

## Monitoring, Support and Supervision Policy

<b>Published</b>	<b>July 2020</b>
<b>Review Date</b>	<b>March 2024</b>
<b>Sources</b>	<p>Education and Care Services National Regulations, December 2019</p> <p>Education and Care Services National Law, February 2018</p> <p>Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017</p> <p>Guide to the National Quality Framework, January 2020</p> <p>Kidsafe “Family Day Care Safety Guidelines”, 2008</p>

### Aim:

To ensure the health, safety and wellbeing of children being educated and cared for within the service is protected through regular visits to monitor, support and supervise the Family Day Care Educators, including those in remote locations.

### Responsibilities:

#### In relation to the Co-ordination Unit Staff:

Abide by their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations and the National Quality Standards in relation to the monitoring, support and supervision of Educators

- Ensure that at least one suitably qualified and experienced person is employed as a Family Day Care Co-ordinator to monitor, support and supervise for every 15 Educators
- A Diploma of Children’s Services is the minimum qualification required by all staff employed to monitor, support and supervise Family Day Care Educators
- Ensure that at any given time the Approved Provider, Nominated Supervisor or Coordinators of the service are available to provide support to every 15 Family Day Care Educators

### Monitoring and Supervision:

- Monitoring and supervision for all Family Day Care Educators will be provided by members of the Co-ordination Unit, which comprises of suitably qualified and experienced staff members
- Conduct monthly announced visits to each Educators residence or venue and conduct the Educators Visit Checklist
- Conduct regular unannounced visits to each Educators residence or venue and conduct the Educators visit checklist
- Upon each visit go through the Educators Diary, provide support in developing and evaluating the children’s program, assist with parent feedback and review other operation documents included in the Diary
- Write feedback in the Educators Diary for the ongoing improvement of their service
- Write plans of action and strategies on the Visit Checklist
- Develop additional more detailed Action Plans where large or several improvements need to be made
- Assist new Educators with the completion of the Educators Commencement Performance Plan during their first 3 months of work

- Each Coordinator to contribute to and maintain a register on each Educator recording the method and nature of monitoring, support and supervision provided
- Each Coordinator to maintain a Performance and Professional Development Plan for each Educator annually based upon information gathered from visits, training and other support provided

**Support:**

- Support for all Family Day Care Educators will be provided by members of the Co-ordination Unit
- Ensure telephone support is available to all Educators during their working hours
- Ensure additional visits are made to Educators upon request or as required
- Have strategic plans for homes, venues, children's behaviour and other challenging situations developed and work through these with Educators as required
- Ensure annual Educator goals and training requests are collated and included in the Scheme planning each year and as requested
- Support networks facilitated between Educators to encourage the sharing of ideas, practices and strategies
- Ensure the mentoring of new Educators is encouraged and facilitated by Educators and Scheme Staff
- Utilise the information in the Educator Commencement Performance Plan and the Educator Performance Plan to assist with further training and mentoring
- Encourage Educators to take up the option of have a shared Dropbox file for support in curriculum planning, assessment of children's development and operational forms.

**Educators in Remote Locations:**

- Monitoring, support and supervision for Educators in remote locations will be provided by members of the Co-ordination Unit
- Ensure that in addition to the visits and phone support provided by the Co-ordination unit, Zoom and email are encouraged as another form of support for Educators in remote locations

**Continual Monitoring and Improvement:**

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Scheme, Co-ordination Unit Staff accessing current relevant information
- Scheme, Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems