

POLICY: 8.5 Monitoring and Support of Educators Policy

Procedure: 8.12 Support of Educators and Educator Assistants

This procedure aims to support both staff and Educators in understanding the processes for supporting, mentoring, and monitoring Educators in their provision of quality education and care.

8.12.1 Linking to Policy

This procedural guidance should be read in conjunction with the service **8.5 Monitoring and Support of Educators Policy** and will assist the Approved Provider, Management, Staff (Nominated Supervisors, Coordinators, and Administrative Staff members) Educators, Educator Assistants and parents to implement the policy. The procedure covers:

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8.12.2 Role and Responsible the Service

The Service coordinators are responsible for supporting, mentoring, and monitoring Educators and Educator Assistants to comply with the service policies, National Law, Regulations and Quality Standards, and empowering their continuous reflection and improvement in the provision of quality education and care.

Support, mentoring, and monitoring occurs through the following processes:

1. Home visits
2. Email and phone support
3. Professional development opportunities
4. Annual Conference

Refer to 8.9 Educator and Educator Assistant Professional Development and training Procedure for guidance for Professional Development opportunities and the My Place Conference

Support, mentor & monitor

Support, mentoring, and monitoring will occur in the form of predominately home visits to ensure the agreed standards are maintained and the quality of learning and development supports each child's health, wellbeing, and growth. Phone contact, emails, text messages, and training sessions are secondary processes aimed at developing the knowledge and skills of each Educator.

Coordination Staff, along with any Authorised Officers of the Queensland Regulatory Authority, may visit Educators at any time while they are providing education and care to children enrolled with the Service.

If an Authorised Officer/s of the Regulatory Authority perform a visit to an Educator's residence, Educators will ensure they ask for proof of identification, and they sign the 'Visitors Record' to verify the visit. Educators will notify the Service Office of the Authorised Officers visit as soon as possible.

8.12.3 Purpose of the Home Visit

The Coordinators will visit each educator regularly at their residence to:

- support Educators in their role and enhance the link between the Service and each Educator.
- promote opportunities for two way communication between the Service and educator to meet the needs of all stakeholders.
- review & evaluate the placement of each child.
- exchange ideas on interesting and fulfilling experiences for the children.
- discuss children's needs, experiences, and development.
- encourage an understanding of each child's and their families' culture, language and lifestyle.
- provide assistance and access to information and resources such as current recommendations from recognised authorities, play and learning equipment and information about quality assurance.
- identify and implement professional development needs and training opportunities.
- monitor the quality of care and the environment to ensure quality outcomes for children remain paramount.

8.12.4 Preparing for Home Visits

Coordinators will ensure:

- There is a balance of home visits that are both planned or unplanned (by appointment or unannounced); and

- Home visits will occur regularly and at various times, including rest and sleep time.
- Before planning for the home visit, the coordinator will:
 - o Refer to the Educator's file, read the previous notes and document follow ups required;
 - o Check the register to ensure there is no pending expiry of first aid and Blue Card (for all adults and Educator/Educator assistants).
 - o Note the adults and any child noted as turning 18 who resides at the residence/venue on the Home Visiting Form.
 - o Check to ascertain if the Educator would typically be at the residence/venue, the regular outings permission will note this and check to ensure the Educator has notified the Service of an excursion.

8.12.5 Home Visits

The Coordinator will during the Home Visit monitor the following overtime:

- the activities and experiences being offered, observe how children are interacting and participating in the program including during indoor and outdoor experiences.
- check that the home and its facilities are clean, well presented and maintained including bathrooms and toilet facilities – reflecting on the Home Safety Checklist.
- observe and sight all children in care (signed in on attendance records) on the day of the home visit
- observe the Educator addressing the health and safety needs of children:
 - o Seeing a nappy change process at least quarterly
 - o Observe an emergency evacuation drill at least once a year, review the documentation of the practice drill to ensure this has occurred in the last three months
 - o Review menus (if applicable) and ensure these are shared with families.
 - o Observe meal times and handwashing process at least quarterly
- assess the ongoing suitability of the residence or approved venue to ensure the health, safety, and well-being of children that are cared for is maintained – take an opportunity to look around all spaces which are approved for education and care including outdoor areas, fencing and ensure gates are locked.
- observe how the Educator supervises children during high-risk activities
- check the ratios of children; attendance reports are signed
- discuss Illness or injury – review any (non-serious) incidences that have occurred and discuss actions.
- check-in on record keeping requirements – all children's enrolments are available but kept secure; permissions are sought for all routine outings, and discuss where are these records stored.
- identify if training is required and/or additional support in relation to emerging practices. E.g., EYLF, Diversity, Sustainability, etc.

- ensure they have a current Insurance policy and other administrative requirements are up to date.
- discuss any personal issues affecting care / behavioural issues.
- engage in a reflective practice process with Educators – have they evaluated their educational program, have they reviewed their environment to determine if they need additional resources.
- discuss how they communicate with parents/guardians
- enquire about the people residing at the residence to ensure that all persons aged 18 years and over, who reside at the Educator's residence are suitable to be in the company of children (they must **hold** a current Blue Card) and discuss any changes that may have occurred with these individuals since the last visit.
- Refer to the Policies and Procedures where necessary.
- Collect any completed forms – medication, excursion permission, risk assessments

Co-ordinators will support the Educator in the following ways:

- review and support the development of Educational Programs to ensure the five learning outcomes are being achieved within the program
- review the documented planning and assessment cycle and assist the Educator with any aspect not being implemented and;
- review evidence of children's participation and learning outcomes to ensure the documentation is appropriate and no further support is required;
- Discuss the relationships Educators have with children and their families, to ascertain if further support is required to ensure a positive outcome is achieved.

The coordinator will complete the Home Visit Sheet, documenting:

- the discussion between them and the Educator;
- observations of the educator and child interactions;
- the experiences being offered;
- the outcome of safety checks; and
- any follow-ups or actions required from the visit.

After the Visit, the Co-ordinator will:

- Advise the Educational Leader of any concerns noted on the visit in relation to the education and care program offered to children
- Discuss any practice or physical environment concerns with the Nominated Supervisor
- Complete any follow-up tasks as identified and agreed to by both parties on the visit.

- File completed Home Visit Sheet on the Educator's file and place any other returned forms or paperwork etc. in appropriate locations ASAP.
- Update the Educator Monitoring Register with date, nature of the visit and any other relevant information

8.12.6 Safety and/or Compliance Actions

The Coordinator will address previous matters of concern raised during the last visit, to see what progress has been made or if matters have been addressed and are maintained.

If a matter impacting the safety or quality of care provided by an Educator comes to the attention of the Coordinator during a Home Visit, they will immediately discuss the matter with the Educator. Any issues or concerns will immediately be addressed to ensure each child is safe, and a record of this will be documented the following way:

- Note the nature of the concern including all details around what was the concern, any discussion with the educator, the follow-up and feedback from the educator.
- Develop a Risk Management Plan if the physical environment requires attention. The plan will be confirmed and signed by the educator and a copy of this form will be kept on the educator's file. *Refer to the 6.11 Risk Assessment and Management Procedure* for guidance on completing this process.
- If the concern is a practice-based issue, re-training may be required.
- Frequent visits may be made where there has been non-compliance

PLEASE NOTE: if there are compliance issues related to the safety of children, Coordinators will stay at the home until the issue is resolved, or families are informed and have collected their children.

8.12.7 Educator's Seeking Support

Educators have the opportunity to request additional support at times suitable to both the Educator and the Coordinator if they are experiencing challenges both personally and with the behaviour of families and children.

Frequent visits will be made to Educators who have just commenced to ensure they are supported in their new role. Once the Educator is settled and confident in this role, the frequency of visits will be determined by the individual needs and qualifications of the Educator

Educators can email or call the office for support at any time during working hours or in case of an emergency after hours.

8.12.8 Other aspects of Support Provided

The Service may offer a variety of service activities, and Educators will be encouraged to attend for their own benefit, to exchange information, relax and enjoy planned social sessions outside the Family Day Care residence and for the benefit of the children.

- Each activity /excursion must be child-focused at all times.
- Training or discussion of ideas consistent with established child development techniques can occur during the regular home visits by the Service. In consultation with Educators, opportunities for further development and training will be provided.
- With the approval of the parent, advice from specialists and/or organisations will be sought when necessary, and this advice will be given to the Educator to help fulfill children's additional needs and to provide the best possible care.

8.12.9 Annual Leave, Holidays and Maternity Leave

- The Service encourages Educators to plan for and take a minimum of 2 weeks of holidays per year.
- Maternity leave will be negotiated between the educator and the Service, depending on the individual situation. An Educator may wish to take a long period after the birth of their child before returning to the role of Educator. In this event, children and families who have needed to be relocated elsewhere during this period may prefer to remain where they are and the allocation of new placements to the educator will occur over time.
- If an Educator wants to work past 35 weeks gestation, the Service will require a medical certificate indicating that they are fit to continue working. At least two weeks' notice is to be given before returning to work and a medical certificate will be required stating they are fit and able to return to work.
- Following hospitalisation, Educators will be required to provide a medical certificate from the attending physician or medical practitioner, indicating that they are fit to return to work before recommencing their role as an educator with the Service.
- In instances, including but not limited to extended illness, injury and medical procedures the Service may request a medical certificate. In cases where a general anesthetic has been administered, the Educator will not work for at least 24 hours and medical clearance will be provided by the attending physician or medical practitioner before recommencing work as an Educator or Educator Assistant.
- In the situation where the Coordinator is concerned about the health of the Educator, the Coordinator may issue a letter to the medical practitioner requesting a medical clearance.

Review

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	10/2020	Reviewed and separated from Policy

Related Documents

Policies

8.5 Monitoring and Support of Educators Policy

Forms

Educator Quality Improvement Plan

Reference

Refer to 8.5 Monitoring and Support of Educators Policy