

FAMILY SUPPORT POLICY

Rationale:

At Treetops ELC we do not provide any care for children outside of our normal operating hours. However, we understand that sometimes parents require support and care for their children, and our team members may be the best option to support parents.

Purpose:

To help clarify who is responsible with any out of centre arrangements for family support between the parents/caregivers of children in our centre and our teaching team.

Procedures:

- Treetops ELC acknowledges that the professional boundaries of out of centre care may become blurred when kaiako are in parent/caregivers home environments.
- It is the individual kaiako's decision whether or not they engage in out of centre family support and all parties shall be respectful of that decision.
- Treetops ELC has policies and procedures in place to safeguard all children within our care on our premises. This does not extend to any private arrangements made between parents/caregivers and kaiako outside of the centre. We cannot be responsible for any health and safety issues, breakages, missing items or personal grievances that may occur during this time.
- If parents/caregivers request that a kaiako engage in family support, this arrangement is wholly personal, and parents/caregivers must understand that all insurance which applies to Treetops ELC does not extend to any personal arrangements.
- It will be the responsibility of the parent/caregiver to ensure kaiako have the appropriate insurance, current WOF and Registration, child restraints if they are transporting children in a car.
- Treetops ELC is not responsible for any private arrangements or agreements that are made. Such arrangements are between the kaiako and parents/caregivers. However, we would expect kaiako to inform the centre if such arrangements are made.
- Out of hours family support must not interfere with kaiako's employment at Treetops ELC, ie. Rostered hours, staff meetings etc.
- All payment agreements for family support care outside of the centre are between individual kaiako and parents/caregivers.
- Confidentiality by our kaiako regarding other children, colleagues or parents/caregivers in the centre must be respected at all times, as per our confidentiality policy.
- If parents/caregivers are wanting kaiako to transport their child from the centre, kaiako must be named as an authorised person on the child's enrolment form. KAIAKO CANNOT remove children from the centre if this has not been arranged. In cases of emergency, the parent/caregiver must advise the centre manager, in writing.
- It is the parent/caregiver's responsibility to check if the kaiako in question has a current first aid certificate.
- Parents/caregivers should be aware that any other adult accompanying the kaiako may not have had a relevant criminal record clearance and it may not be appropriate for them to care for children.
- We recommend that all parents/caregivers ask kaiako whether they have any medical conditions that may affect their ability to work alone with children, and make their own decisions regarding the suitability of this.
- When family support is agreed upon, we request that a copy of this policy is signed by parent/caregivers and kaiako which we can keep on record as an assurance that all parties involved are aware of the above mentioned procedures.

Parent/Caregiver name:

Signature:

Date:

Kaiako name:

Signature:

Date:

Document ID	Family Support Policy
Business area	Licensing Criteria for Early Childhood education and child services 2008
Last updated	June 2023
Date first issued	February 2021
Next review	June 2025