

Intereach Children's Services

Relief or Alternate Family Day Care

Educator Procedure



Applies to	Intereach Family Day Care (FDC)				
Policy	NQS Four: Staffing Arrangements Policy				
Version	2.0	Date approved	16/8/2023	Next review date	16/8/2026

1. Objective

If an educator is unavailable to offer education and care to a child enrolled in the service, FDC coordination unit will endeavour to provide an appropriate alternate or relief educator registered with the service, subject to available vacancies. Alternate or relief educator's service will:

- cause minimal disruption to children's routines;
- allow parents to access consistent education and care places during the absence of an educator; and,
- allow educators to improve client satisfaction with their service.

2. Definition

Relief Educator - An educator who provides education and care in the residence of the primary educator.

Alternative Educator - An educator registered with the service that can provide replacement care in their registered premises when the families primary educator is unable to provide education and care.

3. Responsibilities

It is the responsibility of the Coordination Unit staff to:

- ensure the relief educators complies with all legislative and regulatory requirements; and,
- ensure the relief educators are:
 - over 18 years of age;
 - hold a minimum certificate III in Children's Service;
 - approved first aiders;
 - completed an asthma and anaphylaxis training; and,
 - have a WWCC and a police check no more than 6 months old at the time of registration.
- conduct an induction training for relief educators; and,
- confirm that relief educators provide education and care only for the maximum allowable number of children as stated under the National regulations.

It is the responsibility of the Primary Educator to:

- be familiar with the *Staffing Arrangements Policy* and provide a copy to families if requested;
- notify the coordination unit of any absences and planned leave with information on care requirements that are requested by families not opting to utilise relief care;

- ensure the relief educator is familiar with the location of first aid, fire safety equipment, and understand emergency evacuation plans; and,
- ensure the environment complies the Education and Care National Law and Regulations National Quality Standards and policy when the relief care commences.

It is the responsibility of the Relief Educator to:

- be aware of regulatory requirements including safety and supervision of children;
- be familiar with the *Staffing Arrangements Policy*;
- display their certificate of registration in a prominent position in the service during the hours relief care is being provided;
- always maintain Work Health and Safety standards within the education and care residence during the relief care period; and,
- have a harmony subscription to complete all booking and attendance of children accessing relief care.

It is the responsibility of parents/guardians to:

- verify the suitability of relief care arrangements before completing a "*Parent Consent to Relief Care Form*";
- complete a placement agreement prior to care commencing with the Relief Educator and pay the appropriate fees to the Relief Educator as agreed upon; and,
- understand that same principles of National Quality Standards and Intereach Children's Services policies and procedures will apply during the relief care period, including absences from care.

4. Procedure

The primary educator gives the coordination unit notice of any absences or planned leave and discuss relief care options.

4.1. Alternate care arrangements

Where an Educator is unavailable to provide education and care, the educator will:

- notify families at the earliest opportunity;
- contact the Coordination Unit on the after-hours phone number to notify of their inability to provide a FDC service and advise staff of those families requiring alternate care arrangements; and,
- submit their holiday/absence requests through Harmony.

The Coordination unit will:

- source vacancies from alternate educators that match the requirements of the family; and,
- give the family the alternate educator's contact details (name, address, phone number) via email or phone.

Families will:

- contact the alternate educator to discuss the care of their child and to arrange a visit before the alternate care takes place if required and time permits.

4.2. Relief educator arrangement

Family Day Care relief educators provide education and care on behalf of primary educators in the primary educators registered residence.

- Parents are not obliged to utilise relief care arrangements, they may choose to find alternate care, in which case they are not liable for FDC fees.
- The primary educator will:
 - not charge a fee for care during the relief care period and all fees will be charged by the relief educator.
 - orient the relief educator within the primary educator's environment and discuss all details including what will be provided by both parties such as toys, art materials, cleaning products etc; and,
 - discuss care requirements, tasks required and any monetary exchange arrangements with the relief educator and reach an agreement with the relief educator on who will be responsible for breakages etc prior to commencing relief care.
- The relief educator will:
 - discuss the fee schedule and payment with the families;
 - ensure the environment stays compliant while providing relief care;
 - display the Certificate of Registration in the education and care at the residence at all times during the relief period;
 - ensure parent's sign an attendance record on arrival and departure from the FDC residence or venue each day.
 - report any damage or incidents to the primary educator; and,
 - leave the premises in the same condition as it was found on completion of the relief arrangement.

5. Monitoring, evaluation, and review

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

6. National Quality Framework

Element s	Concept	Descriptor
2.2	Safety	Each child is protected
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. Context	
7.1. 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. Child Safe Standards NSW Child Safe Standards VIC Department of Education, Employment and Workplace Relations. Childcare Provider Handbook 2018 - Modified May 2023
7.2. Legislation or other requirements	Education and Care Services National Regulations consolidated 2017 Claus 119 - 120 Education and Care Services National Law Act 2010
7.3. Internal documentation	Parent Relief Education and Care Consent Form Children's Services Staffing Arrangements Policy

8. Document control			
Version	Date approved	Approved by	Next review date
1.0	16/06/2020	R. Phillips - Acting Senior Manager, Children and Family Services	16/06/2023
2.0	16/8/2023	M. Piffero – General Manager Operations	16/08/2026