

After-hours On-call Procedure:

Educators who currently are engaged through NSW In-Home Childcare Services have an obligation to ensure they are compliant and understand their obligations whilst providing care for families.

To avoid any confusion and that all educators are of the same understanding please read the following information in order for there to be no misunderstanding in the future.

EMERGENCIES - life threatening emergencies PLEASE CONTACT 000 and notify the emergency service number on: 0416 333 435.

The after-hours on-call service operates from 4pm to 10 pm Monday to Friday.

Please only use this number when office is closed for an Emergency or Crisis, all other calls should be directed to the main office line during business hours.

For the purpose of this, a crisis or emergency would include:

- A medical emergency that requires an ambulance to be called for the child,
- A person assaults or threatens to harm the educator or child/ren in care,
- The educator accidentally administers the incorrect medication or dosage to the child,
- The child goes missing and cannot be found within 30 minutes,
- A fire at the family's home and
- A break-in or attempted break-in at the family's home and
- An educator who is contracted to work weekend shift and is unable to do so because of an emergency or crisis.

Other matters (such as providing feedback or administration relating topics), must be dealt with during office hours 8am to 4pm Monday to Friday, on 02 9779 9999.

Educator Personal Leave Procedure:

1. If you are sick on a day you are contracted to work with a family, please contact our office during the office hours, 8 am to 4pm, to inform us that you are unwell.
OR
1. If you are unable to attend your contracted weekend shift, you are to notify the office as soon as practically possible via the after-hours on-call number or office number during the times specified.
2. You will then need to contact your family and inform them you will be unable to attend your care shift.
3. Our office will seek to arrange for a replacement for the family for the period you are not able to attend your care session for the family.

NB: Educator changing shifts with other educators - It is ***not*** up to the educators to seek their own replacement. Educators are ***not*** to change shifts with other educators without ***first*** consulting the office for approval. (Please refer to the Educator Agreement 5.16 /5.17: "Allow any third party to assume responsibility for supervision or care of a child: _____").