



# MONITORING, SUPPORT AND SUPERVISION OF FDC EDUCATORS POLICY

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# MONITORING, SUPPORT AND SUPERVISION OF FDC EDUCATORS POLICY

**DIVISION:** Sport, Community and Activation

**BRANCH:** Community Outcomes - Family Day Care

**CATEGORY:** 3

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## PART 1 - INTRODUCTION

### 1. BACKGROUND

1.1 The *Education and Care Services National Regulations* require policies and procedures to be in place for Family Day Care (FDC) providers to monitor, support, and supervise educators, including those located in remote areas.

### 2. OBJECTIVE

2.1 We are committed to providing ongoing monitoring, support, supervision, and guidance to all our educators to foster continuous improvement and ensure the safety, health, and wellbeing of children. Regular contact with educators also helps to build relationships and promote professional development.

### 3. SCOPE

3.1 This policy applies to:

- Camden Council FDC Service
- Staff
- Educators.

### 4. DEFINITIONS

4.1 **Approved Learning Frameworks** means under the *National Quality Framework*, services are required to base their educational program on an approved learning framework. This should focus on addressing the developmental needs, interests, and experiences of each child, while considering individual differences.

4.2 **Approved Provider** means a person who holds a provider approval (*Education and Care Services National Law*). A provider approval authorises a person to apply for one or more education and care service approvals and is valid in all jurisdictions. The Approved Provider for the purposes of this policy is Camden Council.

4.3 **Co-ordination Unit** means the Camden Council FDC principal office and main faculty for running the Service from which staff work.

- 4.4 **Co-ordinator** means a member of the Co-ordination Unit employed by the Approved Provider to monitor and support the FDC educators registered with the service.
- 4.5 **De-registration** means the educator must cease to operate and their name removed from the register.
- 4.6 **Educational Leader** means a Co-ordinator assigned to the role and has an influential role in inspiring, motivating, affirming, and challenging or extending the practice and pedagogy of educators. The role is a collaborative endeavour involving inquiry and reflection, which can significantly impact on the important work educators do with children and families.
- 4.7 **Educational program** means a program that is based on an approved learning framework and is delivered in accordance with the framework. Is based on the developmental needs, interests, and experiences of each child and is designed to consider the individual differences of each child.
- 4.8 **Educator** means an individual suitably qualified and registered by Camden Council FDC to provide education and care and refers to the FDC educator as the business owner, educator assistant, or a relief educator.
- 4.9 **Family Day Care (FDC)** means a type of education and care service that is run from the educator's own residence or an approved venue for the purpose of educating and caring for small groups of children aged 0-12 years.
- 4.10 **FDC Service** means the FDC education and care business of each individual educator or refers to Camden Council FDC service.
- 4.11 **Nominated Supervisor** means a person appointed by the Approved Provider and who has given consent to be appointed to be in day to day charge of a service and must be contactable during the hour's educators are providing education and care.
- 4.12 **Regulatory Authority** means the agency or department in each state or territory who administers the *National Quality Framework (NQF)*. They are responsible for granting approvals, including provider approval and service approvals, assessing and rating services against the *National Quality Standard* and working with the Australian Children's Education and Care Quality Authority (ACECQA) to promote continuous quality improvement and educating the sector and community about the NQF.
- 4.13 **Staff** means employees of Camden Council FDC.

## PART 2 - POLICY STATEMENT

### 5. PRINCIPLES

- 5.1 We support, mentor, and guide our educators with all aspects of their role and are committed to assisting them to self-reflect and set goals for their professional development and training.

- 5.2 To ensure the safety, health, and well-being of children, all educators (including those in remote locations) are supervised and the safety of their FDC residences monitored through regular home visits. During visits co-ordinators address any identified hazards or safety issues and provide educators with professional support, guidance, and recommendations for improvement.
- 5.3 Our service philosophy, policies, and procedures are developed in consultation with stakeholders and meet legislative and regulatory requirements and best practice recommendations. Co-ordinators supervise educators to ensure that their practices are in alignment with the policies, procedures, and philosophy.
- 5.4 Our management, staff and educators are key to the service's effective operation. Clear expectations are in place in relation to their different roles and responsibilities.

## 6. CONSIDERATIONS

- 6.1 The service has clear procedures for the monitoring support and supervision of educators, and these are implemented and reflected upon to identify areas for improvement.
- 6.2 The Nominated Supervisor will ensure they or another responsible person is always available to provide support to educators whilst their FDC service is operational. This includes being available to be contacted by telephone to provide advice and assistance.
- 6.3 Co-ordinator's will document their visits and communications with educators as an ongoing record of their progress and the monitoring, support and supervision provided. Educators are emailed a copy for their records.
- 6.4 Educators are aware of the service procedures for monitoring support and supervision of their practices and residence and will support the Co-ordinator's in their role allowing them access to the premises and providing records upon request and within the requested timeframes.
- 6.5 Visits to FDC services will be carried out whilst children are in care wherever possible and will be either unannounced or by appointment and should occur at differing times and days to ensure a variety of practices and routines can be observed.
- 6.6 Co-ordinator's will support educators to plan and reflect on their educational program and the individual learning and development of children.
- 6.7 Where a serious incident occurs and/or a breach of the *Children (Education and Care Services) National Law (NSW)*, *Education and Care Services National Regulations* or *National Quality Standards* is identified, the Nominated Supervisor will be informed and may be required to report to the Regulatory Authority.
- 6.8 When an educator fails to maintain quality standards, accept professional recommendations for the service or demonstrates continued poor performance a recommendation may be made to the Approved Provider for the educator to be de-registered, refer to the *Compliance, Improvement, and De-registration* procedure.

## 7. ROLES AND RESPONSIBILITIES

### 7.1 Approved Provider

- Ensure that obligations under the *Education and Care Services National Law* and *National Regulations* are met.
- Ensure the nominated supervisor and co-ordination unit have access to appropriate resources for the development, implementation, training, and ongoing management of this policy and its related procedures.
- Ensure the *Monitoring, Support and Supervision of FDC Educators* policy and procedures are in place.
- Take reasonable steps to ensure that Nominated Supervisors, staff, and educators follow the policy and procedures.
- Ensure co-ordinators conduct regular visits to all educator residences/venues including whilst educator assistants and relief educators are engaged, to ensure a high standard of quality care and to provide support, discuss relevant issues and determine the professional development needs of educators and support them to receive training.
- Ensure the Nominated Supervisor is available to provide support to educators. This includes being available to be contacted by telephone to provide advice and assistance to educators at all times the educator is providing education and care.
- Ensure educators are aware of the number and ages of children they are allowed to have in care at any time and that their own children are counted in this number whilst they are in their care.
- Ensure that co-ordinators and the educational leader are suitably qualified to provide monitoring, support, and supervision to educators.
- Ensure that unauthorised people are not left alone with children.
- Ensure the service keeps a register of educators and co-ordinators and has procedures in place for keeping this up to date and the information it contains is kept for three years after the educator or co-ordinator has left the service.
- Ensure copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educational leaders, educators, staff, students, and families, and available for inspection.
- Notify families at least 14 days before changing the policy or procedures if the changes will affect the fees and charges and/or significantly impact the service's education and care of children or the family's ability to utilise the service.

### 7.2 Nominated Supervisor

- Complete responsibilities as delegated by the approved provider.

- Take reasonable steps to ensure that staff and educators follow the policy and procedures.
- Ensure that the register of educators and co-ordinators is kept up-to-date and that the information it contains is kept for three years after the educator or co-ordinator has left the service.
- Ensure co-ordinators conduct regular visits to all educator residences/venues including whilst educator assistants and relief educators are engaged, to ensure a high standard of quality care and to provide support, discuss relevant issues and determine the professional development needs of educators and support them to receive training.
- Support continuous improvement of educators and provide professional development opportunities.
- Ensure that co-ordinator's are supported in their role to monitor, support, and supervise educators.
- Ensure the *Monitoring, Support and Supervision of FDC Educators* policy is implemented.
- Ensure that they themselves or a responsible person is available to be contacted by telephone and provide support to educators at all times their services are operational.
- Provide training and induction and address through regular meetings with educators their regulatory requirements and service policy and procedure expectations including recording children's attendance, record management and maintaining compliance regarding family assistance laws.

### 7.3 Educational Leader

- Devise methods to lead the development and implementation of educational programs across the service that are linked to the relevant Approved Learning Framework/s.
- Oversee the development and implementation of the educational program with educators and ensure that the required documentation is developed and kept.

### 7.4 Coordination Unit Staff

- Ensure they follow Camden FDC policy and procedures and implement and maintain all requirements under these and as directed by the nominated supervisor.
- Implement the *Monitoring, Support and Supervision of FDC Educators* policy and procedures.
- Implement procedures to adequately monitor, support and supervise educators.

- Co-ordinators will schedule regular monitoring visits and other contact options with educators.
- Support continuous improvement and provide opportunities for professional development.
- Ensure that the areas within FDC premises from which the service is operating are safe and secure, and free from hazards to children.
- Ensure the educator has a current educational program displayed at the service at a place that is easily accessible to families and available for inspection on request.
- Monitor the FDC residence to ensure that the residence and/or venue and all equipment and furniture used for the education and care of children are clean, safe, and in good repair and support educators where any modification in the physical environment is required.
- Support the educator to develop risk assessment plans.
- Supervise, monitor, and support the interactions and practices of educators to ensure they are positive, ethical, and respectful and risks to children are minimised.
- Complete documentation of home visits and the annual Educator Residence Risk Assessment.
- Ensure regular visits to educators, contacts via phone and email with educators and families to check the accuracy of attendance of children in care and provide support to educators in maintaining compliance as per family assistance laws.
- Ensure educators maintain at all times the correct ratio of children for each age group and that their own children are counted in these numbers.
- Monitor and ensure educators' practices and environments align with this policy and procedures and all required actions are in place.

## 7.5 Educators

- Comply with this policy and procedures.
- Ensure that access is given to co-ordinators to conduct monitoring, support, and supervision visits.
- Sign visit or communication documentation when required.
- Take responsibility for driving continuous improvement in the service.
- Ensure all practices align with policies and procedures.
- Provide information to the Approved Provider to be included in the register of educators and co-ordinators.

- Ensure any requests from co-ordinators or the Approved Provider are actioned and within the required timeframes.
- Undertake regular professional development as identified by critical reflection and the educational leader, co-ordinator, or Nominated Supervisor.

## 8. INDUCTION AND ONGOING TRAINING

- 8.1 Induction will be implemented prior to an educator being registered with the Camden Council FDC Service, and annually at the time of re-registration, focusing on this policy and related procedures.
- 8.2 Induction and ongoing training will be implemented for all FDC staff, focusing on this policy and related procedures.

## 9. MONITORING, EVALUATION AND REVIEW

- 9.1 This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this policy every three years.
- 9.2 Families and staff are essential stakeholders in the policy review process and will be given the opportunity and encouragement to be actively involved.
- 9.3 In accordance with Regulation 172 of the *Education and Care Services National Regulations*, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have a significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

## 10. SOURCES AND RESOURCES

- [ACECQA FDC approved provider compliance responsibilities](#)
- [ACECQA FDC educator compliance responsibilities](#)
- [ACECQA FDC nominated supervisor compliance responsibilities](#)
- [ACECQA Guide to the National Quality Framework](#)
- [ACECQA Opening a new service](#)
- [ACECQA Requirements for family day care providers](#)
- [ACECQA Supporting performance and the development of professionals](#)



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**RELEVANT LEGISLATIVE INSTRUMENTS:** *Children (Education and Care Services) National Law (NSW)*  
*Education and Care Services National Regulations*  
*National Quality Standard | Australian Children’s Education and Care Quality Authority (ACECQA)*

**RELATED POLICIES, PLANS AND PROCEDURES:** Assessment of FDC educators and Residents policy  
Compliance, improvement, and de-registration procedure  
Contact visits procedure  
Engagement or registration of FDC educator’s and educator assistants policy  
Governance and management policy  
Keeping a register of FDC educators, co-ordinators, and educator assistant’s policy  
Monitoring to ensure safety procedure  
Planning and programming procedure  
Providing a child safe environment policy  
Provision of information, assistance, and training to FDC educator’s policy  
Supervision practices procedure  
Supporting FDC educators in their professionalism procedure  
Visitors to FDC residences and venues while education and care is being provided to children policy

**RESPONSIBLE DIRECTOR:** Director Sport, Community and Activation

**APPROVAL:** General Manager through the Executive Leadership Group.

**HISTORY:**

Version	Approved by	Changes made	Date	EDMS Number
1		NEW	June 2021	
2	ELG	Minor amendments. Name changed from Monitor Support and Supervision of Educators	19/05/2022	22/221267