



# **STANDARD ONE**

**FDC POL – 08 / 010**

## **SAMARITANS FIVE STAR**



## **FAMILY DAY CARE**

**Issued: April 2009**

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# Standard 1.1

## POLICY DEVELOPMENT

### 1.1.1 Purpose and Scope

Policy development ensures the regular updating of policies, review of protocols and currency of contents with current legislative and organizational requirements providing practical and up-to-date guidelines for all stakeholders. All policies related to the Standards of Family Day Care are included and reviewed within a documented cycle of review.

This policy will assure that as circumstances demand, and in accordance with the philosophy of Samaritans, policy development will be undertaken and review maintained with the opportunity for input from all stakeholders.

### 1.1.2 Definitions

**Carer:** Self-employed small business owner providing Family Day Care registered with Samaritans Five Star Family Day Care

**Co-ordination Unit:** The staff employed by Samaritans to oversee the operation of the service

**Scheme Meeting:** Meeting of all interested stakeholders held every quarter

**Licensee:** Body licensed under current NSW Children's Services Regulations to provide Family Day Care Services

**Stakeholders:** All parties involved in provision and utilisation of the Family Day Care service

**The Scheme:** Samaritans Five Star Family Day Care

### 1.1.3 Principle

Policies are developed as written formal protocols to ensure the provision of quality child care, define best practices and ensure consistent service delivery.

Policies protect families, staff and Carers while providing guidance for staff and Carers and confidence for families, ensuring the highest standards for quality care of children at all times.

### 1.1.4 Policy

Samaritans is committed to development of policies that reflect the needs and concerns of all stakeholders.

Policies are reviewed on a regular basis as identified. Policies will be practical and have up to date information within. A policy will have a standard as a minimum requirement that needs to be fulfilled.

Policies will be updated at least every eighteen months or on a needs basis.

### 1.1.5. Procedures

- Information relating to issues arising shall be gathered and discussed by staff members of Samaritans Five Star Family Day Care at general staff meetings.
- Using relevant information and current best practices, policies will be formulated and a draft copy made and tabled at the Scheme meeting.
- Draft policies shall be formulated by the Authorised Supervisor, with assistance of other staff members as required.
- Draft policies shall be tabled at the next Scheme Meeting for comment and amended as required. All stakeholders within the Scheme will be invited to comment.
- Draft Policies (together with any amendments arising from the Scheme Meeting shall be circulated to all Stakeholders of the Scheme for consideration and comment for a period of 14 days
- At the expiration of 14 days all comments received in relation to the Draft Policy shall be considered and formulated into the final policy.
- The final policy and standards will be approved by Samaritans Foundation and implemented within one month of the Scheme Meeting.
- All approved policies will be made available to all Stakeholders of the Scheme.
- All approved policies shall be reviewed no later than eighteen months from the date of ratification.

### 1.1.6. References

- Children's Services Regulation 2004
- Samaritans Foundation Policies and Standards.

### 1.1.7. Person Responsible

**All stakeholders** within the Scheme are responsible for monitoring policy requirements and providing input to policy review or new policy creation.

**Staff are responsible for** gathering information and discussing issues relevant to policy development and assisting with policy development as required.

**Authorised Supervisor/Co-ordination Unit is responsible for:**

- monitoring and distributing information
- developing first draft policies
- calling Scheme Meetings.

**Carers are responsible for** circulating and distributing policies and information to families.

**Sponsor Organisation [Samaritans]:**

Approval of final draft.

### 1.1.8. Implementation and Evaluation

Implementation will be immediate on approval. Review of these procedures will be undertaken annually at a Staff Meeting and Scheme Meeting to ensure that consultation is effective.

### **1.1.9. Documentation**

Policy and Standards Document circulated by hard copy or CD and/or intranet access.

# Standard 1.2

## CODE OF ETHICS

### 1.2.1. Purpose and Scope

To ensure children, Carers, families and staff are treated with respect and have their opinions valued. To ensure appropriate and acceptable behaviour is shown at all times to other members of the Scheme.

The ECA Code of Ethics informs and guides the decisions and behaviour of all stakeholders in the provision of care and reflects the values of the Samaritans Foundation.

### 1.2.2. Definitions

**ECA:** Early Childhood Australia

**Ethics:** A set of beliefs and rules about our ideas of right and wrong.

**Stakeholders:** Any person or persons that have an interest in Samaritans Five Star Family Day Care.

### 1.2.3. Principles

A Code of Ethics will provide guidance for staff and Carers and articulate the responsibilities of all parties in relation to one another, and to the families and children using the service.

Samaritans Five Star Family Day Care asks all stakeholders to comply with the Code of Ethics policy, to ensure children are cared for in the best possible environment and to develop sound carer/family relationships that minimise the risk of harm and enhance the Carers integrity within the communities of service.

### 1.2.4. Policy

This code was developed by staff, Carers, and families within Samaritans Five Star Family Day Care and is a set of statements about appropriate and expected behaviour of the members of Samaritans Five Star Family Day Care and reflects its values.

Samaritans is committed to the ECA Code of Ethics as a guide for quality relationships in childcare and in particular Family Day Care.

### 1.2.5. Procedures

- A copy of the ECA Code of Ethics will be provided for each carer on original registration in the registration folder.
- It is the Carers and staffs responsibility to become familiar with the ECA Code of Ethics, support or assistance can be provided by the scheme in understanding the Code of Ethics.
- The Code of Ethics should be used as a guide for appropriate and expected behaviour of all stakeholders.
- Carers and staff will reflect upon their own practice in line with the ECA Code of Ethics and relevant legislation.

- Training opportunities for Carers and staff to develop their knowledge of the ECA Code of Ethics will be provided.
- Families will be provided with information about the Ethical Conduct Policy and the ECA Code of Ethics.

**The following Statement of ethical practice has been developed from Carer consultation and provides a comprehensive checklist for evaluation.**

**In relation to Carers, staff and peers we will:**

- offer a support network
- maintain confidentiality
- share and respect each other's talents and skills
- give encouragement
- be understanding and compassionate
- be a good listener
- be able to give and take
- be aware of others feelings
- respect other peoples differences
- acknowledge that it's OK to say no, and not feel guilty
- treat each other equally
- share the good times and the bad
- keep a sense of humour
- be open and honest with respect for others feelings
- treat others how you would like to be treated
- be professional with change
- celebrate successes, yours and others
- compromise
- not be afraid to ask for help
- be there for others if asked
- keep things in perspective
- promote policies and working conditions that are inclusive, and that foster competence, well being and positive self esteem.

**In relation to children we will:**

- maintain confidentiality
- use open communication
- offer support by referral to other agencies if required
- respect Carers and families privacy
- acknowledge the uniqueness and potential of each child and family
- recognise early childhood as a unique and valuable stage of life and accept that each phase within early childhood is important in it's own right
- honour the child's right to play, in acknowledgment of the major contribution of play to development
- enhance each child's strengths, competence, and self esteem
- ensure that the work with children is based on their interests and needs and lets them know they have a contribution to make

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- recognise that young children are vulnerable and always focus on their best interests
- create and maintain safe, healthy settings that enhance children's autonomy, initiative, and self worth, and respect their dignity
- help children learn to interact effectively, and in doing so to learn to balance their own rights, needs and feelings with those of others
- work with children using the best theoretical and practical knowledge about early childhood as well as on particular knowledge of each child's development
- respect the special relationship between children and their families and incorporate this perspective with all interactions with children
- work to ensure that young children are not discriminated against on the basis of gender, age, race, religion, language, ability, culture, social status or national origin
- acknowledge the worth of the cultural and linguistic diversity that children bring to the environment
- engage only in practices which are respectful of, and provide security for, children and in no way degrade, endanger, exploit, intimidate, or harm them psychologically or physically
- ensure that practices reflect the child's perspective.

### **In relation to families we will:**

- encourage families to share their knowledge of their child with the carer
- strive to develop positive relationships with families that are based on mutual trust and open communication
- engage in shared decision making with families
- acknowledge families existing strengths and competence as a basis for supporting them in their task of nurturing their child
- acknowledge the uniqueness of each family and the significance of its culture, customs, language and beliefs
- maintain confidentiality
- respect the right of the family to privacy
- consider situations from each family's perspective, especially if differences or tensions arise
- assist each family to develop a sense of belonging to the service in which their child participates
- acknowledge that each family is affected by the community context in which it operates.

### **In relation to myself as a professional I will:**

- update and improve my expertise and practice in the early childhood field continually through formal and informal professional development
- engage in critical self reflection and ask for input from my colleagues
- communicate with, and consider the views of my colleagues
- work within the limits of my professional role
- work to complement and support the child rearing function of the family
- be an advocate for young children, early childhood services, and my profession
- recognise the importance of formal qualifications, along with personal experience and characteristics in the early childhood profession.
- act in the community in ways that will promote and enhance Samaritans Five Star Family Day Care.

## 1.2.6. References

Early Childhood of Australia Code of Ethics 2006

## 1.2.7. Person Responsible

**Staff are responsible for** becoming familiar with the Samaritans Code of Ethics and ECA Code of Ethics and support Carers in compliance with this policy.

**Authorised supervisor is responsible for:**

- ensuring all stakeholders become familiar with the ECA Code of Ethics
- ensuring training and information is provided to families, Carers and staff.

**Carers are responsible for** becoming familiar with the ECA Code of Ethics and develop their understanding of their obligations in following the Code of Ethics.

**Families are responsible for** being aware of the ECA Code of Ethics.

## 1.2.8. Implementation and Evaluation

- Scheme surveys-parent, carer and staff feedback.
- Scheme meetings.
- Workshops and In-service training.
- Daily monitoring of actions against the policies.

**Note:** Review of these procedures will be undertaken in accordance with Standard 1.1 Policy Development.

## 1.2.9. Documentation

- Quarterly and Annual reports
- Communication books
- Meeting minutes
- Carer Home Visit Reports
- Child Placement Reports

### Standard 1.3

## INCLUSIVE PRACTICES

### 1.3.1. Purpose and Scope

To ensure Family Day Care offers an inclusive programme that facilitates developmentally and culturally appropriate activities for children and is respectful of social and cultural elements that enhance the connection with and role of families in child care and nurturing.

This policy underpins equal access and rights for children regardless of gender, race, religion, impairment, marital status, political conviction, pregnancy, family responsibility, family status, with regard to priority of access if within Federal Guidelines.

All children will have equal access to placement within the Scheme. Any additional needs the child may have will be taken into consideration when making a placement.

### 1.3.2. Definitions

**Additional:** added.

**ATSI:** community members who have an Aboriginal or Torres Strait Islander background.

**Bias:** to influence, or treat unfairly, or with prejudice.

**CALD:** describes those community members with culturally and linguistically diverse backgrounds.

**DEEWR:** Department of Education, Employment and Workplace Relations.

**Equal:** is to be like, or alike, in quantity, degree or value, evenly proportioned.

### 1.3.3. Principles

All people have the right to be treated fairly and without bias. The Scheme will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences.

Child care will be made available to the community in accordance with the “Priority of Access Guidelines”.

Ensure all children are able to access appropriate child care.

### 1.3.4. Policy

Samaritans Five Star Family Day Care welcomes, recognizes, and promotes diversity.

All children and their families will have the opportunity to access culturally appropriate and inclusive services through Samaritans Five Star Family Day Care.

In the event that a child’s needs are beyond what Samaritans Five Star Samaritans Five Star Family Day Care can offer we will refer the family to an appropriate service that can best support the family.

## 1.3.5. Procedures

- Parents, Staff and Carers will be given clear instructions about the "Priority of Access Guidelines" provided by DEEWR.
- Equal Opportunity principles will be an integral part of the Schemes activities and management. Carers and children will be given positive experiences, which encourage equal opportunity. Play session programs and resources will actively include opportunities for the Carers and children to experience diversity of culture, gender roles etc.
- Carers will be given information and training at orientation on integrating equal opportunity principles into their daily program of activities.
- The Scheme will treat individual Carers, children and their families with respect. The Scheme will take into account individual differences in language, cultural activities and taboos, attitudes, abilities, assumptions and expectations.
- Children with additional needs will not be discriminated against and will be afforded access to the Scheme where:
  - a place exists
  - they meet the required priority of access
  - the Scheme's resources are able to adequately care for the child
- Carers will be provided with access to relevant training and support when providing care for children with additional needs.
- All staff will be selected and employed according to equal opportunity guidelines.
- All Carers will be selected for registration with the Scheme according to equal opportunity guidelines.
- Applicants with additional needs who apply for advertised staff positions or registration as a Carer will be assessed according to the selection criteria and will not be discriminated against because of their additional need.
- During orientation the Scheme will provide relevant information to staff regarding procedures to be followed in the event of harassment or discrimination in the workplace.
- Clear guidelines on the Schemes Grievances and Complaints procedures will be available to all stakeholders.
- Staff members' rights and responsibilities as a parent within the Scheme will be recognised.

### 1.3.5.1. Indigenous Families and Children

- ATSI families and children will access culturally appropriate experiences in the following ways:
  - Story telling
  - Dance
  - Music
  - Workshops – Staff, Carers and Families
  - Art and food and other culturally appropriate activities

**Non ATSI families will have the same opportunity to access ATSI cultural activities. Where the Scheme provides care for indigenous families, management will make every effort to include a balance of suitable ATSI staff and Carers in the Scheme.**

### 1.3.5.2. Consideration of CALD Background

- Where families are from a CALD background, the use of an interpreter service will be made available as well as written information in the families preferred language if required and where possible.

- Time will be given to ensure that family members and parents are clear on consent arrangements and can affirm they understand what consents they are providing and what these consents mean including possible actions and outcomes undertaken by staff or Carers.
- Where the Scheme provides care for a particular community ethnic group, management will make every effort to include a balance of suitable workers from that group in the Scheme.

### **1.3.5.3. Assessment of Family and Child Needs**

- The Authorised Supervisor shall on enrolment conduct an assessment of family and child needs in the provision of care. The purpose for this assessment shall be to:
  - ascertain the family's expectations of care to be provided to the child
  - ascertain any concerns the family may have regarding the child's development
  - make initial observations regarding the child's needs and developmental level
  - assess the Scheme's ability to meet the needs of the family and the child having regard for:
    - the family expectations
    - the child's needs
    - the schemes resources
    - community resources and resources of other agencies
    - the skills, abilities and care situations of available Carers
- The Authorised Supervisor shall seek the parent's written consent to collection of all relevant information and reports from other agencies relating to the child's needs and to discussion of the child's needs with suitable prospective Carers.
- The Authorised Supervisor shall make every effort to source available assistance to allow the Scheme to adequately accommodate the family and child needs and after review of all information shall determine the Scheme's ability to meet the needs of the child and the family having regard for the child's:
  - Priority of access
  - Availability of suitably trained, qualified and/or experienced Carers
  - Scheme resources and avenues for assistance through other agencies
- The Authorised Supervisor shall Advise the parent by telephone or in person of the names and phone numbers of suitable Carers (if care is to be provided), or,
- Advise the parent and the Scheme's Program Manager in writing should care be unable to be offered, including the areas of need which are unable to be met and any alternative avenues for care which may be available for the family.
- Should the Authorised Supervisor determine that the Scheme is unable to meet the family's needs and the family disagrees with this determination, the family shall be at liberty to institute the Scheme's Standard 9.1 Grievance Procedure.

### **1.3.5.4. Anti-Bias**

- Planning will not contain religious teachings for children unless other religious cultures are represented and are part of a multicultural format.
- Planning will endeavour to reflect the cultural differences of all families using the Service. The Staff and Carers will celebrate special events with the children that reflect the cultural heritage and ethnic origins of children attending the service.
- The Carer and Staff will provide a variety of toys and equipment for all children to experience regardless of gender.

- Co-ordination Unit staff will access support services to resource and support Carers in the provision of developmentally and culturally appropriate programs for children with additional needs.
- Co-ordination Unit staff and Carers will ensure that children and their families are supported in their individual cultural identity, home language and religious beliefs.

### **1.3.5.5. Placement of Child**

- The Authorised Supervisor or staff representative shall arrange for parents to meet with suitable prospective Carers having regard for the Carers:
  - training, skills, abilities and/or experience in caring for children with additional needs
  - current numbers and developmental stages of children being cared for
  - layout and organisation of the care environment in relation to access and the motor abilities of the child
  - physical abilities
  - willingness to meet the child's and family's needs

### **1.3.5.6. Family Interview**

The Authorised Supervisor shall arrange an interview with the parents of a child either at the request of the parent, or carer, or when deemed expedient by the Authorised Supervisor to discuss the families and child's development and ongoing needs and provide and gain feedback on settlement and satisfaction with care provided.

### **1.3.5.7. Referring to Other Agencies**

The Authorised Supervisor shall obtain the written consent of the parent/guardian prior to referral of the family and/or the child to another agency for assessment or other assistance.

### **1.3.5.8. Programming for Additional Needs**

- Carer's shall, in consultation with the Child Development Officer and/or Authorised Supervisor, provide a program of activities to meet the additional needs of the child and shall make every effort to continue specialised programs provided by other support agencies at the family's request, having regard for the ability of the carer to supervise all children in care and the privacy of the child.
- The Carer shall make every attempt to adapt the program of activities offered to all children in care to provide for inclusion of the child with additional needs.

### **1.3.5.9. Access of Other Agencies During Care Hours**

- At the written request of the parent/guardian the Carer may allow representatives of other support agencies access to the child for the purpose of continuing support programs to meet the child's additional needs, provided that continual supervision of the child and other children in care can be maintained by the carer.
- Families of other children in care may be made aware of the support agency visit but privacy must be maintained.
- Should the continued supervision of the child by the carer be impractical or inappropriate during the provision of support programs by other agencies while the child is in care, then at the request and written consent of the parent/guardian the child shall be collected from care for the purpose of attending support programs provided by other agencies.

### 1.3.5.10. Provision of Equipment and Resources

- Families shall provide specialised equipment regularly used by their child for mobility, toileting, feeding or administering medication.
- Once placement of the child has commenced the Authorised Supervisor shall ensure the carer has access to equipment and resources to adequately meet the child's comfort and needs and to protect the occupational health and safety of the carer, having regard for the Scheme's financial resources and assistance offered by other agencies.
- The Authorised Supervisor and Carer shall assess training needs in relation to the provision of care and the child's additional needs and shall make every effort to source and provide access to such training.

### 1.3.5.11. Monitoring Progress

- At home, visits the CDO shall observe:
  - The individual child focussed program of activities provided for the child
  - assess and record the program of activities provided for all children
  - the child's level of participation in activities
  - the adequacy of the care environment
  - the carer's ability to meet the needs of the child.
- There shall be regular communication between the carer, CDO, the Authorised Supervisor and the families of the child to discuss the child's progress and the care provided.
- The Authorised Supervisor shall, with the consent of the family, attend and/or initiate regular meetings with other agencies providing care or support to the family and/or child to ensure a consistent approach is adopted towards the child's ongoing needs.

### 1.3.5.12. Family Participation

- The family of the child shall be encouraged by the carer and/or staff to participate at the level of their choice in the program of activities offered to the child.
- The carer shall provide the parent with the daily feedback relating to the child's participation in the program and their daily routine and shall at the request of the family make mutually suitable arrangements and/or appointments for discussion of the child's progress, issues or concerns.
- The Authorised Supervisor and/or the CDO shall at the request of the family or carer make mutually suitable arrangements and/or appointment for discussion of the child's progress, issues or concerns.

**The inclusion of the child will undergo regular evaluation to ascertain the quality of inclusion in the placement.**

## 1.3.6. References

- Samaritans Standard Grievances and Complaints
- 'What is culturally inclusive education?' principles of cultural exclusivity for educational and early childhood settings.' @ [www.nexus.edu.au/divisions/lmc/cult\\_inclusive.htm](http://www.nexus.edu.au/divisions/lmc/cult_inclusive.htm)
- Standard Supervision
- Standard Programming
- KU Hunter Inclusion Support Agency
- Hunter Prelude
- Family Support
- Equal Opportunity Act.

- Children with Disabilities in Australia -16/12/04 (Australian Institute of Health and Welfare, Australian Government. [www.aihw.gov.au](http://www.aihw.gov.au))
- Media Release 16/12/04 “Boys outnumber girls 2 to 1 in childhood disability”. [www.aihw.gov.au/media/2004/mr041216\\_1.html](http://www.aihw.gov.au/media/2004/mr041216_1.html)

### 1.3.7. Person Responsible

**All stakeholders** within the Scheme are responsible for being accepting of other cultures and modelling the principles underpinning this policy.

**Scheme** representatives are responsible in being positive role models promoting equal opportunity.

**Families are responsible for:**

- sharing knowledge on how best to enhance each individual child’s development at enrolment and in subsequent meetings
- communicating any specific medical and/or nutritional needs of the child and provide appropriate medication and/or allergy forms per Medication, Asthma, Anaphylaxis Policies.

**Staff are responsible for:**

- treating all Carers, families, children and each other with respect and provide equal opportunities for all
- role modelling appropriate interactions and support carer’s skill development in this area
- ensuring that all interactions between Carers and children enhance the development self-esteem.

**Authorised Supervisor is responsible for:**

- ensuring that the scheme operates effectively within the Equal Opportunity Act and that all are treated with dignity and respect
- ensuring that staff and Carers are adequately trained and promote the philosophy of this standard and understand their rights within the appropriate legislation.

**Co-ordination Unit is responsible for:**

- placement, monitoring and resourcing the placement
- providing training, support and resources to ensure that staff and Carers have skills necessary for implementation
- ensuring that interactions impact on children in a positive manner in the care environment
- monitoring the policies implementation.

**Carers are responsible for:**

- treating all staff, families, children and each other with respect and provide equal opportunities for all
- providing children with a positive social environment where interactions enhance children’s learning
- developing their ability and strengthen their skills.

### 1.3.8. Implementation and Evaluation

The placement procedure.

- Home visit reports.
- Family feedback.
- Inclusion Support Agencies (ISA's)
- Inclusion Support Facilitators (ISF's)

**Note:** Policy review will take place in accordance with Samaritans Five Star Family Day Care Standard 1.1 Policy Development.

### 1.3.9. Documentation

- Federal and State Equal Opportunity Legislation
- Priority of Access Guidelines. (DEEWR)
- Enrolment forms
- Carer Home Visit Sheets
- Completed enquiry
- Referral
- ISS Application
- Feedback forms

### Standard 1.4

## FAMILY COMMUNICATION AND INVOLVEMENT

### 1.4.1. Purpose and Scope

To encourage effective communication between families, Carers and the Scheme ensuring that families are actively encouraged to participate in, and are fully informed about all aspects of their child's care and development.

### 1.4.2. Definitions

### 1.4.3. Principle

Families are the most important aspect of the child, including them is vital for quality care to occur. Effective support and maintaining a nurturing, learning environment requires consistent approaches and shared understanding of the reasons for Samaritans Five Star Family Day Care activities.

Clarity of communication provides a secure environment in all interactions including caring activities, access to the scheme, excursion information, changes in environment and other significant elements that will effect the provision of services.

### 1.4.4. Policy

That families are included in all aspects of their child's care, essential for this to occur is the development of positive relationships between the Scheme and families that encourages open communication and allows for families input.

### 1.4.5. Procedures

#### 1.4.5.1. Scheme Meetings

- Scheme Meetings shall be held quarterly for the purpose of:
  - addressing issues arising within the Scheme
  - setting scheme fees and charges
  - providing a forum for suggestion and comment on the Scheme's operation
  - review and development of Scheme's policies, procedures and guidelines.
- Notice of Scheme Meetings together with a proposed Agenda shall be given to each family registered with the Scheme by advertising the date, time and location of the meeting in the Scheme's Newsletter and/or Carer/Family Notes, a minimum of two weeks prior to each Scheme Meeting.
- All families registered with the Scheme shall be encouraged to attend Scheme Meetings to ensure balance of opinion is received on matters affecting the care provided to them.
- Matters to be included on the agenda for discussion at any Scheme Meeting must be forwarded to the Authorised Supervisor in writing a minimum of four weeks prior to the meeting. Where a matter for discussion is to be decided at a meeting this shall be done by a majority vote of those attending the meeting.

### **1.4.5.2. Family Interviews**

- Prior to enrolment parents/guardians shall be required to attend an appointment with the Authorised Supervisor or in his/her absence the Temporary Authorised Supervisor or Child Development Officer to discuss the family's needs and expectations and the Scheme's policies, procedures and guidelines.
- Parents shall be encouraged to contact the Authorised Supervisor or staff member by telephone or in person should they wish to discuss any aspect of their child's development, their changing needs, or any difficulties which may arise in the Scheme's operation at any time.
- All interviews conducted with parents/guardians shall remain confidential and shall be discussed with the relevant carer/staff member only with the permission of the parent/guardian.

### **1.4.5.3. Family/Carer/Staff Feedback**

- Carers shall communicate information regarding each child's care experience to the parent daily either verbally or by written communication and the parent shall be regularly encouraged to comment on the family's and the child's changing needs and provide feedback on the care provided. Staff are encouraged to provide feedback to families on a regular basis.
- Communication with families should include information about their child's health welfare and learning.
- Staff shall provide Newsletters and Bulletins to families quarterly and shall regularly encourage them to communicate their feedback, comments and suggestions either in person, by telephone or by letter.
- Staff visiting carer's homes shall provide a written notice to families at the conclusion of each visit containing information regarding their child's activities and integration into the care environment during the visit and to invite family contact to discuss the child's development and care.
- Family and carer surveys shall be distributed at intervals for the purpose of gaining feedback on issues of relevance to the Scheme's operation. Family and carer co-operation in completing and returning surveys shall assist the Scheme to refine procedures and improve the quality of the service offered.
- Families shall be required to complete annual re-enrolment forms for all children continuing in care for the purpose of ensuring up-to-date family records and contact details. Re-enrolment forms shall be distributed in November of each year and care shall be terminated on 31st January for children not re-enrolled.

### **1.4.5.4. Telephone Contact**

- The Co-ordination Unit shall conduct random telephone surveys of families from time to time to ascertain the level of satisfaction with service delivery.
- Hours of operation of the office premises shall be advertised to families through the Scheme Newsletter and the Scheme's Information Booklet to facilitate telephone contact for parents with staff. During out of hours periods the Scheme shall provide an answering service containing out of hours emergency telephone details.

### **1.4.5.5. Information Booklet**

On enrolment all families shall be provided with a copy of the Scheme's Information Handbook containing outlines of Scheme policies and procedures including grievance procedures.

### 1.4.5.6. Copy of Policies

- Families shall be invited through enrolment interview by information contained in the Scheme's handbook to request an individual or full copy of the Scheme's policies should they so desire.
- An individual or full copy of the Scheme's policies shall be provided to a family immediately upon such a request being received.
- A full copy of Policies should be available at the Carers home, the Co-ordination Unit and on the Samaritans Foundation Website: [www.samaritans.org.au](http://www.samaritans.org.au)

### 1.4.5.7. Records of Mail-Outs

- A record of information to families through newsletters and bulletins, information leaflets, surveys and flyers shall be kept at the office of the Scheme for a period of three (3) years following the date of distribution of such information to families.
- A record of any written communication sent to the family of a child in care shall be kept on the child's file for a period required under the Children's Services Regulation 2004 and a record of the date of posting of such written communication shall be retained in the Scheme's mail book.

### 1.4.6. References

Stonehouse, A., Dimensions – Excellence in many ways. NFDCA 2004.

Stonehouse, A & Duffie, J. The Practice of Relationships. NSW Curriculum Framework. 2001.

### 1.4.7. Person Responsible

**Staff are responsible for** providing opportunities to include families whenever possible and to provide ideas and suggestions to encourage Carers to do this also.

**Authorised Supervisor is responsible for** ensuring that communication systems are maintained, and to provide training, resources and support for staff and Carers with communication skills.

**Carers are responsible for** making families feel welcome and comfortable, to include them whenever possible.

**Families are responsible for** taking advantage of opportunities provided and communicate openly with their carer and the Scheme staff.

### 1.4.8. Implementation and Evaluation

Policy review will take place in accordance with Samaritans Five Star Family Day Care Standard 1.1 Policy Development.

### 1.4.9. Documentation

- Samaritans Five Star Family Day Care Family Re-enrolment.
- Samaritans Five Star Family Day Care Family Information Booklet.

# Standard 1.5

## CARER COMMUNICATION

### 1.5.1. Purpose and Scope

To provide methods and strategies that encourage effective communication between Carers and the Co-ordination Unit, ensuring that all communication strategies benefit families, Carers and staff.

### 1.5.2. Definitions

### 1.5.3. Principle

Quality care is dependant upon clear and open communication between all stakeholders.

### 1.5.4. Policy

Samaritans Five Star Family Day Care believes that open communication encourages positive partnerships to develop which benefits families in care.

### 1.5.5. Procedures

#### 1.5.5.1. Scheme/Carer Meeting

- Scheme Meetings shall be held quarterly for the purpose of:
  - addressing issues arising within the Scheme
  - setting scheme fees and charges
  - providing a forum for suggestion and comment on the Scheme's operation
  - review and development of Scheme's policies, procedures and guidelines.
  
- Notice of Scheme Meetings together with a proposed Agenda shall be given to each carer registered with the Scheme by advertising the date, time and location of the meeting in the Scheme's Newsletter a minimum of two weeks prior to each Scheme Meeting.
- All Carers registered with the Scheme shall be encouraged to attend Scheme Meetings to ensure balance of opinion is received on matters affecting the Scheme's operation and the provision of care.
- Matters to be included on the agenda for discussion at any Scheme Meeting must be forwarded to the Authorised Supervisor in writing a minimum of four weeks prior to the meeting or added to general business.
- Where a matter for discussion is to be decided at a meeting this shall be done by a majority vote of those attending the meeting.

## **1.5.5.2. Interviews**

- Prior to registration each prospective carer shall be required to attend an appointment with the Authorised Supervisor to discuss the Scheme's requirements and expectations, Scheme policies, procedures and guidelines.
- Carers shall be encouraged to contact the Authorised Supervisor or a staff member by the telephone or in person should they wish to seek clarification of the Scheme's requirements or policies, the Children's Services Regulation 2004 or to discuss any difficulties which may arise in care provision or concerns relating to children's development.
- All interviews conducted with Carers shall remain confidential and shall be discussed with the relevant family/staff member only with the permission of the carer.

## **1.5.5.3. Family/Carer/Staff Feedback**

- Carers shall communicate information regarding the child's care experience to the family daily, both verbally and by written communication and the family shall be regularly encouraged to comment on the family's and the child's changing needs and provide feedback on the care provided.
- Staff shall provide Newsletters and Bulletins to Carers at regular intervals and shall encourage their feedback, comments and suggestions either in person, by telephone or by letter.
- Carers shall be encouraged to provide articles and information for scheme newsletters.
- At the Authorised Supervisors discretion, carer surveys shall be distributed at intervals for the purpose of gaining feedback on issues of relevance to the Scheme's operation. Carer co-operation in completing and returning surveys shall assist the Scheme to refine procedures and improve the quality of the service offered.

## **1.5.5.4. Telephone Contact**

Hours of operation of the office premises shall be advertised to Carers through the Scheme Newsletter and the Carer's Information Booklet to facilitate telephone contact for carer with staff. During out of hours periods the Scheme shall provide an answering service containing out of hours emergency telephone details.

## **1.5.5.5. Information Booklet**

On application for registration all prospective Carers shall be provided with a copy of the Scheme's Carer's Information Booklet containing outlines of all Scheme policies, procedures and expectations.

## **1.5.5.6. Policies**

- Prospective Carers shall be provided with a full copy of the Scheme's Carer's Information Booklet containing outlines of all Scheme policies and procedures immediately prior to registration with the Scheme as a carer.
- A full policy document shall be available on disc/memory stick or as a hard copy for all Carers on registration.

## **1.5.5.7. Records of mail outs**

- A record of information provided to Carers through newsletters and bulletins, information leaflets, surveys and flyers shall be kept at the office of the Scheme for

a period of three (3) years following the date of distribution of such information to Carers.

- A record of any written communication sent to a carer shall be kept on the carer's file for the period required under the Children's Services Regulation 2004 and a record of the date of posting of such written communication shall be retained in the Scheme's mail book.

### **1.5.5.8. Copies of Regulations**

All prospective Carers shall be provided with a full copy of the Children's Services Regulation 2004 prior to completion of registration as a carer with the Scheme. Copies of Children's Services Regulation 2004 shall be provided to families on request.

### **1.5.6. References**

DEEWR Child Care Services Handbook 2008/2009

### **1.5.7. Person Responsible**

**Staff are responsible for** ensuring that communication systems are understood and utilised to maximise their benefits to the scheme and to encourage carer participation.

**Authorised Supervisor is responsible for** ensuring that communication systems are maintained, evaluated and improved and to provide training, resources and support for staff and Carers with communication skills.

**Carers are responsible for** ensuring that they participate and utilise effectively all opportunities to communicate.

### **1.5.8. Implementation and Evaluation**

**Note:** Policy review will take place in accordance with Samaritans Five Star Family Day Care Standard 1.1 Policy Development.

### **1.5.9. Documentation**

### Standard 1.6

## STAFF COMMUNICATION

### 1.6.1. Purpose and Scope

To provide methods and strategies that encourage effective communication within the Co-ordination Unit, ensuring that all communication strategies benefit families, Carers and staff.

### 1.6.2. Definitions

### 1.6.3. Principle

Quality care is dependant upon clear and open communication between all stakeholders.

### 1.6.4. Policy

Samaritans Five Star Family Day Care believes that for effective communication all Co-ordination Unit staff should be fully informed and encouraged to ensure open communication that benefits Carers and families in care.

### 1.6.5. Procedures

#### 1.6.5.1 Telephone Communication Register

- All staff shall maintain a register of incoming and outgoing telephone communication with parents and Carers. Such register shall include the time and date of the telephone communication, a brief outline of the content of the conversation, any action required to be taken and details of the person dealing with the telephone communication.
- The register of telephone communication shall be retained for the period specified in the Children's Services Regulation 2004 and the DEEWR Child Care Services Handbook 2008/2009.
- The telephone communication register shall be stored in accordance with the Scheme's Standard Confidentiality.

#### 1.6.5.2 Mail Records

- A record of all mail passing through the Co-ordination Unit (both incoming and outgoing) shall be maintained in the Scheme's mail record book, by the staff member responsible for preparation of the mail or collection of the mail. Such record shall include the date of receipt or posting, the addressee or sender and a brief outline of the content of the document sent or received.
- Mail records shall be kept for a period of three years.

### 1.6.5.3 Carer/Family Information Register

- All staff shall maintain a central register of the information distribution to parents and /or Carers through newsletters, flyers, information leaflets or other documents. Such register shall include a copy of the information distributed together with the date of forwarding.
- The register of information distribution shall be retained for the period specified in the Children's Services Regulation 2004 and the DEEWR Child Care Services Handbook 2008/2009.

### 1.6.5.4 Internal Memos

- Any message to be forwarded to a staff member who is absent or unavailable shall be recorded on an internal memo form and placed in the staff member's incoming mail tray or e-mailed.
- All internal memos shall refrain from providing details of confidential or sensitive information.

### 1.6.5.5 Reports to Licensee

- All staff shall prepare such reports as requested by the Licensee or their representative from time to time relating to their dealings with families, children and Carers and staff.
- All reports shall be stored and forwarded in accordance with the Scheme's Standard Confidentiality.

### 1.6.5.6 Reports to Governmental Departments

- The Authorised Supervisor shall prepare and forward to Commonwealth Government Departments such reports as are required under the provision of the DEEWR Child Care Services Handbook 2008/2009 and funding agreement.
- All reports shall be stored and forwarded in accordance with the Scheme's Standard Confidentiality.

### 1.6.5.7 Responding to Requests

All requests by Government agencies, for information, telephone messages and internal memos shall be responded to promptly by the staff member receiving such request and in all cases shall be given within 24 hours of receipt of the request.

## 1.6.6. References

- Children's Services Regulation 2004
- DEEWR Child Care Services Handbook 2008/2009

## 1.6.7. Person Responsible

**Staff are responsible** for ensuring that communication systems are understood and utilised to maximise their benefits to the scheme.

**Authorised Supervisor is responsible** for ensuring that communication systems are maintained, evaluated and improved, and to provide training, resources and support for staff.

### **1.6.8. Implementation and Evaluation**

Policy review will take place in accordance with Samaritans Five Star Family Day Care Standard 1.1 Policy Development.

### **1.6.9. Documentation**

- SFDC Standard Confidentiality
- SFDC Mail Book
- SFDC Communication Record
- SFDC Internal Memo
- SFDC Carer/Family Information Register

### Standard 1.7

## RESPONSIBILITY OF CARE / HANDOVER

### 1.7.1. Purpose and Scope

To define the responsibilities of Parents and Carers when children are being signed in/out of care.

### 1.7.2. Definition

**DoCS:** Department of Community Services

### 1.7.3. Principles

- To ensure children's safety through family awareness about where their responsibility starts and ends.
- Children become the responsibility of the Carer once the parent or guardian has made contact with the Carer and signed the child into care.
- Children become the responsibility of the parent once they have signed the child out of care and made contact with the Carer.
- In an emergency the Carer may be relieved by the Family Day Care Child Development Officers. In these circumstances the Family Day Care Child Development Officer has the Carers responsibilities and DoCS will be notified.
- In before and after school care arrangements the Carers responsibilities cease when the children are signed out of care by the Carer and are no longer under the Carers visual and auditory supervision. The Carers responsibility begins when the children arrive at the Carers home and are signed in.

### 1.7.4. Policy

Guidelines are provided for the safe arrival and departure from care of all children.

### 1.7.5. Procedure

#### 1.7.5.1 Arrival and Departure

- The co-ordination unit will provide Carers with support and information in relation to their individual handover procedures and assist in the evaluation and document any handovers observed on visit records.
- The co-ordination unit will promote awareness of handover procedures to parents via a newsletter article annually.
- Carers should develop and distribute their own handover procedure to all registered parents including when children are delivered or collected away from the carer's premises. This must be discussed and documented by both parent and carer.
- Carers shall ensure that entry doors to their premises are kept locked in accordance with the Children's Services Regulation 2004.
- The carer shall be available to receive the child at arrival and to farewell the child at departure.

- Carers shall have particular regard for the supervision of all children in care during the arrival and departure of families and shall ensure that adequate supervision of children is provided.
- Carers shall provide families with feedback in relation to their child's care, it may be necessary to make a mutually suitable time to share information so that supervision of all children is not compromised.
- Carers and families are asked to actively communicate and exchange information at all times of contact.
- Responsibility for the care and safety of the child shall remain with the parent on arrival until such a time as the Attendance Record is signed by the parent and shall return to the parent on departure at the time the Attendance Record is signed by the parent and/or the child's belongings have been collected. Carers should inform parents of their responsibility to closely supervise children:
  - On arrival to the carer until physical handover has occurred
  - On departure after handover from the carer to the parent.Particularly if any hazards such as prickly bushes, glass or ponds are in the entry/access route to the handover area.
- No child in care shall leave the premises of the carer in the company of another adult unless the prior written consent of the parent/guardian has been obtained.
- Any person collecting the child from care who is not known to the carer shall be required to produce photo identification (e.g. photo driver's license etc.) to the carer prior to collection of the child.
- Non-custodial parents shall be required to provide evidence of access orders or written consent of the custodial parent/guardian to the co-ordination unit prior to collection arrangements being made with the carer of the child.
- Any person who has been forbidden by court order from having any contact with a child in care will not be given any information concerning the child, will not be allowed to enter the care premises while the child is in care and will not be permitted to collect the child from care.
- No child in care shall leave the premises of the carer in the sole company of a child under the age of 16 years, unless they are the custodial parent or guardian.
- The child's Attendance Record shall be signed and the time of arrival/departure noted by the person delivering or collecting the child to/from care on each occasion of arrival and departure from the Carer's premises or at any location where a handover occurs. (E.g. play sessions, pre-school.)
- If a school child arrives or departs from the Carers' home unaccompanied by an authorised person it is in accordance with procedures signed for by the parent/guardian.
- In the event that a child coming into care from school, is more than 10 minutes later than usual arrival time the Carer will:
  - contact the school
  - contact the Parent /Emergency Contact
  - contact the Co-ordination Unit.

### **1.7.5.2 Late Collection of Child**

- Continue care if possible.
- Attempt to contact either parent by phone.

#### **1.7.5.2.1 If Unable To Continue Care**

- Contact emergency contact person and ask to call and collect child from care.
- If you will not be at home leave a message for parents as to whereabouts of child.

- Contact the Co-ordination Unit on 0428 287 090.

### **1.7.5.2.2 1 - 2 Hours Late Without Contact**

- Continue to attempt to contact parents at frequent intervals.
- If unsuccessful attempt to contact emergency contact persons and ask to collect child from care.
- Feed child and put to bed if necessary.
- If no response from either parents or emergency contacts after two hours contact the Co-ordination Unit on: 0428 827 090
- Care is to continue as long as possible or until advised otherwise by the Authorised Supervisor.
- If at any time the carer is unable to continue care contact the Co-ordination Unit as above

### **1.7.5.2.3 Penalty Fees**

In the event that a family is late in collecting their child(ren) they will incur a late penalty fee.

## **1.7.6. References**

- Samaritans Five Star Family Day Care Policies and Standards
- Children's Services Regulation 2004.
- Quality Practices Guide 2nd Edition: 1.3

## **1.7.7. Person Responsible**

**Parents and Carers are responsible for following the procedures.**

**The Co-ordination Unit is responsible for monitoring the care provided.**

## **1.7.8. Implementation and Evaluation**

- Feedback surveys
- Home visits

## **1.7.9. Documentation**

- Time sheets
- Parent and carer agreements
- Child contracts.

# Standard 1.8

## COOPERATIVE PLAY

### 2.8.1 Purpose and Scope

To encourage children to be respectful of all other individuals and to minimise aggressive and violent play and behaviour.

### 2.8.2 Definitions

**Cooperative:** working together and acting willingly.

### 2.8.3 Principles

Cooperation between children encourages open communication and positive social skills.

### 2.8.4 Policy

Staff and Carers shall promote cooperative play between children, while respecting each child's uniqueness.

### 2.8.5 Procedures

- Provide materials / equipment that promote cooperative, positive play, by removal of toys that are being used in an aggressive manner.
- Guns, swords, knives or weapons are not permitted.
- Super hero play needs to be closely monitored and supervised to ensure there is no violent play.
- Carers are to be positive role models.
- Carers will use diversion tactics where possible.
- Implement behaviour management strategies to achieve socially acceptable behaviour.

### 2.8.6 References

- Children's Services Regulation 2004
- Samaritans Five Star Family Day Care Policies and Standards.

### 2.8.7 Person Responsible

**Carers are responsible** for the day-to-day provision of care.

**Co-ordination Unit is responsible** for the monitoring of care provided.

### 2.8.8 Implementation and Evaluation

- Carer home visits
- Feedback surveys

### 2.8.9 Documentation

- Home visit reports.
- Incident forms

# Standard 1.9

## INTERACTING WITH CHILDREN AND BABIES

### 1.9.1 Purpose and Scope

To outline the best practice for interactions between children/babies, Carers and staff, and to encourage and promote the development of children's self esteem, self reliance, learning and self help skills.

### 1.9.2 Definitions

**Babies:** naught to two years of age.  
**Children:** two years plus.

### 1.9.3 Principles

- Children respond best to positive interactions.
- Children's learning and development will be encouraged through positive interactions provided in the care environment.

### 1.9.4 Policy

Samaritans Five Star Family Day Care will use recognised best practice for interactions between children/ babies, Carers, and staff. Samaritans Five Star Family Day Care will promote children's self esteem, self reliance, and self help skills, providing a variety of opportunities for learning and social interaction.

### 1.9.5 Procedure

#### 1.9.5.1 Interactions with Children and Babies

Carers will:

- Interact with each child face to face naturally through the day.
- Engage in conversation with individual children - both initiating and responding appropriately.
- Give children plenty of time to respond.
- Talk in a pleasant and calm voice.
- Encourage children to communicate and provide assistance when children are having difficulty.
- Use children's names.
- Listen to children without interrupting them.
- Let children know what is happening (when practical)
- Acknowledge children's feelings and their attempts to communicate their needs.
- Talk with children and not at them.
- Use knowledge of children to respond to each child- individualising expectations, interactions and experiences.
- Observe children's behaviour, verbal and body language and development.

- Anticipate the child's needs and respond appropriately.
- Comfort distressed children quickly and sensitively.
- Give children appropriate amounts of physical attention and respond to the needs and preferences of individual children.
- Talk in a friendly tone and use respectful language
- Encourage a pleasant, positive atmosphere with laughter, smiling and engagement.
- Ensure individual attention is also provided for those children who attend the service outside standard hours.
- Show interest in a child's home life.
- Acknowledge and celebrate children's success and efforts.
- Point out children's strengths.
- Assist children in a positive manner to strengthen their skills.
- Avoid comparisons with other children.
- Include all children in special events, such as birthdays, school concerts with family consultation.
- Ensure children's privacy and dignity at all times.
- Provide opportunities for the inclusion of all children.
- Include the diverse cultural needs of children in care.
- Promote gender equity.
- Provide ample time during routine and other times to allow children to participate with the Carer/Staff in an unhurried manner and provide explanations and extending children's understanding of situations and events wherever possible.

In relation to babies;

Carers will also:

- Listen and respond to infants sounds
- Respond to babies cues.
- Communicate warmth in many ways including physical contact and holding babies frequently.

### 1.9.6 References

- Stonehouse, A., Dimensions – Excellence in many ways. NFDCA 2004.
- Stonehouse, A & Duffie, J. The Practice of Relationships. NSW Curriculum Framework. 2001.
- Children's Services Regulation 2004
- Quality Practices Guide 2nd Edition: 1.1

### 1.9.7 Person Responsible

**Staff are responsible for:**

- role modelling appropriate interactions and support Carer's skill development in this area
- ensuring that all interactions between Carers, Staff and Children enhance the child's development.

**The Co-ordination Unit is responsible for:**

- providing training, support and resources to ensure that staff and Carers have skills necessary for implementation ensuring interactions impact on children in a positive manner in the care environment.

**Carers are responsible for:**

- providing children with a positive social environment where interactions enhance children's learning
- developing their ability and strengthen their skills.

## **1.9.8 Implementation and Evaluation**

Home visits, and playgroup.

## **1.9.9 Documentation**

Home visit reports.

# Standard 1.10

## MEDIA

### 1.10.1 Purpose and Scope

To ensure the security of private information given to the Scheme is kept confidential and will be handled in a professional and confidential manner.

To provide clear guidelines on management of media.

To ensure families and children can share their life and experiences with confidence that there will be no inappropriate disclosing of information or images.

To ensure funding or other agreements are met in regard to recognition of partners, funding bodies or timing of release of information.

**Note:** Any information released to the media may impact upon the Scheme or the Samaritans Foundation. It is imperative that any information released is accurate and informed.

### 1.10.2 Definitions

**Media:** A plural of medium. An agency, means or instrument.

### 1.10.3 Principles

That all stakeholders have the right to the protection of personal information, and all information in the media will reflect the ethos of Samaritans Foundation.

Staff, Carers, and families need to be aware of the impact media releases may have upon the Scheme. All Scheme regulations, policies, and standards are to be complied with when releasing information.

### 1.10.4 Policy

With respect for Carers being self employed, individual Carers are encouraged to consult with the Family Day Care Co-ordination Unit and Samaritans Media Release personnel prior to releasing information to the Media.

**Note:** The Samaritans Five Star Family Day Care Scheme protects the privacy and confidentiality of individuals and ensures the ethos of the Samaritans Foundation remains intact by ensuring that no staff, carer or volunteer of Samaritans Five Star Family Day Care shall release any information or images to the media (in any form) without appropriate authority.

## 1.10.5 Procedures

- Every Carer, Scheme employee and volunteer is provided with clear written guidelines detailing:
  - who has the delegated authority to release images and information to the media.
  - how authority may be obtained to release images or information to the media
- The CEO of the Samaritans Foundation has the delegated authority to provide Samaritans Five Star Family Day Care with permission to release information or images to the media.
- Samaritans Five Star Family Day Care will be provided with copies of media releases approved by the CEO that have been distributed to the mass media, these can then be distributed to local media if this is felt to be advantageous. All information provided to the media reflects the agency ethos of the Samaritans Foundation.
- Requests for advertising, staff vacancies, carer vacancies, childcare vacancies etc shall be sent to Human Resources (media officer) Samaritans Foundation for approval.
- Carers registered with Samaritans Five Star Family Day Care shall not advertise independently without first seeking approval, they should provide a copy of their advertisement to the Co-ordination Unit who will then seek appropriate approval.
- No images of children shall be shown in the media or displayed in any manner without the express authority provided on their Family Enrolment with Samaritans Five Star Family Day Care.
- All information provided to the media will adhere to Samaritans Five Star Family Day Care Philosophy and Standards.
- Any information (other than advertising) being released to any form of media shall be directed through the Program Manager – Community Services Samaritans Foundation for appropriate approval.
- Carers, staff and volunteers may not give information or evidence on matters relating to children and/or their families to anyone outside their line of accountability to the co-ordination unit, other than the custodial parent/guardian, when that information has been obtained in the course of their family day care operation. Exceptions may apply regarding information about children when subpoenaed to appear before a court of law.
- Carers, staff and volunteers may not give information or evidence on matters relating to other Carers, staff or volunteers to anyone outside their line of accountability to the co-ordination unit when that information has been obtained in the course of their family day care operation. Exceptions may apply regarding information when subpoenaed to appear before a court of law.

## 1.10.6 References

- Samaritans Foundation Policies and Standards – Media Releases
- Samaritans Five Star Family Day Care Policies and Standards.
- Children’s Services Regulation 2004
- Commonwealth Privacy Act 1988
- Privacy Amendment (Private Sector) 2000

### 1.10.7 Person Responsible

Any person releasing information is responsible to give accurate and up-to-date information. Samaritans Management is responsible for advising on media releases.

**Staff are responsible for** ensuring that the guidelines of this Standard are maintained at all times and that they encourage Carers in this also.

**Authorised supervisor is responsible for** providing training, resources and support for staff and Carers so that the media policy is fully understood and maintained.

**Carers are responsible for** ensuring that the guidelines of this Standard are understood and maintained at all times.

### 1.10.8 Implementation and Evaluation

- Radio
- Newspaper
- Television
- Newsletters

**Note:** Policy review will take place in accordance with Samaritans Five Star Family Day Care Standard 1.1 Policy Development.

### 1.10.9 Documentation

- Samaritans Marketing.
- Transcript of releases made.