

Policy 5.3 | **Monitoring quality care and Home visits**

Policy Date:	January 2017
Review Date:	Last reviewed date: February 2019 Date for next Review: January 2020
Applies to:	Educators/Service Providers/Families
Related Policies and Forms:	5.3A 5.3B
Material Sources:	Education and Care Services National Law 2011 In Home Care Handbook Childcare Service Handbook NQF Standard 5

Policy Statement

NSW In Home Childcare Services believes that every educator contracted to our service will work in an ethical manner.

As a service we will ensure all educators are aware of their legal obligations in accordance to national law, education and early education regulations and that their practices support the National quality framework in supporting children learning.

Purpose

- The purpose of this policy is to prepare educators to be fully equipped to work with families who have complex needs
- For educators to establish meaningful relationships with the family and children they are contracted with.
- For educators to provide quality and meaningful educational programs for children.
- For educators to be compliant in accordance to service policies, procedures, In Home care guidelines, In Home care handbook, national law and children regulations.
- Educators are aware they must hold a minimum of a certificate III in Early Education and care or be working towards an Early Education and Care qualification.

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Practices

1. It is part of the prerequisite that Educators attend an Educator Induction training before commencing to care for any family with their service provider. During the induction educators' various topics are covered to assist the educator to become informed and well equipped. Resources are provided for educators as part of the induction training.
2. Educators are provided with information and debriefed on families they will be working with before commencement of care for families.
3. The Family Liaison Facilitator is the first point of contact for educators. Educators will be contacted via phone, email or face to face visit.
4. Home visits can occur whilst the parent/guardian is home or not.

Home Visits:

1. Before a visit takes place, it is recommending the educator is prepared by having the information and resources required available on the day of the visit.
2. A visit from the Family Liaison Facilitator to the educator's family home will cover the following areas:
 - a) Supporting the Educator
 - b) Identifying the areas, the educator requires assistance and training with
 - c) Monitoring the educators progress
 - d) Ensuring educators are compliant as per the requirements to operate as and educator
 - e) Address any issues or provide clarification
 - f) Review how the educator is implementing the service philosophy, policies and procedures.
 - g) Identifying area's educator requires additional training
 - h) Provide resources if required
3. Home visits can be arranged or in some cases unannounced visits can take place.
4. All visits will be documented and signed by all parties present during the home visit.
5. Provide families and children with ongoing support
6. Provide feedback
7. Where necessary, where a nanny is under performing an Improvement Plan will be completed in negotiation with the Family Liaison Facilitator. If the educator does not achieve the steps defined in the agreed plan within the specified timeframe a formal letter of outlining the breaches will be issued by the service to the educator.
8. The educator will have 7 business days to address any issues outlined within the letter.
9. Educators who consistently fail to abide by the In-Home Childcare Guidelines and service policies and procedures will be deregistered with the service