

EMERGENCY AND ALTERNATE CARE

AUTHORISATION

POLICY TYPE: <i>(Council or Operational)</i>	Operational
POLICY LOCATION: <i>(eg. Corporate, Engineering, etc.)</i>	Community Services
RESPONSIBLE OFFICER: <i>(by position title)</i>	Children Services Coordinator
AUTHORISED BY: <i>(GM or Director Title)</i>	Director Corporate and Community Services
DATE ADOPTED:	17 August 2021
ADOPTED BY: <i>(Manex or Council)</i>	Manex
MINUTE NO: <i>(If required)</i>	
REVIEW DUE DATE: <i>(Four years unless statutorily required sooner)</i>	July 2023
REVISION NUMBER:	

DOCUMENT HISTORY

VERSION NO.	DATE	DESCRIPTION OF AMENDMENTS <i>Include names of former policies that this policy will replace if applicable</i>	AMENDED BY <i>(Where required)</i>

REVIEW OF THIS POLICY

This Policy will be reviewed within two (2) years from the date of adoption or as required in the event of legislative changes. The Policy may also be changed as a result of other amendment that are to the advantage that Council and in the spirit of this Policy. Any amendment to the Policy must be by way of a Council Resolution for all policies categorised as “Council” policies or the approval of the General Manager for all policies categorised as “Operational” policies.

1. Purpose:

Alternate, Emergency or Relief Care can be arranged to support Educators in times of leave or emergency.

2. Scope:

This policy document applies to Educators of Bland Temora Family Day Care.

3. Outcomes:

To ensure Bland/Temora Family Day Care supports the continuity of care. Procedures are to be followed when arranging alternate/relief/emergency care for children.

4. Roles and Responsibilities:

Emergency Care for Educators

The Nominated Supervisor will:

- Ensure either the Nominated Supervisor or Family Day Care Support Officer leaves for Educator's home as soon as possible.
- Maintain contact with the Coordination Unit to gain child in care details including medical conditions and parent contact details.
- Assesses the situation and decide whether:
 - staff remain with the children until the Educator returns, if the Educator is likely to return in the short term.
 - if the Educator is not likely to return, contact a parent or emergency contact and arrange collection of the child or arrange alternate care.
 - if alternate care is required, the Coordination Unit arranges an alternate placement if the parent has provided permission for alternate care to occur.
 - The Coordination Unit contacts the parent with the alternate Educator's details. The Coordination Unit then waits for any children to be collected by parents/emergency contacts, and delivers the remaining children to the alternate Educator's home, along with each child's enrolment details.

Alternative Care for Educators

Alternative care can be provided by Bland/Temora Family Day Care where available to allow registered Educators to take leave.

Note

The Coordination Unit encourages alternative care to be arranged between Educators. The Coordination Unit requests that once the alternate care has been arranged between Educators, the Educator arranging the alternate care notifies the Coordination Unit of the care, so that the Coordination Unit is aware.

The Nominated Supervisor will:

- Ensure parents have the continuity and security of quality registered Educators.
- Ensure continued high quality care is provided for the child.
- Ensure that the Coordination Unit knows at all times in which registered Educators home registered children are being cared for.

Educator will:

- Arrange alternate care by contacting Educators with corresponding vacancies. When a suitable placement has been arranged, the alternate care details are documented. The Alternate Educator contacts the parent and provides them with their details (name, address, phone number).
- Notify parents and the Coordination Unit when their service will be closed.
- Inform all parents of closure.
- Contact the parent verbally to ensure that the Parent has received the message that the Educator's Service is closed.
- Remember that social media or "texting" a parent on their mobile phone, is not the most appropriate method of advising the parent that their Service will not be open. Often this type of communication is unreliable and the Educator should not be assured that the parent has received the message.
- Provide the name of the alternate Educator/s and the children in alternate care to the Coordination Unit.

Note:

As independent business operators, Educators are requested to arrange their own alternate care. Coordination staff, however, will assist if difficulties arise in finding an alternate placement.

Parents will:

- Communicate with the alternate Educator prior to the care date to confirm the placement and/or organise a meeting between the parties. The Coordination Unit will provide a copy of the Child/rens Enrolment form to the Alternate Educator.

No child is to be signed into alternate care without current enrolment details. Payment must be made to the Alternate Educator according to the Alternate Educator's individual Fee Policy.

Relief Care for Educators

Relief care may be utilised by the primary Educator, under certain conditions, to provide short term or block relief care (no longer than 6 week blocks) to family day care children in the absence of the primary Educator in his/her home. Such as

- When the primary Educator has an appointment/illness.
- When the primary Educator takes annual leave.

5. Definitions:

Emergency Care – undertaken immediately by Coordination Unit staff due to unforeseen circumstances (eg incident within an Educator's service)
Alternate Care - for Educators annual leave or closure of service for short periods e.g. illness, personal obligations

6. Legislation and Supporting Documents:

Education and Care Service National Law 2010
 Education and Care Services National Regulations 2011
 Guide to the National Quality Framework 2018

7. Relationship to Community Strategic Plan:

This Policy supports Council's Delivery Program Strategy DP4.2 Provide quality, accredited and affordable Education and Care Services within Bland Shire and surrounds (Bland Preschool, Family Day Care, Mobile Resource Unit, Vacation Care and Toy Library services)

8. Attachments:
N/A