

ARMIDALE FAMILY DAY CARE

RELIEF CARE PROCEDURE

Related documentation Policy/policies:	Educational Program and Practice; Home Visit; Recruitment of Educators, Interactions with Children, Authorisations and Refusals; Code of Conduct; Child Protection.
Regulation/s/ Standards:	Education and Care Service Law Act 2010; Education and Care Services National Regulation 2011; National Quality Area 7.1.
Procedures:	Photo and Camera, Supervision, Work, Health & Safety (Educators).
References:	ECA Code of Ethics; Dept. of Education Child Care Services Provider Handbook, 2022.
Date effective	December 2025
Date for review	December 2028
Purpose	Armidale Family Day Care (AFDC) aims to offer relief Education and Care to families in a primary Educator's environment when a primary Educator closes their service.
Responsibility	Board of Directors, Management, Nominated Supervisor, Primary Educators and Relief Educators.

Key information:

AFDC may choose to register approved Relief Educators in Armidale Family Day Care to assist in the provision of consistent education and care to families and children during periods of a Primary Educator's leave.

Relief Educators must undertake AFDC's comprehensive induction process in the same manner as Primary Educators and have an obligation to comply with the National Regulations, the National Law, National Standard and all the Service's policies and procedures.

Procedures:

The Primary Educator will:

- Obtain contact details of Relief Educators from AFDC.
- Contact Relief Educators to check their availability and discuss requirements.
- Notify AFDC of all relief care agreements.
- obtain written parental consent (Relief Care Authorisation Form) for each child who will be in care during the education and care period for which relief is being sought
- arrange a 'meet and greet' time for families with the Relief Educator.

- discuss any special requirements and provide instructions related to e.g. answering the phone, cleaning tasks (washing up, mopping floors), designated play areas in the residence/venue.
- complete a program for the Relief Educator to implement if the relief care is short term.

Fees and Charges

The Primary Educator may charge a fair and equitable premise usage fee (to be agreed to prior to relief care commencing) taking into account electricity, gas, water, telephone calls, use of toys and equipment, use of the laundry, paper towel and cleaning products, children's meals and consumables such as paint and craft items.

The Primary Educator will inform the Relief Educator of:

- a) The location of the first aid kit.
- b) The location of fire protection equipment and the evacuation plan.
- c) Emergency contact details including the Primary Educators number.
- d) The location of parent / emergency contact numbers.
- e) Individual child details including medical conditions and special requirements.
- f) Daily routines and programs.
- g) The location of all required equipment and resources, and
- h) Their current fee schedule

The Relief Educator will:

- Adopt the fee schedule of the Primary Educator.
- Display their Certificate of Registration and other required documentation in the education and care residence/venue at all times during the relief care period.
- Supply and submit their own attendance records (session reports).
- Ensure the parent or an authorised person signs the attendance record on arrival and departure from the education and care residence or venue each day.
- Where appropriate, ensure that the family signs off on children's session reports at the end of the care week.,
- Formally authorise all their personal digital devices that they will be using in the care environment.
- Ensure that families have indicated whether they give permission for digital photographs and videos to be taken when they come into conduct relief care.
- If capturing images of children in care, must ensure that families are informed of the purpose for which it is intended that images or videos may be used.
- Be mindful when taking photographs. Photos should focus on the activities and learning experiences the children are engaged in, rather than simply capturing individual images of the children. Whenever possible, Relief Educator should aim to take photos that do not include the children's faces.

- Use a cloud-based system to store photos must ensure their device is properly configured so that no other individuals with access to the cloud can view or obtain these photos.
- Refrain from distributing photos to children to families other than their own.
- Involve children in making decisions about their images and explain consent and privacy in an age-appropriate way.
- Regularly review photos and videos within their electronic devices and delete images that they no longer need stored.
- Ensure that children's personal data, including family name, age or identifying details are not attached to the image or published.
- Ensure that photographs, videos or recordings of children are securely stored on a password protected device and disposed of when the child is no longer enrolled in their service.
- When disposing of photos and videos, must ensure complete destruction—such as cross-cut shredding printed copies and permanently deleting digital files, including emptying recycle bins and removing from cloud storage.
- Ensure that children do not use personal electronic devices while in the care environment; this includes phones, iPad's, tablets and smart watches that can take photos or record videos.
- When inviting children to take photos or videos with cameras or other devices to support their learning, children should be encouraged to take images of inanimate objects and not other children's faces.
- Be responsible for maintaining Work Health and Safety standards within the education and care residence or venue and will complete a Daily Safety Check each day.
- Undertake only those tasks normally associated with the provision of a quality education and care service.
- Implement the provided program for short term relief care or plan and implement their own program for longer term relief care
- Complete program evaluations, and any other necessary paperwork
- Report any breakages, equipment failure or damage which occurs during the relief care period to the Primary Educator. An agreement should be reached as to who will bear responsibility for damage to the premises/equipment prior to the relief care period commencing
- Only transport children in his/her vehicle if:
 - a) a parent / guardian of the child has signed a consent form,
 - b) the Relief Educator has provided AFDC with evidence of a current Drivers License and vehicle registration details
 - c) the Relief Educator has completed risk assessments for each excursion venue and supplied that documentation to Armidale & District Family Day Care.

Educator to Child Ratios

The Relief Educator may care for their own children while providing relief care as long as Educator/Child ratios are maintained.

The Primary Educators own children may be cared for by the Relief Educator providing the children have been enrolled with the service and Educator/Child ratios are maintained

AFDC Staff will:

- Endeavour to assist Families in arranging suitable relief care arrangements that suit their individual needs.
- Provide support for both Primary Educator and Relief Educator where needed.
- Provide copies of this Relief Care Procedure and all related documentation contract to all parties.
- Conduct regular visits during longer periods of relief care.
- Ensure that Relief Educators have formally authorised their personal digital devices as a "Service-Authorised Device" by the Approved Provider.

Rights and Responsibilities of Families

- Parents are not obliged to accept a Relief Care arrangement. They may choose to find alternative private care, in which case they will not be liable to pay fees. Parents may also ask AFDC to find an alternative Primary Educator for the relief care period.
- Parents who are satisfied with the Relief Care arrangement need to:
 - Sign a Relief Care Authorisation form.
 - Advise the Primary Educator of their required care hours before the Relief Educator commences.
- In relation to the Relief Educator's Attendance records:
 - Ensure that an authorised person signs children's attendance records on arrival and departure from the education and care residence or venue each day.
 - Ensure that children's session reports with AFDC are signed off on the end of each care week.
- In relation to the payment of child care fees
 - Acknowledge that the payment of all child care fees is mandatory.
 - Provide AFDC with a signed authority for redPAY to debit their child care fees from a nominated account on a fortnightly basis.
 - Ensure that sufficient funds are available in their nominated account to cover fortnightly family gap fees.