



People Power Kids  
Family Day Care  
Educator Handbook

# People Power Kids Family Day Care

## The Handbook

Educators are our most precious resource. We recognise this means we must take the time to get to know you. To hear about your story and support you to successfully operate your FDC business.

From the first moment you contact our service we are learning about you and thinking about how we can assist you to become the best educator you can be.

This handbook is designed to be used with the Service Policy and Procedures Handbook. It does not replace this but aims to support you in unpacking and simplifying the procedures to assist you in your everyday work.

**No significant learning occurs  
without significant relationships**

— Dr James Comer



## Welcome to PPK FDC

We welcome you as a member of our educator team. Joining our service is the first step in a career which has the ability to enrich your life and lives of children you provide education and care for.

We are committed to supporting you in this process through the induction process which is ongoing past the initial induction and regular professional development targeted at understanding your obligations and supporting you to enact these obligations.

Your practices and the relationships they form with children have significant effect on children's success in learning (EYLF p12). As an educator you provide an important service to children and their families, so be proud of being an early childhood education and care professional.

**Your workplace is your home  
and first impressions are  
important to families**

- Resource - My Home My Business

We encourage you to consider how you present your home. Be aware that street presentation and the entrance to your home are critical to the overall first impression. Attending to external house maintenance and gardening as necessary to ensure you create a positive impression. Keep the area clean and tidy, grass mown, leaves swept, and rubbish removed with clear access to the front door.

This may be difficult in rental but improve what is in your control and be creative

## Good Customer Service

In family day care, families are the customer of your business and customer service is crucial to any small business. Good customer service involves:

1. Delivering what is promised
2. Understanding what makes families stay and why they choose to leave
3. Being flexible in catering to families needs and expectations.
4. Valuing your philosophy and working each day with integrity
5. Understanding that a complaint provides an opportunity to reflect on and improve your practice.



Partnerships between you and the family is extremely important and your role is crucial in building and maintaining the relationship to enable a partnership.

Looking after relationships is important, acquiring a new family is much more expensive both in time and money. Try to keep the relationship child focused, and professional. Ensure you greet all families with enthusiasm, treat with respect and always communicate in a positive way

## Partnership

A true partnership is one with shared power. It focuses on working in collaboration and shared decision making.. In our service we strive to work with you for the best outcomes for children using the Service.

Key to working in partnership is understanding how we work together within the Service policy framework.

All educators will have access to the policies and procedures which guide you and staff in your every day practice.

*To maintain an effective partnership there needs to be mutual respect and discretion...*



## Your own family

Working from home in a amongst your own family can have some real challenges. Educators need to balance the needs of their own family while meeting the requirements of the Service, their legislative obligations, and the expectations of family day care families

Before commencing with our Service the staff will have met your family and the adults residing at your home and talked to them about the roles and responsibilities of an educator, however before commencing we suggest you explain to your family the physical changes necessary to the home, the requirements and obligations of your work and how you will be needing additional support.

Maintain good communication with your partner and other members of your home, and remember the importance of listening to them., hear how they feel and working on how this can work for them and you as an educator. Their support is vital to your success. and longevity of this career.

Remember to treat all family members with respect as you negotiated the sharing of physical space., time, equipment and toys that has to occur when you bring other adults and children into the home.



You will also need to explain to family members the importance of maintaining a safe work (home) environment and their responsibility toward health and safety in the shared spaces.. This includes understanding that they are not able to supervise children, change nappies or provide direct care.

The impact on your own children will vary depending on their age and interest. You will need to develop routines during family day care hours that accommodate the physical and emotional needs of your own children as well as the family day care children.

Consider your families needs for example ensuring they have a private space for their personal pursuits and safe keeping of important possessions.

Remember to focus on your family once your working day has finished.

## Considerations

Ensure your children have a space where they can have their own toys and resources.

If possible make a space in your home that is separate from the family day care spaces..

Consider how you will protect your family members from any accusations of impropriety. This means never leaving them alone with children in your care. Or always being in the same space as children.

Discuss confidentiality with all those residing at your home. Including having password protection on files and filing children's records in a secure filing cabinet

And privacy, what is discussed or heard about a child or parent is not divulged to another person.

## Interviewing families

Ensure all communication with prospective families is conducted in a professional manner. Agreeing to interview a prospective family does not mean you are agreeing to take on the child. The staff at the Service may refer a family to several educators, giving families a genuine choice. You might find your own clients but these families also need to undertake the initiate interview with the Service staff as this is a crucial step in the enrolment process.

Preparing for the interview with families by using the initial contact (phone call) to record the family members names and ages of the children. This enables you to greet the family and child by name and have age appropriate resources available during the interview (EYLF p.12).

If the interview is to take place during working hours explain to the family that you will need to meet the needs of the children in your care. If possible, schedule the interview for a quieter time of the day. Some educators prefer to interview families outside working hours. but families may prefer to see the program in operation and observe your interactions with children.

Arrange an area where you can conduct the interview and supervise other children. You may choose to develop a list of questions or things you want to share with parents. Proactively listen to what families are saying and be ready to offer a second visit maybe one while children are present if this was not the case the first time. this will be particularly important if the child or other family members were not present at the first interview.

Let families know questions are welcome at anytime..

## Be prepared....

Ensure you and your home is well presented.. Make sure any documentation you wish to show the family such as your planning process, meal plans, children's portfolios and qualifications are readily available.

Take families on a tour of your home, explain the existing routines such as where children sleep or rest, where children and you sit to eat together, the nappy changing and toileting facilities. when showing families the outdoor space, talk about sun protection and the parents responsibilities to supply appropriate clothing, foot wear and hats.

*"Show case your program, and who you are as a professional early childhood educator"*

As children are present, interviews in family day care need to be flexible. You may manage the entire interview at a table, you may find yourself outside taking with the prospective parent while their child explores your garden or you may have a parent with a young child and the interview occurs on the floor with the infant where mum and the bay feel comfortable.

Remember this is an opportunity to sell your service and start the relationship on a positive note.

We encourage you to be upfront about payment and when this is required so there is NO misunderstanding.

*Start where you want to finish.....*

## Marketing...

.You must have the approval of the Service to advertise your business. Any advertisement state our service name and include our contact details as required by the Education and Care Services National Law section 104.

Family Day Care Australia has a marketing department and has done a lot of work on behalf of the sector. Use the Family Day Care logo on all marketing material and take advantage of their advertising tools. These include posters, flyers and brochure templates and are available from [Family Day Care Australia](#).



**Article** - [Making a great Impression](#)

Marketing is about understanding where potential parents are likely to frequent and with permission, start your advertising. These might include cafes, shopping centres, schools, local child health clinics, libraries, kindergartens and schools.

### Care for Kids

Care for Kids which is a local directory where educators can advertise their service and vacancies.

[Learn More](#) learn

## Uniforms

Hats and other clothing with the Family Day Care logo look professional and can be effective advertising when you are out. For example, an educator on a regular outing at the library may be approached by a young mother enquiring about childcare.

Remember when you are in public you are representing everyone in Family Day Care and your behaviour, actions and language must always reflect a positive image of Family Day Care. This public image can be your most powerful advertising tool for the sector.

## Other ways to market your business

Business cards are a great resource as they can be carried at all times and handed out to friends and family who can pass them onto individuals enquiring about Family Day Care.



Brochures can be designed which outline the benefits of FDC and highlight what you offer.

Consider having a sign on your vehicle so other know you are available to provide child care in your local area.

Do a letter box drop: Distribute A4 fliers or brochures in your neighbourhood

Meet with the local child health clinics and inform them of your service and if you have any vacancies

Visit the local preschool/kindergarten and schools.



## Social Media

Set up a Facebook or an Instagram page – this provides an opportunity to talk about your service. To promote your work, ensure before you post anything you refer to the Communication Policy – Social Media Procedure.



Posting any child's images you have the express permission in writing from the parents/guardian of the child/ren and you must seek approval from the Nominated Supervisor.

Using the FDC logo has some great benefits as it is well known however you can design your know logo or seek to get this designed.



## Supporting....

We recognise educators bring a range of skills, knowledge and abilities to their role; however, operate in isolation in most cases. Our staff are responsible to mentor, support and supervise educators to not only ensure compliance, but to also continually improve skills and knowledge leading to enhanced and improved educational programs for children and effective service delivery for families.

We support educators in the following ways:

1. Home visits
2. Email and phone support
3. Professional development
4. Resourcing

## Home Visits

The primary purpose of a home visit by the Service is to monitor the quality of education and care provided and reflect on any improvements to be made which may impact or influence the quality of care and education for children.

Coordinators will visit each educator regularly at their home to:

1. Support educators in their role and enhance the link between the staff and each educator.
2. Promote opportunities for two-way communication
3. Review and evaluate the placement of each child
4. Monitor and Support the placement of children
5. Exchange ideas on interesting experiences for children
6. Discuss children's needs, experiences, and development
7. Encourage an understanding of children's and families' culture, language and lifestyle
8. Observe the educator working with children.

## Monitoring....

If a matter impacting the safety or quality of care provided by an educator comes to the attention of the co-ordinator during a Monitoring and Support Visit, they will immediately discuss the matter with the educator.

Any issues or concerns will immediately be addressed to ensure each child is safe, and a record of this will be documented in the following way:

Home visits will be unannounced and random, they will occur a minimum of monthly and more frequently if further support is required or there is a compliance issue that needs addressing.



It is the service role to support and monitor educators. Both the Nominated Supervisor and Educator will be contactable at all times that care is being provided.

## Compliance

Educators must be aware that at any time they are working a representative of the Regulatory Authority is able to enter their home - meaning they have the legal right to enter.

The Authorised Officer will present with their credentials and explain what the purpose of the spot check is. They are likely to take photos and record the conversations.

It will be important that you have all your documentation, risk assessments, child enrolments, policies and regulations in a place that is easy to access but inaccessible to others. It is important that you keep up to date with daily safety checks, and all authorisations are in place include the risk assessment process used for transport and excursions.

Ensure at all time the prescribed information - that is the service information, Rating and Assessment outcome, your qualifications, insurances and the plan for the week is displayed and up to date.

In any event that a Authorised Office enters your home the key role you must play is ensuring the health and safety of children. This must remain your priority. The Authorised Officer is responsible for the spot visit but you are responsible for the supervision of children in your care.

Call the office for support if you have a visit from the Regulatory Authority. They will continue their visit but you have the right to seek support also.

## Assessment and Work Performance

There is an ongoing assessment of your work performance and the environment where the care is being provided. This includes the suitability of adults and others residing at the home.

The Monitoring and Support visits are key to the ongoing monitoring and assessment of the home. The work performance is monitored through this process and your participation in training and professional development opportunities.

An annually re-assessment of the home will occur which involves you undertaking self assessment of the home and your own work performance. This is accompanied by a formal assessment and development of a Professional Development and Quality Improvement Plan.

*Refer to Service Policies and Procedures Handbook for further guidance.*



# Ebook title

