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# Welcome

## WELCOME TO NSW IN-HOME CHILDCARE SERVICES (NSWIHCS)

This educator information and application booklet contains information to assist you with your In-Home Childcare Service provision. It includes information about In-Home Childcare, application forms, policies and procedures and posters for use.

Your In-Home Childcare Service Provider (IHCS) is encouraged to seek out additional resources to support you in your role as an educator.

Please make sure you have also been provided with the following printed material:

- In Home Care Guidelines
- In Home Childcare handbook
- NSWIHCS policies and procedures
- The latest quarterly Newsletter - 'Filling Gaps' & Regular Newsflash
- Induction Checklist Form

We suggest you become acquainted with the acronyms and terms listed in the **Glossary** before reading through your material.

### **Disclaimer:**

The information contained in this publication has been prepared for general information only. As the matters covered by this publication are in a constant state of change, recent developments may not be included herein.

The information contained herein is not intended to constitute or substitute for legal or professional advice appropriate to your specific circumstances. We recommend that specific professional advice is obtained prior to acting on any information contained in this publication to ensure that any action taken is appropriate to your specific circumstances.

This applies also to any recommended proforma forms and other documents. The NSWFDC Association Inc., NSWIHCS, its employees, contractors and agents will not be liable for any loss or damage incurred as a result of any reliance on the information contained herein.

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# Glossary

NSWIHCS	New South Wales In-Home Childcare Service
IHC	In Home Childcare
IHCSP	In Home Care Service Provider
SP	Service Provider
FAO	Family Assistance Office
CCS	Child Care Subsidy
GCCS	Grandparent Childcare Subsidy (Child Wellbeing)
ACCS	Additional Childcare Subsidy (Child Wellbeing)
TTW	Transition to Work (Child Wellbeing)
DET	Department of Education and Training
Compliance	Adherence to Government requirements for the continuance of care
Applicable Rules	All applicable laws, guidelines, policies, procedures, licence and accreditation conditions for the provision of care as prescribed from time to time from the service.
Care	Childcare Services provided within the home of the parent/guardian
Child/Children	A child or children receiving care
Family	The parents or guardians of a child or children who is the subject of care
Educator	A person who provides educational programs. NSW Educators are self-employed and work as Sole Traders) for the service
Home	The place which care will physically take place
EYLF	Early Years Learning Framework
FLF	Family Liaison Facilitator

# Important Information

**Site Address:** Level 1, 1 Sloane Street Summer Hill NSW 2130

**Post Box:** PO Box 386 Summer Hill NSW 2130

**Telephone:** 02 9779 9999 (press 3 for In-Home Care)

**Fax:** 02 9799 9998

**General email:** [admin@inhomechildcare.com.au](mailto:admin@inhomechildcare.com.au)

**Family Liaison Facilitator:** [flo@inhomechildcare.com.au](mailto:flo@inhomechildcare.com.au)

**Manager:** [manager@inhomechildcare.com.au](mailto:manager@inhomechildcare.com.au)

**Website:** [www.nswfdc.org.au/in-home-care](http://www.nswfdc.org.au/in-home-care)

**NSW In Home Childcare Service ABN:** 97 377 365 755

**Business Hours:** Monday to Friday - 8.30am to 4pm

**After hours Emergency numbers:**

**Sydney Metro:** 0416 333 435    **Central Coast:** 0434 450 208    **Illawarra Area:** 0450 571 840

Educators/Families outside of these areas need to contact their Service Provider within their local area directly.

**FOR ALL LIFE-THREATENING EMERGENCIES CONTACT 000**

Your Service Provider contact number is: \_\_\_\_\_

(Service providers emergency contact number to be provided)

**Please Note:** Educators outside of the above areas need to contact their local Service Provider.

There may be situations or events that occur outside our core business hours, which require you to call the emergency number.

This should only occur in the following events:

- Child/family medical emergency
- Child Protection
- Critical incident (after office hours)
- Educator is at risk

Calls regarding educator replacement or administration enquires should take place during our business core hours from Monday to Friday from 8.30 am to 4 pm.

# The NSWIHCS Team

The team at NSW In Home Childcare Service consists of professionals who have years of industry experience, knowledge and qualifications within the Early Education and Care Sector.

The team is made up of the following:

**Manager**

(Monday to Thursday)

**Senior Administrator:**

**Pay Week:** Tuesday to Friday

**Non-pay week:** Monday to Wednesday

**Administrator:**

**Pay week:** Monday to Thursday

**Non-pay week:** Wednesday to Friday

**One Family Liaison Facilitator per area:**

**Sydney Metro:** Monday to Friday

**Central Coast:** Monday to Wednesday

**Illawarra Area:** Monday to Wednesday





# Useful Websites

NSW Family Day Care Association	<a href="https://nswfdc.org.au">https://nswfdc.org.au</a> Phone: 02 9779 9999 Fax: 02 9779 9998
In Home Care Support Agency	<a href="https://ihcsupportagency.org.au">https://ihcsupportagency.org.au</a> Phone: 1800 442 273
Office of the Children's Guardian	<a href="https://www.kidsguardian.nsw.gov.au">https://www.kidsguardian.nsw.gov.au</a> Phone: 02 8219 3600
Australian Taxation office Individuals Business	<a href="https://www.ato.gov.au">https://www.ato.gov.au</a> Phone: 13 28 65 Phone: 13 72 26
Family Assistance Office (Department of Human Services)	<a href="https://www.humanservices.org.au">https://www.humanservices.org.au</a> Phone: 132 468
Department of Education and Training	<a href="https://www.education.gov.au">https://www.education.gov.au</a> Phone: 1300 555 727
Family and Community Services	<a href="https://www.facs.nsw.gov.au/">https://www.facs.nsw.gov.au/</a>
ACECQA Australian Children's Education And Care Quality Authority	<a href="https://www.acecqa.gov.au">https://www.acecqa.gov.au</a> Phone: 1300 422 327
Raising Children Network	<a href="https://raisingchildren.net.au">https://raisingchildren.net.au</a>
Farm Safe	<a href="https://www.farmsafe.org.au">https://www.farmsafe.org.au</a> Phone: 02 6269 5622
Poisons Information Centre	<a href="https://www.poisonsinfo.nsw.gov.au">https://www.poisonsinfo.nsw.gov.au</a> Phone: 13 11 26
Kids Helpline	<a href="https://kidshelpline.com.au">https://kidshelpline.com.au</a> Phone: 1800 551 800
Relationships Australia	<a href="http://www.relationships.org.au/">http://www.relationships.org.au/</a> Phone: 1300 364 277
My Gov	<a href="https://www.childcarefinder.gov.au/">https://www.childcarefinder.gov.au/</a>



# Our Vision and Goals

Our vision and professional philosophy are guided by the values and beliefs in delivering quality home based early education and care programs within the home environment for children. By recognising the 'United Nations'; The Rights of a Child, we recognise that the child is the foremost important focus aspect of our business.

Therefore, by building secure, trusting reciprocal relationships with the child, family, service providers and broader community is central to our philosophy, practices and is intrinsic to providing quality outcomes.

By creating a home base learning environment that is conducive to best practices, as well as advocating for the child's rights is paramount to our practice as Early Childhood Educational leaders.

Our service supports best practice through promotion, recruitment, training and monitoring childcare within the home environment through ongoing learning and reflective practices which are vital components of providing quality early education and childcare. Our service has a duty to ensure the ongoing professional development of our educators, and by doing so supports them in the ethical conduct of their practices.

Our Philosophy and values underpin our practice and supports learning outcomes of the Early Years Learning Framework.

Our service embraces a holistic approach in both teaching and learning, exploring and combining ideas and beliefs from a range of theories. Attending to the whole child both as an individual and in the context of family unit, community and society, with a focus on collaboration, relationships and the environment.

NSWIHCS extends its services to all areas of greater Sydney, Central Coast and Illawarra.

We value family providing specifically tailored childcare to meet individual family needs. We are committed to promoting a sense of belonging for all children and families, through building open and honest communication that builds reciprocal trust and respect. We recognise the importance of the life of each family and work in partnership with them, sharing knowledge, ideas and skills, learning about each family's backgrounds, beliefs and values. By respecting diversity, acknowledging families as expert's in their own lives and their children. By investing in the child's life through encouraging learning to support, exploration, investigation, listening to and intentionally scaffolding children's thoughts and ideas for children to become confident and involved learners. This is reflected through the planning and programming by educators.

# Section 1 – General Information

## 1.1 What is In-Home Care?

In home care is a flexible form of childcare where children are cared for within the family home and provided Early Educational and Care programs by an approved Educator. Care is monitored and supported by the In-Home Care Service Provider.

## 1.2 About Us

NSW In-Home Childcare Service (NSWIHCS) was established in 2001 as a Brokerage model. It is sponsored by NSW Family Day Care Association and funded by the Australian Government, Department of Education and Training. We are proactive not for profit organisation committed to supporting communities throughout New South Wales through the provision of an educative model which reflects best practice childcare in the family's home. We broker In Home Care places throughout NSW to service providers who can demonstrate and commit to overseeing the best aspects of care provision for their community.

## 1.3 Who can use the service?

NSW In-Home Childcare is targeted to families who meet the Australian Government Department of Education and Training suitability criteria, which is assessed by the In-Home Child Care Support Agency.

In home care was designed for families who meet the following suitability criteria:

Families must be eligible for Child Care Subsidy (CCS) and demonstrate that there are no other approved child care service types suitable or available to them and where one or more of the following criteria applies:

1. Parents/carers who are working non-standard or variable hours, outside normal child care services.
2. Parents/carers are geographically isolated from other types of approved child care services, particularly in rural or remote locations.
3. The family has challenging or complex needs, including where families are experiencing challenging situations and other approved childcare services are unable to meet the needs of the child or family.

*Families accessing IHC due to challenging or complex needs may have circumstances which include one or more of the following:*

1. A child with a disability or additional needs or whose early education and care requirements cannot be catered for in another approved childcare setting or through other government funded or community-based services.
2. A family where a parent is undergoing treatment for serious illness.
3. Other complex family situations that prevent families from accessing other approved childcare types.

## 1.4 The Role of the In-Home Childcare Service Provider (IH CSP)

1. The role of the service provider is to ensure best practice and quality Early Education and Care is provided to children within the home environment.
2. The service is responsible for the contracting and training of qualified educators to work with children.
3. The service is responsible for providing regular and on-going support, monitoring the quality of care provided by educators and conducting home visits.
4. The service provider has qualified Early Education and Care professionals with years of experience who can offer support and advice for families and educators. It is the monitoring support link between the families/children and the educator.

## 1.5 About the Sponsor



NSW Family Day Care Association was established in 1976 with the aim to promote and support all aspects of Family Day Care in the community. Since its inception, the Association has been fundamental in promoting Early Education within the home environment and prides itself in offering quality homebased educational program. It has a long commitment to quality assurance and flexible childcare options.

More information can be found at: <https://nswfdc.org.au>

## 1.6 The In Home Care Support Agency (NOT NSW In Home Childcare Services)

The In Home Care Support Agency's (IHCSA) role is to advocate and assess the families suitability, undertake a 'Family Management Plan' and promote In Home Care across NSW. The IHC Support Agency is not responsible in the operational side of In Home care as the service providers.

The In Home Care Support Agency has some great resources for educators on their website.

More Information can be found at:

<http://ihcsupportagency.org.au/for-educators/>



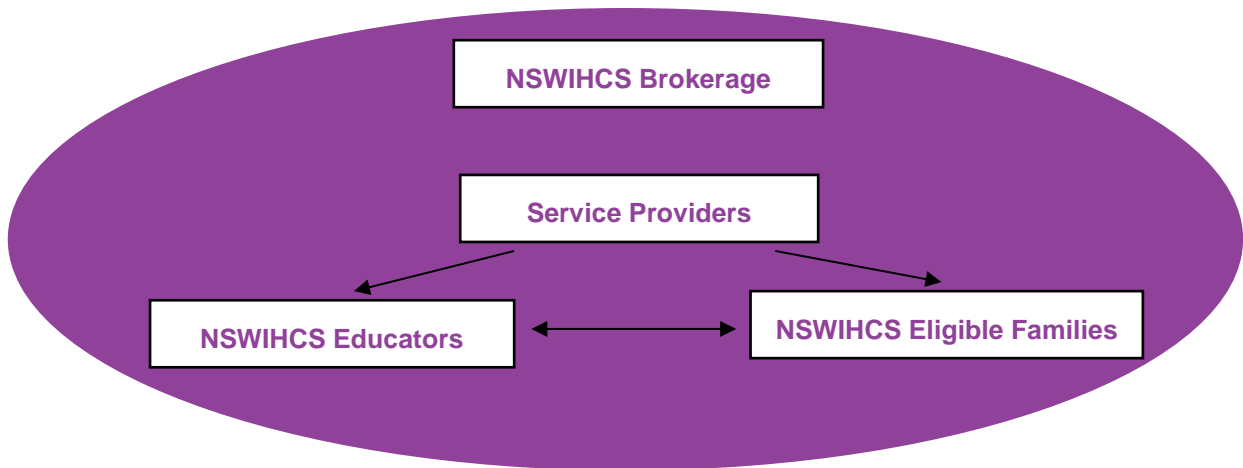
Refer to table 1.6A for the difference between both roles:

1.6A

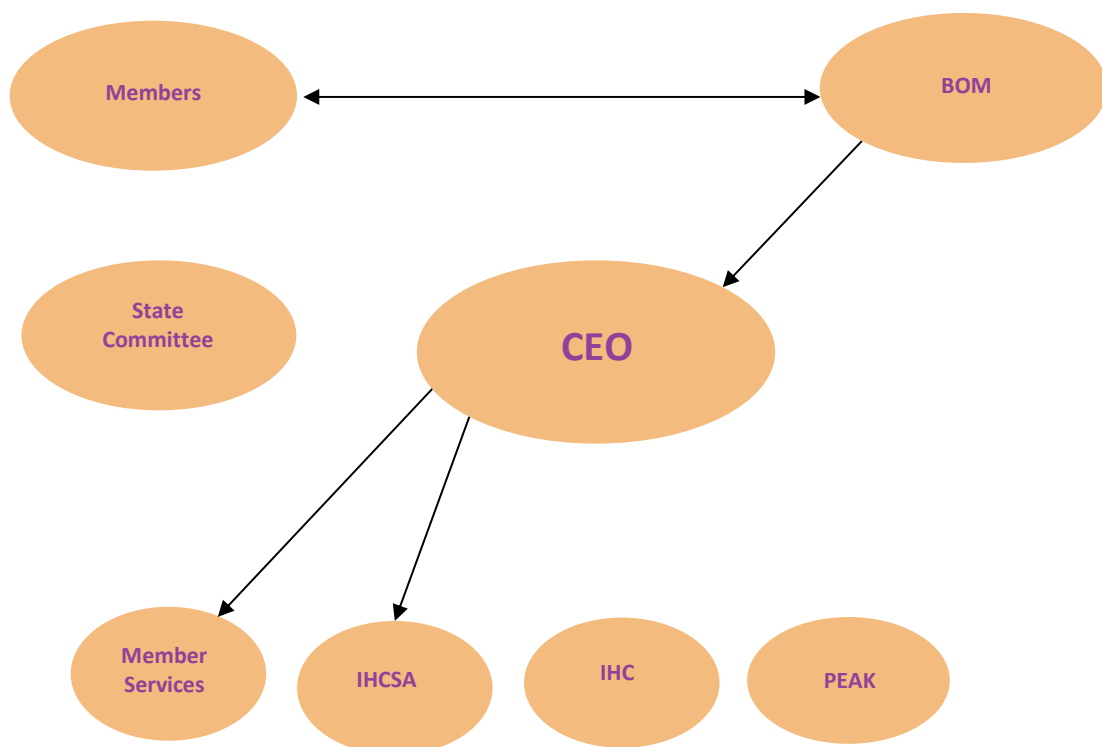
IHC Support Agency	IHC Service/Provider
<ul style="list-style-type: none"> <li>• Support families and advocate for families</li> <li>• Support department in allocating places</li> <li>• Engage providers and services</li> <li>• Build community of practice for educators</li> </ul>	<ul style="list-style-type: none"> <li>• Service delivery and quality of care</li> <li>• Engaging qualified educators and monitoring performance</li> <li>• Activities related to the CCS</li> </ul>
<ul style="list-style-type: none"> <li>• Recommending to the department an allocation of place to IHC Services</li> <li>• Advising the department of any unmet demand for IHC and unutilized places</li> <li>• Working towards an equitable distribution of places within their jurisdiction</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting any conditions of approval for being an approved IHC Service</li> <li>• Working with IHC Support Agencies to maximise utilisation of places</li> <li>• Tracking and reporting place utilisation</li> <li>• Only claiming CCS for families within their place allocation</li> </ul>
<ul style="list-style-type: none"> <li>• Building and managing relationships with existing and potential IHC Services</li> <li>• Assisting new IHC Services to establish themselves</li> <li>• Assess families' needs and their suitability for IHC</li> <li>• Re-assessment of family needs (including allocation and priority) as a result of a change of family circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Providing subsidised care only to eligible families, as a condition of ongoing approval</li> <li>• Accurately reporting the hours of care provided</li> <li>• Submitting CCS claims</li> </ul>
<ul style="list-style-type: none"> <li>• Promoting IHC to families</li> <li>• Developing and reviewing Family Management Plans</li> <li>• Determining the most appropriate type of child care and support services for families</li> <li>• Matching families to IHC services with educators that can meet families' needs</li> <li>• Assist family's transition to other support services and/or other types for approved care, where appropriate</li> <li>• Ensuring pricing is transparent and appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Service responsible for:</li> <li>• Matching the family with a suitable educator</li> <li>• Service delivery in accordance with the Family Management Plan</li> <li>• Setting a fee schedule</li> </ul>

<ul style="list-style-type: none"> <li>• Establishing a community of practice amongst educators</li> <li>• Providing guidance material and professional development resources</li> <li>• Acting as an independent party with whom the educators can raise unresolved issues</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring the quality of care provided by educators</li> <li>• Site visits to ensure physical safety of educators and children</li> <li>• Addressing educator concerns, including work conditions</li> <li>• Supporting education to undertake training to meet qualifications requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Monitoring service provision to ensure focus on early childhood education and care</li> <li>• Ensuring services adherence to guidelines</li> <li>• Notifying the department of known compliance issues</li> </ul>	<ul style="list-style-type: none"> <li>• Complying with all conditions for continued approval as set out in the <i>New Tax System (Family Assistance) (Administration) Act 1999 and the Child Care Subsidy Minister's Rules 2017</i> including any future amendments</li> <li>• Adherence to the In Home Care National Guidelines</li> </ul>
<ul style="list-style-type: none"> <li>• Working with services to ensure quality of care and national consistency in service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Providing quality care and monitoring care provision</li> </ul>

### 1.7 Organisational Structure – NSW In-Home Childcare Services



### 1.8 NSW Family Day Care Association Inc. Organisational Structure



## Section 2 – Business Practices

NSW In Home Childcare Service believe it is essential in providing an educator that is the best fit for the family. Therefore, our registered educators must have the following requirements:

- Over 18 years of age
- Has or is working towards a qualification in Early Education and Care (minimum Certificate III in Early Education and care) or have other relevant qualifications for educators listed on ACEQA website: [www.acecqa.gov.au/qualifications/nqf-approved](http://www.acecqa.gov.au/qualifications/nqf-approved)
- First Aid/CPR
- Working with Children Clearance/Check (WWCC)
- National Police Check
- Availability to work flexible hours
- Public Liability Insurance up to 20 million
- Minimum 2 years industry experience working in an early education and care setting

### 2.1 Application Process

Starting process for Educators:

1. Self-referral via advertisement position or by their local Service Provider.
2. Upon receipt of the Resume of the educator the Family Liaison Facilitator (FLF) will contact the applicant to conduct a telephone interview. At this stage requests for further information to support your application may be requested.
3. Three referee checks will be requested a character and 2 professional.
4. Once the referee checks have been successful an invitation to the 'Educator Induction' session is sent.
5. The FLF will forward a copy of the following information:
  - Educator Information Guide (this document)
  - Registration forms
  - Policies and procedures
  - In Home Care Guidelines
  - Other relevant information to assist with onboarding you as an educator with our service
6. Educator completes registration forms and returns prior to induction date (if possible).
7. All supporting documentation e.g. WWCC, National Police check, First Aid/CPR, Proda account, insurance will need to be completed and submitted to our service.
8. Educator approval to commence.
9. The educator will set their fees in consultation with their Service Provider as per the NSW In Home Childcare Services (NSWIHCS) Fee Schedule.
10. The educator will sign a copy of their set fees and provide a copy to the Service Provider.
11. Educator will be provided a potential family and a meet and greet will be arranged. If both parties wish to proceed, then a 'Start date' is provided to the Service Provider.
12. Care Commences



## 2.2 How much can I earn

Contracted educators with NSWIHCS earn an income as Self-employed (Sole Traders), caring for children in the child's own home. Based on the current 'Fee Schedule' by the service.

Educators can readjust their fees once each new financial year in consultation with their Service Provider. Fees are NOT to be set between the family and educator, as per the Family Assistance Law. The service as the service operator is responsible in setting the service fees charging schedule and establishing a service fee charging policy.

Currently our educators can charge between \$26.00 to \$31.00 hour per family. This is reviewed each financial year to reflect current CPI increases.

## 2.3 Start-up costs (approximate)

There are set up costs as an educator which you will need to be aware of, however most of the costs associated with starting as an educator can be claimed back as a tax deduction.

- *Public Liability Insurance*                 \$500
- *Workers Compensation*                     \$150
- *First Aid/CPR (004)*                         \$250
- *Working with children check*             \$90
- *National Police Check*                     \$50
- *Induction Training*                         \$195
- *Annual fee*                                     \$50
- *First Aid Kit*                                 \$15-\$25 (varies)
- *Reliable transport*                         \$Varies
- *Resource Kit*                                 \$Varies

## 2.4 Ongoing costs

- Once you are established and working with a family, educators will need to be aware there may be going costs.
- Educators are charged a \$50 re-registration fee which is payable in the first pay period of the new financial year.
- Currently NSWIHCS DOES NOT have an educator levy. There is an operational fee charged per family which is \$6.00 per hour, this is paid by the family **not** the educator.
- Educators working with 'Full Fee-paying families', means their families will be invoiced by our service for the operational levy.  
 All payments must be made to:  
**Account: BSB: 032 272**  
**Account Number: 20-0440**
- Educators who will be transporting children as part of their role and using their own vehicle must have full comprehensive car insurance and proper child restraints.
- Maintaining First Aid and Cardio Pulmonary Resuscitation (CPR).

- Insurance
- Professional Development/Training
- Educator Resources e.g. books, materials to assist with programming activities
- Administration, phone calls, emails, photocopying, postage and stationary
- Book-keeping/accounting fees
- As a Sole trader (self-employed) you will be able to claim ongoing costs as part of your role as an educator.

Once a fortnight has been processed, educators will receive a statement, detailing the gap fee payable by your family. Educators will need to provide the family with a receipt upon payment of monies received by the family.

## 2.5 Compliance

### *Insurance-Domestic Policies*

#### *Policy 4.1*

Educators are self-employed (Sole Traders) and operate as independent contractors. They are not an employee of our service. Educators are required to have Public Liability and comprehensive insurance as part of their agreement to work with our service. Before an educator can be engaged to work with a family, they must have proper insurances in place.

Educators must ensure they have Public Liability Insurance in place whilst contracted to work with our service. Failure to comply will result in a breach of your obligation to the service and governing laws for early education and care. An educator whose insurance has lapsed WILL NOT have their attendance records processed until they are compliant with their insurance up to date.

### *ABN*

#### *Policy 4.1*

Our educators are registered under a self-employed model (independent contractors) and have an Australian Business Number.

### *Proda*

Educators must be registered for a Proda account to receive government subsidies on behalf of the family.

### *First Aid*

#### *Policy 4.1*

Educators are required to have a current First Aid and CPR with the capacity to respond appropriately in a medical emergency before they commence care as per the National In Home Care Guidelines 3.6.1 and our service policies and procedures. Educators are to ensure they are always compliant to avoid being in breach of their contract with our service.

Educators please ensure you complete HLTAID004 First aid, which includes Anaphylaxis and Asthma.

*\*First aid Certificate which meets State Regulations, as applicable will fulfil this requirement.*

**Please note:** CPR component must be renewed annually.

### *Working with Children Check*

#### *Policy 4.6*

It is a requirement by law (Part 2, section 6 of the Child Protection *Working with Children Act 2011*) for Educators to have a current 'Working with Children Check.' Our service takes the safety of children seriously and therefore screen each educator before commencing to work with a family.

### *National Police Check (clearance)*

#### *Policy 4.6*

It is a prerequisite for educators to obtain a National Police Check before commencing work with a family.

### *Child Protection*

As educators are mandatory reporters, NSWIHCS requires all educators to have complete current certified 'Child Protection' training before commencing work with a family.

***Please note:*** Failure to meet the *In-Home Care Guidelines, Australian Government, Department of Education and Training as well as the service policies and procedures will be handled as a breach, resulting in the termination of the signed agreement between the service and the educator.*

## 2.6 Home Visits

You and your family will be supported through email, phone contact and face to face visits. It is part of the service provider's role to ensure best practice is occurring during the In-home care placement.

Home visits can be regular or spontaneous (unscheduled). This is so the service can support and monitor you and the developmental progress of the children.

Whilst our service always seeks prior permission for the service staff to access family homes, there will be occasions when a spontaneous visit takes place. Families have given prior permission for your service staff to access family homes whilst care is taking place. Visits to educators are conducted within the first few weeks of care commencing and every 3 months thereafter, unless a visit has been requested by the family or educator.

Unscheduled/spontaneous visits allow our service staff to gain an insight into the different interactions and behaviours of educators and children who are being cared for by you. The visits also provide an opportunity for you to be able to demonstrate they are fulfilling their responsibilities.

It is not a prerequisite that a member of the family is always home during the visits. As a matter of courtesy, the provider will advise the family and you that a home visit will or has taken place when an unscheduled visit occurs.

For home visits to be successful, clear, open and honest communication must be provided between the family, educator and service provider. If you are having trouble, we can help identify and discuss possible solutions. As most of our staff are qualified Early Education and Care professionals with years of industry experience, use them as a source of information and ideas.

A home visit form will be completed by the staff conducting the home visit and a signed copy of the home visit form will be forward to you and the family.

*During the home visit the following areas will need to be considered:*

- The hygiene and potential safety risks
- Quality of adult/child interactions and behaviour guidance techniques observed, as will the availability of stimulating experience for children
- Educator programs for children in according to EYLF for 0-5 years; 5- 12 years and (My Time, My place).

*Monitoring the Quality of Care:*

- The quality of care provided
- Educator interactions with children
- Educator programs reflect the interest/needs of children as per the EYLF

*Supporting the Educator:*

- Ideas and resources for meeting the children's needs
- Support of the Educator's professional development
- Discuss any questions or concerns

*Observing the children:*

- The children's developmental needs and activities to extend learning will be discussed
- Behavioural issues and management techniques may be discussed.

*Maintaining Records:*

- During the home visit discussion on compliance and record keeping will be discussed
- The educator and family will be asked to sign the visit sheet at the conclusion of the visit and a copy will be forwarded via email to both the educator and family.
- Educators are to send through a written program for children in their care with their attendance records at least once a month as a minimum requirement.

*Breaches*

- Educators who fail to operate under the requirements they are contracted for will be given a first warning and a period of 7 days grace will be provided for the educator to become compliant. After this period the educator will receive a breach or termination of contract letter.

## Section 3 – Educator Practices

### 3.1 Daily Activities

#### *Behaviour guidance:*

##### *Policy 5.1*

The aim is to guide children towards positive and responsible behaviour, which will encourage and support self-reliance and the development of positive self-esteem.

Educators are encouraged to discuss behaviour guidance expectations with the family, however the use of physical, verbal or emotional abuse including shouting, humiliating or frightening will not be used under any circumstances, even at the parent's request.

The educator's focus is on educating children to self-regulate their own emotions and behaviours through their behaviour guidance techniques.

When working with children with disabilities, educators will need to be aware families may have in place behaviour guidance/management techniques which have been tailored to support the the child with behaviours techniques implemented by a professional working with the child:

Helpful websites to assist you:

- Raising Children <https://raisingchildren.net.au/autism/behaviour/understanding-behaviour/cooperative-behaviour-asd>
- Beyond Blue <https://beyou.edu.au/>
- Cerebral Palsy Alliance <https://research.cerebralpalsy.org.au/about-cerebral-palsy/interventions-and-therapies/cognitive-behaviour-therapy-cbt-for-anxiety-in-children-and-adolescents-with-cerebral-palsy/>
- Developmental Disability <https://ddwa.org.au/wp-content/uploads/2017/08/DDC14ChallengingBehaviourWorkbookDIGITAL.pdf>

#### *Children from other families/visitors' children:*

Children from outside the current household receiving CCS, will not be cared for by the educator under any circumstances. Any playdates arranged by the family does not automatically qualify the educator to supervise children not receiving subsidy under the In home care program.

The educator's own children are not to be given permission to accompany the educator during the hours in home care is provided.

Families should have a visitor book for any persons entering the house during the hours In home care takes place.

#### *Complaints-feedback*

##### *Policy 7.1*

Our service is always seeking ways to improve our processes and systems. NSWIHCS has a complaints/feedback policy and procedure. The policy and procedure are part of your induction package. Further copies can be obtained from our website: [www.nswfdc.org.au](http://www.nswfdc.org.au)

It is recommended that before a complaint escalates, you and the family should first attempt to resolve the complaint. Either party can contact our office for assistance and a staff member can be available as a mediator.

#### *Confidentiality*

NSWIHCS treats all information received in a professional and confidential manner to protect the privacy and confidentiality of families and individuals within our service. Our service will ensure the privacy and confidentiality of all personal and health related information for families and educators, by storing and using the information appropriately.

Information is used only for the duration and care of the enrolled child within the service and shared with relevant or authorised people as defined within authorisations of the Education and Care Services National Regulations. Our privacy policy is available as part of your induction package or you can obtain a copy at [www.nswfdc.org.au](http://www.nswfdc.org.au) under the In-Home Care tab.

#### *Mandatory reporter*

##### *Policy 4.5*

The *Children and Young Person (Care and Protection) Act 1998* emphasises that the care of children and young people are a responsibility shared by families, government and the agencies working in partnership.

Educators have a *duty of care* to protect the safety, health and wellbeing of children in their care. If an educator has concerns about the safety, health and wellbeing of children in their care they should take immediate action.

Educators should contact their Service Provider if they are unsure if they should report or not discuss their concerns. NSWIHCS has a policy and procedure to assist educators with this process.

Educators are *Mandatory Reporters* and must make a report if they suspect a '*Child is at Risk*'. Educators can use the online interactive tool [online Mandatory Reporter Guide](#)

#### *Educator responsibilities*

##### *Policy 4.2*

Educators are not '*domestic help*' and must only undertake work that is related to the welfare of the child and is considered part of the approved In-Home Care program. Educators are not to be preparing the family's evening meal, shopping, washing clothes, vacuuming, dusting, hanging washing on the line or general house cleaning.

Educators are to dress appropriately and conducive for active participation with children and the family. Comfortable and safe workwear and closed shoes must be worn.

#### *Excursions/outings and transport*

##### *Policy 2.2.*

Excursions are an activity carried out for recreational or educational purposes under the supervision of one or more Educators and/or service staff, which does not occur on a regular basis. Individual permission forms are required for excursions with relevant adult to child ratios stated. A safety management plan must be completed by the educator before any excursion takes place. Prior permission by family and service must be provided for non-routine excursions.

Educators often like to undertake outings in the local area on foot for children in care. A visit to the park, shops, or even a walk to the bus to collect school age children, will need a routine excursion form completed, prior permission from the family and service provider.

If an educator is required to drive the family vehicle, the family must ensure the vehicle is road worthy and has the correct insurances required by the state authority, comprehensive and third party. It is highly recommended the family place the educator on their current insurance policy if use of the family car is a regular occurrence.

#### *Pets*

Contact with pets can provide children with positive learning experiences and can develop a sense of responsibility within children. Educators must ensure every domestic household pet, farm animal or any potentially dangerous animal kept at the family's home during the periods of care is made accessible to children only when the children are under close supervision of the educator. The family must ensure that every pet is kept in a clean and healthy condition, regular dewormed and checked for fleas.

#### *Water play*

Water play is restricted for children accessing the In-Home Care service. Children are NOT permitted to swim in backyard pools whilst in care. All pool areas must be fenced securely and comply with the Australian Standards for safety. Sprinklers and hoses may be used.

Any containers used for water play such as bubble blowing, boat play, must not be more than 30 cm high. Activities will always need to be supervised by the educator and immediately emptied after use.

No excursions or activities will take place to bodies of water, such as pools, rivers, dams and beach.

Other areas that represent a water safety hazard include nappy buckets, dams, creeks, fish ponds and fountains, pet or stock drinking vessels.

*(Remember: children can drown in less than 5cm of water).*

#### *Swimming lessons*

No swimming is permitted for children during care hours. Families who wish for their children to attend swimming lessons will need to ensure this happens outside the hours In home care takes place.

Any pool located in the family home must not be used during the hours In Home Care takes place. Educators are to ensure any doors, windows, gates that provide access to the pool, spa or jacuzzi area are securely locked, not allowing children access.

#### *Bathing*

Small children must always be supervised when bathing.

#### *Medication*

##### *Policy 2.1*

Before an educator can administer any medication the parent/guardian must supply the prescribed medication with the child's name and dosage amount on the bottle.

For incidental medicines, (i.e. cough mixtures etc.) the medicine must be in the original container that lists contents and age appropriate dosage.



Expiry dates need to be checked and symptoms evident before administering of any medication by the educator. In these cases, each dosage or treatment must be recorded according to the medication form and signed by the parent.

Homeopathic/naturopathic medication can only be administered by the parent unless the GP approval has been provided.

Any long-term treatment may require a letter of management by a medical practitioner.

Educators are not trained nurses, therefore do not have the skills to undertake the following:

- Peg feed children
- Flush children
- Administer heavy medication

Administering Panadol in the case of high fever, the educator will need to contact the family via phone/text and advise them before doing so. The parent/guardian will then need to sign the medication form upon their return home. Signed medication records should be kept by the educator and as a courtesy a copy/photo of the signed copy sent to the parent/guardian.

### *Nutrition*

To ensure children receive a healthy balance of food groups, families are requested to provide a wide variety of safe and nutritious food and drinks. This includes foods such as fruit, vegetables, breads, cereals, dairy, meat or meat alternative each day. Drinking water must be readily accessible to children and educator during care hours.

Any food allergies must be clearly discussed with the service and family and an anaphylaxis management plan in place if required.

The Educators role will assist in developing positive eating habits and encourage self help skills e.g. feeding shelves, self-serving of food, setting and clearing the table and hygiene practices.

A safe food handling session is part of the educator induction process.

As an educator you are to respect the family's cultural and religious practices regarding food choices.

### *Smoking*

To ensure the health, safety and welfare of all children in care we require families and educators to ensure the indoor and outdoor areas of the home are a smoke free zone, during the hours In-home care takes place. This also applies to visiting guests of the family.

In Home Care is a NO Smoking environment.

### *Educator health*

#### *Policy 4.7*

Educators are to ensure their health status does not impair their ability to care for children during the hours of care. Educators who are unwell/contagious must not have direct contact with children and notify the service. A doctor's certificate is required for absence of more than 2 days in the case of infectious diseases

### *Sick children*

#### *Policy 2.1*

Children who are unable to access other forms of childcare due to illness/disability may be able to access In-Home Childcare.

Children in care who are contagious will be considered for care on an individual basis by the service.

Educators have a choice to not work with children when children are highly infectious. In this instance the educator will be paid as per the contracted day. The parent/guardian may be called to return home in circumstances when the child becomes extremely ill and is unsettled.

For contagious infections, the family will need to provide a letter from a GP stating child is all clear to continue receiving care.

Our service is required to keep records of children who are accessing care because of illness, under our funding agreement by the Department of Education and Training.

#### *Medical Appointments*

Educators can attend medical appointment/therapy session with the parent/guardian for their child, however the educator is not responsible for taking children to medical appointments on their own.

#### *Sun Safety*

It is recommended, educators and families provide adequate shaded areas in their yard and ensure children receive appropriate sun protection (hat, clothing, sunscreen) whilst playing outdoors, on outings and excursions.

It is recommended children not play in direct sunlight between the hours of 10 am -3pm daylight savings and 10 am-2pm (EST).

#### *Educator leave/absences*

Educators must inform the service during office hours whenever possible and the family if they are unable to attend their care session with the family immediately to arrange relief care for the family.

Educators who wish to go on holidays will need to complete a leave form and forward to the service a minimum of 14 days prior to commencing a leave of absence.

#### *Travelling/holidays with children*

Families who are going on holidays and wish to take their educator with them, cannot receive subsidy. This is considered a private arrangement.

#### *Vehicles*

Educators who will be utilising their own vehicle for transporting children must ensure their vehicle is road worthy. As part of the registration process the educator's car must be fully insured with comprehensive and third-party insurances as per the requirement by law. The educator will be required to have the car checked by a registered road authority, the form 2.3A will need to be completed by the educator.

Educators will need to have car seats checked and approved at a Child Safety Restraint Fitting Station annually or when a change of vehicle occurs, if you are transporting children in your own vehicle. Educators who are using the family vehicle need to ensure the family have comprehensive and third-party insurance in place. Our service recommends families place educators on their insurance policy, so they are covered. Educators are strongly advised to not drive the family car without insurances in place.

## Section 4 – Financial Information

### 4.1 Attendance Records

Educators are to complete the electronic attendance record each week and submit on Monday of each week before midday to avoid missing out on a pay cycle.

Attendance records submitted after this timeframe will incur \$25.00 late fee to the educator.

#### *Attendance record checklist*

- Educators are to complete the electronic attendance record and the parent sign and cc: into email sent to our service.
- Attendance records must be sent to [admin@inhomechildcare.com.au](mailto:admin@inhomechildcare.com.au)
- All sections of the attendance record must be completed. Children first names and surname
- Start and end time
- Name of parent/guardian
- Name of educator and other educator who is working with the same family if more than one educator contracted with the same family
- Week ending date (is a Sunday of each week)
- Calculation box

Educators who send **incomplete attendance** will have their attendance records returned until completed correctly within the specified timeframe or a late fee will apply.

#### *Receipt of payment to family*

Educators who receive a payment from families will need to provide the family with a receipt of payment as per the requirement of Family Assistance Law.

#### *Payment Advices to educators*

Educators are paid on a fortnight basis into their nominated bank account. Educators will be sent a payment advice each fortnight on Friday pay cycle. We strongly recommend educators read their payment advice in order to charge the family the correct gap fee.

If you have trouble reading your payment advice, educators should contact our office for assistance.

### 4.2 Tax time

As an educator you are a sole trader and may be able to claim the following as a tax deduction:

- Induction costs and any levies
- Insurances, First Aid
- Any professional development
- Start-up cost e.g. equipment, stationary, internet, etc...
- Any subscriptions in relation to your role
- Travel costs up to 78c km per any travel you undertake on behalf of the family

More information can be found at

<https://www.ato.gov.au/business/starting-your-own-business/before-you-get-started/choosing-your-business-structure/sole-trader/>

<https://www.ato.gov.au/individuals/super/getting-your-super-started/Self-employed/>

NSWIHCS recommends Educators to consider putting aside a portion of your monies received. An average estimate is 15%-20% for tax and 9.5% for super. This will ensure that come tax time you have money available to pay your taxes.

Keeping receipts of any expenditure you make in relation to your role as an educator will assist you come tax time.

***Please Note: Our service can only make suggestions. For professional and legal advice you will need to contact your tax agent for assistance.***

### 4.3 Types of Child Care Subsidy available to families

There are different subsidies families can claim under the Child Care Subsidy. Educators should be aware of the type of subsidy their family is currently accessing.

*What is Transition to work?*

The subsidy is available for a family with an income of less than \$66,958 in possession of a mandatory or voluntary job plan, and currently receiving one of several approved income support payments. For more information see [ACCS \(transition to work\) fact sheet](#).

*Grandparents?*

Grandparents that are the principal carers 65% or more of the time and receive some form of income support (e.g. pension). For more information refer to [ACCS\(grandparent\)fact sheet](#).

*Temporary financial hardship*

Families that are suffering financial hardships due to an eligible exceptional situation which occurred within the last 6 months. More information is available from [ACCS \(temporary financial hardship\) fact sheet](#)

*Child Wellbeing*

A child has been identified to be at serious risk of abuse or neglect. More information is available at: [ACCS \(child wellbeing\) fact sheet](#)



## Section 5 – Notifiable Diseases

### 5.1 Introduction

To ensure that Educators are compliant to the guidelines set out in the In-Home Care Guidelines, In Home Care Handbook and service policies and procedures, educators must be aware of their responsibilities to ensure a safe and healthy environment for themselves and the children in care.

If the Educator is exposed to a notifiable disease, the Educator must notify the Service Provider.

The Educator must ensure the following:

An Educator's ability to care for children should not be impaired by:

- poor health status
- any medical condition
- dependency on any medication
- dependency on any substance

An Educator is to provide a medical certificate indicating their ability to carry out full duties if requested at any time by the Service Provider

The Educator must neither be adversely affected by/nor consume alcohol or drugs during the hours children are in care or for a reasonable period prior to the hours the child/ren are in care.

Reference used: Staying Healthy in Child Care – 4th Edition 2005

Prior to application of care, consideration should be given to the following:

- Childcare workers are at risk of getting infectious diseases
- Infection control practices such as hand washing can stop disease spreading among Educators and children
- Immunisation can also stop childcare workers getting some diseases

The Educator should make sure that their immunisations are up to date. Child care workers should discuss their history of Measles and Rubella immunisations or infection with their doctor. They may also wish to discuss whether to have additional immunisations, such as the Hepatitis A vaccine. Infected workers may be excluded from caring for the recommended exclusion periods.

### 5.2 Types of diseases/illness

#### Hepatitis A

Hepatitis A vaccine is recommended for childcare workers, particularly those who care for children who are not toilet trained.

#### Hepatitis B

Working with children is not a significant risk factor in acquiring Hepatitis B. Hepatitis B vaccine is therefore not recommended for routine use in Educators or children in childcare settings.

**Tuberculosis**

Adults employed at children's facilities should have a pre-employment health screen. This should include a tuberculin skin test (Mantoux test) and a chest x-ray. Adults who have spent some time working overseas and then resume working with children should have employment tuberculosis health checks before starting work again.

**Infectious diseases during pregnancy**

Childcare workers who are pregnant need to be aware of how some infections can affect the unborn child. This is a good time to make sure that good infection control practices are followed.

**Rubella**

It is especially important for women of child-bearing age to be protected against Rubella. If a pregnant woman contracts Rubella, her baby may be born deaf, blind, or with heart and lung damage. Because Rubella is difficult to diagnose, a history of the disease is unreliable as a guide to immunity. A blood test will show whether you have had Rubella.

**Cytomegalovirus (CMV)**

CMV infection in early pregnancy may affect the unborn child. The infant may be unaffected, deaf, or have multiple abnormalities. Whether the baby is affected depends on many factors. The two main factors are previous CMV infection and the stage of the pregnancy. The risk is very low if the mother has had CMV infection before. The risk of severe effects may be higher if the mother catches the disease in the early stages of pregnancy. The chance of child care workers acquiring CMV infection when looking after 3year old seems to be greater than that of hospital staff or the general public. Childcare workers may wish to have a blood test for CMV immunity before becoming pregnant. This would allow them to make an informed decision about work practices and to discuss these with their doctor.

**Toxoplasmosis**

Childcare workers are not at a greater risk of contracting Toxoplasmosis than other people. Toxoplasma infection in pregnancy may lead to congenital abnormalities. There is no risk if the mother has had the disease before, but this is often unknown. Toxoplasmosis is acquired from contact with cat faeces (in soil or sandpits) or eating poorly cooked meat. If you are considering pregnancy, then a blood test will tell if you have already had Toxoplasmosis

**Erythema Infectiosum also known as Parvovirus or Fifth Disease**

The symptoms of this disease are slapped cheek rash (red cheeks that look as though they have been slapped) or arthritis. A Pregnant woman who develop these symptoms should discuss this with her doctor. Parvovirus causes miscarriage or stillbirths in a small percentage of women infected during pregnancy. Malformations do not appear to occur in babies who survive this infection in the mother.

**Chickenpox**

Most childcare workers have most likely contracted probably have had chickenpox as a child and may not get it again. Infection with Chickenpox in the first three months of pregnancy may damage the unborn child. Pregnant women who are exposed to Chickenpox at any stage of the pregnancy should see their doctor soon after exposure. The doctor may give Varicella Zoster Immunoglobulin (VZIG). This is an injection of antibodies against Chickenpox. For more information please visit the National Health and Medical Research Council Website: [www.nhmrc.gov.au](http://www.nhmrc.gov.au)

## Section 6 – Operative Provisions

### 6.1 Acknowledgment and agreement

#### The Educator acknowledges and agrees they:

- Are an independent Sole Trader, ‘Self-employed’ Educator engaged by NSWIHCS.
- NSWIHCS role is to provide support, introductions and referrals of families and to provide an accreditation scheme by which an Educator will be eligible to supply care to families and children.
- Are not the agent, employee or partner of NSWIHCS;
- Are not represent to any family or other person that they are the agent, employee or partner of NSWIHCS;
- Will not incur any debt or other liability on behalf of NSWIHCS nor purport to do so;
- Are responsible for making their own arrangements for taxation (including, if applicable, GST), superannuation, insurance and all other arrangements that may be required under Applicable Rules or which may be desirable or prudent;
- Are responsible for setting and negotiating payments with the consultation of their Service and the NSWIHCS Fee Schedule and Policy, to be made by families for the provision of care;
- Are responsible for negotiating, entering into and enforcing their own contracts in consultation with the Service on such terms as Educator shall determine in their discretion, but not to be inconsistent with the terms of this agreement or any ‘Applicable Rules’ and
- Are responsible for the collection of all monies due (gap fee) and payable by families.

#### 2. Educator warrants and agrees that he/she:

- Is not an undischarged bankrupt;
- Has not been charged with, convicted of or committed an offence of a sexual nature,
- Has an offence against a child or any offence for which a custodial sentence may be imposed;
- Has a current Working with Children Check and National Police Clearance/check
- Is 18 years of age or over;
- Will always hold current Public Liability Insurance with cover to \$20 million;
- Will always hold an up-to-date First Aid and CPR qualification issued by a reputable body;
- Is prepared to register for an Australian Business Number (ABN) and
- Has disclosed to NSWIHCS all information which is reasonably relevant to Educator’s capacity to perform his/her obligations under this agreement and relevant to NSWIHCS decision to enter into this agreement.
- Holds a minimum Certificate III in Early Education and Care or willing to obtain. Or other relevant qualification as per the Acecqa requirements <https://www.acecqa.gov.au/> .

#### 3. Educator will always take personal responsibility for the provision of care and must not at any time:

- Engage any other individual for care to be provided by a third party;
- Transfer a contract with families for the provision of care to a third party without the prior written consent of the Service Provider
- Allow any third party to assume responsibility for supervision or care of a child without written parent consent.

#### 4. In addition to the express obligations contained in this agreement, Educator acknowledges and agrees that in supplying care, he/she will comply with all ‘Applicable Rules’.



**5. Without limiting the generality or application of the preceding clause, Educator must:**

- Not work under the influence of alcohol or drugs and maintain a smoke-free environment whilst caring for children;
- Attend homes in clean and tidy attire;
- Have due care for the property of families and others, and use equipment and facilities within the home with due care for efficiency, economy and safety;
- At all times be courteous to families and others while providing care;
- Comply with applicable privacy legislation and, treat as confidential and refrain from disclosing to any third party (other than NSWIHCS in appropriate circumstances), all information pertaining to the parents and children and their extended families, friends and other contacts, to which Educator is privy;
- Create and maintain all records required by 'Applicable Rules' and make them available to NSWIHS on their request;
- Ensure that all claims for fees and expenses are honestly made and documented in such a manner as to demonstrate the validity of the claim;
- Ensure that all fees and expenses are quoted inclusive of GST, where applicable;
- Give the Service Provider and families such prior notice as may be reasonable in the circumstances if Educator will not be able to provide care when contracted to do so;
- Comply with the terms of their contract with families and honour all promises and representations made to families; and
- Employ grievance resolution procedures as prescribed in 'Applicable Rules' from time to time.

**6. Educator will diligently provide care in the best interests of each child and will provide a variety of activities and opportunities which are chosen to enhance the development of the child. This obligation includes but is not limited to the following, namely that Educator must:**

- Pay close attention to and provide diligent supervision to children;
- Never leave a child unattended in a vehicle;
- Ensure that children are not placed at risk of injury or harm to health that is reasonably foreseeable;
- Administer appropriate First Aid when required;
- Use infection control procedures to avoid cross infection when a child under care is sick;
- Not administer medication to a child without the written consent of the family;
- Always employ hygienic practices;
- Advise families of Educator's proposed daily routine for care and advise families of any proposed changes to that routine;
- Obtain consent of the Service Provider and written consent of families before taking children on outings or excursions away from the home;
- Not cause or permit a child to travel in a private vehicle or public transport without:
  - Written consent of family from time to time,
  - A safety restraint that complies with Australian Safety Standards suitable for the age and size of the child and
  - If the Educator wishes to travel with the child in the Educator's private vehicle the Educator having submitted details of his/her driver's licence to NSWIHC;
  - Not subject any child to any form of abuse or corporal punishment;
  - Not subject any child to discipline (whether physical, verbal or otherwise) which could frighten or humiliate the child;
  - Comply with all reasonable requests and directions of families in the provision of care;
  - Provide a daily report to families on the child's activities of that day including consumption of food and drink and otherwise faithfully and accurately report to families any matters which Educator should reasonably report.

- 7. Educators agree to notify the Department of Human Services Community Services, if Educator suspects a child has been the subject of abuse or neglect. (Educators are mandatory reporters).**
- 8. Educator releases NSWIHCS, its employees, agents and contractors from liability for all liability, loss, damage and injury incurred by Educator in or in the context of providing care.**
- 9. Educator will indemnify NSWIHCS against all loss or liability incurred by NSWIHCS as a result of claims of any kind whatsoever made or commenced by families, by or on behalf of a child or by any third party arising from any act or omission of Educator in, or in the context of, providing care. This indemnity:**
  - Applies whether the claim is made for breach of engagement, negligence or other or breach of statutory duty or on some other legal basis;
  - Applies whether the claim is in respect of personal injury, death, damage to reputation, financial loss, economic loss, loss of profit or opportunity, or another form of loss and
  - Includes all legal costs and disbursements incurred by NSWIHCS on a full indemnity basis.
- 10. Educator acknowledges and agrees that NSW In-Home Child Care Services makes no warranty or representation as to:**
  - The fees that families may be prepared to pay for care;
  - The solvency or otherwise of families;
  - The profitability or earnings that Educator may achieve as a reward for becoming an Educator;
  - Liability loss or injury that Educator may incur or suffer as a result of providing care;
  - The volume of referrals to Educator that NSWIHCS will be able to make;
  - The working environment and safety of any home;
  - The health, developmental level, personality or behavioural or other characteristics of any child and
  - Educator shall make their own enquiries and shall satisfy him/herself as to the foregoing matters in all cases.

## 6.2 Recommendations for your First-Aid Kit

### Quantity Description Use








- 1 Bandage Crepe 5cm Support bandage
- 1 Bandage Crepe 7.5cm Support bandage
- 1 Tape Hypoallergenic 1.25 x 9m Secure dressings
- 2 Bandage Triangular 110 x 110cm for slings, padding etc.
- 1 Swabs Gauze 7.5cm 3 PK to aid wound cleaning
- 2 Pad Combine 10 x 10cm Bleeding control
- 2 Pad Non-Adherent 7.5 x 10cm Wound cover
- 1 Pad Eye Sterile Emergency eye cover
- 5 Swabs Alcohol each Cleaning Instruments
- 1 Scissors SS Sharp/Blunt 12.5cm Cut dressings/bandages
- 1 Forceps SS Splinter Pointed 12.5cm Removing splinters
- 1 Blanket Emergency Shock Retain body warmth
- 1 Pins Safety 12 PK Secure wound cover
- 1 Notepad & Pencil Record vital information
- 2 Saline Eye & Wound Irrigation 15mL Eye/wound irrigation
- 1 Strips Adhesive Plastic 50PK Minor wound cover
- 1 Burn aid Sachet 3.5g Soothes Minor Burns
- 1 Stingoes Sachets 3ml 5PK Soothes bites/stings
- 1 Glove Disposable Nitrile Large Pair Hygiene
- 1 Guide First Aid Quick Reference Easy Read Book
- 1 Resuscitation Protection Shield To aid resuscitation
- 1 Glove Disposable Nitrile Large Pair Hygiene
- 1 Guide First Aid Quick Reference Easy Read Book
- 1 Resuscitation Protection shield to aid resuscitation

First Aid kits are available for purchase in supermarkets, pharmacies or via the internet. A variety of first aid kits can be viewed on the St John Ambulance Australia Web site, <http://www.stjohn.org.au>. NSWIHCS request parents/guardians to have a first aid kit available.

**\* Please note: 'Duty of care', NSW In-Home Childcare recommends educators carry their own first aid kit.**

# Section 7 – Helpful Resources/Signs

## RESUSCITATION CHART

<b>D</b>	<b>DANGER</b>	<p>Use all senses to check for dangers to yourself, others and the patient. Ensure the area is safe. Move the patient only if the danger cannot be eliminated.</p>	
<b>R</b>	<b>RESPONSE</b>	<p>Check for a normal response by talking to the patient, asking them their name and squeezing their shoulders <b>DO NOT</b> move the patient if the injury is the result of a fall</p>	
<b>S</b>	<b>SEND FOR HELP</b>	<p>Send a bystander to call for help and an Ambulance as soon as possible <b>DIAL 000</b> and ask for Ambulance attendance.</p>	
<b>A</b>	<b>AIRWAY</b>	<p>Open mouth and check for foreign objects. If objects are present place in recovery position and clear airway with fingers. <b>DO NOT</b> move patient if the injury is the result of a fall.</p>	
<b>B</b>	<b>BREATHING</b>	<p>Check breathing. Look for rise and fall of chest. Listen for breathing sounds. Feel for breaths on the cheek and for ribcage movement. If breathing is present keep the patient in the recovery position and monitor.</p>	
<b>C</b>	<b>CPR</b>	<p>If no breathing is present commence CPR. Give <b>30 Chest Compressions to every 2 Breaths</b> @ 100 Compressions/minute.</p>	
<b>D</b>	<b>DEFIBRILLATION</b>	<p>Apply defibrillator (if available) and follow the voice prompts or instruction on the device. AED - Automated External Defibrillator</p> <p style="color: #f4a460;"><b>Continue CPR until responsiveness or normal breathing returns</b></p>	

**FIRE & SAFETY AUSTRALIA**  
[www.fsaus.com.au](http://www.fsaus.com.au) | 1300 88 55 30  
[www.nasca.org.au](http://www.nasca.org.au) | 1800 65 55 10





# How to wash hands

STAYING HEALTHY | 5TH EDITION | 2013

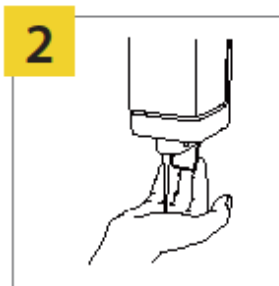


A hand wash should take around 30 seconds.



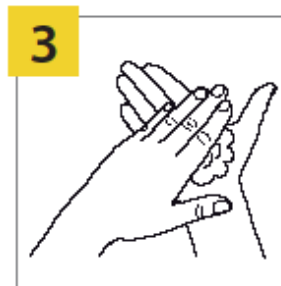
1

Wet hands with running water (preferably warm, for comfort).



2

Apply soap to hands.



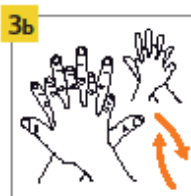
3

Lather soap and rub hands for at least 15 seconds, including:



3a

palm to palm,



3b

back of hands,



3c

in between fingers and back of fingers,



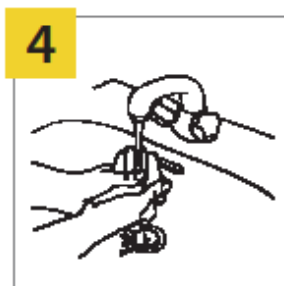
3d

around thumbs and



3e

tips of fingers.



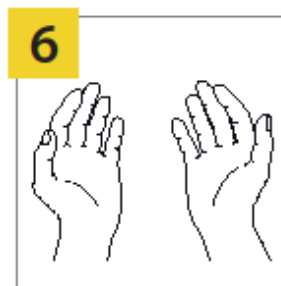
4

Rinse hands with water.



5

Dry hands thoroughly.



6

Your hands are clean.

THIS POSTER REFERENCES THE WORLD HEALTH ORGANIZATION'S 'HOW TO HANDWASH?' POSTER NHMRC Ref. CH55g Printed June 2013



Australian Government  
National Health and Medical Research Council

NHMRC

WORKING TO BUILD A HEALTHY AUSTRALIA

**NSW In Home Childcare Services Information and Policy DECLARATION**

I have read all the information and polices contained in this document as part of my contract with NSW In Home Childcare Services and am aware of my responsibilities whilst receiving care for my children with the service.

I have received a copy of the following documents:

1. Educator Information Guide
2. Registration forms
3. Policies and Procedures
4. In Home Childcare National Guidelines
5. Service Fee Guide

**Educator Declaration:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

(please print name)

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**NOTE:** Please print this page and return signed Declaration Form to NSW In Home Childcare Services with educator registration forms.