A young child with dark hair, wearing a dark blue long-sleeved shirt with grey panels, is smiling and playing with a colorful play structure. The child is holding an orange ring on a black rod. The background is a bright, indoor play area with large windows.

# A guide for casual EC educators

*Everything you need to know about working for anzuk  
Education in the Early Childhood Team*

# Letter from the editor

*Hi,*

My name is Lynette. I have spent the last few weeks working to put this guide together for you, to help you understand how to get the most out of your role as a member of the a-team.

First, let me tell you a bit about myself. I began my career in the early years in 1979, as a Room Leader in a nursery room in a LDC. Over my career I have worked across multiple settings and roles; including coordinator roles in the occasional care, OSHC and LDC settings. I have also obtained my Certificate IV in Training and Assessment, and have delivered both the Certificate III and Diploma in Early Childhood Education and Care.

I have spent the last 6 years working as part of the anzuk team. Working as a casual team member has allowed me to choose my own days and hours, have one day a week to look after my grandchildren, take holidays that work for me and my family, and to work across a range of Melbourne's best early years services.

I have seen the formation of ACECQA and the introduction of the NQF and the EYLF, which now regulates our profession and provides educators with the tools they use to support and improve the quality of the education and care they provide.

Instead of being viewed as “babysitters” we are now seen as professionals in the Early Childhood Education field, and our impact on the holistic development of a child's social, emotional, cognitive and physical needs is recognised world wide.

We now know that children's brains develop faster during the first eight years of life than at any other point in their lives, so the provision of quality early childhood education during these years is critical in order to build a solid foundation for their lifelong learning and wellbeing.

I look forward to being involved in this field for some time to come, and hope that I can continue to contribute in a meaningful and purposeful way.

As a proud anzuk educator it is my responsibility to:

- treat all the children, the staff and the parents/guardians of the children in my care with dignity and respect.
- promote our profession by ensuring that I am up to date with the latest guidelines, regulations, and laws relating to ECE.
- promote anzuk.education by being responsible, courteous, honest, respectful, and hardworking.

I hope you all find this resource helpful, and wish you luck on your journey with anzuk.

**Thanks,  
Lynette**

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# A typical early shift

## **6.30am – 7.00am (Starting times vary from service to service) you arrive at the service:**

- In time to give your documentation (WWC, Mandatory Reporting, Qualifications/Transcripts and any First Aid Certificates you may have) to the person in charge before you are required in the rooms.
- Equipped with your lanyard and hat.
- Dressed as per the guidelines- black trousers and collared shirt, closed toe shoes. No denim, leggings or sneakers.
- Leaving your phone in the area provided for your personal effects.
- In time to familiarise yourself with the Emergency Evacuation Plan, and ask if any children have additional needs or are asthmatic etc.
- Find out if there are any special activities planned for the day.

You support the staff to set up activities, help the children with breakfast, fold up washing, set up the outdoor area as directed.

You greet the parents as they arrive and tell them who you are and where you are from.

## **During the day you:**

- Engage with the children, participating in activities with them and ensuring that you speak to as many children as you can.
- Ensure your supervision practices are actively supporting the service.
- Make sure that you move around both the indoor and the outdoor areas.
- Do head counts during the day to ensure that you know how many children are in your room at any time.
- Carry out any cleaning duties that you are asked to perform.
- Bring to the attention of the permanent staff any interactions with the children that may make a good observation. They are often grateful for the help!

Reminder: Please ensure that you let the staff know when it's your finishing time. At the end of your shift get your time sheet signed by the room leader or the coordinator.

Thank the staff for the day and say something positive about their service. They will remember your input and may ask to have you back!



# A typical break shift



## **9.30am - 11.00am (Starting times vary from service to service) you arrive at the service:**

- In time to give your documentation (WWC, Mandatory Reporting, Qualifications/Transcripts and any First Aid you may have) to the person in charge before you are required in the rooms.
- Equipped with your lanyard and hat.
- Dressed as per the guidelines- black trousers and collared shirt, closed toe shoes. No denim, leggings or sneakers.
- Leaving your phone in the area provided for your personal effects.
- Find out if there are any special activities planned for the day.

You will be given a timetable giving you the details all the breaks, hopefully with the room name, staff name and duration of the break. (It is helpful to have a pen and write down the time that the staff left the room and the time that they returned. If the breaks run late and you are asked why you will be able to tell them.)

## **When you arrive in the room:**

- Ask the staff what they would like you to do (Often the staff will be in the middle of a routine or programmed activity, and you may be asked to take over).
- Ensure your supervision practices are actively supporting the service.
- Make sure that you move around both the indoor and the outdoor areas.
- If any children arrive make sure that you greet the parents as they arrive and tell them who you are and where you are from.

Reminder: Please ensure that you let the staff know when it's your finishing time. At the end of your shift get your time sheet signed by the room leader or the coordinator.

Thank the staff and say something positive about their service. They will remember your input and may ask to have you back!

# A typical late shift

## **10am - 11am (Starting times vary from service to service) you arrive at the service:**

- In time to give your documentation (WWC, Mandatory Reporting, Qualifications/Transcripts and any First Aid Certificates you may have) to the person in charge before you are required in the rooms.
- Equipped with your lanyard and hat.
- Dressed as per the guidelines- black trousers and collared shirt, closed toe shoes. No denim, leggings or sneakers.
- Leaving your phone in the area provided for your personal effects.
- In time to familiarise yourself with the Emergency Evacuation Plan, and ask if any children have additional needs or are asthmatic etc.
- Find out if there are any special activities planned for the day.

## **During the day you:**

- Engage with the children, participating in activities with them and ensuring that you speak to as many children as you can.
- Ensure your supervision practices are actively supporting the service.
- Make sure that you move around both the indoor and the outdoor areas.
- Do head counts during the day to ensure that you know how many children are in your room at any time.
- Carry out any cleaning duties that you are asked to perform.
- Bring to the attention of the permanent staff any interactions with the children that may make a good observation. They are often grateful for the help!

## **At the end of the day you:**

- Support the staff to pack up the outdoor area as directed.
- Re-set/pack up indoor activities.
- Help the children collect their belongings.
- Fold up washing as directed.
- Carry out any cleaning duties that you are asked to perform.
- Clean bathrooms and/or any messy activities as directed.

It is best to leave the permanent staff to give the parents information about their child's day, but if the permanent staff have gone for the day and you are the only staff left that has been in that room, make sure you give positive feedback.

Reminder: Please ensure that you let the staff know when it's your finishing time. At the end of your shift get your time sheet signed by the room leader or the coordinator. Thank the staff and say something positive about their service. They will remember your input and may ask to have you back!



# Supervision tips

*Make sure that you ask the staff what the guidelines/boundaries are for the service. (While these are generally similar, strategies used to guide behaviour may vary from service to service.)*

## Indoor Supervision

- Ensure that the children remain in the room at all times.
- Be aware of how you are positioned! Do not sit with your back to the room.
- Make sure that you scan the room while you are engaging with the children.
- Whether or not you need to supervise children in the bathroom will depend on the service policy and the age of the children. Ask the permanent staff for direction.
- If you see children engaging in inappropriate behaviour, step in and give the children some positive guidance and encouragement to modify their own behaviour.
- Alert the permanent staff if necessary.

## Outdoor Supervision

- Ensure that the children remain within the set boundaries of their room. Some services have an open yard, but children have designated areas in which they may play.
- Be aware of how you are positioned! Stand where you can see ALL the children.
- Make sure that you scan the area while you are engaging with the children.
- Whether or not you need to supervise children in the bathroom will depend on the service policy and the age of the children. Ask the permanent staff for direction.
- If you see children engaging in inappropriate behaviour, step in and give the children some positive guidance and encouragement to modify their own behaviour.
- Alert the permanent staff if necessary.

# What to bring with you

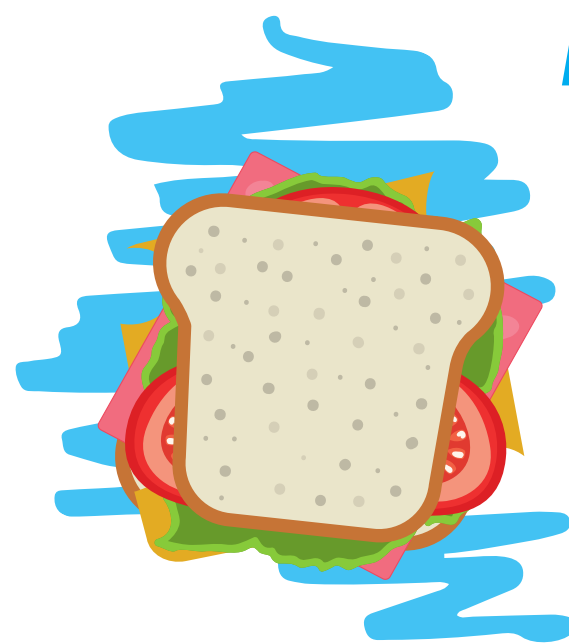
*All your documentation  
(WWC, Mandatory  
Reporting, Qualifications/  
Transcripts and any First  
Aid you may have.)*



*A drink bottle (remember that a lot of  
services have policies which discourage  
the consumption of sugary drinks, so  
water is always best)*



*Your morning tea and  
lunch (there may not  
be anywhere nearby  
where you can  
purchase food.)*



*Your sun-smart hat  
(some services are now  
requiring that staff wear  
a hat all year round. Be  
prepared!)*



*Your time sheet  
(This is important. It can  
be accessed on the  
Ready21work App.)*



# Agency staff major responsibilities



- Follow the Policies and Procedures of the service.
- Follow the anzuk Child Safe Policy.
- Work within the National Quality Standards and Being, Belonging, Becoming.
- Assist in keeping the indoor/outdoor areas tidy and free from any safety hazards.
- Complete any duties requested by the permanent staff.
- Assist any children who are injured by applying first aid and notify the permanent staff of the incident.
- Treat all children with dignity and respect, ensuring that you follow their cues regarding their personal space.
- Actively engage with the children in both planned and unplanned activities/experiences.
- Ensure your supervision practices are actively supporting the service.
- Work with the permanent staff in a professional manner.
- Make sure any relevant issues or incidences are reported to the permanent staff.
- Take observations if directed to do so by the permanent staff.
- Acknowledge and interact with the parents at the service in a friendly manner.
- Support the permanent staff in the preparation/serving of meals/snacks if directed to do so.
- Report any feedback or incidents directly to anzuk Education.

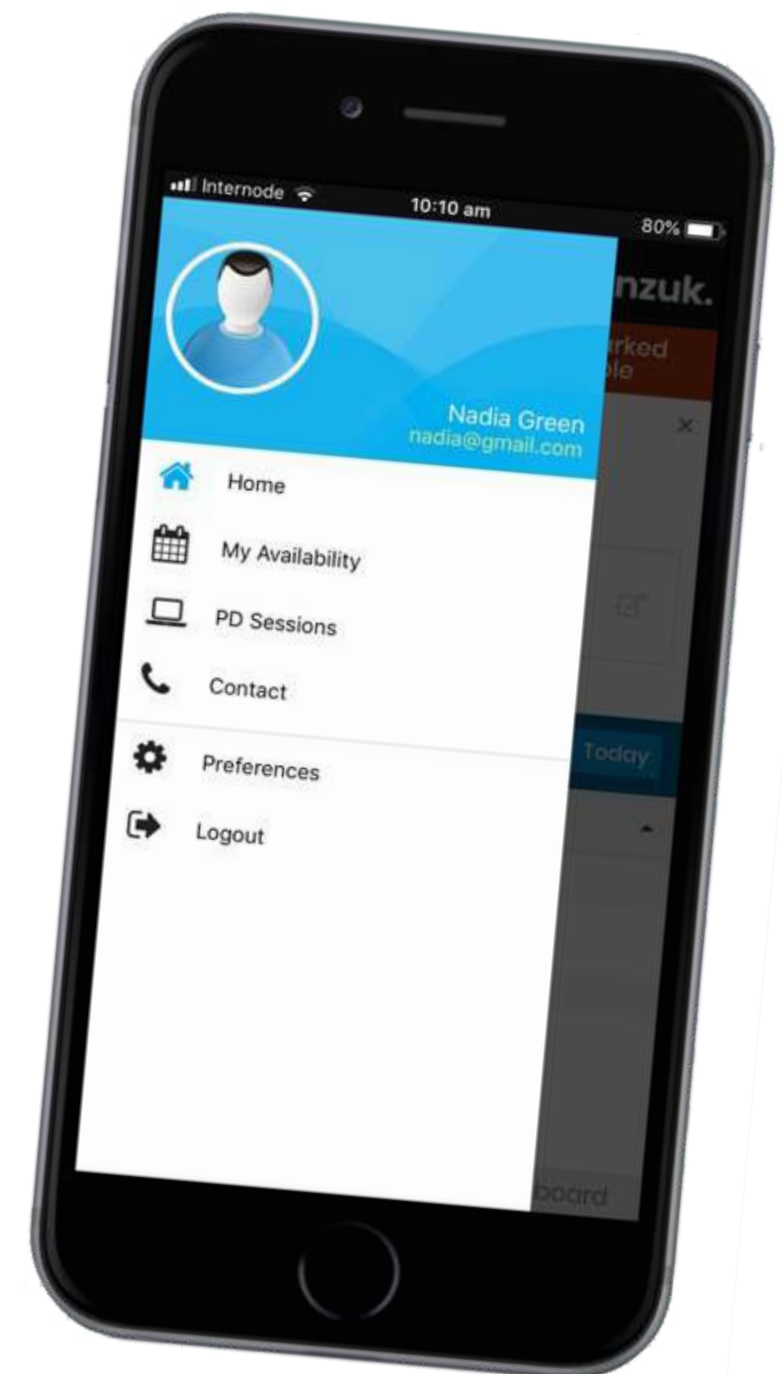
# Ready2Work

## How will I get shifts?

- You may be contacted in advance for shifts. (This might be the day before, or in some instances it may be even several days.)
- Log on to the Ready2Work App giving future availability, and as soon as possible on the day tick the “Yes, I’m Ready to Work” box.
- You will need to be up and ready to work at 6.30 (make sure your bag is packed and ready to go so you can be out the door as soon as possible.)

## Are my shifts texted to me or put on Ready2Work?

- The short answer is No. We firmly believe in relationships and personalised service.
- We will call you for ALL shifts.
- Once you have verbally accepted a shift, we will log it on the Ready2Work App and you will be able to check the details.



## Do I need to log on to Ready2Work every day I am available?

- You can log on to the Ready2work App and set your future availability, but it is still best to log on first thing every day.



# Important tips

- The ratios required in NSW in Early Childhood Education services are:
  - 0-2 years old - 1:4
  - 2-3 years old - 1:5
  - 3-5 years old - 1:10**CHILDREN ARE NOT TO BE LEFT UNSUPERVISED AT ANY TIME!**
- Engagement is one of the most important aspects of working with children. This means getting down to their level, asking them open-ended questions, and showing genuine interest in what they are doing. You need to be involved in the activity, and not merely observing it.
- Please always arrive 15-30 minutes prior to the start of your shift so that you can get all the administration tasks and your workplace induction out of the way before you need to be in the room. If you do not get offered an induction, **ASK FOR ONE!**
- Parking may be an issue, particularly if you are working in the inner city. Ask your consultant if parking is readily available at the service, and if not, make sure that you allow extra time to find a park.
- If you have not been at a service before, try to Google it so that you have some knowledge of their aims and values.

## **Other Information**

- Please ensure that you always have your timesheets with you. If you don't it could delay your pay.
- You must have one timesheet per service, and it **MUST** be signed by the room Leader/ Co-ordinator at the end of your shift.
- If you do more than one day at a service, you can log them onto the same timesheet.
- Please email your timesheet to [timesheets@anzuk.education](mailto:timesheets@anzuk.education) at the end of each week.
- If you are sent home early from a shift please let us know. (remember, you must be employed for a minimum of 3 hours even if the numbers have dropped and you are no longer needed for the ratios.)



# Uniform

- Please wear black trousers and collared shirt, with closed toe shoes. (try to avoid wearing denim, leggings or sneakers)
- Please ensure that you are neatly dressed, and that you are not wearing anything that is:
  1. Dirty or stained.
  2. Too low-cut
  3. Too short
- Remember, you will be required to do a lot of bending and stretching and your clothes need to be able to accommodate these actions.
- Some examples of suitable outfits are shown below. Please keep in mind some services may be slightly more casual but its best to dress to impress if its your first shift. Once you know what other staff wear you can adjust your outfits accordingly.



# Paperwork requirements



## *Extra requirements which can help you to get more work:*

- First Aid/CPR
- Full First Aid HLTAID004
- Police Check



## *Other forms you may be asked to complete:*

- Policies required for certain organisations or services



# Helpful resources



[PD Events](#)



[ACECQA](#)



[National Laws and Regulations](#)



[Children's Services Award](#)



[anzuk Education Blog](#)



[Community Child Care Association](#)



[Early Childhood Australia](#)



[Department Health and Human Services](#)



[Pinterest](#)

# Questions



The best contact number to call is:

- **EC - 02 8027 7909**
- **OSHC 02 8027 7901**

This line goes through directly to the consultants who work directly with you and the clients.

You can email your consultant directly if you have their details, however urgent queries, or shift cancellations need to be called through to the above number.

If your ECE Consultant is not available, there will be someone else who will be able to help you.

We are happy to answer any questions you may have, and remember, if we don't know about your issue, we can't help you with it.

*Keep in touch with us....*

**anzuk.education**

