

# CHILDREN'S SERVICES PROFESSIONALS EXCHANGE PROGRAM



## FREQUENTLY ASKED QUESTIONS

### WHO CAN PARTICIPATE IN THE PROGRAM AND HOW MANY VISITS CAN I GO ON?

The exchange program is open to services and individuals who are members of PSCQ. To be eligible you must be working in the industry, have a current Blue Card, be over 17 years of age and be qualified or training. Any staff member who is employed in the service is eligible (Director, Group Leader, assistant, cook and administrator). Participants must have the approval of their Director/Coordinator/Management. You will have the opportunity to participate in one visit per year.

### HOW MANY DAYS WILL THE EXCHANGE BE FOR?

The length of time will be flexible depending on the participant's needs, however, there is a maximum of 5 days for rural/remote areas (due to travel time).

### WHAT IS EXPECTED OF PARTICIPANTS WHEN THEY VISIT THE HOST SERVICE?

It is expected that participants will behave in a professional manner. Hours of attendance, and a program for the visit should be discussed on arrival. It is expected that participants will join in with the program to provide them with a hands on learning experience.

### WHO WILL DECIDE WHICH SERVICE PARTICIPANTS WILL VISIT?

Participants will nominate the location and type of service they wish to visit on their expression of interest; they will then be offered a choice of up to 3 services (where possible) to make their selection from. Participants will then need to notify the Exchange Program Coordinator of their selection.

Once the service is confirmed by the Exchange Program Coordinator, it is the participant's responsibility to contact the service at least one week prior to the visit and introduce them self.

### WILL PARTICIPANTS JUST BE WORKING IN ONE ROOM OR WITH ONE CARER?

To maximize the learning potential of this experience for participants in the program we would hope that host services allow them to spend time with a variety of groups and peers where possible. The participant should discuss what they hope to gain from the experience with the host service to allow them to plan a suitable program.

### WHAT ABOUT INSURANCE, WHO IS RESPONSIBLE IF SOMEONE HURTS THEMSELVES?

Participants in the exchange program would be viewed as volunteers in the service and so would be covered under the Services Insurance. Host Services are advised to confirm with their insurance provider that this would be appropriate.

### DO PARTICIPANTS HAVE TO GO TO THE SAME TYPE OF SERVICE THEY ARE WORKING IN?

No. Participants are able to freely select the types of service they wish to visit. For example a family daycare provider may wish to visit a long day care service or an outside school hours participant may wish to visit an occasional care service.

### CAN PARTICIPANTS IN THE PROGRAM BE COUNTED AS A STAFF MEMBER FOR CHILD: ADULT RATIOS?

No. The idea of the program is for the participants to explore their new environment, increasing their knowledge, gaining an awareness of other services, experiencing different childcare practices, checking out resources etc. While the expectation is that they would interact with the children and join in with the program, they should be an extra set of hands in the service.

### WHAT ASSISTANCE IS AVAILABLE?

If it is required, travel and accommodation will be organised by the Exchange Program Coordinator. The cost of this travel and accommodation may be covered by PSCQ, depending on the destination.

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### HOW WILL I GET TO THE HOST SERVICE?

If you have traveled to a location by air, you may claim the cost of taxi fares to and from the service when your visit is over. Just complete a claim form and attach copies of your taxi receipts.

### HOW WILL SERVICES MAINTAIN CONFIDENTIALITY?

All participants will be required to sign a confidentiality agreement stating that while undertaking the exchange, and following it, they will act professionally and that client/service confidentiality will be respected at all times.

### WHAT HAPPENS IF A PARTICIPANT OBSERVES INAPPROPRIATE PRACTICE IN THE HOST SERVICE?

Participants should be aware of the services procedure for reporting inappropriate practice. For example, the service process may be to raise their concerns with the director. If they feel their concerns have not been addressed, then they would follow normal reporting procedure and contact the Department of Communities.

### WHAT HAPPENS IF THERE IS A PERSONALITY CLASH?

As professionals we would hope that those involved would be able to address the issues between themselves. If this is not possible, then those involved would follow the services procedure to work through the concerns. Participants or host services may contact the Exchange Program Coordinator or a PSCQ representative if the matter is unresolved.

### ARE THERE ANY ADDITIONAL EXPECTATIONS FOR THE PARTICIPANTS OR THE HOST SERVICE AFTER THE VISIT IS FINISHED?

Both participants and host services will be asked to complete a short evaluation on the effectiveness and management of the program. Any PSCQ funds will be released after this. Although it is not mandatory, it would be great if participants had the opportunity to share what they have learnt with others in their service.

### WILL IT COST ME ANYTHING?

Participants will need to be members of PSCQ and may need to pay a fee of up to \$40.00 to be involved in the program (if traveling to rural/remote areas). This will need to be paid to PSCQ when you return your expression of interest if applicable.

If you would like further information please contact PSCQ:

Phone: 1800 112 585

Email: [pscq@workforce.org.au](mailto:pscq@workforce.org.au)