

	<p>Procedure</p> <h1>Family Day Care Relief Care</h1>	
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Procedure

Purpose & Scope

Lake Macquarie Family Day Care is responsible for maintaining a register of educators to meet the home based education and care needs of families, according to regulatory requirements and the approved service's policies and procedures.

The service provided by a registered educator may temporarily close from time to time to allow the educator to take annual leave, sick leave or other leave.

Educators are not entitled to charge fees for care while their service is closed. Parents may access alternate care for the whole of a booked care period, or refuse part booked hours without penalty, if the primary educator is unable to provide care for all of the booked care period.

Alternate care vacancies in the approved service may be unavailable from time to time or may be difficult for parents to access due to location or other constraints.

Educators need opportunity to offer education and care services to families which:

- cause minimal disruption to children's routines in a familiar environment during educator leave periods
- allow parents to access their child's education and care places during educator leave periods
- improve client satisfaction with the service

Parents need opportunity to:

- access consistent education and care during periods of educator leave to ensure they are able to meet their work and other commitments
- assess the suitability of education and care arrangements for their child

The approved service needs to:

- ensure consistent education and care placements are available to families registered for care
- provide opportunity for educators to access leave while minimising inconvenience to families

Process

Parent responsibilities

- 1 Parents will satisfy themselves as to the suitability of education and care arrangements before completing a Parent Consent to Relief Care form.
- 2 Parents must advise the primary educator of their required care hours before the relief educator commences and pay appropriate fees for these notified hours, in accordance with the primary educator's Fees and Charges Schedule. Fees apply for all of the notified hours during the relief care period, including absences from care.
- 3 Complete attendance records, provided by the relief educator for their child during the care period.

Primary educator responsibilities

- 4 The primary educator must advise a parent of each child in care, of the educator's intention to participate in the approved service's Relief Care program, on the child's enrolment or, if the child is

- enrolled with the educator, when the primary educator completes an application to participate in the Relief Care program.
- 5 The primary educator may only participate in the relief care program if the Nominated Supervisor or delegate has acknowledged and approved their application to participate (Relief Care Application)
 - 6 The primary educator must, prior to each occasion of relief care:
 - advise the parent of each child in their care of the relief care arrangements
 - provide opportunity for the parents of children in care to meet with the relief educator
 - obtain written parental consent via a completed Parent Consent Form for each child who will be in care during the education & care period
 - if the primary educator engages the same registered relief educator, the primary educator may obtain signed parental consent when a child enrolls with the primary educator for a period of up to 12 months. In this instance, the primary educator must inform the parent of each child, of every occasion education and care is proposed to allow the parent an opportunity to consent or withdraw consent
 - parents are under no obligation to consent to a relief care arrangement
 - the primary educator will ensure that any new or alternate families are aware of the Relief Care program
 - 7 The primary educator must inform the co-ordination unit of the intention to utilise a relief educator prior to the care commencing (including the name of the proposed relief educator and the time period) either by:
 - email, telephone, or by forwarding a Relief care notification form and
 - submit signed Parent Consent Forms for each child in care during the nominated relief care period before the care commences, or in the case of an emergency, as soon as practicable. Consent forms can be received by email
 - 8 The primary educator must not charge a fee for care for any child during the relief care period if a parent of a child does not consent to the relief care arrangements, during the education & care period.
 - 9 The relief educator must charge the family the child's usual fee for care during the education & care period and may not penalise families by charging a higher fee for this time.
 - 10 The primary educator must negotiate care requirements, tasks required, and any payment arrangements (if applicable) directly with the relief educator including duration of education & care period, hours of care provision, numbers of children in care during the education & care period and any additional needs of the children.
 - 11 The approved service shall not be responsible for, or enter into, any dispute arising between the educators regarding any payments exchanged between the primary and relief educators for relief care services provided or not provided, or any cancellation of care arrangements.
 - 12 The primary educator must ensure the relief educator completes an orientation and induction of the education and care residence or venue as set out in the Relief Care Application including emergency evacuation procedures.
 - 13 The primary educator may place her/his own children in care with the relief educator only if:
 - the children are registered for education and care with the approved service (note- no Child Care Subsidy is payable for the primary educators child)

- vacancies exist and the maximum number of children in care at one time does not exceed regulatory requirements

Relief educator responsibilities

- 14 The relief educator will negotiate bookings directly with the primary educator and will inform the primary educator of their requirements for:
 - confirmation of bookings
 - cancellation of booking (including any fees payable for cancellation)
 - meetings with parents prior to commencement of relief care
 - orientation/induction times including emergency evacuation procedures, the needs of children in care, duties to be performed, and services and equipment available
- 15 The relief educator will display their Certificate of Registration in the education and care residence or venue, at all times during the care period.
- 16 The relief educator must provide confirmation to the approved service at the conclusion of the care period by submitting the child attendance records and will –
 - receive the parents entitlement for Child Care Subsidy when the attendance records are processed and
 - pay the educator levy to the service when more than 2 full days of relief care have been provided in any one week
- 17 The relief educator must ensure parent's sign an attendance record on arrival and departure from the education and care residence or venue each day, and receipt any parent payments made on the day of care.
- 18 The relief educator is responsible for maintaining Work Health and Safety standards within the education and care residence or venue at all times during the relief care period.
- 19 During the education & care period, the relief educator must undertake only those tasks normally associated with the provision of a quality education and care service. This includes complying with all state and federal legislative requirements and the approved service's policies and procedures, and maintaining quality education and care standards and practices, in accordance with The National Quality Framework.
- 20 The relief educator may only transport children in his/her vehicle if
 - a parent / guardian of the child has signed a consent form in accordance with Family Day Care Excursion Procedure
 - the vehicle and car restraints comply with all legislative requirements as stated in the Family Day Care – Child Safety Procedure
 - evidence of a current drivers licence, and car registration details have been supplied to the Lake Macquarie Family Day Care Service
 - the relief educator has conducted and documented a risk assessment regarding transporting children

Controlled Document Information

Authorisation Details

Folder No:	F2004/12276-04	TRIM Record No:	D08870880
Audience:	Departmental - Family Day Care staff, educator and stakeholders		
Department:	Community Planning		
Officer:	Service Manager - Jan Morgan		
Review Timeframe: Max < 4 years	3 years	Next Scheduled Review Date:	28 June 2021
Authorisation:	Integrated Planning Manager - Wesley Hain - 9 August 2018		

Related Document Information, Standards & References

Related Legislation:	The National Quality Framework Work Health & Safety Family Assistance Law	(Relationship/Context)
Related Policies (Council & Internal):	(Policy Name)	(Relationship/Context)
Related Procedures, Guidelines, Forms, WHS Modules/PCD's, Risk Assessments, Work Method Statements:	Relief Care Application Parent Consent to Relief Care Relief Care Notification Confirmation of Relief Care Family Day Care Excursion Procedure Family Day Care – Child Safety Procedure	(Relationship/Context)
Standards COP's & Other References	Child Care Services Handbook Department of Education	(Relationship/Context)

Definitions

Term / Abbreviation	Definition
Nominated Supervisor	Authorised Supervisor of Lake Macquarie Family Day Care, Nominated Supervisor – responsible (along with the Approved Provider) for ensuring the scheme is following the Law and the Regulations, Certified Supervisor – a person with a supervisor certificate placed in day to day charge of an education and care service.
Parent	The parent of a child registered for care with Lake Macquarie Family Day Care and includes: (a) guardian of the child, or (b) a person who has the legal custody of the child.
Educator	A person engaged by or registered with a family day care service to provide education and care for children in a residence or venue
Relief Educator	A person engaged by or registered with Lake Macquarie Family Day Care and approved to provide a relief education and care service for a primary educator
Regulatory requirement	State and Federal government regulations that are relevant to the provision of Family Day Care services in NSW
Approved Service	Lake Macquarie Family Day Care is issued an approval to operate a family day care service
Service	an education and care service operated by an educator whose name appears on a current register of educators for Lake Macquarie Family Day Care

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The National Quality Framework	Includes: <ul style="list-style-type: none"> a National Legislative Framework that consists of the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011 a National Quality Standard an assessment and rating system a Regulatory Authority in each State and Territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard. The Australian Children's Education and Care Quality Authority (ACECQA)
Work Health and Safety	Includes: <p>Work Health and Safety Act 2011 No 10</p> <p>Work Health & Safety Regulations</p> <p>LMCC WHS</p>

Consultation (update for each version created)

Key Departments, Teams, Positions, Meetings:	Family Day Care Staff Educators and Stakeholders
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Version History

Version No	Date Changed	Modified By	Details and Comments
2	4/5/2007	J. Wade	Update key resources, update Attachment 1, include reference to tasks to be performed by relief carer in Relief Carer and Primary Carer Responsibilities, include Parent Responsibility for payment for notified hours of relief care
3	22/1/2009	J. Wade	Update references and attachments, include 3.9
4	05/03/2010	J. Morgan	Update references and attachments. Attachment 1 includes reference to extended consent periods for relative relief carers. Attachment 2 and 3 include carers notifying Coordination unit of proposed relief care occasions by email, phone, or fax. Update Attachment 4 Confirmation of Relief Care add to Child Attendance Record. Add 3.22 references to relief carer transporting children including risk assessment and parental consent for excursions.
5	09/12/2011	S. Vickers	Update reference of Children's Services Regulation 2004 & NCAC to The National Quality Framework, home to residence or venue, childcare to education and care, added definitions of The National Quality Framework & Work Health & Safety & updated definition of Authorised Supervisor
6	07/01/2014	J Morgan	Update references. Included in point 6, parent consent for a period of up to 12 months if the same relief educator conducts education and care
7	08/01/2016	J Morgan	Included reference to the relief educator submitting attendance records in the relief educators name for any care provided consistent with Family Assistance Law Reference to payment of educator levy when 2 or more full days of relief care are provided
8	08/08/2016	J Morgan	Added reference to fees to apply for all of the notified hours during the relief care period, including absences from care.
9	28/06/2018	J Morgan	Removal of reference to Child Care Benefit and Child Care Rebate and replaced with Child Care Subsidy