

Intereach Family Day Care

Provision of Information, Assistance and Training to Family Day Care Educators

Procedure



Applies to	Intereach Family Day Care (FDC)				
Policy	NQS Four: Children's Services Staffing Arrangements Policy				
Version	3.0	Date approved	10/07/2026	Next review date	10/07/2029

Objective

To provide timely, accurate, and responsive information, guidance, and support to Family Day Care Educators, enabling them to maintain compliance with legislative and service requirements, enhance the quality of education and care provided to children, and support continuous professional growth and effective business operations. This assistance aims to empower educators to deliver safe, inclusive, and high-quality outcomes for children and families.

Background

The Education and Care Services National Regulations require approved Family Day Care services to have policies and procedures for providing information, assistance, and training to educators. The safety, health and wellbeing of children remain the paramount consideration in all service practices. Research shows that the quality of education and care provided is linked to the knowledge, skills, and capabilities of educators. By providing ongoing support, guidance and professional development opportunities, the service assists educators to maintain compliance, strengthen their practice and deliver high-quality outcomes for children and families.

Responsibilities

It is the responsibility of the Nominated Supervisor to:

- ensure the provision of information, assistance, and training for FDC educators' procedure is in place.
- Ensure reasonable steps are taken to ensure that the procedure is followed.
- Ensure the obligations under the Education and Care Services National Regulations and Law are met.
- Ensure access to service policies and procedures.
- ensure there are enough coordinators to provide information, assistance, and training to educators.
- ensure that the Nominated Supervisor, Educational Leader and Coordinators are equipped to provide information, assistance, and training to educators.
- ensure that FDC educators are provided with relevant information, assistance, and training to undertake their role and meet their regulatory responsibilities, such as:
 - information to maintain an adequate knowledge and understanding of the provision of education and care to children (regulation 143B)
 - providing information on training to maintain their current approved qualifications in first aid, anaphylaxis management, and emergency asthma management (regulation 136(3))
 - information on child protection laws (regulation 84) and child safe standards requirements

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- completion of required child protection training and child safety training (section 162A and 162B)
- best practice health and safety information, including on sleep and rest (regulation 81).
- ensure that the information, assistance, and training address relevant aspects of the National Quality Standard, especially:
 - professional collaboration and professional standards (Standard 4.2)
 - regular evaluation of performance, with individual plans to support learning and development (Element 7.2.3)
- ensure professional development records are maintained and reviewed regularly.

It is the responsibility of the coordinators to:

- ensure familiarity with the *Provision of information, assistance and training procedure and* attend professional development to further build on knowledge and skills.
- provide information, assistance, and training to FDC educators addressing relevant aspects of the National Quality Standard, especially:
 - professional collaboration and professional standards (Standard 4.2)
 - professional development (Element 7.2.3).
- support FDC educators to understand the training requirements and how this supports compliance with the National Regulations, professionalism and professional development ensure that information is provided to educators in a variety of ways to cater for diverse learning styles.

It is the responsibility of Educators to:

- Be open to and actively engage with Coordinators to enable the provision of information, guidance, assistance, mentoring, and training maintain *current First Aid* (including CPR, Asthma Management and Anaphylaxis)
- undertake all required and mandatory training including child protection training and child safety training (section 162A and 162B)
- comply with Standard 4.2: Professionalism
- actively participate in the service's professional development program
- set goals for professional growth through the yearly Educator Review and consultation with their coordinator; and, retain records of all professional development and training.

Procedure

Provision of Information

The Family Day Care (FDC) Coordination unit will ensure FDC educators have access to current information necessary to maintain adequate knowledge and understanding of the provision of education and care, service policies and procedures and best practice.

Information will be provided through a variety of methods to meet the needs of diverse learners, including:

- Educator induction and onboarding
- Emails communication
- The educators Facebook page
- Monitoring, support, and supervision visits
- Educator meetings
- Access to service resources policies and procedures

Provision of Assistance

Intereach FDC will ensure there is sufficient and suitably qualified coordinators to provide ongoing support and guidance to educators.

Assistance will be provided, by:

- Regular monitoring, support, and supervision visits
- Telephone and email support.
- access to the Nominated Supervisor or Responsible person at all while education and care is being provided.
- Guidance in relation to compliance, educational programs, documentation, and the health, safety, and wellbeing of children

Provision of Training and Professional Development

Intereach FDC will ensure educators have information and access to training and professional development opportunities that support educators to deliver quality education and care.

The service will:

- Ensure all educators complete Intereach Induction training and provide evidence of mandatory qualification and training, including First Aid, Asthma Child safe, prior to commencing.
- Share information about external training and professional development opportunities via email and Educators Facebook page.
- Develop internal training modules in consultation with learning and development team to address identified educators and service needs.
- Identify and be responsive to educators and service training and development needs.
- Use the Harmony Register to send automated reminders for expiring qualifications and mandatory training.

Professional Collaboration

Intereach FDC will promote collaboration and professional engagement by:

- Hosting educator meetings
- Encouraging networking and peer support.
- Sharing best practice examples and educational resources.
- Facilitating professional discussions during monitoring and support visits.
- Providing opportunities for educators to participate in professional learning communities.

Monitoring and Evaluation

Intereach FDC will implement systems to monitor educator performance, professional development, and ongoing support needs.

This will include:

- Maintaining educator training records within the Harmony Professional Development Register.
- Monitoring mandatory training requirements and providing reminders when training is due for renewal.

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- Conducting annual educator yearly reviews in November and. Or December, aligned with the National Quality Standard.
- Reviewing individual goals and professional development plans at mid-year and end-of-year
- Identifying individual learning and development needs and implementing of strategies to support continuous improvement
- Documenting support, guidance, and assistance provided during monitoring, support and supervision visits on home visit reports aligning with the NQS.
- Evaluating the effectiveness of information, assistance and training provided through educator feedback, performance reviews, and quality improvement processes.

Monitoring, evaluation, and review

This procedure will be reviewed every three years and incorporate feedback and suggestions from children, families, educators, co-ordinators, volunteers, and students.

National Quality Standards

Element	Concept	Description
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.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service

Context	
Standards or other external requirements	Australian Children's Education and Care Quality Authority (2017). National Quality Standards Australian Children's Education and Care Quality Authority (2017). Guide to the National Quality Framework NSW Family Day Care Association Inc. (2017) Educator Induction Package
Legislation or other requirements	Education and Care Services National Regulations consolidated 2017. Education and Care Services National Law Act 2010
Internal Documentation	Children Services Staffing Arrangements Policy Engagement or registration of FDC educators Monitoring, support, and supervision of FDC educators Educator Yearly Review Staffing arrangements

Document control			
Version	Date approved	Approved by	Next review date
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2.0	03/03/2023	M. Piffero, General Manager Operations	03/03/2026
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