obligations under the *Education and Care Services National Law and National Regulations* are met
- include the prescribed information in the register about the FDC educators, coordinators and educator assistants
- take reasonable steps to ensure the information in the register is accurate

- provide any information in the register (and any changes) to the regulatory authority upon request within 24 hours of the request
- ensure copies of the policy and procedures are readily available and accessible to FDC educators, coordinators, educator assistants and other staff, and families
- notify families at least 14 days of any changes to policy or procedures- as per regulations
- provide induction training to new educators and other staff
- provide ongoing training and information to coordinators, nominated supervisors, educators and educator assistants to ensure they can fulfil their roles and provide a child safe environment for all children and young people
- keep copies of the register until the end of 3 years after the FDC educator, coordinator or educator assistant ceases to be employed or engaged by or registered with the FDC Service.

THE REGISTER OF FAMILY DAY CARE EDUCATORS, COORDINATORS AND ASSISTANTS MUST INCLUDE:

- full name of educator, coordinator/s and educator assistant
- date of birth (minimum of 18 years of age) of each person
- contact details (including address) of each person
- the address of the residence or approved venue to confirm where the educator will be providing education and care to children as part of the FDC Service
- the date that each educator, coordinator and educator assistant was engaged by or registered with the FDC Service
- the date the educator, coordinator and educator assistant ceased to be engaged by or registered with the FDC Service (if applicable)
- the full name of the educator to be assisted by the educator assistant
- the days and hours the educator will usually be providing education and care to children as part of the FDC Service
- if the educator or educator assistant is an approved provider, the number of the provider approval and the date the approval was granted
- the name and date of birth of people who normally reside at the FDC residence and a record of any working with children clearance (WWCC or teacher registration) as per state legislation. The record must include the date sighted by the approved provider/nominated supervisor and the expiry date
- evidence of any relevant qualifications held by the educator, coordinator or educator assistant

- FDC educators must hold an approved certificate III (or higher) qualification or evidence they are actively working towards a qualification. If the educator is **actively working towards a qualification** (e.g. Certificate III in Early Childhood Education and Care), the register must: Clearly note that the educator is **actively working towards** the qualification, as defined under Regulation 10. Include:
 - The name of the course.
 - The registered training organisation (RTO).
 - The expected completion date.
 - Evidence of current enrolment and progress.
 - **Regulation 153(3)(c)** – Qualifications, including evidence of being actively working towards.
- evidence of any other training completed by the educator, coordinator or educator assistant
- evidence that each FDC educator is receiving adequate monitoring and support from a FDC coordinator including:
 - dates and times of any visits by the co-ordinator to the FDC residence or venue
 - purpose of visit- monitoring or support
 - dates and times of any telephone calls between the co-ordinator and the FDC educator for the purpose of monitoring and support
 - details of any correspondence or written materials provided to the educator for the purpose of monitoring and support (include dates and times of correspondence)
- evidence that the educator and educator assistant have completed:
 - an ACECQA approved first aid qualification- including yearly cardio-pulmonary resuscitation training
 - an ACECQA approved anaphylaxis management training and
 - an ACECQA approved emergency asthma management training
- if the coordinator will be providing education and care to children, evidence that the co-ordinator has completed-
 - an ACECQA approved first aid qualifications- including yearly cardio-pulmonary resuscitation training
 - an ACECQA approved anaphylaxis management training and
 - an ACECQA approved emergency asthma management training
 - child protection training
 - If the coordinator is an approved provider, the number of the provider approval and the date the approval was granted

- a record of the identifying number and expiry date of a current Working with Children Check, Blue Card, Working with Vulnerable People Check, Criminal History Record Check or proof of current teacher registration under an education law of a participating jurisdiction and date of expiry.
- a record identifying the date the check or registration of the above was sighted by the approved provider or a nominated supervisor of the FDC Service
- for each child educated and cared for by the educator as part of the FDC Service, the child's name and date of birth and the days and hours that the educator usually provides education and care to that child
- if regulation 124(5) applies, a record of the approved granted in relation for the FDC educator operating with more than 7 children, or more than 4 children under preschool age, due to exceptional circumstances
- if the education and care is provided in a residence, the full names and dates of birth of all persons who normally reside at the FDC residence and a record of any working with children clearance, such as WWCC or teacher registration.

Educator Assistant Location and Venue Type

For every **educator assistant**, the register must include:

- The **address** of the **residence or approved family day care venue** where they provide education and care.
- A **statement specifying whether** the address is:
 - A **residence**, or
 - An **approved venue**.

FAMILY DAY CARE EDUCATORS AND EDUCATOR ASSISTANTS WILL:

- notify the approved provider of any changes to the information recorded in the register
- update information related to qualifications, mandated training, working with children clearance/check, details of monitoring support provided by the FDC coordinator.

Other Required Details in the Register

To meet the full requirements of Regulation 153, the FDC Register must also include:

Person	Information to Record
	Full name, address, date of engagement, qualifications (or working towards),
Educators	WWCC details, home address of residence or venue used, venue type (residence or approved venue).
Coordinators	Name, approval number (if also the provider), qualifications, and engagement start date.

Person	Information to Record
Educator	Name, address of care location, nature of the location (residence or venue),
Assistants	and WWCC details.

Maintenance and Access Requirements

- The register must be:
 - **Kept up to date at all times.**
 - **Available for inspection** by the Regulatory Authority on request.
 - **Stored securely** to protect privacy but accessible to authorised personnel.

CONTINUOUS IMPROVEMENT

Our *Keeping a Register of Family Day Care Educators, Coordinators and Educator Assistants Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children’s Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

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Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations.](#) (Amended 2023)

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

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REVIEW

POLICY REVIEWED BY	Daniel Davidson	Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE	May 2026
VERSION NUMBER	V2.4.25		

MONITORING, SUPPORT AND SUPERVISION OF FAMILY DAY CARE EDUCATORS AND EDUCATOR ASSISTANTS POLICY

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S.51	Conditions of service approval
S. 163	Offence relating to appointment or engagement of family day care co-ordinators
S. 164	Offence relating to assistance to family day care educators
S. 164A	Offence relating to the education and care of children by family day care service
S. 167	Offence relating to protection of children from harm and hazards
S. 168	Offence relating to required programs
S. 169	Offence relating to staffing arrangements
55	Quality improvement plans
73	Educational program
74	Documenting of child assessments or evaluations for delivery of educational program
75	Information about education program to be kept available
76	Information about educational program to be given to parents
82	Tobacco, drug and alcohol-free environment
83	Staff members and family day care educators not to be affected by alcohol and drugs
84	Awareness of child protection law
84A	Sleep and rest
84B	Sleep and rest policies and procedures
84C	Risk assessment for purposes of sleep and rest policies and procedures
116	Assessments of family day care residences and approved family day care venues

116A	Inspection of swimming pools, water features and other potential water hazards at family day care residences and approved family day care venues
116B	Inspection report
116C	Compliance with fencing requirements for swimming pools at family day care residences and approved family day care venues
118	Educational leader
123A	Family day care coordinator to educator ratios-family day care services
124	Number of children who can be educated and cared for- family day care services
127	Family day care educator qualifications
128	Family day care coordinator qualifications
143B	Ongoing management of family day care educators
144	Family day care educator assistant
153	Register of family day care educators, coordinators and educator assistants
154	Record of staff engaged or employed by family day care service
163	Residents at family day care residence and family day care educator assistants to be fit and proper persons
164	Requirement for notice in relation to persons at residence
168	Education and care services must have policies and procedures
169	Additional policies and procedures-family day care service
169(2)(d)	Monitoring, support and supervision of family day care educators, including how the service will manage educators at remote locations
170	Policies and procedures to be followed
172	Notification of change to policies and procedures
173A	Prescribed information to be displayed-family day care service
175	Prescribed information to be notified to regulatory authority
176A	Prescribed information to be notified to approved provider by family day care educator
180	Evidence of prescribed insurance

RELATED POLICIES

Assessment Approval and Re-assessment of Approved Family Day Care Residences and /or Venue Policy Assessment of Family Day Care Educators, Assistants and Persons residing at the Family Day Care Residence/or Venue Policy Child Safe Environment Policy Code of Conduct Policy Educational Program Policy Engagement or Registration of Family Day Care Educators Policy	Engagement or Registration of Family Day Care Educator Assistants Policy Governance Policy Keeping a Register of Family Day Care Educators, Coordinators, Educator Assistants Policy Photography Policy Professional Development Policy Provision of Information Assistance Training to Family Day Care Educators Policy Visitors to the Family Day care Residences Policy
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PURPOSE

The Family Day Care (FDC) Service aims to maintain a high quality of education and care to children by supporting and monitoring family day care educators and educator assistants. Coordinators ensure the safety, health and wellbeing of the children being educated and cared for within the Service and support educators to ensure the educational and developmental needs of all children are met. We promote the continual improvement of practices within the FDC Service through monitoring, supporting and supervising FDC educators and educator assistants.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators, educator assistants, children, families and visitors of the FDC Service.

IMPLEMENTATION

Under the *Education and Care Services National Law*, the approved provider of a FDC Service must ensure that each FDC educator engaged by, or registered with the FDC Service is adequately monitored and supported by a FDC coordinator. The approved provider will appoint a coordinator/s to support, monitor and supervise FDC educators and educator assistants to ensure compliance and to be invested to continuously improve the FDC Service.

Under the Education and Care Services National Regulations, the approved provider must ensure that policies and procedures are in place for monitoring, support and supervision of FDC educators, including those located in remote areas. They must also take reasonable steps to ensure policies and procedures are followed.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR WILL:

- ensure that obligations under the Education and Care Services National Law and National Regulations are met
- ensure FDC educators, educator assistants, staff, students and volunteers have knowledge of and adhere to this policy
- keep evidence of the current prescribed insurance at the principal office of the FDC Service (public liability insurance with a minimum cover of \$10 000 000- Reg 30)
- ensure ratio requirements are met and regularly monitored
- ensure coordinators hold an approved diploma level education and care qualification
- ensure all coordinators have successfully completed child protection training
- ensure coordinators provide ongoing support and advice to FDC educators and educator assistants at all times education and care is being provided
- ensure coordinators are equipped with mobile phones, laptop computers and/or other devices to ensure communication with educators, wherever they are located, is seamless and personal
- be aware of existing ratios of coordinators to educators as a condition of approval from the regulatory authority
 - ensure the minimum coordinator to educator ratio is applied to all new FDC Services- operating less than 12 months- 1 full time equivalent (FTE) FDC coordinator for every 15 FDC educators
 - for FDC Services operating more than 12 months- a minimum of 1 full time equivalent FDC coordinator is required for a maximum of 25 FDC educators (1:25)
- ensure an accurate register of each FDC educator, co-ordinator and educator assistant is maintained and kept securely. (This register must be kept for three years after an educator, co-ordinator or educator assistant ceases to be registered at the FDC Service)
- ensure details of when FDC educators are approved to educate more than seven children, or more than four children who are preschool age or under, at any one time, due to exceptional circumstances, are kept on the register of FDC educators
- ensure record of assessments of FDC residence and approved venues are kept up to date
- ensure risk assessments are conducted for FDC residence or approved venue located in a multistorey building shared with other occupants for safe evacuation of children including non-ambulatory children
- ensure a record of the FDC Service's compliance with the National Law and Regulations is kept and is readily available for the regulatory authority to sight
- ensure educators display prescribed information clearly visible for families at the entrance of the FDC residence or venue (Reg. 173A)

- provide professional development opportunities for staff and educators
- ensure policies and procedures are readily accessible
- ensure clear expectations about commitment to child safety and embedding the Child Safe Standards are communicated to FDC educators and educator assistants
- notify families at least 14 days before changing the policy or procedures (as per regulations)
- ensure monthly inspections of swimming pools, water features and spas for FDC residence and approved venues are conducted and recorded (note: inspections must be in person)
- ensure a diagram is displayed at each residence or approved venue showing areas of the residence or venue suitable for the provision of education and care. Additionally, the diagram must show the existence of any water hazards, water features or swimming pools at or near the residence of venue
- ensure swimming pools or spas have a safety device has been installed to alert or deter a child from entering the water [mandatory for WA Services]
- ensure educators maintain a back-up communication device that is kept in a permanent location and is always available in an emergency [mandatory for WA Services]
- request educators notify the approved provider of any circumstances that arise at the approved residence or venue that may pose a risk to the health, safety and wellbeing of children attending or likely to attend the FDC Service
- request educators notify the approved provider of any renovations, infectious disease outbreaks, bushfire, flood or other natural disasters which may affect the approved residence or venue
- ensure that only the FDC educator or educator assistant provides education and care to children enrolled in the FDC Service (S.164A).

THE COORDINATOR OR COORDINATION TEAM WILL:

- take reasonable steps to ensure that each FDC educator and educator assistant engaged within the FDC Service maintain adequate knowledge and understanding of the provision of education and care to children
- monitor and supervise FDC educators and educator assistants in all locations through a range of methods including:
 - conducting regular scheduled visits to educator's homes
 - engaging in regular telephone conversations, emails and text messages
 - utilising Skype® or Zoom to communicate with educators who are remotely located
 - organising team meetings through online platforms to
 - encourage collegiality and

- providing targeted professional learning
 - share resources, ideas
 - provide opportunities for other educators to 'see' how educators program for children
- provide additional and flexible support to services located in remote locations including visits in person when possible
- always be contactable by telephone whilst children are in attendance at a service to respond to educator's requests for assistance and support including weekends and overnight stays
- respond to educator emails within 24 hours
- provide feedback to ensure practices meet service policies and National Quality Framework, EYLF and MTOP frameworks, National Law and Education and Care Services National Regulations
- be responsive to FDC educator and educator assistant's requests for assistance and/or mentoring
- support educators to reflect critically on their practice
- provide assistance with the service's self-assessment, identifying areas that need improvement and promote continuous improvement to be documented in their Quality Improvement Plan (QIP)
- promote and plan for social outings, playgroups and other meetings to support educators
- ensure policies and procedures are in place at the residence or approved venue including safe sleep and rest practices
- take reasonable steps to ensure that any serious incident or complaint is adequately and promptly addressed by the regulatory authority
- report issues/concerns where children's needs are not being met or a child/ren is at risk
- ensure educators and educator assistants are aware of the Service's child safe policies and procedures including *Child Safe Environment, Child Protection, Code of Conduct and Child Safety and Wellbeing Policy* (Vic Services only)

PHYSICAL ENVIRONMENT

- ensure the FDC residence and/or venue, including equipment and resources, are in a clean and safe condition
- support FDC educators to conduct risk assessments to develop and maintain a child safe environment for all children
- provide a range of checklists for educators to use to ensure any safety risks or issues are identified (including daily water hazard check; indoor/outdoor areas)
- provide opportunities for critical reflection on policies and practices that help prevent, detect and respond to child abuse and neglect using the Child Safe Standards as a framework

- support FDC educators to support children and young people who are culturally and linguistically diverse
- conduct annual assessments of the FDC approved residence and/or venue using checklists as indicated in our *Assessment, Re-Assessment of FDC Residence Policy*
- conduct physical monthly inspections of swimming pools, water features or spas and fencing using checklists as indicated in our *Assessment, Approval and Re-Assessment of FDC Residence Policy*
- support FDC educators to provide many opportunities for play within their program by offering a range of materials and experiences to children of different ages (toy library, sharing specific art equipment)
- monitor any modifications required to the environment to ensure compliance
- monitor and support educators in providing a physical environment that is safe, appropriate, culturally diverse and inclusive for all children.

EDUCATOR'S QUALIFICATIONS AND PROFESSIONAL LEARNING

- maintain a register of education qualifications for FDC educators and educator assistants (minimum requirement Certificate III or higher)
- take reasonable steps to ensure that each FDC educator and educator assistant engaged within the FDC Service maintain adequate knowledge and understanding of the provision of education and care to children
- ensure all FDC educators
- collaborate with FDC educators to discuss and reflect on individual children and families
- offer professional learning opportunities to FDC educators, educator assistants and other staff involved in the family day care service to enhance their skills and professional development
- professional development may include, but is not limited to:
 - familiarisation of updated approved learning frameworks- EYLF V2.0, MTOP V2.0
 - behaviour guidance strategies
 - intentional teaching strategies
 - risk assessment- transporting children for regular outings, planning excursions, physical environment
 - reflective practice
 - cultural competency
 - Child Safe Standards and child protection
 - assessment and rating

THE EDUCATIONAL LEADER WILL:

- oversee the development and implementation of the educational programs across the FDC service/scheme and ensure they are linked to the relevant approved learning frameworks- EYLF V2.0 and MTOP V2.0 with FDC educators
- ensure required documentation is developed and shared with families
- ensure an up-to-date educational program displayed at the FDC residence or approved venue that is accessible to families
- ensure the educational program is delivered in accordance with an approved learning framework (*Belonging, Being & Becoming: The Early Years Learning Framework EYLF, V2.0; My Time Our Place: Framework for School Age Care in Australia, MTOP V2.0*)
- ensure educators monitor and support the developmental needs, interests and experiences of each individual child at the FDC Service
- provide relevant support and assistance to educators assisting them to identify the individual needs of each child in care and plan relevant inclusive experiences
- assist educators to observe and monitor development
- monitor documentation in order to meet the requirements outlined in the National Regulations and National Quality Standard
- support educators and educator assistants to respond to requests from families about their child promptly and respectfully
- ensure educators and educator assistants adhere to the Australian Code of Ethics, forming positive and respectful relationships with families and children.

CONTINUOUS IMPROVEMENT

Our *Monitoring Support and Supervision of Educators and Assistants Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2024). [*Guide to the National Quality Framework*](#).
Australian Children's Education & Care Quality Authority (2023). Policy and procedure guidelines. [*Monitoring, support and supervision of family day care educators, including how the service will manage those in remote locations*](#)

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[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)
[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson	Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE	May 2026
VERSION NUMBER	V2.4.25		

THE PROVISION OF INFORMATION, ASSISTANCE AND TRAINING TO FAMILY DAY CARE EDUCATORS POLICY

Providing initial and ongoing contact, support and professional learning is critical to ensure educators within our Family Day Care (FDC) Service deepen their understanding of early childhood education and care and develop and maintain professional satisfaction in their role as educator. We aim to develop a professional and trusting partnership with educators to support them provide a safe, stimulating and inclusive learning environment for children in their care. Collaboration and networking are critical to ensure educators in this unique education and care setting do not feel isolated or overwhelmed in their role.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
136	First aid qualifications
143B	Ongoing management of family day care educators
168	Education and care services must have policies and procedures
169	Additional policies and procedures – family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
173A	Prescribed information to be displayed- family day care service
176A	Prescribed information to be notified to approved provider by family day care educator
178	Prescribed enrolment and other documents to be kept by family day care educator

RELATED POLICIES

Assessment Approval and Re-assessment of Approved Family Day Care Residences and/or Venue Policy Child Safe Environment Policy Engagement or Registrations of Family Day Care Educators Policy Engagement or Registration of Family Day Care Educator Assistants Policy	Keeping a Register of Family Day Care Educators Policy Monitoring Support and Supervision of Family Day Care Educators and Assistants Policy Professional Development Policy Visitors to the Family Day care Residences Policy
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PURPOSE

The Family Day Care (FDC) Service is committed to supporting educators deliver quality education and care. We will ensure that all educators are provided and supported with opportunities for appropriate training and development to enhance their skills and knowledge in education and care.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators and educator assistants of the FDC Service.

IMPLEMENTATION

The *Education and Care Services National Regulations* required approved providers to ensure their services have policies and procedures in place in relation to providing information, assistance and training to FDC educators. To improve current practices, knowledge and skills in educating and caring for children, our FDC Service ensures all educators ensure receive ongoing support and professional development. We ensure that all educators have, an approved Certificate III level of education and care qualification and support educators to continue to access appropriate professional learning as part of commitment for quality improvement.

INDUCTION TO THE FAMILY DAY CARE SERVICE

The approved provider, educational leader/and or coordinator will ensure all educators engaged or registered with the FDC Service are provided with an extensive induction training (orientation) training.

Induction will cover a range of critical areas to ensure educators understand:

- their legal requirements and obligations under the National Quality Framework (NQF) including prescribed information to be notified to the approved provider
- mandatory training requirements including:
 - approved ACECQA First Aid qualification
 - approved ACECQA anaphylaxis management training

- approved ACECQA emergency asthma management training
- CPR training (every 12 months)
- child protection training
- reporting requirements under National Law and Regulations
- approved certificate III level (or higher) qualification for FDC educators

Family Day Care administration requirements

- service policies and procedures
- legislation and guidelines
- applying knowledge of Commonwealth and jurisdictional administrative requirements
- CCS and ACCS – fees
- legal requirements of record keeping- attendance records, visitor records, written authorisations
- Statement of Philosophy
- Family Day Care Service Handbook
- insurances
- information on small business management (including taxation requirements)
- employment terms and conditions, including the contractor payment arrangements
- schedule of fees and fee collection methods
- process of assessing the suitability of the residence and ongoing assessment
- Working with Children Checks/criminal history checks

National Quality Framework

- Education and Care Services National Law and Regulations
- National Quality Standard
- Assessment and Rating

Early Childhood Australia Code of Ethics

Provision of quality education and care to children

- Early Years Learning Framework, EYLF, V2.0 and My Time, Our Time Our Place Framework, MTOP, V2.0
- importance of play
- educational program
- observing and documenting children's development
- caring for children
- inclusive environments
- child safe environment

- behaviour guidance
- managing children's health and safety
- risk assessments
- safe transportation of children

Code of Conduct

National Principles for Child Safe Organisations

Methods of communicating with families

Process of dealing with grievances and complaints

Work Health and Safety

Privacy and Confidentiality

ONGOING PROFESSIONAL DEVELOPMENT AND TRAINING OPPORTUNITIES

Ongoing professional learning contributes significantly to positive learning outcomes for children. Our FDC Service aims to provide access to relevant professional learning opportunities and ongoing support to meet the needs of each FDC educator.

FDC EDUCATORS ARE REQUIRED TO:

- undertake all required training
- actively participate in the FDC Service's professional development program
- set goals for their *professional development plan*

THE APPROVED PROVIDER, NOMINATED SUPERVISOR, COORDINATOR WILL:

- provide initial and ongoing professional development to educators
- ensure all educators have a professional development plan as part of continuous improvement
- encourage educators to pursue further education to develop their skills in the education and care of children
- ensure educators have access to significant training supporting the implementation of the revised approved learning frameworks V2.0 2022- [*Belonging, Being and Becoming: The Early Years Framework for Australia*](#) for Australia and [*My Time Our Place Framework for School Age Care in Australia*](#)
- ensure educators embed the Child Safe Standards and promote a culture of child safety and wellbeing

- ensure educator and educator assistants are aware of the FDC Service's Child Safe policies and procedures including *Child Safe Environment, Child Protection, Code of Conduct and Child Safety and Wellbeing Policy* (Vic Services)
- provide guidance in the development and implementation of educational programs in collaboration with the educational leader
- ensure educators are aware of current training that is available for face-to-face learning or through online modules with a range of providers
- ensure educators remain up to date with changes to the National Law, National Regulations and National Quality Standard requirements
- ensure educators display prescribed information (Reg. 173A) in the main entrance of the FDC residence or venue and this must be clearly visible and accessible to families (e.g., near children's sign in records). This must also include:
 - the FDC Service's rating certificate
 - name and telephone number of the person at the education and care service to whom complaints can be made
 - a diagram showing areas of the FDC residence or venue indicating areas of the residence or venue suitable for the provision of education and care
 - the existence of any water feature, spa or swimming pool at or near the residence or venue
- promote a professional learning community and foster a positive culture within the FDC Service
- provide additional resources and equipment to educators as required (toys library, books, professional resources)
- facilitate regular playgroup sessions for educators and children
- provide educators with essential training requirements working in accordance with the National Regulations
- assist educators develop risk assessments for excursions, transportation and emergency evacuation procedures
- align professional development with our Service philosophy
- provide regular home face-to-face visits by coordinators to support educators
- provide clear expectations about commitment to child safety (Child Safe Standards) to FDC educators and educator assistants

PRESCRIBED RECORDS TO BE KEPT BY FAMILY DAY CARE EDUCATOR

Our ongoing support will ensure educators have been provided with information and support to develop processes for the effective maintenance, disposal and storage/display of prescribed records including:

- insurance documents (including public liability)
- Working with Children Check/criminal history record
- educator and assistant current first aid certificate (including CPR)
- educator and assistant current approved anaphylaxis management training
- educator and assistant current approved asthma management training
- incident, injury/accident, trauma and illness records
- medication record
- children's attendance records
- child enrolment records
- court orders
- written authorisations for transportation, regular outings, excursions
- record of visitors to the FDC residence or approved FDC venue
- documentation of child assessments or evaluations for delivery of educational program
- copies of all risk assessments
- monthly safety inspection of any water hazards, water features or swimming pool at the FDC residence or approved venue (if applicable)
- FDC service approval and rating
- service operation information

As best practice, FDC educators should also keep copies of:

- assessment of educators, assistants and other persons residing at the FDC approved residence
- register of educators, educator assistant
- education qualifications of educator and educator assistant
- health and safety, including attendance of a child at risk of anaphylaxis or the occurrence of an infectious disease

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Provision of Information Assistance and Training to Family Day Care Educators Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2024). [*Guide to the National Quality Framework*](#)

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Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023)

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson	Approved provider	05/05/2025
POLICY REVIEWED	May 2025	NEXT REVIEW DATE	May 2026
VERSION NUMBER	V2.4.25		

VISITORS TO FAMILY DAY CARE RESIDENCE AND VENUES POLICY

Under the *Education and Care Services National Regulations*, an approved provider of a Family Day Care (FDC) Service must take all reasonable steps to ensure a record is kept of all visitors to a family day care residence or approved venue while children are being educated and cared for by an educator. This policy assists FDC services to clarify who is in attendance at a residence at any given time and ensures the continued safety of children who are being educated and cared for at the service. Although visitors are welcomed and encouraged into the FDC residence or approved venue, it is imperative that supervision strategies are implemented to ensure children's safety at all times.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: LEADERSHIP AND MANAGEMENT	
7.3	Administrative systems enable the effective management of a quality service

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S. 170	Offence relating to unauthorised persons on education and care service premises
S. 175	Offence relating to requirement to keep enrolment and other documents
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law
153	Register of family day care educators, coordinators and educator assistants
154	Record of staff, family day care coordinators and family day care educator assistants
164	Requirement for notice in relation to persons at residence
165	Record of visitors
166	Children not to be alone with visitors
168	Policies and procedures
169	Additional policies and procedures – family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

178	Prescribed enrolment and other documents to be kept by family day care educator
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RELATED POLICIES

Assessment Approval and Re-assessment of Approved Family Day Care Residences and /or Venue Policy Child Safe Environment Policy Code of Conduct Policy Engagement or Registrations of Family Day Care Educators Policy Engagement or Registration of Family Day Care Educator Assistants Policy	Governance Policy Keeping a Register of Family Day Care Educators, Coordinators, Educator Assistants Policy Monitoring Support and Supervision of Family Day Care Educators and Assistants Policy Photography Policy Privacy and Confidentiality Policy Student and Volunteer Policy
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PURPOSE

The Family Day Care (FDC) Service aims to ensure the safety and wellbeing of children enrolled at the service by having a process in place to accurately and securely record information about visitors to the FDC residence or approved venue. Adequate supervision of children must be maintained at all times children are being educated and cared for in a service. The FDC educator and/or educator assistant must ensure a child or children are never left alone with a visitor. Our FDC Service has adopted the [National Model Code and Guidelines](#) for taking images or videos of children. Visitors will adhere to strict restrictions which prohibit using personal electronic devices to take photos at the FDC service.

SCOPE

This policy applies to the approved provider, nominated supervisor, coordinator, educators and educator assistants, children, families, students, volunteers and visitors of the FDC Service.

IMPLEMENTATION

The Education and Care Services National Regulations required the approved provider of the FDC Service to ensure policies and procedures are in place for managing visitors to Family Day Care (FDC) residences and approved venues. The approved provider will develop and maintain a register of all visitors to a residence or approved venue whilst children are being educated and cared for.

A visitor includes all persons who do not normally reside in an educator's residence. This includes, but is not limited to:

- Families looking to enrol their child/ren and are provided with an opportunity to view the FDC residence or approved venue
- FDC coordinators or person with management or control of the FDC Service

- Inclusion support workers/ Allied Health Workers
- Trades person (plumber, carpenter, electrician)
- Department of Education authorised personal
- Community members contributing to the educational program such as through story or music
- House guest (staying in educator's residence)
- Children over the age of 13 years visiting the residence
- Authorised Officer (Regulatory authority, SafeWork, Police)
- Students or Volunteers
- Educators visiting from another service
- TAFE/Uni/RTO Teachers
- Performers/ Entertainers/ Presenters

A Visitor Register must be kept of all visitors, including students and volunteers to a FDC residence or approved venue (Reg.165). The visitor register must include:

- Date
- Reason for visit
- Full Name
- Time of arrival and departure
- Company (if applicable)
- Working with Children Check

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/COORDINATOR WILL:

- ensure obligations under the *Education and Care National Law and Regulations* are met and understood by all FDC educators
- ensure the nominated supervisor, coordinator, FDC educators and educator assistants comply with this policy
- ensure FDC educators are advised of their responsibilities regarding the requirement to keep a record of all visitors to a FDC residence or approved venue whilst children are educated and cared for
- monitor the *Visitor Register* regularly- including time of arrival and departure from the FDC residence or approved venue
- ensure FDC educators are aware of their obligation to inform the approved provider if any new person aged 18 or over who resides, or intends to reside at the educator's FDC residence

- ensure FDC educators are aware of their obligation to inform the approved provider of any change in circumstance relating to a person who resides at the family day care residence and was previously considered to be a 'fit and proper person' to be in the company of children
- ensure any person aged 18 or over who resides at the family day care residence holds a current Working with Children Check (WWCC)
- ensure regular visitors to the FDC residence or approved venue are aware of the need to complete a Working with Children Check (this includes volunteers and students over the age of 18.
- verify working with Children Checks for all student, volunteers and visitors where required
- take reasonable steps to ensure the nominated supervisor, coordinators, FDC educators, educator assistants, staff and volunteers follow the *Visitors to FDC Residences or Venues Policy*
- ensure visitors are not to use personal electronic devices to take photographs or record videos of children whilst at the FDC residence/venue
- ensure visitors and educators are aware that no visitor is affected by or under the influence of drugs or alcohol while on the service premises when children are being educated and cared for

FAMILY DAY CARE EDUCATORS AND EDUCATOR ASSISTANTS WILL ENSURE:

- they are aware of the *Visitors to FDC Residences and Venue Policy* and procedures
- all visitors complete and sign the *Visitors Register*
- the *Visitor Register* record is accurate and is made available to the approved provider, regulatory authority or a child's parent if requested
- the *Visitor Register* is kept in a safe and secure location
- visitors are under the direct supervision of the educator or educator assistant whilst at the FDC residence or approved venue
- visitors (including students and/or volunteers) are never left alone with a child whilst at the service under any circumstance
- visitors who may come into direct contact with children submit their Working with Children Check to be verified by the approved provider/nominated supervisor
- visitors do not have access to personal devices that can take images or record video whilst children are being educated and cared for at the FDC residence or approved venue
- visitors, students and volunteers are dressed appropriately and behave in accordance with the FDC Service policies
- the approved provider is notified of any pending visits to the FDC residence or venue by a trade's person

- any maintenance or repairs to the FDC residence is completed outside of normal operating hours as far as possible
- the approved provider is notified of any person aged 18 or over who resides, or intends to reside at the FDC residence
- Working with Children Checks are provided to the approved provider for verification for all persons who reside at the family day care residence or regular visitors of the FDC Service
- the approved provider is notified of any change in circumstance relating to a person who resides at the family day care residence and was previously considered to be a 'fit and proper person' to be in the company of children
- social visits by friends and relatives of educators are kept to a minimum during hours that children attend the FDC residence/venue
- no visitor is affected by or under the influence of drugs or alcohol when visiting the FDC residence/approved venue when children are being educated and cared for
- all children registered each day are accounted for when a visitor leaves the premise
- if a visitor becomes hostile or aggressive the educator will refer to the FDC Service *Managing an Aggressive Person or Visitor Policy* for guidance.

VISITORS TO THE FAMILY DAY CARE RESIDENCE WILL:

- complete the *Visitor Register* upon arrival and departure of the FDC residence or approved venue, including times, dates and signature
- provide current identification- badge, photo ID
- provide a current Working with Children Check (WWCC) to educator
- always remain under the direct supervision of the educator or educator assistant
- not use personal electronic devices that can take images or record video whilst visiting the FDC residence/approved venue when children are provided education and care [optional]
- adhere to the instructions and guidance provided by the educator/supervisor/coordinator
- always maintain confidentiality in regard to children, families and educator
- adhere to the FDC Service's Child Safe policies including *Child Safe Environment Policy*, *Code of Conduct Policy* and *Child Protection Policy* at all times
- not be affected by or under the influence of drugs or alcohol while at the residence or approved venue when children are being educated and cared for
- participate in an orientation/induction to the FDC Service residence/venue

CONTINUOUS IMPROVEMENT

Our *Visitors to FDC Residences and Venues Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children’s Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority. (2024). [Taking Images or Videos of Children While Providing Early Childhood Education and Care. Guidelines for the National Model Code.](#)

Australian Children’s Education & Care Quality Authority. (2021). Policy and Procedure Guidelines. [Visitors to FDC residences and venues while education and care is being provided to children.](#)

Australian Children’s Education & Care Quality Authority. (2023). [Family Day Care Compliance Guide- Approved Provider.](#)

Australian Children’s Education & Care Quality Authority. (2023). [Family Day Care Compliance Guide. Family Day Care Educator.](#)

Education and Care Services National Law Act 2010. (Amended 2023).

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[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

REVIEW

POLICY REVIEWED BY	Daniel Davidson		Approved provider		05/05/2025
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WATER SAFETY POLICY

The safety and supervision of children is paramount when in or around water. This policy relates to managing water safety including any activity involving water play, excursions near water, safety around hot water and hygiene practices with water at Family Day Care (FDC) approved residences and venues. Children will be supervised at all times during water play experiences to help keep children safe in and around water and support children's learning in a safe environment.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm and hazards
26(1)(l)	Application for service approval- family day care-swimming pool
12	Meaning of a serious incident
101	Conduct of risk assessment for excursions
115	Premises designed to facilitate supervision
116	Assessments of family day care residences and approved family day care venues
116A	Inspection of swimming pools, water features and other potential water hazards at the family day care residences and approved family day care venues
116B	Inspection report
116C	Compliance with fencing requirements for swimming pools at family day care residences and approved family day care venues
116 (2) (d)	The existence of any water hazards, water features or swimming pool at or near the residence or venue

136	First aid qualifications
168	Education and care service must have policies and procedures
168(2)(a)(iii)	Education and care service must have policies and procedures in relation to- Water safety, including safety during any water-based activities
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
173A	Prescribed information to be displayed—family day care service (does not apply to WA Services)
174A	Family day care educator to notify certain information to approved provider
176	Time to notify the certain information to the Regulatory Authority
345	Swimming pools prohibition (Tasmania only)
373A	Telephones or other communication equipment at family day care residences and approved family day care venues (Western Australia Only)
Division 3B	Swimming pools, outdoor spas and hazardous water features at family day care residences and approved family day care venues (Western Australia Only)

RELATED POLICIES

Administration of First Aid Policy Assessment Approval and Re-Assessment of FDC Residences and Venues Policy Child Safe Environment Policy Educational Program Policy Excursion/Incursion Policy	Health and Safety Policy Incident, Injury, Trauma and Illness Policy Physical Environment Policy Sun Safe Policy Supervision Policy
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PURPOSE

To ensure the safety and supervision of children in and around water. This includes water play, excursions near water hazards, hot water, drinking water and hygiene practices with water in the Family Day Care Service environment.

SCOPE

This policy applies to children, families, the approved provider, nominated supervisor, coordinator, staff, educators, educator assistants, students, volunteers and visitors of the FDC Service.

WATER HAZARDS

The National Regulations make reference to ‘*water hazards*’ however the term is not expressly defined. In this policy, a water hazard is defined as anything that can hold 5cm of water and fit a child’s nose and mouth and a ‘water hazard’ may include:

- large bodies of water such as dams, creeks, river or pooling water, swimming pool, portable pools and spas, jetted bathtubs (or Jacuzzis)
- fishponds
- smaller bodies of water such as baths, nappy/mop buckets
- sinks, basins
- water features, such as a wishing well
- containers for feeding animals
- water troughs, containers
- beach

DROWNING

Drowning is one of the major causes of unintentional death for children 0-4 years. According to the Life Saving Society of Australia an annual average of 30 drowning deaths of children aged 0-4 years occur in swimming pools and 5 drowning deaths of children 0-4 years in bathtubs/spa baths. (Kidsafe, 2020).

Although home swimming pools are the most common site for drowning, children can drown in just a few centimetres of water. Adult supervision of young children is therefore critical when any child is in or around water.

IMPLEMENTATION

Under the Education and Care Services National Regulations, an approved provider must ensure that policies and procedures are in place for managing water safety, including during any water-based activities and take reasonable steps to ensure those policies and procedures are followed.

Legal requirements for pools, spas, paddling pools and other water troughs vary across each state and territory. Family Day Care approved providers must ensure they adhere to National Regulations, Council requirements and national safety standards when approving an educator and assessing the residence *before* providing care approval. Changes to improve safety of children at Family Day Care (FDC) residences or venue around any water hazard, water feature or swimming pools has been highlighted in the NQF Review 2019 under regulation 116 effective from October 2023.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ COORDINATOR WILL:

- adhere to all obligations under the *Education and Care National Law and Regulations*

- ensure educators, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure
- ensure detailed risk assessments are completed for any identified water hazards and water-based activities in accordance with Reg. 101
- ensure water hazards and water play are always highly supervised by FDC educator/educator assistants
- provide direction and education to educators, educator assistants and families on the importance of children's safety and supervision in and around water
- ensure health and safety practices are incorporated to ensure safe storage of water and water play
- ensure premises adjacent to or providing access to any water hazards that are not able to be adequately supervised at all times (e.g., dams, swimming pool) are to be isolated from children by a child resistant barrier or fence
- ensure any items around the perimeter of the pool (for example, tables, chairs, pot plants etc.) are not able to be used as a climbing aid for children
- ensure that each FDC educator and educator assistant hold current ACECQA approved first aid qualification that was attained within the previous three years (Reg. 136)
- ensure each FDC educator and educator assistant has successfully completed cardiopulmonary resuscitation training (CPR) each year
- ensure a Cardiopulmonary Resuscitation (CPR) chart is displayed near any swimming pool, wading pool, or body of water
- ensure hot water is inaccessible to children, including hot drinks accessed by FDC educators or families
- ensure FDC educators are aware of their obligation to notify the approved provider of any circumstances or incidents that may pose a risk to the health, safety and wellbeing of children attending the FDC Service
- notify the regulatory authority within 24 hours of any serious incident whilst a child is being educated and cared for by the FDC Service
- assess each proposed FDC residence or venue before education and care is provided, to ensure the safety, health and wellbeing of children. Consideration must be made for residences with water hazards, swimming pools or spas as to their suitability according to the number, ages and abilities of children

[Tasmania currently prohibits swimming pools at FDC premises and venues. No changes to this legislation will apply]

[Western Australia- approved providers are prohibited to engage new educators with swimming pools or spas at the proposed FDC residence]

- ensure any swimming pool at the FDC residence or approved venue complies with fencing requirements for fencing a swimming pool under relevant fencing laws, regulations and standards in participating jurisdiction
- conduct, record and keep monthly inspections of each FDC residence and approved venue with a water hazard, water feature, swimming pools or spa, including fencing and surrounds- (either the approved provider or a person nominated by the approved provider) – see: *Water Safety Inspection Report*
- ensure the inspection is conducted in person or remotely using technology that enables the person to conduct the inspection without visiting the residence or venue in person [conditions apply]
- provide a copy of the inspection within 7 days with a written report to the FDC educator identifying any safety risks or issues. Should any issue be identified, an estimated time needed to rectify the safety issue will be determined
- ensure additional consideration and risk assessments are conducted for FDC educators located in regional, remote and rural areas where creeks, rivers and canals are located. In additional consideration must be made when managing risk where other water hazards exist such as: water troughs for animals, dams and waterways
- ensure a diagram showing the areas of a FDC residence or approved venue indicating areas of the residence or venue approved for the provision of education and care to children. The diagram must also indicate the existence of any water hazards, water features or swimming pools.
- ensure no person engages in swimming whilst education and care is provided by the FDC educator (including other children who live at the residence)
- ensure swimming pools or spas have a safety device has been installed to alert or deter a child from entering the water [mandatory for WA Services]
- ensure boundary barriers around pools and spas comply with Australian Standards including
 - self-locking gates
 - making spas inaccessible with locked pool cover and isolation barriers at least 1.2m high
 - ensure pool barriers are at least 1.8m high
 - ensuring any doors that form part of the pool barrier have a self-closing mechanism and child resistant lock
 - making pool filters inaccessible to children

- ensure a diagram showing the areas of a FDC residence or approved venue indicating areas of the residence or venue approved for the provision of education and care to children is clearly displayed for families to view. The diagram must also indicate the existence of any water hazards, water features or swimming pools
- inform all families of FDC educator residences that have swimming pools or spas and the risk mitigation strategies that have been implemented to provide safety for their child whilst in the care of the educator
- ensure any containers that hold or collect water, such as nappy buckets, ponds, spas must be safely covered or made inaccessible to children
- ensure educators maintain a back-up communication device that is kept in a permanent location and is always available in an emergency [mandatory for WA Services]

FAMILY DAY CARE EDUCATORS/ EDUCATOR ASSISTANTS WILL:

- ensure a diagram showing the areas of the FDC residence or approved venue indicating areas of the residence or venue approved for the provision of education and care to children is clearly displayed for families to view. The diagram must also indicate the existence of any water hazards, water features or swimming pools
- complete risk assessments that identify and assess risks associated with any water hazards and water-based activities
- ensure all water hazards have Australian Standard barriers- fencing; self-closing mechanism and child-resistant locks and that fencing complies with relevant fencing laws, regulations and standards in participating jurisdiction
- complete and assist in record keeping of monthly inspections of swimming pools, spas and water features
- take action within the given time frame to rectify any identified safety issue and mitigate risks associated with it before it is rectified
- ensure pools or spas have a safety device installed to alert or deter a child from entering the water [mandatory for WA Services]
- ensure a back-up communication device is available at all times, located in a permanent location in FDC residence or approved venue [mandatory for WA Services]
- ensure adequate supervision is provided when participating in water activities including:
 - supervising children near water at all times
 - never leave children alone near any water
 - direct and constant monitoring of children

- scanning and moving around the environment
 - observing play and anticipating behaviour
- conduct a risk assessment in accordance with the regulatory requirements (Reg. 101) prior to taking children on an excursion, clearly identifying any water hazard and indicating how this is assessed and managed
 - seek approval by the approved provider before any outing/excursion is conducted
 - ensure all emergency procedures are adhered to whilst on any excursion as per *Excursion Policy*
- gain prior written authorisation from parents, indicating any water hazard and educator to child ratios that will be applied to ensure supervision requirements are met, prior to any excursion.
 - for children who are less than 3 years- 1 adult to each child
 - for children who are at least 3 years but not yet 6 years- 1 adult to 2 children
 - for children 6 years and over- 1 adult to 4 years (best practice)
- ensure children in a bath (if required) are
 - directly supervised at all times and;
 - remain within arm's reach of educator
- ensure fish / frog ponds and water features that are not able to be adequately supervised at all times and/or pose an unacceptable risk to children are guarded or effective barriers are in place
- complete a daily *Water Safety Inspection Report* to ensure that all hazards are known and minimised (including items close to a pool fence that could provide climbing access). When a hazard or potential hazard is detected, the educator will complete a risk assessment to address any concerns and children will be excluded from the area until the hazard has been rectified.
- utilise water activities in appropriate weather as part of the planned program
- allow the children the opportunity to experiment with water, sand, and mixing materials
- incorporate water safety awareness into the educational program
- monitor all taps on the premises that children have access to and ensure they are turned off securely when not in use
- safely cover or make inaccessible to children all water containers, e.g., mop buckets, nappy bucket
- empty wading pools immediately after every use and store to prevent the collection of water, e.g., upright
- check for and empty any water that has collected in holes or containers after rainfall or watering gardens
- ensure water troughs are not used without a stand to keep it off the ground.
- ensure children remain standing on the ground whilst using the water trough

- ensure buckets of water for soaking toys or clothing are inaccessible to children
- ensure water troughs or containers for water play are filled to a safe level and emptied into the garden areas after each use
- discourage children from drinking from any water activities for health and safety
- ensure laundry, storerooms have signage to remind the educator/adults to close doors behind them
- teach children about staying safe in and around water
- ensure wading pools are hygienically cleaned, disinfected and chlorinated appropriately:
 - on a daily basis remove leaves and debris, hose away surface dirt and scrub inside with disinfectant
 - wash away disinfectant before filling pool
 - add Chlorine to pool before children used the pool
 - check chlorine levels frequently
 - children with diarrhoea, upset stomach, open sores or nasal infections should not use the pool
 - all children should wear appropriate swimwear / bathers, go to the toilet before entering the pool, and follow correct toilet hygiene practices while in the pool
 - remove all children immediately, empty and disinfect the pool should a child pass a bowel motion whilst in the pool
- notify the approved provider as soon as practicable, if any serious incident occurs whilst a child is being educated and cared for by the educator.

OPERATIONAL SAFETY

- water tanks will be labelled with “Do Not Drink” signage and the children will be supervised in this area to make sure they are not accessing this water for drinking
- the FDC educator will discuss with the children the use of water tank water and how it differs from drinking water
- hot water accessible to children will be maintained at the temperature of 45.C° which will be tested annually (AS 3498)
- hot drinks are not to be consumed near children by educators
- water for pets at the FDC residence must be changed daily and only be accessible to children when the educator or educator assistant is supervising.

IMPORTANT: Parents will be notified as soon as practicable but within 24 hours if their child is involved in an incident/accident at the FDC Service or while under Service care.

Details of the incident/accident will be recorded on an *Incident, Injury, Trauma and Illness Record*.

Regulation 176: If the incident/accident, situation or event presents imminent or severe risk to the health, safety and wellbeing of the child or if an ambulance was called in response to the emergency (not as a precaution) the regulatory authority will be notified within 24 hours by the Approved Provider. FDC Educators will follow emergency procedures and contact emergency Services if a child appears to be missing or unaccounted for or is involved in a serious incident or accident.

CONTINUOUS IMPROVEMENT

Our *Water Safety Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).
Australian Children's Education & Care Quality Authority. (2023). [Policy and procedure guidelines- Water Safety Guidelines](#)
Australian Children's Education & Care Quality Authority. (2023). [Family Day Care Pool/Water Hazards/Water Features Safety Check](#)
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Victoria Government. [Better Health Channel. Water safety for children](#).
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[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)
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REVIEW

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