



2.2 (d) Coordinator Procedures Policy

Policy number: 2.2(d)	Authorised by: Monica Langfeldt	
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This policy relates to	
National Quality Standards Early Childhood Education & Care	6.2.1, 6.2.3, 7.1.2 , 7.1.3, 7.2.2

Purpose

Safe and efficient coordinator procedures.

Policy

Coordinator Visits

Coordinators visit educators regularly to ensure that the individual needs of children are being met, and that the quality of care and safety standards are maintained. In addition, these visits assist the educator by providing time to discuss learning outcomes for children and any issues that relate to their role.

Coordinators are matched with educators which the manager believes will result in the best outcomes for the educator as well as to best support children’s learning and well-being. Sometimes there is the need for coordinators to change educators. This process is supported by the coordination unit through discussion with the educator and children.

Educators are at all times responsible for the running of their service, and are not to rely on coordinators for raising safety or service issues. Coordinators will endeavour to observe and critically reflect on the service at the visit, but they can only report on what is seen on the day. Overall responsibility for the service must be maintained by the educator, and they should seek support from the coordinators as needed.

Visits usually occur unannounced; however, the following situations may be planned visits:

- Coordinator assessments of children;
- Induction/professional development training;
- Supporting a child’s behaviour;
- Supporting a child’s special needs;
- Supporting to settle a child in care;

- General support of educator when requested;
- Support of educator play sessions.

Coordinators will attend the educator's home in any situations of a serious nature including any emergency situations where the educator may need an extra person or support

Visits will involve spending time in the home, observing and interacting with both children and adults. This includes observing the environment, reviewing documentation, and supporting educators with the National Quality Standards process and record-keeping. Educators are encouraged to continue with their normal routine while the coordinator is in the home.

From coordinator observations and contact with parents, coordinators are able to provide feedback (both positive and negative) and suggestions to the educator on their daily practices and interactions with children.

Records are kept verifying the visit and the issues to be followed up by either educator or coordinator. Coordinators will document observations and child assessments and this may include photos, this information is provided to the educators by email and they are then able to forward on to families.

Any breach in regulations and service policies will be identified and discussed and an outcome decided upon and documented. Breaches could include safety issues, inappropriate behaviour management strategies, record keeping etc. Outcomes can include additional training or resourcing or liaison with parents. (Refer Coordinator Visits and Monitoring Quality of Care 6.1).

Where there are a number of safety concerns identified at the visit, a full safety check may be conducted by the coordinator at that time to ensure the safety of children. Serious safety breaches may involve families being contacted to collect children immediately.

Coordinators will take steps to ensure their own safety on all visits.

After Hours Visits by Coordinators

After hours visits by coordinators are planned to occur to allow all children in care to be viewed by coordinators. It also allows educators to be more fully supported. After hours visit can be conducted in person or through another medium such as Skype or FaceTime.

Due to the need to ensure safe working environments, the following procedures are required for coordinators to perform visits to educators after hours.

A list of proposed visiting schedule will be documented in advance with a copy to the Manager and a copy given to the individual coordinators nominated "Emergency Contact". The coordinator will carry a copy of the list with them as well as the usual safety provisions such as a mobile phone.

In case of any emergencies, contact should be made with either the declared emergency person or the Manager, who will then advise the other party.

After hour visits will only be conducted to locations that have been visited before by the coordination unit. In all other cases, two coordinators will attend.

Coordinator Safety

As coordinators are expected to conduct home visits to various homes, some of which are unknown, isolated or potentially high-risk, they are to follow safety guidelines to ensure their own protection:

- Coordinators are to 'sign on' with the office via telephone if they are not commencing their day at the office, and to 'sign off' at the end of the day;
- Prior to initial visits with new educators or families, coordinator should ensure that the address and contact number of the educator or family is documented at the office;
- In situations where there are concerns about potential hazard or risk, two coordinators should attend the visit. If this is not possible, a contact coordinator should be nominated to make a phone call to the visiting coordinator 15 minutes into the visit, enabling them to safely leave the home if necessary;
- If the coordinator is conducting out-of-hours visits or training, they should nominate a contact coordinator that they will advise when they arrive at the venue, and again when they return home. The contact coordinator should have emergency contact details for the visiting coordinator in the event that they cannot be reached;
- If at any point during a visit the coordinator feels uncomfortable or unsafe they are to immediately excuse themselves from the home.

Financial Management

Budget

The Child Care Manager prepares an annual budget through consultation and based on projected needs for the year as well as anticipated variances from the past year. The budget will consider staffing, accommodation and other expenses. Consideration will be made for planned funding changes and will review fees. The budget will be presented to General Manager and Finance Committee for approval. Once adopted, the budget is monitored and reviewed to meet funding changes.

Reporting

Monthly financial reports are collated by Administration and analysed by the Child Care Services Manager. The manager checks that income is received as expected and expenditure matches purchase orders. Purchase orders are signed by the Child Care Services Manager or Senior Coordinator and the account specified is checked. The Child Care Manager prepares a monthly financial report which includes income and expenditure to date and reports on variations in income and expenditure against budget.

The Child Care Services Manager is responsible for compliance with Commonwealth reporting requirements and liaises with the Commonwealth Department.

Liaison with the Community

- Coordinators network with other community representatives by attending the interagency meetings and early childhood meetings. Information on new community resources will be shared with families and educators through various service mediums;
- Coordinators maintain contact with other agencies including Child Health nurses, Counselling services, Family Support workers and organisations for referral and to assist in policy information;
- Relevant community members may be invited to Professional discussion forums to present information;
- Service activities are sometimes publicised in local publications. Press releases promoting the service and what it offers the community are regularly organised. Advertisements to publicise Family Day Care and In Home Care and its role in the community are promoted through various mediums;
- Opportunities will be taken to promote Family Day Care and In Home Care in the community by involvement in local events i.e. Under 8's week activities, NAIDOC Week, Prep Expo's, and Beaudesert Show;
- Feedback is sought from the local community using surveys regarding any gaps in service provision and opportunities for more effective approaches;
- Beaucare Family Day Care has a strong relationship with other child care services in the region and attends expos, meeting, celebrations and Family Fun Day events collaboratively;
- Beaucare Family Day Care works in partnership with the Benevolent Society Early Years Centre and Southern Shire Australian Early Development Index Response Group, and works collaboratively for the best outcomes for children and the community;
- Beaucare Family Day Care works in partnership with local Aboriginal and Torres Strait Islander services and community members for the best outcomes for children and community.

Management of Resources

Beaucare maintains an asset list of service equipment. Resources past their use-by date (i.e. car seats over ten years) will be withdrawn from use and replaced. All electrical equipment is tested and tagged by a qualified electrician yearly. Replacement and new resources will be considerations when planning budgets. Input on new resources will be sought from educators and families through surveys and communication. Staffing and roles and responsibilities are monitored to ensure that human resources are most effectively utilised to meet the needs of the program.

The service will aim to consider sustainability factors in the purchase of new resources. Staffing will be monitored to ensure that human resources are most effectively utilised to meet service needs.

Placement of Children

- The parent or guardian contacts the service coordinators and provides details of their care needs (Request for Care form). Website FDC: <https://beaucarechildcare.hubworks.com.au>
- Coordinators will check vacancies that meet the parent request and contact educators to discuss the family's needs;
- Coordinators contact the parent to advise that educator/s are available for them to meet and to make arrangements for an enrolment interview;
- Enrolment interviews can occur in the following ways:
 - At the Beaucare office;
 - Phone interviews;
 - At the parent's or educators home may occur depending on the family's needs;
 - For in home care, the interview occurs in the parent's home to allow for a safety/risk assessment of the home to be conducted.
- Coordinators will discuss with families the process if the educator is unavailable for care due to illness or holidays. If an educator is unavailable for care, the family will not be charged for this day and no absence will be recorded. If the family still require care for this day, and alternate care can be arranged with another educator, the alternate educator will claim the attendance for the child. Families are encouraged to meet with other educators in the area in preparation for this to occur on short notice. Educators should advise the coordination unit if they are unavailable for care, and families should advise the coordination unit if they are going to be attending care with an alternate educator;
- Discussion of child's needs occurs including suggested settling strategies and the family's goals for having care. The coordinator provides written information to the parent including the Parent Handbook which includes service policies and procedures. Coordinators outline the policies and note issues discussed on the enrolment checklist. The parent is provided with the name and phone numbers of educator/s available for them to meet. If there are several educators who are available to meet the needs of family, parents will be provided with more than one educator's name.
- The parent contacts the educator/s to arrange an interview. The educator is encouraged to schedule the interview at a time that allows them to have a discussion with the family on the child's specific routines and needs, and on the educator's own routine. A parent/ educator discussion sheet may be used to guide the discussion
- Before care can commence:

- On advice that in home care has been arranged and approved, the coordinator forwards enrolment and booking information to the educator;
- On advice that family day care has been arranged and the enrolment process completed the educator is notified and is able to access enrolment information via HubWorks.
- The coordinator will attempt to visit new children in care or discuss how the child has settled with the educator within the first month of care, to support the educator with settling strategies and to take observations. The coordinator contacts the parent to communicate how the child has settled and their observations and to provide an opportunity for the family to provide feedback to the service and for any concerns to be addressed. This can occur by email or phone contact.

Gathering Information to Meet Each Child's Needs

- At initial phone contact with a parent, the Coordinator will gather & record information on the child's needs and the family's requirements, answer questions and outline the procedure for arranging care;
- At enrolment interview the Coordinator will give parents information on the role of the educator and Coordinator, and written information on the Service's policies and the Service's parent handbook and seek information from the family regarding their particular needs and goals for their child;
- Infant routine;
- Medical needs, Asthma, Anaphylaxis, Diabetes;
- Kindy access;
- School readiness;
- Care Arrangement between educator, parent and service;
- Special needs;
- Cultural/language needs;
- Each individual child's needs and family needs will be assessed by coordinators in consultation with parents. Discussions will provide an opportunity for special needs to be made known, and in some instances permission to liaise with other services (specialists, doctors, schools) may be requested, in order to ensure that the family has the opportunity to meet available educators who may be able to meet their needs;

- The coordinator will work with the educator by visiting or through other forms of communication while the child is settling into care to discuss and monitor how the child is settling and take observations on how the child's needs are being met;
- Following the visit to the educator's home, the coordinator will aim to contact the parent to share details on how the child is settling and seek parent's feedback on their views and suggestions. The parent will also be encouraged to contact the service at any time via various mediums for support or to offer feedback;
- Coordinators will offer suitable resources and appropriate training opportunities and liaise with inclusion support agencies to increase educator's awareness of the special needs of children;
- If there are issues with a child settling into care, the coordinator will work with the educator and seek the parent's views on ways to achieve the best outcome for their child. If strategies are not successful and unresolved issues remain, the Educator/Coordinator may assist with offering alternative options for the family.

Procedures for Obtaining a Positive Notice Blue Card for Child Related Employment

New Applications

Beaucare Childcare Services requires all new Family Day Care and In Home Care applicants, adult occupants, regular visitors and volunteers to have a current blue card prior to commencing Family Day Care, In Home Care or volunteer work. The three forms are:

- *Family day care educator/assistant blue card application (FDC) form* - This form is to be completed by family day care and in home educators or assistants proposing to start or continue to provide education and care in a family day care residence or venue. This form can be used for both new and renewal applications.
- *Adult resident/occupant blue card application (AO) form* - This form is to be completed by adult residents/occupants/regular visitors proposing to start or continue to reside/regularly visit in a home where family day care is being provided.
- *Blue card application (BC) form* - This form is to be completed by Beaucare volunteers and students.

Completed application to be faxed or emailed to the Queensland Government's Blue Card Services by Beaucare Child Care Services with a copy retained by the service.

The service requires confirmation of positive blue cards from the Blue Card Services prior to care commencing. This is in the form of a Positive Notice Letter. It is a requirement that all Blue Cards are linked to Beaucare. Educators must obtain a 'Paid' Blue Card prior to commencing their service.

Existing educators will advise the service in advance of any new adults or regular visitors becoming a part of their household to ensure that a blue card notification is received by the service prior to new members taking up residence.

Note: An Occupant is defined by the Act as a person who either resides in the home or is usually present in the home when the child care is provided.

When accepting applications for a blue card, Beaucare staff notify applicants that by signing the application form, they are consenting to the screening process under the Act.

Beaucare coordinators must sight both the original and photocopied identification to confirm an employee's identity, unless this has been delegated to a prescribed person (with an Identification Verification by a Prescribed Person form completed and attached) as prescribed under the Commission's Act.

Staff will carefully check through the application form to ensure all sections have been appropriately completed. This will minimise unnecessary delays that can result if Blue Card Services is required to request further information after receiving an incorrect or incomplete form.

Staff will explicitly advise all applicants for a blue card that it is an offence for a 'disqualified person' to sign a blue card application form or a renewal form. A person is disqualified if they:

- Have been convicted of a disqualifying offence;
- Are a 'reportable offender' with current reporting obligations;
- Are subject to a child protection prohibition order, or
- Are subject to a disqualification order from a court prohibiting them from applying for, or holding a blue card (refer www.bluecard.qld.gov.au/pdf/infosheets/Information_Sheet-Disqualifying_offences.pdf).

New educators cannot commence care until a positive notice is received by the service for all adult occupants and the educator.

The service receives a Positive Notification Letter from Blue Card Services and retains this on file.

Applicants who already hold a blue card will be required to complete an "Authorisation to confirm a valid blue card form" that is faxed by the service and a direct notice to Beaucare is provided confirming the blue card status.

Renewal of notices

Educators are responsible to ensure that they, their household members and regular visitors submit renewal applications and maintain current blue cards at all times. Care will not continue if the educator's blue card has expired.

In order to continue working while a renewal application is being processed, blue card holders must submit their renewal application prior to their card's expiry date.

Adult Occupant and Regular Visitor blue card renewal forms need to be received by the Commission for Children and Young People and Child Guardian 30 days prior to the expiry date on the blue card for the educator to continue working.

Failing to meet the above requirements will require the educator to cease care for children until a positive blue card is received.

Publicity

The service will take opportunities to publicise and promote the service through various mediums including advertising, displays, radio interviews, social media, press releases and networking with other agencies. The value of joint publicity with other community organisations or publicity that enhances childcare values and advocates issues for children is particularly encouraged.

A publicity program is prepared each year and outlines the planned publicity to be undertaken. All media enquiries will be directed to the Child Care Services Manager who will liaise with the General Manager and Media Agency as required.

National Quality Standards

Service coordination staff will engage in a process of ongoing self-improvement. Regular team meetings and planning meetings are utilised to raise and discuss suggestions and plan ongoing improvements. The Self Study report for the service will be prepared using information gained from educators, parents, coordinators and management. National Quality Standards, the Early Years Learning Framework and My Time Our Place will be included in induction training of new educators and will be regularly provided through various mediums for families and educator information. The service will assist educators to meet the standards and achieve improvements in service through professional discussion forums, through home visits by coordinators, by providing training and professional development and reviewing services policies, procedures and documentation.

Relicensing

The service will engage in relicensing by completing the services application for relicensing and self-evaluation report. Parents and educators' involvement in the process is encouraged and achieved through involvement in policy and procedural updates and contribution to service planning.

Reporting

The Child Care Services Manager prepares monthly reports to the Beaucare General Manager outlining achievements, information and issues for action including:

- a. Staffing information – any changes to staff including leave, training or vacancies;
- b. Outputs achieved in the month;
- c. Major activities in the last month;



- d. Future activities and issues;
- e. Summary of incidents or complaints or issues;
- f. Issues for consideration;
- g. Financial status of the program and any variances against the budget.

The Beaucare General Manager reports to the Board.

The Child Care Services Manager attends monthly meetings where the Strategic Planning and Operational Plan including financial report is discussed and any variances and future plans are documented.

Together these reports are presented to the Beaucare board meeting, with outcomes minuted.

An annual report of service activities and outcomes is prepared each year for presentation at the Annual General Meeting of Beaucare. Outcomes of the AGM are included in the service newsletter. Additional copies of the report are available from the service office.

Associated Beaucare Policies and Documents

Relevant Legislation

National Law

National Regulations

National Quality Standard

Working with Children Check

<https://www.bluecard.qld.gov.au/>

Australian Government Department of Education and Training: *Child Care Service Handbook*

<https://www.education.gov.au/child-care-service-handbook-0>