

Policy Group 8: Educators, Staff Members and Volunteers

8.27 Employee Assistance Program Policy

The Approved Provider acknowledges that educators may from time to time need emotional or psychological support. An Employee Assistance Program (EAP) will be accessed and made available to employees when/as the need for counselling arises. This service will be free, professional and confidential for employees.



Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Family and Child Commission Act 2014
- Relevant Awards including:
 - Children's Services Award 2010
 - Parents and Citizens Associations Award – State 2016
 - Education Services (Schools) General Staff Award 2010
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- National Quality Standard, Quality Area 4 – Staffing Arrangements; 7.2 Effective leadership builds and promotes a positive organizational culture and professional learning community
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.18 – Employee Retention Policy, 10.1 – Quality Compliance, 10.6 – Service Nominated Supervisor Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).



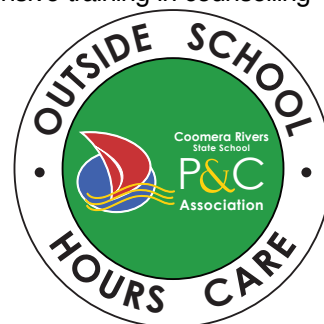
Procedures

Professional counselling from the designated Employee Assistance Program (EAP) will be sought to assist staff members through both personal and work related problems, including:

- Work pressure issues;
- Emotional stress, anxiety, conflict, tension, and depression;
- Separation, divorce, or relationship difficulties;
- Child and family issues;
- Personal trauma;
- Grief and bereavement;
- Health and lifestyle issues (including drugs, alcohol and gambling); and
- Financial and legal referral.

All support will be provided by qualified, experienced professionals with extensive training in counselling and workplace consulting.

Date of Development	Date Ratified	Date of Review



Policy Group 9: Family and Community

9.1 Access Policy

This service is available to all school age children and is primarily for those whose parents work or study. The program is designed to include children irrespective of background, culture, religion, gender, disability, marital status or income. All areas/members of the community are respected, valued, catered for and encouraged to be involved in the operation of the service.



Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Australian Government Children's Services Handbook
- Duty of Care
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 2.11 – Including Children with Special/Additional Needs, 9.2 – Enrolment, 9.3 – Communication with Families.



Procedures

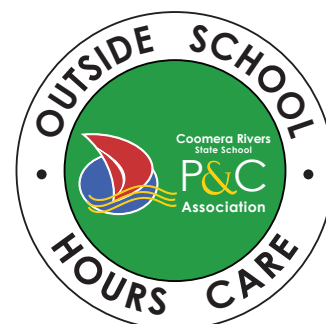
If demand for places provided at this service exceeds those available, priority of access will be given based on guidelines provided by the Australian Government Child Care Provider Handbook.

The service and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children's backgrounds and provide opportunities and sensitivity to their needs.

To enable children with special/additional needs to attend, the service will facilitate access to inclusion and support assistance as necessary.

To enable children to participate in the range of activities at the service, the Coordinator will invite and encourage all parents/guardians and their child to meet with educators regularly to review and evaluate how the service is meeting the needs of the particular child.

Date of Development	Date Ratified	Date of Review



Policy Group 9: Family and Community

9.2 Enrolment Policy

The service acknowledges the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to parents/guardians.



Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Australian Government Department of Education Children's Services Handbook
- Duty of Care
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 2.4 – Arrivals and Departures of Children, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 4.6 – Medication, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 8.15 - Children of Employees, 9.1 – Access



Procedures

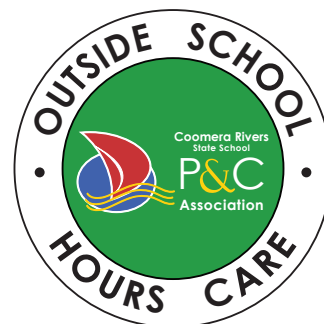
The enrolment process will commence with an initial meeting between parents/guardians and the Coordinator, where the families will be provided with a service enrolment pack, including but not limited to:

- Child enrolment form;
- Family handbook;
- List of current educators, including photos;
- Service rules and behavior expectations.

Enrolment at this service for children over pre-school age is available from the beginning of the calendar year in which they will attend school. Families may need to provide documentation relating to proof of age prior to enrolment being accepted.

Strictly for the purposes of enabling the service to fulfill its Duty of Care responsibilities to the child and comply with these policies and procedures, the following information in relation to children is requested from all parents/guardians through the service enrolment form:

- Personal details (name, address, and date of birth);
- Name, home and work address and phone numbers of parent/guardian;
- Name, address, phone number and relationship to child of persons (authorised nominee) who may be contacted for emergency collection;
- Other persons nominated with authority to collect the child from care
- Parental/guardianship and/or residential details (if any), including copies of relevant court orders;
- Relevant health and medical details including food intolerances and medical management plans for children identifies with medical conditions (anaphylaxis, asthma /diabetes)
- Copy of the child's immunisation history statement;



- Name, address and phone number of the child’s doctor;
- Any special physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child; and
- Authorisation for the service coordinator (or nominated educator) to:
 - Provide emergency medical treatment;
 - Apply/assist to apply SPF+30 sunscreen; and
 - Take and/or display children’s photographs.

The enrolment form shall also include the written consent of the parent/guardian signing the form to the use of the information by the service in keeping with the Information Handling Policy (Privacy and Confidentiality Policy 10.8) and other policies and procedures of the service.

The service cannot provide its services to a child, and may refuse to do so, if the parent/guardian refuses to give any or all of the above information, as the service will not be able to discharge its Duty of Care and other responsibilities to the child without this information.

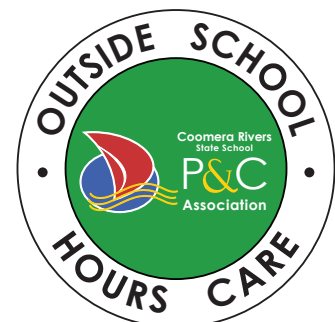
Failure to provide the child’s immunisation history statement, within the requested timeframe, may result in the child’s enrolment being:

- Refused or cancelled;
- Accepted, however attendance would be refused until proof of up-to-date immunisation status is provided; and/or
- Conditionally accepted as per the service’s Child Immunisation Policy.

The service will, on a regular basis, request families to update children’s enrolment forms to ensure all parent/guardian and emergency contact information is current.

All information obtained through the enrolment procedures will be kept in strictest confidence and used only for the purposes for which it is obtained (see also Policy 10.8 Information Handling [Privacy and Confidentiality]).

Date of Development	Date Ratified	Date of Review



Policy Group 9: Family and Community

9.3 Communication with Families Policy

The service recognises and acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided. Families are welcome to attend the service or talk to educators during its operations. We encourage families to voice any concerns in a way that will assist us to provide a responsive and inclusive service.



Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Privacy Act 1988 and Regulations 2013
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities; 1.3 Educators and co-ordinators take a planned and reflective approach to implementing the program for each child
- Policies: 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour Support and Management, 2.7 – Exclusion for Behavioural Reasons, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.14 - Bookings and Cancellations, 3.4 – Homework, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 3.11 – Escorting Children, 4.2 – Infectious Diseases, 4.6 – Medication, 5.2 – Food and Nutrition, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 9.2 – Enrolment, 9.5 – Complaints Handling, 10.4 – Fees, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology, 10.18 – Court Orders and the Release of Children in Care.



Procedures

The Coordinator will meet with all new parents/guardians and the child, to discuss the service's operations and program and any specific needs they may have, and to answer any questions.

On enrolment, a Family Handbook will be provided as part of the service enrolment package. The information provided in this handbook is based on key aspects of prescribed service policies and procedures to reference.

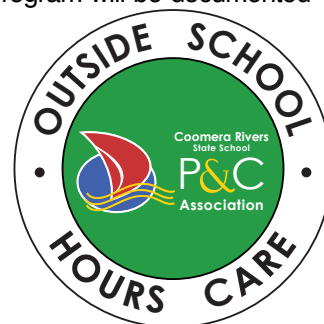
Parents/guardians will have access to meet with the Coordinator throughout daily sessions when appropriate to do so, and/or by pre-arranged appointment to discuss any issues or concerns with respect to their child and/or the service.

Information is made available to families about their child which includes documentation of their child's participation and progress in the program.

Information provided by families relating to their child's participation in the program will be documented and used to inform the future programming decisions.

All persons entering the premises will be identified by the Coordinator and/or Person in Charge, as being an authorised person with permission by the parent/guardian.

The Coordinator will treat all enquiries and concerns, and the persons making them, seriously and with respect, endeavouring wherever possible to answer questions and provide relevant information.



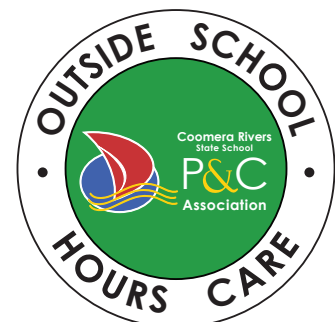
Any deficiencies in the service which are identified through this process, and which can be rectified, will be taken into account by modifying or enhancing these policies and procedures, or the program, as appropriate.

The Coordinator may refer families to information relating to appropriate community support and resource agencies that are accessible and available at the service e.g. parent sign in/notice board.

Information for parents will also be communicated through:

- Regular newsletters;
- Memos posted on sign in sheet, notice board and via email;
- Regular meetings between Coordinator/educators and parents/guardians;
- Alert notices written by the Coordinator, and approved by the Approved Provider, being given to parents/guardians regarding matters of changed policy and where these need to be communicated before the next newsletter or monthly meeting; and/or
- Posts and notifications sent through the service social networking site (if applicable).

Date of Development	Date Ratified	Date of Review



Policy Group 9: Family and Community

9.4 Communication with Community Policy

The service recognises and acknowledges the importance of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community.



Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Privacy Act 1988 and Regulations 2013
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 8.14 – Employee Online Social Networking, 9.5 – Complaints Handling, 9.6 – Communication with Families, 9.7 – Community Engagement.



Procedures

The Coordinator is responsible to ensure that the service holds current contacts and information on relevant community resources, and that educators are made aware of them through regular team meetings and the Educator Handbook.

The Family Handbook makes it clear that families have access to information on relevant community resources for their children, and the Coordinator ensures that they are available and/or sought and made available on the request or identified need of parents/guardians.

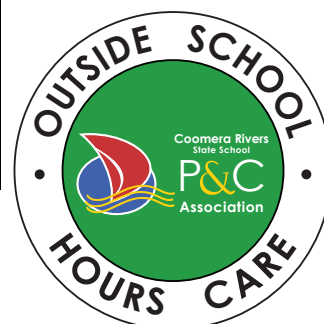
The Coordinator of the service ensures that the local community are provided with information about the service, are invited to attend service events and to provide feedback on the operation of the service, and to explore any ways in which stronger community links can be built.

Members of the community will have access to meet with the Coordinator by appointment to discuss any issues or concerns with respect to the service.

The Coordinator will treat all enquiries and concerns, and the people making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information.

Any deficiencies in the service which are identified through this process and can be rectified will be taken in to account by modifying or enhancing these policies and procedures, or the program, as appropriate.

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9.5 Complaints Handling Policy

To ensure service provision is in keeping with these policies and procedures and other applicable requirements, the service invites comments and complaints from children, parents/guardians, employees and the community. The service respects and considers all complaints, which require a resolution seriously, and attempts to find a satisfactory resolution wherever possible.



Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Privacy Act 1988 and Regulations 2013
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 8.6 – Employee and Volunteer Grievance, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality)



Procedures

In the first instance, all comments, grievances and/or complaints shall be directed to the Coordinator.

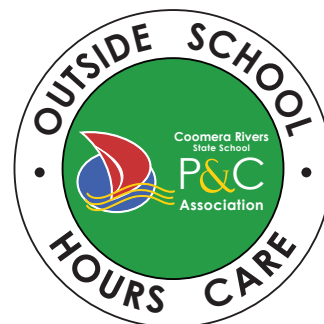
However the complainant will be directed to access the Approved Provider if:

- The complaint is about the conduct of the Coordinator;
- The complainant is not comfortable to take the complaint to the Coordinator;
- The complainant is not satisfied with the Coordinator's handling of the complaint; and/or
- The complaint is about a matter of management and administration policy.

For this purpose, parents and others will be kept informed of the current contact details of the Approved Provider (or representative of). This information will be made available immediately on request, displayed in the service premises as to be clearly visible from the main entrance and included in the Family Handbook.

Using the Complaint Record Form (see 9.5.1) a record will be kept detailing the complaint, any relevant discussions, the steps identified to be taken to resolve the issue, and collaborative reviews of the outcome/s. Both the Coordinator/Approved Provider and the complainant should sign this form with a copy provided to the complainant on request.

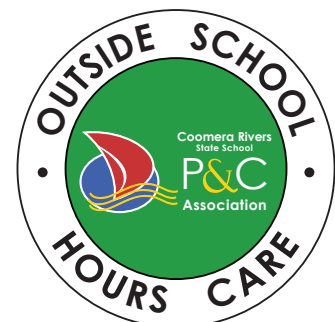
The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant will remain respectful and conducted in a place that affords privacy.



To encourage openness and honesty in the handling of complaints, the complaints record form will be stored confidentially and made accessible to the complainant on request, and other relevant individuals as needed to resolve the issue on approval from the complainant

Any matters of complaint can be referred to the service Approved Provider or the relevant Regulatory Authority for further guidance and/or assistance.

Date of Development	Date Ratified	Date of Review



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9.5.1 Complaint Record

Name of complainant		
Date Complaint Made	Time	
Summary of complaint	<input type="checkbox"/> Verbal	<input type="checkbox"/> Written
Summary of Discussion		
Name of second person present (if applicable)		
Summary of resolution		
Further action required by management?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
OSHC Coordinator/Employee name		
Signatures of those present	Date	
Date management made aware of the complaint		

Policy Group 9: Family and Community

9.5.2 Complaints Management Flowchart



Serious	Moderate	Minor
e.g. alleging the safety, health or wellbeing of a child was or is being compromised; the law has been breached; risk to health, safety and wellbeing of child circumstance.	e.g. the service has made a commitment to provide a service to families such as homework supervision, the service has not been provided and the family is making a complaint	e.g. the service has incorrectly charged a family for a session of care and accounts are typically correct
Consult relevant service policy and procedure (9.5 Complaints Handling)	Consult relevant service policy and procedure (9.5 Complaints Handling)	Consult relevant service policy and procedure (9.5 Complaints Handling)
Refer the complainant to the service policy and the appropriate person in the organisation to receive the complaint		
Immediately to: Nominated Supervisor Approved Provider Complete relevant service records	Immediately to: Nominated Supervisor Approved Provider Complete relevant service records	As soon as practical to: Nominated Supervisor Approved Provider Make a confidential note in an appropriate file
Within 24 hours to the complainant a formal acknowledgement of complaint articulating the actions that will be taken to remedy the situation and minimise re-occurrence Notify Regulatory Authority (NL01)	Within 24 hours to the complainant a formal acknowledgement of complaint articulating the actions that will be taken to remedy the situation and minimise re-occurrence	As soon as possible to the complainant notifying of the response and remedy
Reflect on the steps taken above and identify aspects of service delivery that may have contributed to the complaint and ways in which these can be minimised	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified
Take immediate action to minimise the circumstances leading to the serious complaint from re-occurrence	Take action to improve areas identified and make records of those actions on the service's quality improvement plan	Take action to improve areas identified and make records of those actions on the service's quality improvement plan

Policy Group 9: Family and Community

9.6 Parent and Community Participation Policy

The service values the important role that parents and the community take in the overall development, understanding and awareness of children. For this reason, the service shall endeavour to encourage parent participation and engage with the local and wider community in mutually beneficial and supportive relationships in an effort to support children's lifelong learning and recreational enrichment.



Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Public Liability Insurance
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 3.5 – Excursions, 8.5 – Volunteers, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.9 – Risk Management and Compliance



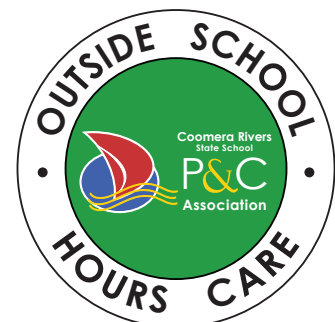
Procedures

Parents

The service shall develop and implement strategies and processes that identify:

- Parent skills and interests suitable to the program;
- How such parent involvement will support the overall objectives of the service and in particular program delivery; and
- When such parent skills and interests may be utilised as part of the program throughout the year.

Parents will be encouraged to participate in the service through attendance at management meetings and/or service events.



Community

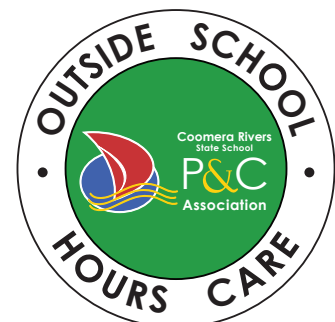
The service shall develop and implement strategies and processes that identify:

- Accessible community resources;
- The ways in which such resources can be utilised e.g. excursions, incursions, support activities etc.;
- How such community engagement will support the overall objectives of the service and in particular program delivery; and
- When such community resources may be able to be utilised throughout the year.

The Coordinator, management and employees shall identify local and wider community resources, where mutually beneficial and supportive relationships require establishment or enhancement.

Families of the service will be encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc.

Date of Development	Date Ratified	Date of Review



Policy Group 9: Family and Community

9.7 Management of Intoxicated or Persons Under the Influence Policy

The following policy and procedure are written and described without prejudice:

On occasion, Nominated Supervisor or the Responsible Persons in Charge of the service may need to exercise Duty of Care in managing particular situations. These occasions may include those in which it is suspected that children may be released into the care of intoxicated or under the influence persons. All persons considered or expected under the influence of drugs, alcohol or other substance that are under the employ (at the time) of the service shall be referred to the Fit for Work policy (see 8.17). All persons who are not under the current employ of the service shall be requested to follow the policy and procedure as described.

Under no circumstances would the service recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

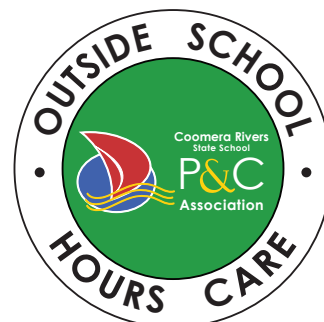
- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Child Protection Act 1999 and Regulations 2000
- Family and Child Commission Act 2014
- Work Health and Safety Act 2011
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.8 – Parent Conduct.



Procedures

The family shall maintain the parental responsibility under the relevant acts and provisions to care for their children. In this case the parent shall:

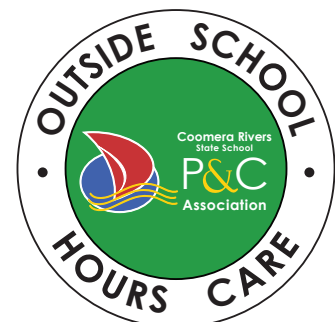
- Understand and follow all laws regarding the collection and care of school age children and any individual service laws that they select of their own accord to use.



Should the Coordinator or other senior employee reasonably suspect that the relevant parent, guardian or person authorised to collect the child is under the immediate influence of alcohol, drug or other substance, they shall:

- Make attempt to discuss concerns with the parent, guardian or authorised person;
- If not the parent, then make attempt to contact the parent to discuss concerns;
- Only release the child if required to by law;
- Call the police if an immediate threat to the welfare and wellbeing of children/and or family exists.

Date of Development	Date Ratified	Date of Review



Policy Group 9: Family and Community

9.8 Parent Conduct Policy

The service strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are clearly explained in the parent information package and are further supported by this policy.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Child Protection Act 1999 and Regulations 2000
- Duty of Care
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 7.3 – Harassment and Lockdown, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.6 – Parent and Community Participation, 9.7 – Management of Intoxicated or Persons Under the Influence.



Procedures

Parents/guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted to and from the service.

Appropriate communication shall include, but not be limited to:

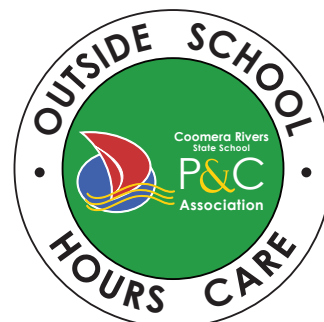
- Appropriate language; and
- Calm and considerate tone.

Parents/guardians shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in this manual.

Parents/guardians who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service.

The police may be notified if parent/guardian conduct within the service is threatening or violent.

Date of Development	Date Ratified	Date of Review



Policy Group 9: Family and Community

9.9 Acceptance and Refusal of Authorisations Policy

The Approved Provider acknowledges the importance of ensuring parents/guardians/authorised nominees are aware of the process for authority to be given and/or refused for children to participate in relevant aspects of the program through the initial enrolment procedure. Such authorisations and/or refusals must be received in writing and will be handled in accordance with the service's Information Handling (Privacy and Confidentiality) Policy.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

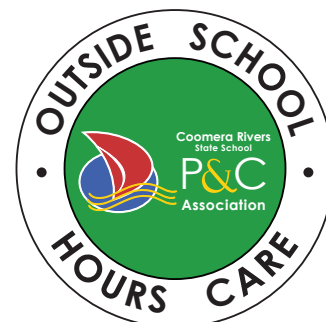
- Education and Care Services National Law Act, 2010 and Regulations 2011
- Family and Child Commission Act 2014
- Privacy Act 1988 and Regulations 2013
- Duty of Care
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 2.4 – Arrivals and Departures of Children, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.14 – Bookings and Cancellations, 2.15 – Children's Belongings and Property, 3.2 – Program and Documentation Evaluation, 3.4 – Homework, 3.5 – Excursions, 3.7 – Physical Activity, 3.8 – Extra-Curricular Activities, 3.10 – Observational Recording, 3.11 – Escorting Children, 3.13 – Water Safety, 3.15 – Cooking with Children, 4.6 – Medication, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.14 – Asthma, 5.2 – Food and Nutrition, 9.2 - Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling, 10.4 – Fees, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance, 10.10 – Managing Compliance within the Service, 10.18 – Court Orders and the Release of Children in Care.



Procedures

Through the service enrolment process parents/guardians will have opportunity to give and/or refuse authority for the following (including but not limited to):

- Sharing of information, relevant to the care of their child (e.g. health, wellbeing and/or cultural requirements) amongst educators and/or support workers who are working within the SAC program;
- Provision of emergency medical treatment including obtaining any medical, hospital and/or ambulance service in the case of an accident or emergency involving their child;
- Service educators to liaise with other health/medical professionals in relation to the care of their child;
- Service educators to assist their child to apply a SPF 30+ sunscreen prior to outdoor activities; and
- Service educators to take photos of their child to record important events and special activities as part of the program.



Parent authority, in writing, will be required before any child will be allowed to leave the approved area of the service. This includes (but is not limited to):

- Excursions;
- Extra-curricular activities; and
- Regular Outings.

Verbal authorisations will be accepted by the service however the following procedure will be implemented:

- Confirm the identity of the person providing the authorisation;
- Ensure the person is an authorised person on the child's enrolment form;
- Document the nature of the authorisation being sought/given; and
- Record the name of the person, how the identity was confirmed and the time and date of the verbal authorisation.

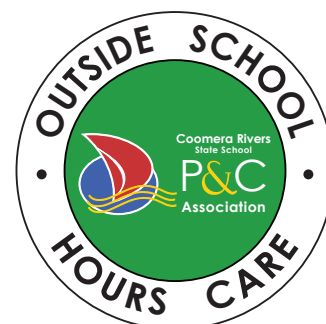
The Coordinator may exercise the right of refusal if written or verbal authorisations do not comply with this policy or the necessary regulatory requirements.

The service will waive compliance with this policy where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

Procedures for parents/guardians/authorised nominees to give and/or refuse authority for children's participation is contained within the relevant policies of this service (e.g. Excursions Policy, Extra-curricular Activities Policy, and Escorting Children Policy).

Parents/guardians are responsible for and have the right at any time to change authorisations given to the service in relation to their child and their child's participation in the program. This may be done through completion of an updated enrolment form or other written authorisation.

Date of Development	Date Ratified	Date of Review



Policy Group 9: Family and Community

9.10 Visitors Policy

The service seeks to provide an open and friendly environment, which values and actively encourages visitors. At the same time we recognise our Duty of Care to ensure a safe environment for children, families and staff, and we recognise our responsibility to protect and preserve our resources.

Visitors are defined as all people other than:

- Staff members;
- Children enrolled and attending the service; and
- Parents/guardians involved in the task of delivering or collecting children from the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Child Protection Act 1999 and Regulations 2000
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 2.2 - Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.3 - Educator Ratios, 2.4 - Arrivals and Departures of Children, 2.11 - Including Children with Special/Additional Needs, 2.13 - Use of Photographic and Video Images of Children, 2.20 - Supervision of Children Policy, 3.1 - Educational Program Planning, 6.3 - Workplace Health and Safety, 7.2 - Drills and Evacuations, 7.3 - Harassment and Lockdown, 8.5 – Volunteers, 9.6 – Parent and Community Participation, 10.23 - Provision of Information, 10.24 - Privacy Policy



Procedures

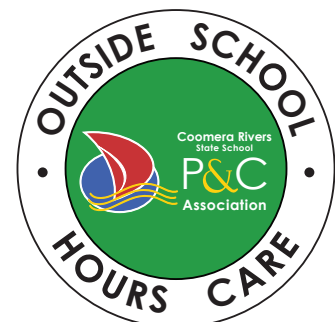
The service shall establish protocols and procedures that effectively monitor and manage visitors, whilst attending the service.

All visitors must report to the SAC office on arrival at the service and sign the Visitors Register. Visitors will be required to display a 'visitors' badge at all times whilst at the service.

Visitors will be advised of any safety policies and procedures that may be relevant to the purpose and/or time of their visit.

Visitors to the service will be expected to comply with all relevant work, health and safety requirements of the service.

All visitors will be accompanied or supervised by a staff member during their time in the service.



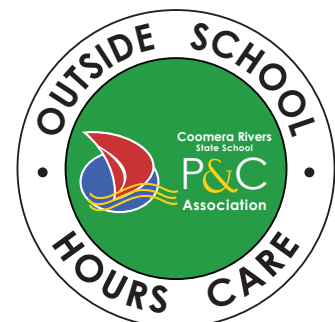
Any persons found on the premises unescorted will be asked by any staff member who observes them if they require assistance and then will direct the person back to the office. If the unescorted person becomes hostile, procedures as per the service's Harassment and Lockdown Policy (see policy 7.3) may be enacted.

All non-public access areas shall be marked by clear signage and/or entry shall be restricted by locked doors.

The service's emergency management procedures will ensure that any visitors in the service at the time of any emergency or practice drill are recognised and appropriately catered for.

Visitors to the service will not be privy to information of a confidential nature unless they have authority by law or written permission has been previously obtained from the family or staff member.

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Policy Group 9: Family and Community

9.11 Enrolment Management Policy

The Approved Provider recognises the importance of ensuring that all families within the community have equal opportunity to access the OSHC facility and to receive a high quality education and care experience from the service. It is also recognised that service approval and capacity dictates the number of children that can be safely and appropriately educated and cared for within the premises.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership; Quality Area 6 – Collaborative partnerships with families and communities
- Policies: 2.14 – Bookings and Cancellations, 9.1 – Access, 9.2 – Enrolment, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).



Procedures

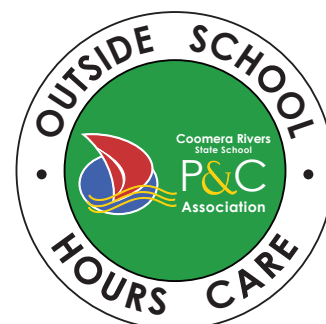
The service may need to implement an enrolment management plan under such circumstances when the demand for care in the community exceeds the capacity of the service approval for a session or multiple sessions of care.

The enrolment management plan will take action to:

- Devise and manage waiting lists giving priority to primary school children
- Maintain existing permanent enrolments;
- Prioritise permanent bookings over casual; and

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Seek opportunities where regular cancellations may create an opening for a family in need of a place.



Policy Group 10: Management and Administration

10.1 Quality Compliance Policy

As an education and care service, our service strives to meet the National Quality Standard and the requirements for Approved Providers and Nominated Supervisors under the Education and Care Services National Law Act, 2010 and Regulations 2011 in such a way as to best fulfill its ability to care for children and to carry out the agreed policies and procedures of the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- 'My Time, Our Place' Framework for School Age Care
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 1.1 – Philosophy Statement, 1.2 – Goals, 2.10 – Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 5.3 – Food Act Compliance, 6.1 – Space and Facilities Requirements, 7.1 – Emergency Equipment and Facilities, 8.2 – Educational Leader, 10.5 – Approval Requirements under Legislation, 10.6 – Supervisor Certificate, 10.9 – Risk Management and Compliance, 10.10 – Managing Compliance within the Service.



Procedures

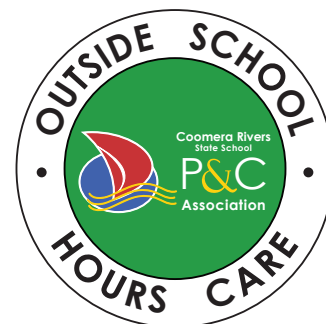
The service has developed, and will regularly review and update, written policies for conduct of the service (including at least the matters required by the Education and Care Services National Regulations 2011 and the National Quality Standard).

The Approved Provider requires the Nominated Supervisor/Coordinator/nominated delegate to act as Quality Officer to:

- Ensure and monitor the implementation of this Quality Compliance Policy;
- Check for, record and act on non-compliance by the service or its employees with this Quality Compliance Policy or any Quality Areas; and
- To monitor changes in the Education and Care Services National Law Act, 2010 and Regulations 2011 and the National Quality Standard (or any specific quality elements) which may affect or require a change to any of the policies and procedures of the service.

The Quality Officer (if that role is separate from the coordinator's role) is to report on all such matters to the Nominated Supervisor/Coordinator, who will, in turn, report to the Approved Provider.

The service adopts a statement of 'Service Philosophy' (see Policy 1.1), as part of its policies and procedures, which reflects National Quality Standard compliance as a minimum, but which truthfully reflects the values promoted by the Approved Provider and the Coordinator within the service.



Educators are an important part of the service and:

- Are consulted as appropriate in the development and modification of all policies and procedures;
- Are provided with an up-to-date Educator Handbook containing relevant information necessary to enable them to abide by service policies and procedures; and
- Agree to adhere to all service values, policies and procedures, through written terms of employment and role statements, including acknowledgement that repeated failure to comply may result in termination of employment.

The Coordinator in conjunction with the Approved Provider is responsible to conduct regular informal assessments, and formal annual performance reviews, of all employees' adherence to policies and procedures and to take immediate appropriate steps to address non-compliance.

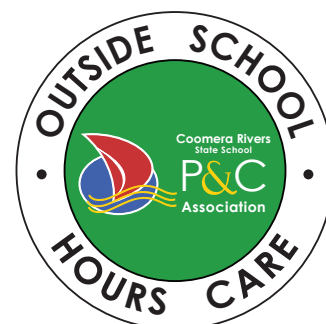
The statement of 'Service Philosophy' is displayed on the wall of the service, in the Educator Handbook, and in the Family Handbook and enrolment materials.

Children and families are an important part of the service and:

- Are actively invited to participate in decision-making and policy review and development wherever appropriate; and
- Are kept informed of all policies and procedures, and their means of communicating with the service, through a Family Handbook and other regular means of communication e.g. newsletters, emails etc.

In addition to this General Quality Compliance Policy, the National Quality Standard requirements of the current legislation are incorporated into the specific policies and procedures of the service.

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Policy Group 10: Management and Administration

10.2 Role and Composition of Management Committee Policy

The service management committee's role is clearly defined in writing and communicates with the Approved Provider, Nominated Supervisor, parents, the community, educators and other stakeholders to ensure that it fulfills its role effectively.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- See your Service's 'Constitution' or 'Rules' or 'Memorandum and Articles of Association' or equivalent for limitations and role of Management Committee or other governing body
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 8.3 – Recruitment and Employment of Educators, 8.6 – Employee and Volunteer Grievance, 8.8 – Performance Monitoring, Review and Management, 9.5 – Complaints Handling, 10.1 – Quality Compliance Policy, 10.3 – Budgeting and Planning, 10.11 – Management Code of Conduct, 10.17 – Strategic Planning.

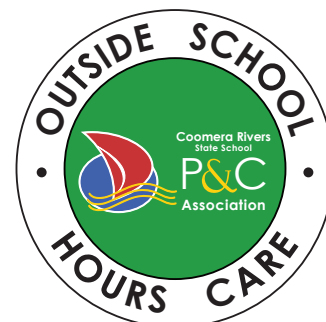


Procedures

The management committee has a written role statement and code of conduct which will be made available to all interested persons associated with the service.

The role statement of the management committee will outline its responsibility to ensure that:

- The philosophy and goals of the service are developed and updated as appropriate;
- The service philosophy and goals are available to all through the Family Handbook, the Educator Handbook and other publications of the service;
- The performance of the Nominated Supervisor/Coordinator is monitored and reviewed; (see also Policy 8.8);
- The budgeting and planning process for the service is approved and monitored; (see also Policy 10.3);
- They are available to be contacted by families and/or employees regarding grievances and/or complaints; and
- They are to liaise and report regularly to the P&C Executive as the Approved Provider.

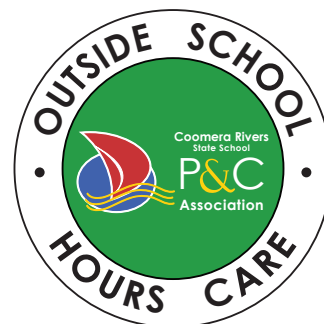


The service regularly publicises details of the role, operation and composition of the management committee and the right of parents and community members to stand for election/appointment.

The management committee is responsible to monitor the Nominated Supervisor/Coordinator and other employees in implementing these policies and procedures.

The management committee will self-evaluate its role performance of its role at least on an annual basis.

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Policy Group 10: Management and Administration

10.3 Budgeting and Planning Policy

To ensure the effective and efficient management of the service, the Approved Provider and Coordinator shall work collaboratively together to develop effective and responsible budgetary guidelines for the ongoing operation of the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- See your service's 'Constitution' or 'Rules' or 'Memorandum and Articles of Association' or equivalent for limitations and role of management Committee or other governing body
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.
- Accounting Manual for Parents & Citizens' Associations (if P&C managed service)
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 6.1 - Space and Facilities Requirement, 6.2 - Provision of Resources and Equipment, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 10.4 – Fees, 10.17 – Strategic Planning.



Procedures

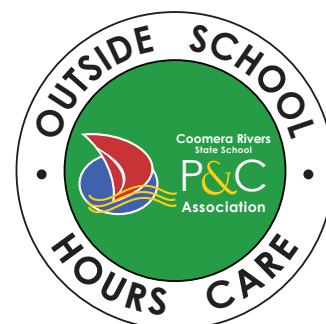
An annual service budget will be prepared by the Approved Provider working in consultation with the Nominated Supervisor/Coordinator to be tabled at the AGM.

Budgets will take into account the need for appropriate and adequate employees, facilities, equipment, maintenance and the requirements of the service policies and procedures.

Budgets will also take into account the professional development needs of educators at the service with a yearly allocation for training relating to their job role.

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Service budgets will be used in the strategic planning process to ensure allowances are made for major items of expenditure such as replacing computers, resources and/or furniture.



Policy Group 10: Management and Administration

10.4 Fees Policy

This service aims to provide a quality service to families at an affordable price. The Approved Provider will set fees based on the annual budget required for the provision of quality childcare in keeping with the service's philosophy statement, program goals, and these policies and procedures. Child Care Benefit is available to all families who meet residency and immunisation guidelines.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Australian Government Child Care Service Handbook
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.14 – Bookings and Cancellations Policy, 3.5 – Excursions Policy, 9.2 – Enrolment Policy, 9.3 – Communication with Families Policy, 10.3 – Budgeting and Planning Policy, 10.17– Strategic Planning Policy



Procedures

Routine bookings shall be entitled to a reduced fee, as set by the Approved Provider. A routine booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

Casual bookings shall attract a higher fee, as set by the Approved Provider, due to the nature of the booking and irregular pattern attendance.

Fee payments are due, for all days booked within 5 days of statements being issued.

A statement must be issued by the service for each child receiving Child Care Subsidy as reduced fees as per the Australian Government's Child Care Provider Handbook, which is available online.

Accepted payment methods include cash, EFTPOS, direct debit or internet transfer.

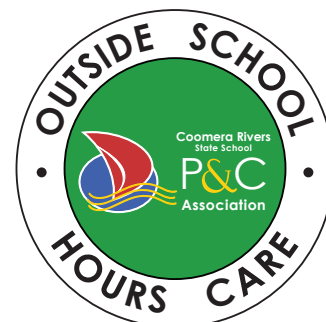
All monies will be banked on behalf of the service as soon as possible after receipt.

Child Care Subsidy

The appropriate personnel will keep parents informed about the availability of Child Care Subsidy (CCS) by:

- Advising all parents of their option to apply for Child Care Subsidy with Centrelink through information provided in the Family Handbook; and
- Keeping a stock of information brochures available for parents.

Families are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. Full fees will be charged until the service receives current and correct information from the family.



Credit for fees already paid will be made in accordance with the Australian Government's Child Care Provider Handbook.

All CCS records will be kept for 3 years from the last entry on the record in accordance with the Australian Government's Child Care Provider Handbook.

Late Fees

Closing time of this service is 6.00pm. Parents who collect their child/ren after this time will incur a late fee of \$20 for the first 15 minutes and \$1 per minute thereafter.

Overdue Fees

If there are outstanding fees, or where no payment has been made in at least 2 weeks:

- In the first instance, the Finance Manager will remind the parent verbally and record when the parent has agreed to pay the account;
- If no payment has been received when agreed, written notification by the Approved Provider will be sent;
- If no arrangements have been made the parent will be contacted by the Approved Provider where the terms of payment are discussed and parents are informed that continued enrolment
- The Approved Provider may, in its discretion, exclude the child temporarily or permanently from further attending the service if the parents have not met the requirements as advised to them under the previous paragraph, and;
- A debt collection agency may be used if payment of fees have not been received. If a debt collection agency is engaged, in addition to your account, you will be liable to pay Coomera Rivers OSHC for all costs incurred by Coomera Rivers OSHC (including costs for which Coomera Rivers OSHC may be contingently liable) in any attempt to collect any monies owed by you to Coomera Rivers OSHC. This includes, but is not limited to, debt collection agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis.

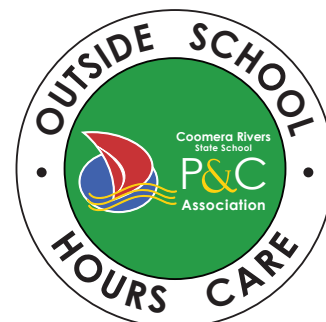
Cancellations and Refunds

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see Policy 2.14) and will incur any relevant fees and charges according to such policy.

If a family has permanently cancelled care and their account is in credit, they must provide written instructions to the service indicating:

- If a refund is required and have provided account details for transfer; or
- A donation of the credit balance to the service.

An administrative fee of \$5 will be charged to family accounts when processing a refund payment.



Policy Group 10: Management and Administration

10.5 Approval Requirements under Legislation Policy

As part of the service risk management and compliance obligations, the Approved Provider and the Nominated Supervisor/Coordinator shall jointly be responsible to ensure that the service complies with the approval requirements under the Education and Care Services National Law 2010 and Regulations 2011.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 10.1 – Quality Compliance, 10.2 – Role and Composition of Management Committee, 10.6 – Supervisor Certificate, 10.8 – Information Handling (Privacy and Confidentiality).



Procedures

An application for Provider Approval must be made, in writing, to the relevant regulatory authority prior to the service being operational.

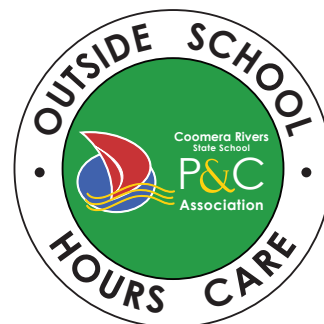
An Approved Provider may apply in writing, to the regulatory authority for Service Approval to operate an education and care service and will be responsible for the management of the staff members and Nominated Supervisor for that service.

Information required to be provided to the regulatory authority as part of the service approval process includes, but is not limited to:

- The location and street address of the proposed service; and
- Plans prepared by a building practitioner showing the location of:
 - All buildings, structures, outdoor play and shaded areas;
 - Location of entry and exits;
 - Location of toilets and hand washing facilities;
 - Floor plan showing unencumbered indoor and outdoor spaces; and
 - Calculations verifying regulated space requirements.

As part of the service approval process, a Nominated Supervisor for the service must be delegated, in writing and with their consent, to the regulatory authority (see Policy 10.6 – Service Supervisor Certificate).

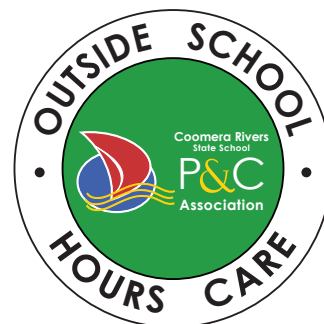
Whilst the service provides, or aims to provide, regular child care to school age children, the Approved Provider and the Nominated Supervisor/Coordinator are jointly responsible to ensure that the service will not operate at any time if some person or body does not hold a current approval in respect of the service.



Whilst the service is approved to provide child care, the Approved Provider/ and the Nominated Supervisor/Coordinator are jointly responsible to ensure that:

- The service complies at all times with the specific conditions of the approval applicable to the service;
- The approval is renewed and kept current in accordance with the legislation; and
- The relevant current Provider Approval and Service Approval is kept on display at the service whenever child care is being provided.

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Policy Group 10: Management and Administration

10.6 Nominated Supervisor Policy

(insert **Approved Provider name**) as the approved provider of (insert **name of service**), acknowledges its obligation to appoint one or more individuals as Nominated Supervisor/s at the service (National Regulation 24) following a determination of the person/s suitability to act as the responsible person/s in charge of the day to day operations at the service. In the absence of the Nominated Supervisor/s, other educators working at the service deemed suitable to perform the responsible person duties, will also be appointed.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and Regulations 2011
- Education and Care Services National Amendment Regulations 2017
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality), 10.22 – Determining the Responsible Person.



Procedures

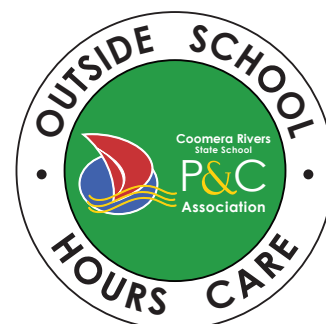
Prior to the appointment of one or more individuals to be Nominated Supervisor/s at their OSHC service, the Approved Provider will determine a person/s suitability to be a Nominated Supervisor and to record and keep sufficient information as evidence of this determination (refer to 10.6.1 Determining the Nominated Supervisor Checklist, Delegation and Consent).

In determining a person's suitability to act as Nominated Supervisor, the Approved Provider will ensure that the person/s:

- Be 18 years or over;
- Have adequate knowledge and understanding of the provision of education and care to children (qualifications, skills and work experience);
- Have ability to effectively supervise and manage an education and care service;

In determining a person's suitability to act as Nominated Supervisor, the Approved Provider will have regard to the person/s:

- Compliance history with the National law and other relevant laws (refer to Compliance History Statement template - <http://files.acecqa.gov.au/files/Templates/ComplianceHistoryStatement.pdf>)
- Prohibition history (refer to Prohibition Notice Declaration template - <http://files.acecqa.gov.au/files/Templates/ProhibitionNoticeDeclarationForProspectiveStaffMembers.pdf>)
- Candidate references and referee checks



Written consent will be gained from individuals appointed as a Nominated Supervisor. The Nominated Supervisor Consent Form accessed on www.acecqa.gov.au/applications, will be completed and submitted to the Regulatory Authority via the NQA IT System.

When changes occur to Nominated Supervisor appointments at the OSHC service the Regulatory Authority will be notified through the NQA IT System by submitting a Notification of Change to Nominated Supervisor Form (www.acecqa.gov.au/applications) [National Regulation 35].

If uncertainty or concern arises about a candidate's compliance history the Approved Provider will contact the Regulatory Authority and enquire if the person is subject to a prohibition notice in any state or territory.

If a matter or incident arises affecting the Nominated Supervisor's ability to meet minimum requirements a reassessment will be made of the person's suitability to be in the position.

The Approved Provider, and the Nominated Supervisor/s, may appoint other educators at the service deemed to have the skill and ability, to act as the responsible person in day to day charge of the service in the absence of the Nominated Supervisor/s. (Refer Policy 10.22 – Determining the Responsible Person).

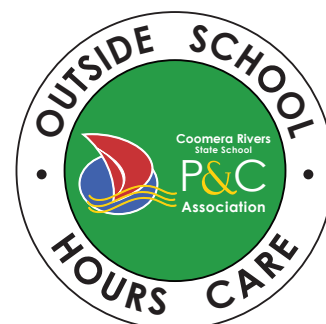
Information regarding the appointment of the Nominated Supervisor/s and Responsible Persons in Charge will be documented on the staff record of the service (National Regulation 145 and 146).

References

<http://files.acecqa.gov.au/files/NQF/ResponsiblePersonRequirements.pdf> accessed 26 Oct 2017

<http://files.acecqa.gov.au/files/NQF/KeyChangesNotificationComplaints.pdf> accessed 26 Oct 2017

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Policy Group 10: Management and Administration

10.7 Insuring Risks Policy

The service recognises and acknowledges the need for a responsible approach to identifying and managing risks (see Policy 10.9 – Risk Management and Compliance) and will endeavour to have adequate insurance protection at all times. Employees, children, parents and management committee members will be protected from the financial repercussion of public liability.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.
- Work Health and Safety Act 2011 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Risk Management and Compliance Policy



Procedures

As per the Education and Care Services National Law Act 2010 responsibility rests with the Approved Provider to take out and keep current adequate public liability insurance with a minimum cover of \$10 million on building and contents (including loss of cash from premises or in transit) and other insurances*.

(***Note to users of this Manual:** what is adequate insurance for your service will depend entirely on the specific details of your service. You must take advice from an independent broker or insurance adviser to determine this in the context of your own service.

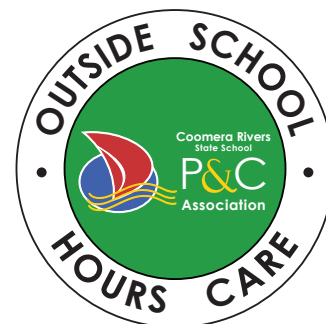
All insurance will be purchased through a reputable broker or agent.

The Approved Provider will request the Nominated Supervisor/Coordinator each year to gather such information as necessary to enable an informed assessment and decisions on the insurance needs of the service.

The Coordinator will provide the insurer with relevant details of activities and excursions undertaken.

A certificate of currency shall be kept on file at the service and updated annually.

The Approved Provider is responsible to ensure that the service has adequate worker's compensation insurance for all staff including volunteers.

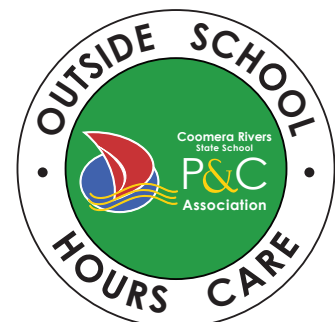


Claims

In the event of a claim being made or a reportable incident, the Coordinator will notify the Approved Provider immediately.

If directed by the Approved Provider, the Coordinator will notify the insurance company ensuring that the service follows all directions of the insurance company and in the case of material or significant claims, seek legal advice for the service.

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Policy Group 10: Management and Administration

10.8 Information Handling (Privacy and Confidentiality) Policy

In its provision of an education and care program, the service obtains and deals with personal and sensitive information relating to families, children, staff and others. The service respects the privacy of all individuals and seeks only information which it needs to protect and care for children, and handles that information with confidentiality and sensitivity and in keeping with legal requirements.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Family and Child Commission Act 2014
- Privacy Act 1988 and Regulations 2013
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.10 – Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 2.13 – Use of Photographic and Video Images of Children, 3.10 – Observational Recording, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling.



Procedures

Through this policy the service complies with the Australian Privacy Principles under the Privacy Act 1988 and Regulations 2013.

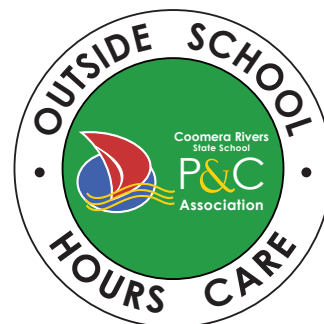
(Note to users of this Manual: Services must access/seek independent advice on their compliance requirements under this legislation are to ensure a policy is developed which complies with the requirements and suitable to their service).

The service gathers only the information it needs in order to provide its services and protect and care for children, families and educators. Types of information we collect includes (but not limited to):

- Personal information on employees such as emergency contact details, qualifications, recognised training and places of previous employment; and
- Personal information for children and families including Centrelink Reference Numbers, names, addresses and contact details for family members and authorised nominees, and children's medical details.

The service obtains the written consent of persons for the use of the information by the service in connection to its operations, delivering the program and complying with its Duty of Care to children, employees and other persons, including those giving the information.

The service will seek permission to share relevant information as required by law. This is done through the enrolment and other related procedures as new information is received.



The service protects the rights of the individual's privacy by ensuring that information collected is stored securely in a locked filing cabinet.

Records of the service are only to be accessed by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfill the service's Duty of Care and responsibilities to the children.

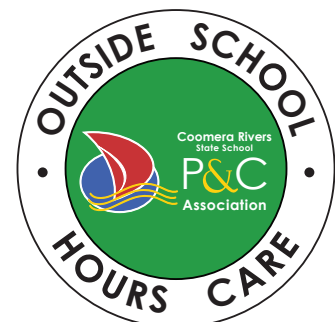
All records pertaining to any child incident, illness, injury or trauma will be kept until the child reaches the age of 25.

The Nominated Supervisor/Coordinator will ensure that children's records are reviewed and updated at least twice per year and otherwise immediately after receiving a request from a parent/guardian to update any detail in the child's record.

The service will ensure:

- Fair and open information collection practices;
- Processes and practices that ensure information collected about individuals and families is accurate, complete and current; and
- Use and accessibility of personal information is monitored closely.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.9 Risk Management and Compliance Policy

The service is, like all other enterprises, subject to a number of risks as well as important legal, regulatory, industry and policy requirements. The service is a responsible organisation and seeks to demonstrate a risk awareness, including by identifying and managing material risks and ensuring compliance as far as reasonably possible with all such requirements.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

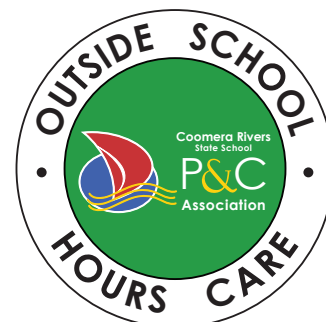
- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.
- Australian Standard on Risk Management - AS/NZ ISO 31000:2009
- Australian Standard on Compliance - AS/NZ 3806-2006
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Work Health and Safety Act 2011 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.10 – Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, 3.5 – Excursions, 3.6 – Transport for Excursions, 5.1 – Food Handling and Storage, 6.1 – Space and Facilities Requirements, 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 8.1 – Role and Expectations of Educators, 10.1 – Quality Compliance.



Procedures

The Approved Provider will, in conjunction with the Nominated Supervisor/Coordinator, take responsibility to develop, maintain and monitor a risk management program appropriate to the service, including a method of ensuring that the service takes appropriate steps to comply with:

- The policies and procedures of the service;
- Working with children requirements;
- Work health and safety practices;
- Equal opportunity employment;
- Adequate insurance;
- The service approval status applicable to the service (see Policy 10.5 – Approval Requirements under Legislation) and other relevant laws applicable to the Service; and
- Maintenance of equipment and facilities;



The Approved Provider, in conjunction with the service Nominated Supervisor/Coordinator, will develop and manage, through its regular meetings, an annual rolling program of reviews of all of the policies and procedures of the service, to ensure that they comply with relevant requirements.

The Nominated Supervisor, or his/her delegate acting as Quality Officer (see Policy 10.1 – Quality Compliance) is responsible to monitor changes in current laws and other regulatory requirements. To do this, the Nominated Supervisor will proactively and fully inform her/himself through subscribing to appropriate information services and industry bodies, and attending all relevant and appropriate forums about these issues.

The Nominated Supervisor/Coordinator informs educators of all such changes and requirements through the educator training program (See Policy 8.4 – Educator Professional Development and Learning), regular team meetings and/or service communication book.

High risk activities and special events

High level risks and special events shall be identified within the program through consultation with educators, management and other relevant stakeholders. Such events may include but are not limited to excursions and/or incursions.

The risk management process shall be conducted for each of the activities identified as a high risk or special event and shall be conducted prior to the scheduled timeframe for the event or activity.

All relevant stakeholders shall be informed of how the service intends to manage high level and special event risks and appropriate training and support for stakeholders will be made accessible.

Crisis and critical events

Risks will be managed in identified emergency situations such as fire, flood, other natural disasters, external threats, evacuation etc.

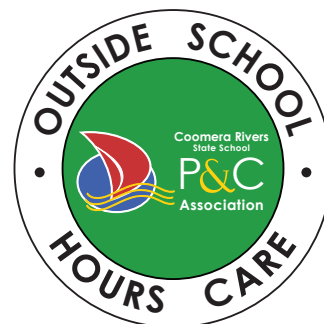
Preventative measures shall be taken to prepare for critical events such as:

- Developing risk management plans for possible emergency situations (e.g. fire, flood). Management plans may include strategies for overnight stays and/or food restrictions; and
- Creating a 'storm pack' including a torch and batteries, radio, rations etc.

The details of the crisis or critical event shall be documented on a service incident report and shall include the projected impact on the stakeholders within the service, immediate actions, follow up actions and ongoing actions.

Immediate actions may include:

- Carrying out plans as per the service risk management process;
- Ensuring immediate safety of those involved;
- Administering first aid;
- Reassuring children, families, employees, volunteers and students;
- Seeking assistance from emergency services and management; and
- Accompanying children or others to hospital by ambulance when necessary



Follow up actions may include:

- Seeking access or referral to appropriate counseling and critical incident debriefing services to provide support to those affected within the service including children, families, employees and management.
- Observing children's reactions and behaviour;
- Supporting children to appropriately express thoughts and feelings;
- Providing a stable and nurturing environment with familiar routines;
- Supporting employees through team meetings and accessing relief employees to support when appropriate;
- Providing professional support and special leave when needed;
- Supporting families through meetings and written information;
- Managing media attention attracted by newspapers, radio and television through appropriate and effective methods of communication. A media contact person will be appointed to manage the communication to ensure consistency of information and reduction in misinformation and speculation; and
- Notifying the regulatory authority

Ongoing actions may include:

- Monitoring and supporting children, families, employees, volunteers and students;
- Evaluating emergency and critical event management plans.

Managing breaches of the Risk Management Strategy

Risk management Plans for high risk activities and special events shall be monitored on a regular basis (annually or as required).

Information regarding the service's risk management strategy shall be shared with all relevant stakeholders including employees and families on a regular basis.

Management shall have overriding responsibility for overseeing the implementation of the process and for ensuring that any breaches of the service strategy are immediately rectified.

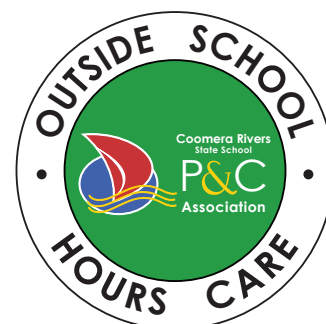
Communication and support

Information shall be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures from the service.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Training materials and strategies shall be made available and accessible to help employees, volunteers and parents identify and manage risks of harm.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.10 Managing Compliance within the Service Policy

The service recognises that strategies must be in place to ensure ongoing compliance with relevant legislation. This policy is designed to identify the various legislation and government authorities where compliance is required and clear strategies for ensuring the service actively monitors compliance aspects.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Australian Government Department of Education Children's Services Handbook\
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 8.2 – Educational Leader Policy, 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation Policy, 10.6 – Nominated Supervisor Policy, 10.7 – Insuring Risks Policy, 10.9 – Risk Management and Compliance Policy.



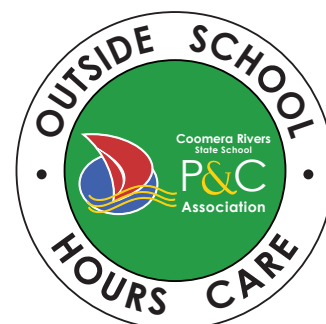
Procedures

The service shall actively work towards compliance with:

- Education and Care Services National Law, 2010 and Regulations 2011;
- National Quality Standard for Education and Care Services and School Age Care;
- Commonwealth Child Care Act 1972 (Child Care Benefit);
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Work Health and Safety Legislation;
- Child Protection Legislation.

Compliance monitoring strategies shall be implemented including:

- Developing compliance checklists for use within the service on a regular basis, such as safety checklists;
- Updating the compliance checklists on a regular basis or as new information regarding changes to the implementation of regulations, legislation or standards becomes available;
- Seeking reputable organisations to conduct external audits and to provide reports regarding compliance issues to the service on a regular basis; and
- Acting on any relevant recommendations or notification to changes in compliance requirements immediately.



Information shall be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures at the service.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Positive Notice Blue Card Compliance

All employees, volunteers and executive members of management must hold a current and valid Positive Notice for Child Related Employment blue card.

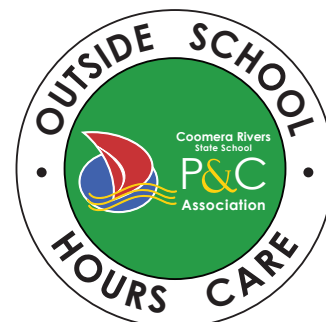
Prospective paid employees shall not be engaged to work at the service without being in receipt of a current blue card/ or an application has been submitted for a blue card. A certified copy of the blue card shall be maintained at the service.

A blue card register will be maintained at the service containing the certified copies of blue cards of all employees, volunteers and executive members of management. The register shall be referred to by the Coordinator/administrator on a regular basis to track expiry dates.

All employees, volunteers and executive members of management holding existing blue cards prior to their involvement with the service shall be required to complete appropriate documentation to have their engagement with the service recorded e.g. Authorisation to Confirm a Valid Blue Card.

All employees, volunteers and executive members of management shall be provided with information regarding their responsibilities in holding a blue card.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.11 Management Code of Conduct Policy

The service expects that all members of management shall conduct themselves in such a way that is professional and in accordance with the philosophy and goals of the service. Management are expected to actively demonstrate a positive attitude towards their role, the service, the employees and the service's clients. The service requires that all management abide by the code of conduct at all times during their interaction with children, families, community members, employees and other members of management.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 10.2 – Role and Composition of Management Committee, 10.8 – Information Handling (Privacy and Confidentiality).



Procedures

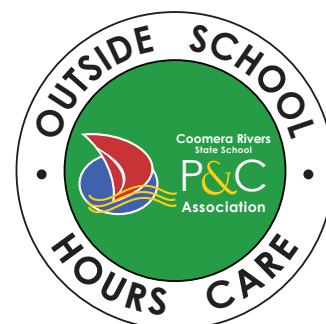
Management shall be provided with a copy of the service's code of conduct/code of practice or code of ethics prior to commencing their position.

Management shall be expected to read the document and indicate that they have understood all of the conduct requirements by signing the agreement.

Management shall be expected to consistently uphold the agreement during their time with the service.

Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of the service.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.12 Information Technology Policy

The service acknowledges and recognises the significant impact of information technology and therefore aims to have suitable policies and procedures in place to ensure that information technology is used appropriately and in the best interests of the children, families and employees who use the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Privacy Act 1988 and Regulations 2013
- Duty of Care
- Family and Child Commission Act 2014
- Child Protection Act 1999 and Regulations 2000
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.13 – Use of Photographic and Video Images of Children, 2.15 – Children’s Belongings, 3.1 – Educational Program Planning, 6.2 – Provision of Resources and Equipment, 8.10 – Employee Orientation and Induction, 8.14 – Employee Online Social Networking, 10.8 – Information Handling (Privacy and Confidentiality).



Procedures

Information technology shall be considered a valuable learning tool for children attending school age care services and shall be included as an appropriate part of the overall program when accessible.

Information technology may include computer equipment, games, internet access and other forms of communication technology including mobile phones and cameras.

Information technology accessible to children such as the internet shall be monitored by educators. Approved mechanisms shall be put in place to ensure that children who are able to access the internet at the service do not have access to inappropriate sites or information. Children will be educated regarding the safe use of information technologies.

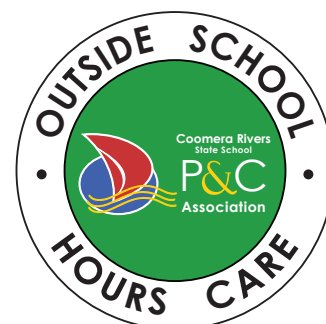
Educators shall not be permitted to use personal mobile phone cameras to take photos of children.

Educators shall not be permitted to use personal digital (or manual) cameras to take photos of children.

The service shall take precautions to ensure computer games accessible to children are appropriate for the use of school age children and that government classifications are followed.

Online Social Networking

With the knowledge and consent of the Approved Provider, the service may set up its own social networking (e.g. Facebook) page, with an aim to increasing communication with families and the school community.



Good judgment and common sense must be used to ensure the reputation of the service, its employees and stakeholders are not harmed during the use of social networking media. Once something is placed online, it spreads quickly and cannot be retracted.

Employees authorised to access the service’s social networking page will adhere to the following guidelines:

- Only families enrolled with the service will be invited to participate through the email address provided;
- Under no circumstances are children attending the service to be invited to participate in the service’s social networking site;
- Only Information and/or comments relating to the activities and operations of the service will be posted on the service’s social networking site;
- Authorisation of families must be obtained before images of children can be considered for upload (see 10.2.6)
- Only community members known to the service shall be invited i.e. teachers, school leaders etc.

Employees authorised to access the service’s social networking site are also required to adhere to the participation guidelines as listed further in this policy.

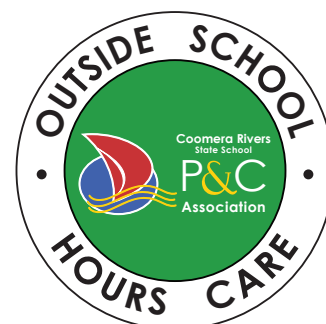
While the service does not wish to control personal private information released outside of work hours, any image, comment or status distributed by an employee that damages the reputation of the service, its employees and other stakeholders, will be treated as a serious breach of this policy and may result in disciplinary action.

When using social networking media, the following guidelines must be adhered to at all times:

- Offensive comments are not to be made about fellow employees online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;
- Work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained at all times;
- Be clear that your personal views are yours, and not necessarily the views of the service management and/or stakeholders;
- Management must approve any photos of employees in work uniform prior to being posted to the site. Photos are not to be placed online if they are of an unprofessional nature; and
- If anything is posted online by others which may harm the reputation of the service, its employees or stakeholders, and you have the capacity to delete such information, the Approved Provider asks that you do so immediately.

If something potentially harmful to the image or people of the service is found online, it is to be brought to the attention of the Coordinator. This should be done immediately and the information should not be shared with others.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.13 Purchasing Policy

The service management seeks to implement measures which provide financial protection and minimise the risk of fraudulent, inappropriate or negligent financial practices. Such policy seeks to protect the financial reputation of the organisation and its ongoing viability.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Accounting Manual for Parents & Citizens' Associations (P&C managed services only)
- Support guide for P&C's (P&C managed services only)
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 6.2 – Provision of Resources and Equipment, 10.3 – Budgeting and Planning, 10.9 – Risk Management and Compliance, 10.15 – Asset Management.



Procedures

When purchasing is carried out within the service, the conduct of purchases will be in line with the following five principles:

- Open and effective communication;
- Value for money;
- Enhancing the capabilities of local business and industry;
- Environmental protection; and
- Ethical behaviour and fair dealing.

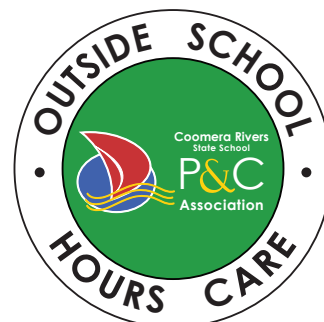
All requests for purchases must be in writing to the Approved Provider of the service. The responsibility for ordering shall be with the service Nominated Supervisor/Coordinator or management representative.

While ordering and purchasing authority is restricted to the Nominated Supervisor/Coordinator, such authority may be transferred should other employees be required to act up in this position, but shall be limited to amounts of no greater than \$150. This may include purchasing through petty cash or the appropriate use of service accounts e.g. grocery account.

Purchase limits extend to goods over \$500 for one single item and goods over and above the 3 month budget forecast.

Exceptions may apply when a government grant (or other grant) requires that goods be purchased within a given timeframe and that this timeframe is earlier than an approved management meeting.

Management does not condone 'order splitting' so that purchases above the maximum limit are able to be made. Where the total cost of the intended purchase exceeds \$500 for a single item or is over and above the budgeted expense for such items within a 3 month time frame, then further appropriate authority is to be obtained.



All purchases over \$1000 shall require two written quotes or research evidence, and purchases over \$3000 shall require three written quotes or research evidence depending on the scope of purchase.

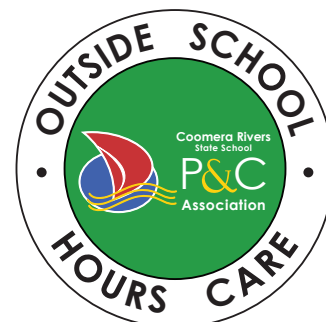
Management shall ensure that the purchasing policy does not negatively impact on the efficient operations of the service and that all purchase requests are followed up in a timely manner.

Authorisation for purchases over \$500 may be approved in events of emergency where two approved members of management have been contacted and agreed to the expense. Documentation of such discussion shall be made and presented at the next Approved Provider meeting.

All purchases and payments shall be accompanied by a purchase requisition which shall include the following information:

- Date of purchase;
- Supplier;
- Persons requesting purchase;
- Authorisation by two approved members of management; and
- Purchase total.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.14 Record Back Up and Off Site Information Handling Policy

The service acknowledges and recognises that considerable amounts of information pertaining to the daily and historical operations of the service are stored on computer or other files. The storage and long term maintenance of this information is vital in the monitoring of compliance activities and to prevent the service from losing valuable information therefore it is important to maintain effective storage procedures.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Commonwealth Child Care Act 1972 (Child Care Benefit)
- Privacy Act 1988 and Regulations 2013
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 10.1 – Quality Compliance, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology.



Procedures

The coordinator (or other relevant person) shall be responsible for conducting a daily/weekly backup of the entire computer system. Some childcare management programs are web based (i.e. cloud computing) and may be automatically updated by the software provider.

A back-up of the entire service files shall be done internally as well as on an appropriate external disk drive.

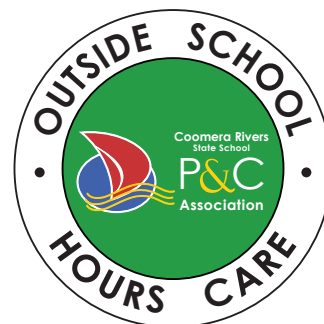
Record of the backup shall be maintained in the 'Computer Record Backup Book' and signed by the Coordinator or administrator. The backup shall be taken off site by the Coordinator and returned to site on the following working day.

Management shall provide the Coordinator with an appropriate lockable box in which to store the backup while off site to ensure information is safe, secure and inaccessible to public.

Services may use web based (cloud) data storage systems for back-up and archiving of records. Records of back-up should be noted in the 'Computer Record Backup Book' with access to these records limited to the Approved Provider and the Nominated Supervisor/Coordinator. To ensure the safety and security of service records, password protection may be considered.

Storage of computer data shall be carried out in accordance with any requirements of the organisations insurer. This may involve completion of a risk management plan to ensure all foreseeable risks to data security are considered and managed appropriately.

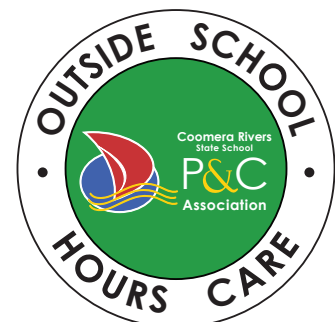
Any data or memory sticks, compact disks or other computer storage devices purchased by the service shall remain the property of the service.



No employee shall be permitted to copy files onto personal storage devices or to email information off site other than to an approved off site data storage company, unless express consent is provided by the employer.

Data storage devices (external drives and back-ups) shall be checked weekly to ensure appropriate functioning.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.15 Asset Management Policy

The service acknowledges and recognises the necessity to maintain a record of the financial and physical assets belonging to the service in order to meet with the requirements of audit, insurance and for future planning.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Accounting Manual for Parents and Citizens' Associations (for P&C managed services)
- Support Guide for P&C's (for P&C managed services)
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 6.2 – Provision of Resources and Facilities, 10.3 – Budgeting and Planning, 10.13 – Purchasing.



Procedures

An asset register shall be maintained which currently describes the property position of the service.

The register shall include categories such as:

- Furniture;
- Electrical Equipment;
- Sporting Equipment;
- Utensils and Food Handling; and
- Arts and Crafts (other than consumables).

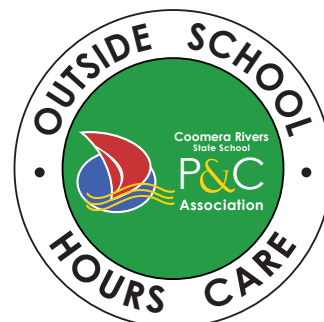
Every fixed item purchased for the service (other than consumables) shall be entered into the register immediately following the purchase.

The details to be contained in the register in respect of purchases shall include:

- Date of purchase;
- Item (Categorised);
- Purchase price;
- Supplier; and
- Warranty terms (if applicable).

Items may be disposed of during the year if they are damaged, aged or unsuitable for their purpose.

In the event that items are disposed of or written off, such items shall be reported to management using appropriate formats such as financial report or Coordinator's report and shall be duly recorded in the asset register.

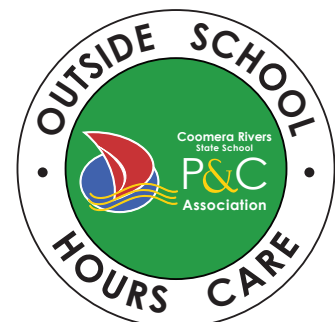


The register shall be reviewed and updated annually in accordance with the financial year of audit.

No employee shall be permitted to copy files onto personal storage devices or to email information off site other than to an approved off site data storage company, unless express consent is provided by the employer.

Data storage devices (external drives and back-ups) shall be checked weekly to ensure appropriate functioning.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.16 Intellectual Property and Copyright Policy

The service recognises that for the purposes of operating a SAC service many written materials need to be developed to ensure compliance with relevant legislation. These written materials include, but are not limited to:

- Policies and procedures manuals;
- Handbooks; and
- Operational Documents and Forms.

As a result, all materials developed by employees, volunteers or other agents, specifically for the operational purposes of the service shall remain the intellectual property of the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Copyright Act 1968
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 8.2 – Educational Leader, 10.1 – Quality Compliance



Procedures

Where employees are engaged to develop written materials specifically for the operational purposes of the service, these materials shall be dated and marked with the name of the service.

If appropriate the document shall be further marked with the words 'copyright' or the relevant symbol. The document shall also be labelled with the author of such document if considered appropriate.

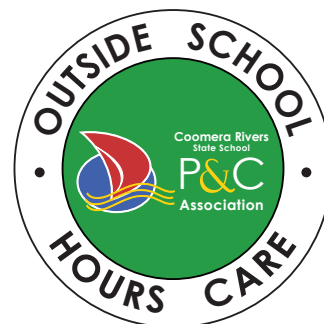
Employees or other agents engaged by the service to produce written materials shall observe intellectual property laws ensuring that all direct quotations and ideas are appropriately referenced and acknowledged.

Materials that have been purchased and provide copyright authority shall be used specifically in accordance with the granted authority and permission for purpose.

All written materials shall be marked 'draft' until ratified by management.

Copyright shall be strictly observed with all photocopying and distributing of documents other than those owned by the service which may be copied freely for use of the service.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.17 Strategic Planning Policy

The service recognises and acknowledges the value of planning strategically to ensure the future and ongoing viability and growth of the service therefore management will review service operations regularly and take a planned approach to the organisation's future.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Accounting Manual for Parents and Citizens' Associations (for P&C managed services)
- Support Guide for P&C's (for P&C managed services)
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 6.2 – Provision of Resources and Equipment, 10.2 – role and Composition of Management Committee, 10.3 – Budgeting and Planning, 10.13 – Purchasing



Procedures

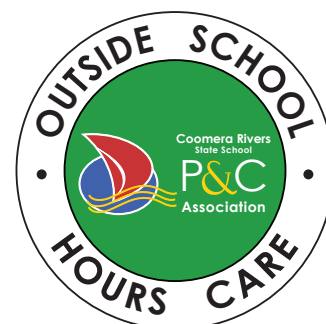
Service management shall plan an annual meeting to strategically review operations and to take a planned approach to the organisation's future.

The Nominated Supervisor/Coordinator shall be involved in the process of strategic planning and shall provide the following documents/resources for a 12 month preceding time period to enable the process, including but not limited to:

- Audited financial reports and budget;
- Attendance patterns;
- List of policies and procedures;
- Calendar of events;
- Marketing materials/strategy;
- Environmental sustainability; and
- Others as required.

Service management may seek external support and advice in the process as required.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.18 Court Orders and the Release of Children in Care Policy

The service recognises and acknowledges the diverse and changing circumstances of children's families and shall endeavour to implement a best practice approach to managing the duty of care, whilst respecting the needs of parents and the legal environment surrounding family obligations.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Family and Child Commission Act 2014
- Family Law Act 1975
- Privacy Act 1988 and Regulations 2013
- Child Protection Act 1999 and Regulations 2000
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.4 – Arrivals and Departures of Children, 9.2 – Enrolment, 9.3 – Communication with Families, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality).



Procedures

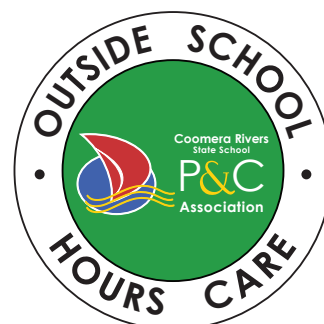
The service shall request that all families provide, upon enrolment of their child, certified copies of any legal documents and orders which may impact on the service to implement a duty of care.

The service shall request that all families, upon changing circumstances within the family unit, update their enrolment and provide certified copies of any legal documents and orders which may impact on the service to implement a duty of care.

The service shall inform all employees of the intent of the court orders whereas it applies to them and impact on their capacity to manage their own duty of care and that of the service towards the child/ren and family.

The service employees shall take a best practice approach to managing the needs of children and families with care and sensitivity, and to work with families to support them in the provision of care for their children.

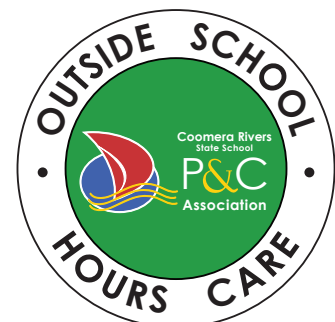
Families with children attending the service who have custodial or parenting plans in place are responsible for ensuring they comply with set requirements. The service shall endeavor to release children within the conditions as outlined in the certified documents and/or orders. However, should the safety of other children or educators be at risk, children will be released and the custodial parent and/or police contacted immediately.



The service employees shall respect and maintain the confidential nature of the documents through application of privacy principles and as reflected in the service Privacy Policy.

Information requested by parents relating to a child under a court order or parenting plan will be subject to the conditions as per the court order/parenting plan.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.19 Policy Development, Sourcing and Review Policy

The service recognises and acknowledges the broad range of information sources including statutory documentation that is referred to and referenced either directly or indirectly in the development of policies and procedures.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.10 – Managing Compliance within the Service



Procedures

The service shall develop policies and procedures which reflect the true nature of the service's operations.

The service shall ensure that generic policy documents are reviewed and specified to meet the individual and unique circumstance of the service.

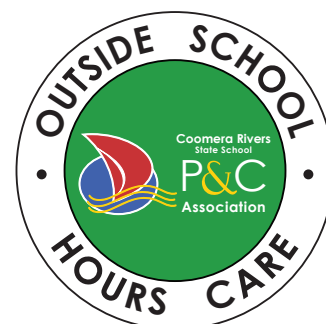
Sourcing of policies shall where possible include reference to expert documentation, resources, guidelines and principles as associated with such policy.

Sourcing of policies from electronic sources including the internet shall include a date in which such source was accessed. Policy sourcing should also be mindful of other provision such as copyright laws and appropriate referencing styles. Relevant Laws and other Provisions shall be articulated and considered also as policy reference and source points.

Policies shall be reviewed annually, according to a predetermined schedule or as required.

Policies shall be dated at ratification and for review.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.19.1 Policy Review Schedule

Reviewing policies is essential to effective service management and quality improvement (NQS 7). This policy review schedule is a cumulative record of policies identified for review either due to legislative changes, arising issues and change of practice and/or the ongoing cycle of reflection and improvement. All policies should be reviewed for currency within a maximum timeframe of 3 years if not identified sooner.

Policy Group 1: Service Philosophy and Goals

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
1.1	Philosophy Statement			Amendment to include ATSI and reconciliation statement		
1.2	Goals					

Policy Group 2: Children

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
2.1	Respect for Children					
2.2	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm					

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
2.3	Educator Ratios					
2.4	Arrivals and Departures of Children					
2.5	Reporting of Child Abuse			To reflect October legislative amendments		
2.6	Behaviour Support and Management					
2.7	Exclusion for Behavioural Reasons					
2.8	Anti-bullying					
2.9	Inclusion and Anti-bias					
2.10	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm					
2.11	Including Children with Special/Additional Needs					
2.12	Managing Duty of Care – Children who arrive at the service without a booking			Clarification to duty of care for children who arrive at the service without a booking. Remove non-attending children reference		

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
2.13	Use of Photographic and Video Images of Children					
2.14	Bookings and Cancellations					
2.15	Children's Property and Belongings			To reflect October legislative amendments		
2.16	Promoting Protective Behaviours					
2.17	Children Accessing the Internet					
2.18	Cyber-Bullying					
2.19	Children's Media Viewing					
2.20	Supervision of Children					
2.21	Children's Transitions to OSHC					
2.22	Departures of Children with Self-Care or Sibling Care Arrangements					
2.23	Interactions and Relationships with Children			Added relationships to title as referenced in policy		

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
2.24	Children's Participation and Decision Making					
2.25	Statement of Intent for Children's Play					

Policy Group 3: Program

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
3.1	Educational Program Design and Implementation			Policy renamed and some rewording to reflect October regulatory changes		
3.2	Program Evaluation			Policy renamed and some rewording to reflect October regulatory changes		
3.3	Educator Practice					
3.4	Homework					
3.5	Excursions					
3.6	Transport for Excursions					
3.7	Physical Activity					
3.8	Extra-curricular Activities					

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
3.9	Creative and Expressive Arts			Policy renamed and some rewording to reflect October regulatory changes		
3.10	Ethical Observations and Documentation			Added ethical to title and 3.10.1		
3.11	Escorting Children					
3.12	Environmental Responsibility			Policy renamed and reworded to reflect revised NQS		
3.13	Water Activities and Safety			Added reference to school pools onsite		
3.14	Valuing Diversity, Culture and Reconciliation			Strengthened reconciliation points with reference to 13.14.1		
3.15	Cooking with Children			Policy renamed and some rewording to reflect October regulatory changes		

Policy Group 4: Health and Wellbeing

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
4.1	General Health and Safety					
4.2	Infectious Diseases					
4.3	Hygiene					

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
4.4	Preventative Health and Wellbeing					
4.5	Incident, Illness, Injury or Trauma			Revised to reflect recent definition changes		
4.6	Medication			Section to reference medicinal cannabis		
4.7	Keeping of Animals					
4.8	Sun Safety					
4.9	Children's Toileting					
4.10	Anaphylaxis Management					
4.11	Emergency Health and Medical Procedure Management					
4.12	Non Smoking					
4.13	First Aid Waste Management					
4.14	Infectious Diseases Response Strategy					

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
4.15	Asthma					
4.16	Vehicle Restraint					
4.17	Medical Conditions			Section to reference medicinal cannabis		
4.18	First Aid					
4.18.1	Sample Medical Conditions Risk Minimisation Plan					
4.19	Childhood Immunisation					
4.20	Sleep and Rest			New policy		
4.21	Supporting Mental Health and Wellbeing			New policy		

Policy Group 5: Food and Nutrition

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
5.1	Food Handling and Storage					
5.2	Food and Nutrition					

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
5.3	Food Act Compliance			Amendments due to revised information with added information paper 5.3.1		
5.4	Food Safety Program			Change of title from Food Audit to Food Safety Program (a food audit is no longer a requirement for OSHC as a result of the Food Regulation 2016 clarification)		
5.5	Cleaning and Sanitising					
5.6	Menu Development					

Policy Group 6: Provision and Safety of Facilities

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
6.1	Food Handling and Storage					
6.2	Food and Nutrition					
6.3	Workplace Health and Safety					
6.4	Shared Facilities					
6.5	Use and Maintenance of Air Conditioning					

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
6.6	Management of Poisonous Plants and Fungi					
6.7	Occupancy Agreement					
6.8	Maintenance of Facilities					

Policy Group 7: Emergency

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
7.1	Emergency Equipment and Facilities					
7.2	Drills and Evacuations					
7.3	Harassment and Lockdown					
7.4	Fire Safety Compliance			Rewording and added reference		
7.5	Extreme Weather					
7.6	Emergency Closure					

Policy Group 8: Educators, Staff Members and Volunteers

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
8.1	Role and Expectations of Educators					
8.2	Educational Leader					
8.3	Recruitment and Employment of Educators			Reference to promote ATSI employment included as per Reconciliation Action Plan		
8.4	Educator Professional Development and Learning					
8.5	Volunteers					
8.6	Employee and Volunteer Grievance					
8.7	Workplace Harassment and Bullying					
8.8	Employee Performance Monitoring, Review and Management					
8.9	Employee Professional Conduct and Protective Practices			Changed title and sample document 8.9.1		
8.10	Employee Orientation and Induction					

Policy Group 8: Educators, Staff Members and Volunteers

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
8.11	Employee Leave					
8.12	Employee Qualifications – Monitoring Progress					
8.13	Employee Health and Wellbeing					
8.14	Employee Online Social Networking					
8.15	Children of Employees					
8.16	Employee Immunisation					
8.17	Fit for Work					
8.18	Employee Retention Policy					
8.19	Employee Counselling and Disciplinary Procedures					
8.20	Workplace Sexual Harassment					

Policy Group 8: Educators, Staff Members and Volunteers

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
8.21	Educator Uniform and Personal Presentation					
8.22	Educator Interactions with Families – Professional Boundaries					
8.23	Equal Opportunity and Anti-Discrimination					
8.24	Payment of Employees					
8.25	Employee Remuneration and Entitlements			Added clause about kickbacks and rewards cards		
8.26	Higher Duties for Employees					
8.27	Employee Assistance Program					

Policy Group 9: Parent, Family and Community Relationships

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
9.1	Access					
9.2	Enrolment					

Policy Group 9: Parent, Family and Community Relationships

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
9.3	Communication with Families					
9.4	Communication with Community					
9.5	Complaints Handling					
9.6	Parent and Community Participation					
9.7	Management of Intoxicated or Persons Under the Influence					
9.8	Parent Conduct					
9.9	Acceptance and Refusal of Authorisations					
9.10	Visitors					
9.11	Enrolment Management					

Policy Group 10: Management and Administration

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
10.1	Quality Compliance					
10.2	Role and Composition of Management Committee					
10.3	Budgeting and Planning					
10.4	Fees					
10.5	Approval Requirements under Legislation					
10.6	Nominated Supervisor			Title change and reworded to reflect Oct regulatory amendments		
10.7	Insuring Risks					
10.8	Information Handling (Privacy and Confidentiality)					
10.9	Risk Management and Compliance					
10.10	Managing Compliance within the Service					
10.11	Management Code of Conduct					

Policy Group 10: Management and Administration

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
10.12	Information Technology					
10.13	Purchasing					
10.14	Record Back-up and Off-site Information Handling					
10.15	Asset Management					
10.16	Intellectual Property and Copyright					
10.17	Strategic Planning					
10.18	Court Orders and the Release of Children in Care					
10.19	Policy Development, Sourcing and Review					
10.20	Environmental Management					
10.21	Service Closures					
10.22	Determining the Responsible Person			Reworded to reflect Oct regulatory amendments		

Policy Group 10: Management and Administration

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
10.12	Information Technology					
10.13	Purchasing					
10.14	Record Back-up and Off-site Information Handling					
10.15	Asset Management					
10.16	Intellectual Property and Copyright					
10.17	Strategic Planning					
10.18	Court Orders and the Release of Children in Care					
10.19	Policy Development, Sourcing and Review					
10.20	Environmental Management					
10.21	Service Closures					
10.22	Determining the Responsible Person			Reworded to reflect Oct regulatory amendments		

Policy Group 10: Management and Administration

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
10.23	Provision of Information					
10.24	Privacy Policy					
10.25	Single Staff Member					
10.26	OSHC Service Social Media Guidelines					
10.27	Self Assessment and Continuous Improvement			Added self-assessment		
10.28	Record Keeping and Retention					
10.29	Hardship and Administration of Special Childcare Benefit					
10.30	Conflict of Interest					
10.31	Managing Non-Compliance and Reportable Incidents			Updated to Oct regulatory amendments		
10.32	Appropriate Governance					
10.33	Managing Notifications			Updated to Oct regulatory amendments		

Policy Group 10: Management and Administration

10.20 Environmental Management Policy

Service management recognise the need to ensure that activities undertaken through the program minimise the impact on the environment and are committed to establishing procedures that respect and care for our land and its resources.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Environmental Protection Act 1994, Environmental Protection Regulation 2008
- Work Health and Safety Act 2011 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership; Quality Area 3 – Physical environment
- Policies: 3.1 – Educational Program Planning, 3.3 – Educator Practices, 4.12 – No Smoking, 4.13 – First Aid Waste Management, 5.5 – Cleaning and Sanitising, 6.5 – Use and Maintenance of Air Conditioning, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.3 – Communication with Community, 9.6 – Parent and Community Participation, 10.1 – Quality Compliance



Procedures

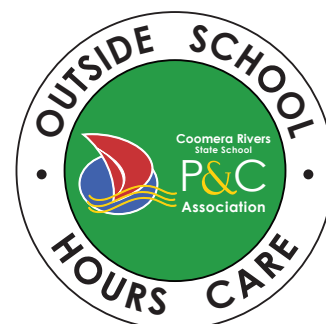
Service management, in consultation with the service Coordinator, will develop procedures for relevant areas relating to environmental management and sustainability. Areas may include (but are not limited to):

- Water usage;
- Energy efficiency;
- Waste management;
- Use of chemicals;
- Air quality;
- Care of animals and vegetation; and
- Consideration of the local environment.

Information will be provided to staff, parents and the Approved Provider in regards to issues affecting the way the service is dealing with environmental issues.

The service will encourage links and networking with parents and the community on environmental issues by keeping them informed of what the service is doing and being aware of what others can bring to the service.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.21 Service Closures Policy

Service management recognise the need to ensure that activities undertaken through the program minimise the impact on the environment and are committed to establishing procedures that respect and care for our land and its resources.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Australian Government Department of Education Children's Services Handbook
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 9.3 – Communication with Families, 9.3 – Communication with Community.



Procedures

The service will operate as per the approved and advertised opening hours for each session of care where Child Care Benefit is claimed unless approval is given by the regulatory authority (Department of Education and Training - Early Childhood Education and Care) and the Australian Government Department of Education.

The service will not close early due to children being collected prior to the approved and advertised closing time, unless prior approval has been granted by the regulatory authority (Department of Education and Training - Early Childhood Education and Care) and the Australian Government Department of Education.

Closure of the service may occur in the following instances:

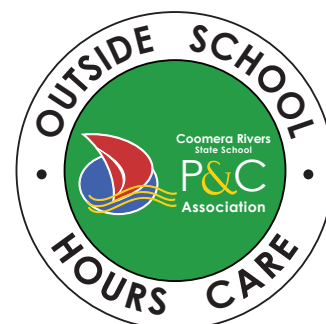
- Extreme weather conditions;
- Emergency situation, such as fire or other external threat;
- Loss of power and/or water.

Determination for closure will be made in consultation with management and/or other emergency services personnel, if relevant.

In the case of closure of the service, the coordinator will:

- Contact families to collect the children from the service;
- Ensure the safety of all children and educators involved; and
- Notify the Regulatory Authority via closures.det.qld.gov.au

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.22 Determining the Responsible Person Policy

The Approved Provider must ensure that the education and care service has a responsible person in day to day charge of the service. This policy outlines the process for determining the responsible person.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and Regulations 2011
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance, 10.6 – Service Nominated Supervisor Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).



Procedures

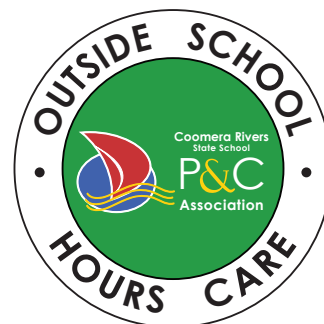
A responsible person must be present at all times when the service is educating and caring for children. If the Approved Provider or Nominated Supervisor is absent, an appointed Responsible Person will be placed in day to day charge of the service.

The Nominated Supervisor of the service must meet the requirements/conditions of the Education and Care Services National Law Act 2010 and Regulations 2011.

In the absence of the Nominated Supervisor, the Approved Provider or Nominated Supervisor will designate an educator, with their written consent, to be placed in the day to day charge of the service. This person must meet the requirements/conditions of the Education and Care Services National Law 2010 and Regulations 2011 with regard to ensuring suitability and that they are not prohibited under the National Law.

In determining the responsible person, the Approved Provider must determine if that person is suitable. This means considering the capacity of this person to ensure children's safety and wellbeing, having regard to their qualifications, skills, knowledge, work experience and age. This includes the person's:

- Understanding of the Education and Care Services National Law Act 2010 and Regulations 2011 and compliance;
- Understanding of other relevant laws and provisions such as Child Protection, Confidentiality, Grievance Management, Work Health, Food Handling, etc.;
- Capacity to implement emergency and evacuation procedures;
- Ability to attend to parent inquiries (either directly or by referral);
- Capacity to supervise, manage and lead other educators;
- Ability to respond to incidents involving children's health and safety;



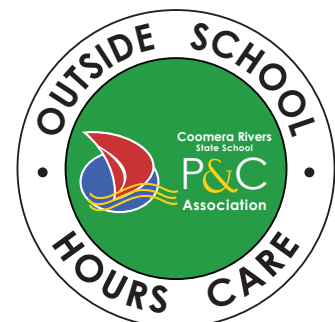
- Ability to respond to incidents involving the health and safety of educators, volunteers and family members present at the service;
- Knowledge (extensive) of service policies and procedures including opening/closing procedures;
- Capacity to ensure the safety and wellbeing of all children being educated and cared for while they are the responsible person;
- Ability to effectively make written records of incidents;
- Ability to effectively communicate with children, families, staff, school and relevant authorities;
- Ability to reflect and evaluate their performance as the responsible person; and
- Ability to understand and articulate practice.

The Approved Provider (or Nominated Supervisor on their behalf) will maintain a record with sufficient evidence of the educator's assessed capability, and keep it on file to demonstrate compliance to the Regulatory Authority e.g. Determining the Responsible Person Checklist, Delegation and Consent form. This will help to show that reasonable steps have been taken to comply with obligations under the National Law.

The Approved Provider (or Nominated Supervisor on their behalf) will maintain a staff record including the name of the responsible person at the service for each time that children are being educated and cared for by the service.

In accordance with regulatory requirements, a sign stating the name and position of the responsible person in charge must be displayed at all times children are being educated and cared for.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.22.1 Determining the Responsible Person Checklist, Delegation and Consent

Name: _____ Position: _____ Date of birth: / / (must be over 18)

The Education and Care Services National Law Act 2010 requires that a Responsible Person is physically in attendance at all times the service is educating and caring for children. The Responsible Person is either the Approved Provider (or the person in management or control of the service), the Nominated Supervisor of the service, or an Educator who has been placed in day-to-day charge of the service.

A Responsible Person placed in day to day charge of a service does not have any statutory responsibilities under the National Law and Regulations and the Nominated Supervisors' responsibilities do not pass to them in the Nominated Supervisor's absence. However, the Responsible Person is still responsible for ensuring the service continues to comply with the law and regulations as well as the service's own policy and procedures.

A Responsible Person in Charge's role is to:

- Have a sound understanding of the requirements and obligations set out under the Education and Care Services National Law Act (2010) and Regulations (2011);
- Ensure that the service operates within the Education and Care Services National Law Act (2010) and Regulations (2011);
- Ensure the service meets the National Quality Standards;
- Communicate all incidents involving children, educators or visitors to the service to the Nominated supervisor and/or Approved Provider within a reasonable timeframe;
- Respond to requests and enquiries from parents, educators and management.

Qualifications

Criteria	Details/Evidence	Yes/No
Must hold or be actively working towards minimum 2 year or higher relevant qualification as per ACECQA register	Detail qualification working towards or obtained (consider a 50% completion requirement as a better practice in determining the responsible person)	
First Aid, Asthma and Anaphylaxis	<input type="checkbox"/> Detail when completed and course code/s	
Working with Children Check	<input type="checkbox"/> Number, valid and expiry	

Knowledge

Criteria	Details/Evidence	Yes/No
Understanding of the Education and Care Services National Law Act 2010 and Regulations 2011	Attending training Completed knowledge test	
Understanding of other relevant laws and provisions such as Child Protection, Work Health, Food Handling, etc.	Attending training Completed knowledge test	
Knowledge (extensive) of service policies and procedures including opening/closing procedures	Signed staff handbook and/or acknowledgement of service policy	

Skills

Criteria	Details/Evidence	Yes/No
Capacity to implement emergency and evacuation procedures	Emergency procedure rehearsal review	
Ability to attend to parent inquiries (either directly or by referral)	Training	
Capacity to supervise, manage and lead other educators	Training	
Capacity to ensure the safety and wellbeing of all children being educated and cared for while they are the responsible person	Training	
Ability to reflect and evaluate their performance as the responsible person	Can provide feedback and identify opportunities for improvement	

Work experience

Criteria	Details/Evidence	Yes/No
Demonstrated ability to respond to incidents involving children's health and safety	Training Practical application	
Demonstrated ability to respond to incidents involving the health and safety of educators, volunteers and family members present at the service	Training Practical application	
Demonstrated ability to effectively make written records of incidents	Training Practical application	
Demonstrated ability to effectively communicate with children, families, staff and management	Training Practical application	
Demonstrated ability to effectively communicate with school and relevant authorities	Training Practical application	
Demonstrated ability to understand and articulate practice	Training Practical application	

Consent: Iconsent to take on the role of Responsible Person in day to day charge of Coomera Rivers State School Out of Hours School Care and make a declaration as follows:

- I have read the role description that forms part of this documentation and agree to the conditions outlined;
- I am confident in my knowledge and can perform all requirements of the role when placed in day to day charge of the service;
- I have not been subject to any compliance actions or disciplinary proceedings under the Education and Care Services National Law Act (2010) and Regulations (2011).

Signature of Appointee to Responsible Person role: _____ Date: _____

Designation by Nominated Supervisor/Approved Provider:

Name: _____ Signature: _____ Position: _____ Date: _____

Policy Group 10: Management and Administration

10.23 Provision of Information Policy

The Approved Provider recognises the importance of making available to families particular information regarding children's participation and attendance at the service. Information shall be made available to families upon request so long as the request is reasonable, equitable and lawful.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

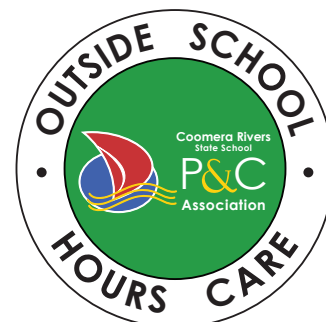
- Education and Care Services National Law Act, 2010 and Regulations 2011
- Privacy Act 1988 and Regulations 2013
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour support and Management, 2.7 – Exclusion for Behavioural Reasons, 2.9 – Inclusion and Anti-Bias, 2.11 – Including Children with Special/Additional Needs, 2.13 - Use of Photographic and Video Images of Children, 2.14 – Bookings and Cancellations, 2.15 – Children's Property and Belongings, 3.1 - Educational Program Planning, 3.2 - Program and Documentation Evaluation, 3.4 – Homework, 3.5 – Excursions, 3.7 - Physical Activity, 3.8 - Extra-curricular Activities, 3.10 - Observational Recording, 4.5 - Illness and Injury, 4.6 – Medication, 4.10 - Anaphylaxis Management, 4.15 – Asthma, 5.2 - Food and Nutrition, 5.6 - Menu Development, 9.2 – Enrolment, 9.3 - Communication with Families, 9.5 - Complaints Handling, 9.6 - Parent and Community Participation, 10.8 - Information Handling (Privacy and Confidentiality), 10.10 - Managing Compliance within the Service.



Procedures

Parents/guardians may request information from the Approved Provider with regard to their child/ren's participation and attendance at the service. However, in the instance that there is a court ordered custodial arrangement/parenting order in place, the service will ensure any or all information requested is in accordance with such parenting orders. This information may include (but is not limited to):

- The enrolment record;
- Participation in the program;
- Dietary requirements and menus;
- Attendances;
- Fee payments;
- Records of child care benefits; and
- Incident/accident reports;



Sources of information such as those identified may be requested either in person or in writing to the delegate of the Approved Provider.

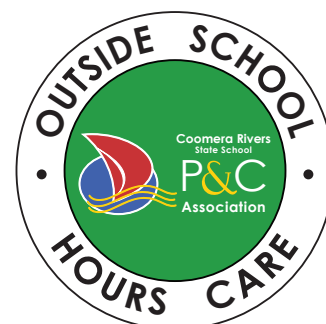
Where this information does not breach confidentiality to any other person it will be provided upon request in the form of a written record or statement.

The Approved Provider will only make accessible information of a sensitive nature that is not requested for a general purpose, upon written request which details the nature for which the information is being requested and the timeframe in which it is required.

Information requested by parents relating to a child under a court order or parenting plan will be subject to the conditions as per the court order/parenting plan.

When necessary, a legally certified request may be required. Costs associated with the provision of information that is not for a general purpose may be negotiated, particularly if the gathering and collating of those records is comprehensive.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.24 Privacy Policy

The service respects and supports the principles of privacy and confidentiality and complies with the Australian Privacy Principles in relation to information gathered and stored by the service. Personal information collected may include family, health or medical information however all information gathered is relevant to ensure quality care is provided to the children and families who use the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Privacy Act 1988 and Regulations 2013
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.10 – Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 2.13 – Use of Photographic and Video Images of Children, 3.10 – Observational Recording, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling.



Procedures

- Through the procedures of this policy, the service complies with the Australian Privacy Principles (APPs) from the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

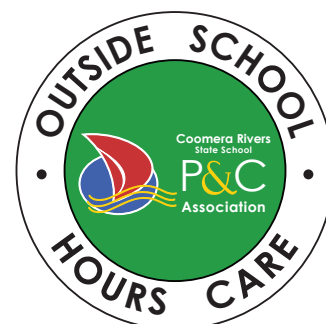
The service aims to manage personal and sensitive information in an open and transparent way, with clear guidelines relating to how it is collected and stored.

For the purposes of providing child care and in order to fulfil its duty of care to families and children using the service, the following information is collected from parents/guardians through the enrolment process:

- Full name, address, contact numbers, date of birth and Centrelink reference number for each child and parent/guardian;
- Full name, address and contact number of emergency contact nominees;
- Family cultural information;
- Children's medical details;
- Children's dietary requirements;

Enrolment forms containing personal information are stored in a secure and confidential storage facility within the service office. The Approved Provider, the Nominated Supervisor or Responsible Person in Charge shall have access to this confidential information however, in order for the service to provide quality care to each child, permission will be sought to enable the provision of certain information to be shared amongst the educator team.

Personal and sensitive information may be collected throughout the course of providing care to children.



Family enrolment and other personal information can be accessed for the purposes of correcting information held by the service. Requests must be made to the Coordinator/Nominated Supervisor/Approved Provider and will include verification of the right to access such personal information.

Individuals have the option of not identifying themselves or using a pseudonym when dealing with the service in particular circumstances, such as complaints processes however, this may limit the capacity of the service to effectively deal with issues as a result.

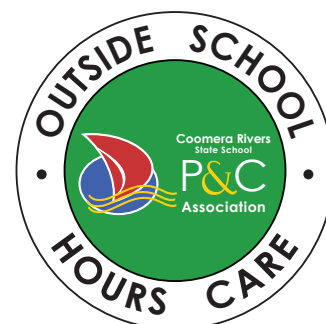
Grievances and complaints relating to the service's handling of personal information must be in writing and will be dealt with as per the service's Complaints Handling Policy.

Through the family enrolment process, permission will be sought for personal and private information to be shared with government departments and other health and/or medical professionals, if necessary, in order to ensure the health and wellbeing of children attending the service.

References

Australian Government. (2014, January). Privacy Fact Sheet 17. Retrieved from Office of the Australian Information Commissioner.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.25 Single Staff Member Policy

The Approved Provider is responsible for ensuring the safety of the children in its care and employees of the service. This policy and procedure has been developed to minimise the potential risks where the service operates with a single educator on duty and working with the children.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Work Health and Safety Act 2011 and Regulations 2011
- Family and Child Commission Act 2014
- Duty of Care
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.3 – Educator Ratios, 2.14 – Bookings and Cancellations, 3.11 – Escorting Children, 7.2 – Drills and Evacuations, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction, 8.13 – Employee Health, 9.2 – Enrolment, 9.3 – Communication with Families, 10.9 – Risk Management and Compliance, 10.22 – Determining the Responsible Person.



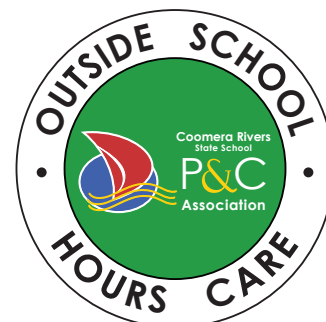
Procedures

In determining the need for the service to operate with a single staff member, management will be guided by the Education and Care Services National Regulations 2011 and the specific provisions for Queensland, which set out the following:

- A maximum of 15 school age children to 1 educator; and
- Educators must be working directly with children to be included in the ratios.

The service may operate with a single educator during certain periods of care (such as Before School Care), where attendances are below the educator to child ratio requirements as per the Education and Care Services National Regulations 2011.

- A supervisory management plan, to guide practice when using a single staff model, will be developed in consultation with management, educators, families and children and will consist of procedures relating (but not limited) to:
 - Injury, illness or trauma to educators;
 - Toileting procedures for educators;
 - Managing children's behavior incidents;
 - Managing attendance of children with no booking; and
 - Injury, illness or trauma to children which requires significant individual attention of the educator.



Educators delegated to work in the capacity of a single staff member will be determined by the Approved Provider as a responsible person, with the relevant notification at the service to be visible at the parent area.

The Approved Provider will ensure that the educator delegated to work as the single staff member (whether or not the Nominated Supervisor), has the required academic qualifications, first aid qualifications, and anaphylaxis management and emergency asthma management training as prescribed under the Education and Care Services National Regulations 2011.

The Approved Provider will ensure that any educator delegated to work as the single staff member will have provided to them, and be kept on site, details of an emergency contact as well as details of any relevant medical conditions that could result in medical attention being required (e.g. diabetes).

To ensure the correct educator to child ratios are adhered to, parents/guardians will be requested to make a booking for their child as soon as reasonably possible. (See Policy 2.14 - Bookings and Cancellations).

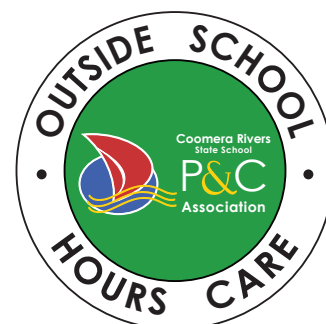
In the event of children arriving at the service for care without notice and as a result places the service in breach of educator to child ratios, the responsible person in charge will implement procedures as per the service supervisory management plan.

The Approved Provider will ensure that the single educator on duty has access to an operating telephone (mobile or fixed) whenever children are being cared for.

The name and telephone number of nominated contacts (who are on call and available when the service is operating) will be clearly displayed near the service telephone.

Emergency procedures and evacuation plans are developed in consultation with the children and are on display at all times. Children will be made aware of procedures required in the event of an emergency situation involving the single educator. This may include contacting another adult or the emergency services. These procedures will be practiced regularly.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.26 OSHC Service Social Media Guidelines

The service recognises that social media networking sites and other internet applications are effective methods for communicating with families who use the service and are committed to ensuring and promoting safe and positive communications. This policy aims to establish guidelines and procedures for the set-up and ongoing administration of the OSHC social media pages/sites with the intention to ensure all communications are appropriate.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Family and Child Guardian Act 2014
- Child Protection Act 1999 and Regulations 2000
- Privacy Act 1988 and Regulations 2013
- Code of Conduct
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 2.1 – Respect for Children, 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.8 – Anti-bullying, 2.13 – Use of Photographic and Video Images of Children, 2.18 – Cyber-bullying, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 8.14 – Employee Online Social Networking, 8.22 – Educator Interactions – Professional Boundaries, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.5 – Complaints Handling, 9.8 – Parent conduct, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology.

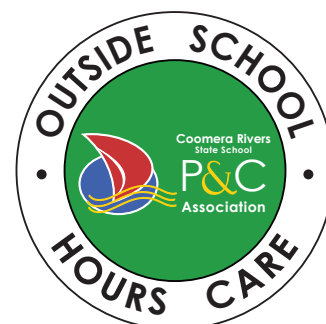


Procedures

Definition

‘Social Media’: refers to any online tools or functions that allow people to communicate via the internet. This includes, but is not limited to, websites and applications such as:

- Social networking sites: Facebook, LinkedIn;
- Video and photo sharing websites: YouTube, Flickr, Story Park, Notebook; and
- Blogging and micro blogging sites: Twitter.



Management Responsibilities

The privacy and confidentiality of families, children, management and employees of the service is of paramount importance therefore the Approved Provider will ensure guidelines are established to monitor all social media communications.

The Approved Provider will authorise the establishment of all service social media communication methods using the following guidelines for administration:

- A maximum of two administrators will be delegated to approve and monitor social media activity;
- Privacy settings will be defined to ensure delegated administrators approve any posts before being made public; and
- Inappropriate posts and comments will be deleted and dealt with in accordance with this policy and procedures.

Management will develop guidelines for educators regarding their participation with families currently connected with the education and care service on social media sites such as Facebook and Twitter (see Policy 8.14 – Staff Online Social Networking)

Information, photographs and/or videos related to educators, children or families will not be disclosed or published on the service social media site without written consent from that individual or their family.

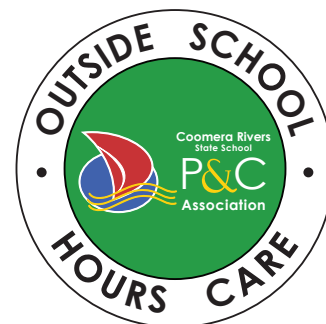
Communication

The service will use social media to support rather than replace already established family communication methods.

The service social media site will be used as a tool for sharing information and program updates with service families and may include (but not be limited to) the following:

- General service notices and reminders;
- Promotion of upcoming service and/or community events;
- Seeking ideas and suggestions on service program and operations;
- Providing important links and information relating to children's health and wellbeing;
- Reaffirming details provided through other family communication sources such as newsletters, notices and flyers; and/or
- Photographs depicting daily events, environment and activities.

Through the Family Handbook, information will be provided with regard to expectations for family communication with the service which may include comments and posts through social media.



Permissions/Authorisations

In giving general consent, families authorise in writing, the sharing and publication of information, photos and/or images of their child, prior to being posted on any social media sites.

Educators and volunteers engaged with the service must authorise in writing, the sharing and publication of information, photos and/or images of themselves, prior to being posted on any social media sites.

Delegated administrators will have discretion to approve/deny access to the service's social media site.

Policy Breach

All grievances and/or complaints in relation to use of the service's social media will be dealt with as per the Complaints Handling Policy (see Policy 9.5).

Misuse of social media can have serious consequences for the Approved Provider, the service, its employees and families, therefore any party that posts negative or defamatory comments on the service's social media sites will be reported to the service administrators.

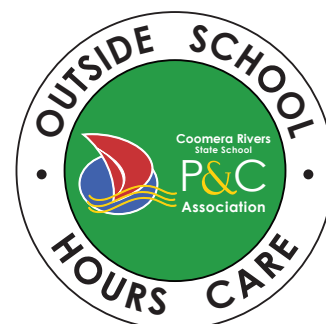
Continued posting of negative and/or defamatory comments will result in the offending party being blocked from the service's social media accounts.

The Nominated Supervisor/Coordinator is responsible for ensuring adherence to these social media guidelines. This includes undertaking appropriate investigation of any suspected or identified breach. In the event of serious misconduct, procedures as per the relevant service policy will be followed.

References

Department of Education, Training and Employment. (2013). P&C's Social Media Guide. Retrieved from P&C's Qld: <http://www.pandcsqld.com.au/documents/2013/11/pc-social-media-guide.pdf>

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.27 Self-Assessment and Continuous Improvement Policy

The service acknowledges and recognises that continuous improvement is an important part of the National Quality Framework and takes a proactive approach to establishing effective processes and systems for evaluating and reviewing current practices and identifying area and practices for improvement.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- 'My Time, Our Place' Framework for School Age Care in Australia
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 8.1 – Role and Expectations of Educators, 8.10 – Employee Orientation and Induction, 9.6 – Parent and Community Participation, 10.1 – Quality compliance, 10.5 – Approval Requirements under Legislation, 10.10 – Managing Compliance within the Service.



Procedures

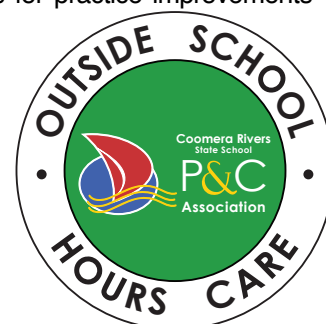
Self-assessment and continuous improvement is an ongoing process. The Approved Provider and Nominated Supervisor will actively work towards developing a culture of self-assessment and continuous improvement in every aspect of service operations.

The Approved Provider and Nominated Supervisor shall be responsible for developing a continuous improvement process which will include regular reviews of the quality of current service and educator practices.

As part of the service's overall continuous improvement process, all standards and elements of the National Quality Standard will be reviewed on a regular basis in order to identify:

- Effectiveness of current practice in delivering quality outcomes for children, families and educators;
- Improvements to current practices, procedures and service routines; and
- Changes to be implemented as a result of review.

All stakeholders (management, educators, families and children) will be encouraged to be involved in the service's continuous improvement process with ideas and suggestions for practice improvements welcomed.



To comply with regulatory requirements, the Approved Provider will ensure that a Quality Improvement Plan is prepared and maintained for the service that:

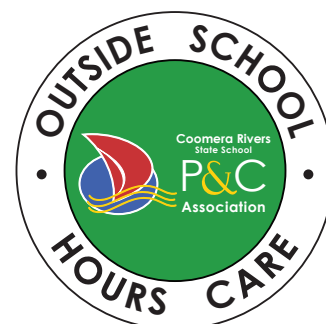
- Contains a statement of philosophy of the service.
- Includes the assessment of the quality of practices of the service against the National Quality Standard and the National Regulations;
- Identifies the areas requiring improvement, goals and the steps to improve; and
- Maintains notes with dates of the progress being made

The Approved Provider will ensure that the service's Quality Improvement Plan is reviewed and revised:

- At least annually; and/or
- When directed by the Regulatory Authority

The Approved Provider will submit the service's current Quality Improvement Plan to the Regulatory Authority on request.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.28 Record Keeping and Retention Policy

The service acknowledges its duty to document and maintain appropriate employee, family and child records in line with regulatory requirements. This policy outlines the types of records kept by the service as well as the procedure for secure storage and/or archiving of such records.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Child Protection Act 1999 and Regulations 2000
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- Children's Services Award (State) 2012
- Commonwealth Child Care Act 1972 (Child Care Benefit)
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Australian Government Child Care Services Handbook
- National Quality Standard Areas 1-7
- Policies: 2.4 – Arrivals and Departures of children, 2.5 – Reporting of Child Abuse, 2.6 – Behaviour Support and Management, 2.13 - Use of Photographic and Video Images of Children, 3.1 – Educational Program Planning, 3.2 – Program and Documentation Evaluation, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 3.10 – Observational Recording, 4.5 – Incident, Injury, Illness or Trauma,, 4.6 – Medication, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 4.17 – Children with Medical Conditions, 6.3 – Work Health and Safety, 7.2 – Drills and Evacuations, 7.3 – Harassment and Lockdowns, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.6 – employee and volunteer Grievance, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 9.2 – Enrolment, 9.9 – Acceptance and Refusal of Authorisations, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.8 – Information Handling (Privacy and Confidentiality), 10.10 – Managing Compliance within the Service, 10.18 – Court Orders and the Release of Children in Care, 10.22 – Determining the Responsible Person, 10.23 – Provision of Information, 10.24 – Privacy Policy.

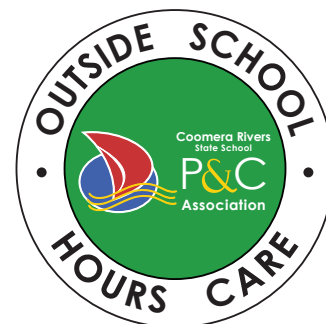


Procedures

Records to be kept in relation to the service

In order to comply with regulatory requirements the service shall maintain current policies and procedures, particularly in relation to the following matters:

- Health and safety, including matters relating to:
 - Nutrition, food and beverages, dietary requirements;
 - Sun protection;
 - Water safety, including safety during any water-based activities; and
 - The administration of medication and first aid.



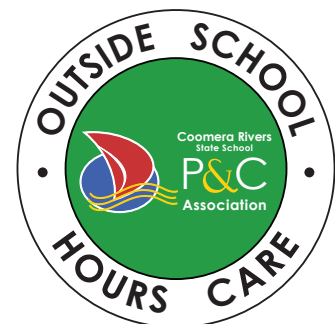
- Incident, injury, illness and trauma procedures;
- Dealing with infectious diseases;
- Dealing with medical conditions in children;
- Emergency and evacuation;
- Delivery of children to, and collection of children from the service;
- Excursions
- Providing a child safe environment including child protection;
- Staffing, including:
 - A code of conduct for staff members; and
 - Determining the responsible person present at the service; and
 - The participation of volunteers and students on practicum placement.
- Interactions with children;
- Enrolment and orientation;
- Governance and management of the service including confidentiality of records;
- The acceptance and refusal of authorisations;
- Dealing with complaints; and
- Payment of fees and provision of a statement of fees charged by the service.

The service shall keep a record of any compliance matters, including:

- Details of any amendment of the service approval including:
 - The reason stated by the Regulatory Authority for the amendment;
 - The date on which the amendment took, or takes, effect; and
 - The date (if any) that the amendment ceases to have effect;
- Details of any suspension of the service approval (other than a voluntary suspension), including:
 - The reason stated by the Regulatory Authority for the suspension;
 - The date on which the suspension took, or takes, effect; and
 - The date that the suspension ends.
- Details of any compliance direction or compliance notice issued to the Approved Provider in respect of the service, including:
 - The reason stated by the Regulatory Authority for issuing the direction or notice;
 - The steps specified in the direction or notice; and
 - The date by which the steps specified must be taken.
- The compliance records must not include any information that identifies any person other than the Approved Provider.

Records required to be kept in order to comply with requirements of the Child Care Management System (CCMS):

- Electronic Enrolment and Attendance Record Reports (or access to copies);
- Attendance records including absences;
- Copies of supporting documentation for Additional Absences for each child;
- Documents to support claims for Special Child Care Benefit and 24-hour care;
- Copies of receipts issued to people, who have paid child care fees;
- Enrolment forms;
- Approval to operate a child care service issued by the state and territory in which the service operates;



- Current service insurance records and policies; and
- Accounting records, including cashbooks and journals.

Records required to be kept by the service in relation to building and environmental safety include (but not limited to):

- Annual Occupiers' Statements;
- Certificate of Building Classification;
- Emergency and Evacuation instructions/plan for each building;
- Evacuation signs and diagrams for each evacuation route;
- Emergency evacuation/lockdown evaluation records;
- Personal Emergency Evacuation Plan (PEEP) for any individual who cannot use the normal evacuation procedures;
- Maintenance records for all fire safety equipment.

As per regulatory requirements, the service must ensure that, for the purposes of the educational program, records of evaluations of children's wellbeing, developmental needs, learning and participation in the program are maintained.

The service shall keep all records, in compliance with, and as prescribed under other relevant legislation, regulations, local government by-laws and national codes, and as mentioned in specific policies of the service.

Records to be kept in relation to educators

For the purposes of this policy, the term educators includes (but is not limited to) the Educational Leader, volunteers, vocational students and responsible persons. Staff records for all educators (including the Nominated Supervisor) will include:

- Full name, address and date of birth of the person;
- Evidence of any relevant qualifications held by the person; or if applicable, that the person is actively working towards that qualification;
- Evidence of any approved training (including first aid training) completed by the person; and
- Clear copy of positive notice for child related employment (Blue Card).

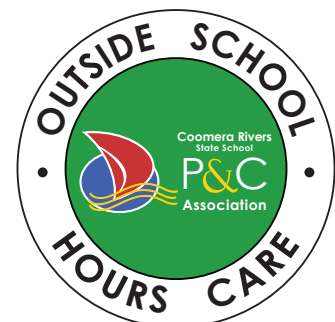
The staff record must include the name of the person designated as the Educational Leader.

The staff record must include the full name, address and date of birth of each student or volunteer who participates at the service. The service must also keep a record for each day on which the student or volunteer participates at the service, the date and the hours of participation.

The approved provider must keep a record of educators working directly with children that includes the following information:

- The name of each educator who works directly with children being educated and cared for by the service; and
- The hours that each educator works directly with children being educated and cared for by the service (rosters and timesheets).

The service will keep a record of the responsible persons who have been delegated, and with their written acceptance, to be placed in day to day charge of the service. The staff record will identify the name of the responsible person at the service for each time that children are being educated and cared for by the service.



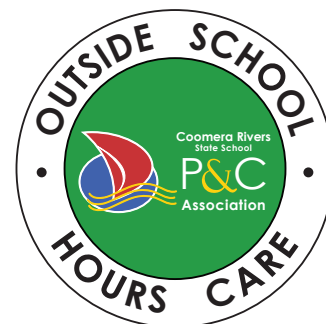
The Approved Provider will maintain all employment records and other relevant employee documentation for educators including (but not limited to):

- Timesheets and/or wage books;
- Personal information including next of kin and medical information;
- Employee contracts, letters of employment, etc.; and
- Records of any work, health and safety incident or injury.

Records to be kept in relation to children and families

The service will ensure that an enrolment record is kept for each child that includes (as a minimum) the following information:

- The full name, gender, date of birth and address of the child;
- The name, address and contact details of:
 - Each known parent of the child;
 - Any person who is to be notified of an emergency involving the child and if any parent of the child cannot be immediately contacted;
 - Any person who has been given permission by a parent or family member to collect the child from the Service;
 - Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child;
 - Any person who is authorised to authorise an educator to take the child outside the service's approved area.
- Clear copies of any court orders, parenting orders or parenting plans relating to the child's residence; to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child; or the child's contact with a parent or other person.
- The language used in the child's home;
- The cultural background of the child and, if applicable, the child's parents;
- Any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;
- An authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the service to seek:
 - Medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
 - Transportation of the child by an ambulance service.
- If relevant, an authorisation for the service to take the child on regular outings;
- The child's Medicare number and the name, address and telephone number of the child's registered medical practitioner or medical service;
- Details of any specific healthcare needs of the child, including:
 - Any medical condition;
 - Allergies, including whether the child has been diagnosed as at risk of anaphylaxis;
 - Any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy;
 - Details of any dietary restrictions for the child; and
 - The immunisation status of the child;



The service shall ensure that children's attendance records are kept and shall include:

- The full name of each child attending;
- The date and time each child arrives and departs; and
- A signature of one of the following persons at the time that the child arrives and departs:
 - The person who delivers the child to the education and care service premises or collects the child from the education and care service premises; or
 - The nominated supervisor or an educator.

The service will keep a medication record for all children enrolled at the service. The records will include:

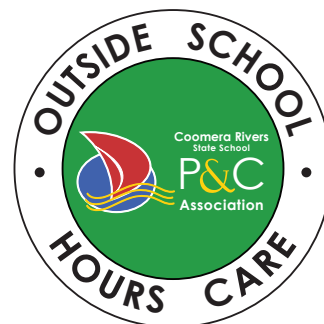
- The name of the child;
- The authorisation to administer medication (including, if applicable, self-administration), signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication;
- The name of the medication to be administered;
- The time and date the medication was last administered;
- The time and date, or the circumstances under which, the medication should be next administered;
- The dosage of the medication to be administered;
- The manner in which the medication is to be administered.

If the medication is administered to the child, or the child self-administers their medication, the record must include:

- The dosage that was administered;
- The manner in which the medication was administered;
- The time and date the medication was administered;
- The name and signature of the person who administered the medication;
- The name and signature of the educator witness to the dosage and administration.

The service must ensure that an incident, injury, trauma and illness record is kept in accordance with regulatory requirements. The incident, injury, trauma and illness record must include:

- Details of any incident in relation to a child or injury received by a child or trauma to which a child has been subjected while in care, including:
 - The name and age of the child;
 - The circumstances leading to the incident, injury or trauma; and
 - The time and date the incident occurred, the injury was received or the child was subjected to the trauma.
- Details of any illness which becomes apparent while the child was in care including:
 - The name and age of the child;
 - The relevant circumstances surrounding the child becoming ill; and
 - The time and date of the apparent onset of the illness.
- Details of the action taken by the service in relation to any incident, injury, trauma or illness which a child has suffered while in care, including:
 - Any medication administered or first aid provided;
 - Any medical personnel contacted;
 - Details of any person who witnessed the incident, injury or trauma;



- The name of any person the service notified or attempted to notify;
- The time and date of the notifications or attempted notifications;
- The name and signature of the person making an entry in the record, and the time and date that the entry was made;

The information above must be recorded as soon as practicable, but not later than 24 hours after the incident, injury or trauma, or the onset of the illness.

Length of time records must be kept

In order to comply with regulatory requirements, the Service will keep records for the following periods:

- If the record relates to an incident, illness, injury or trauma suffered by a child while being educated and cared for by the service, until the child is aged 25 years;
- If the record relates to an incident, illness, injury of trauma suffered by a child that may have occurred following an incident while being educated and cared for by the service, until the child is aged 25 years;
- If the record relates to the death of a child while being educated and cared for by the service or that may have occurred as a result of an incident while being educated and cared for, until the end of 7 years after the death;
- In the case of any other record relating to a child enrolled at the education and care service, until 3 years after the last date on which the child was educated and cared for by the service.
- If the record relates to the Approved Provider, until the end of 3 years after the last date on which the Approved Provider operated the education and care service;
- If the record relates to the Nominated Supervisor or staff member of an education and care service, until the end of 3 years after the last date on which the Nominated Supervisor or staff member provided education and care on behalf of the service; and
- In the case of any other record, 3 years after the date on which the record was made.

Confidentiality and storage of records

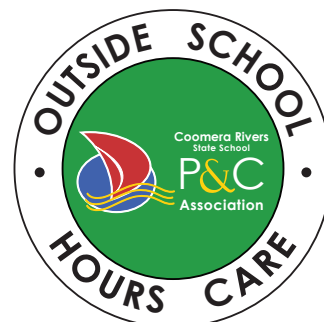
Documentation collected by our service will be stored in a safe and secure location for the relevant time periods as set out above and only made accessible to relevant and authorised individuals.

If the service is transferred to another Approved Provider under the law, documents relating to a child will not be transferred without the express consent of the child's parents.

The service will ensure that information kept in a record is not divulged or communicated through direct or indirect means to another person other than:

- The extent necessary for the education and care or medical treatment of the child to whom the information relates;
- A parent of the child to whom the information relates, except in the case of information kept in a staff record;
- The Regulatory Authority or an authorised officer;
- As expressly authorised, permitted or required to be given by or under any Act or law; and
- With the written consent of the person who provided the information.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.29 Hardship and Administration of Additional Child Care Subsidy Policy

The service is committed to ensuring that Special Child Care Benefit (SCCB) is administered effectively and in accordance with relevant legislation. The procedures outlined in this policy describe the steps taken to ensure compliance with the service's obligations as an approved child care service for the purpose of administering SCCB.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Australian Government Child Care Service Handbook
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 10.4 - Fees 10.30 - Conflict of Interest



Procedures

The service shall maintain a current copy of the Australian Government Child Care Provider Handbook on site.

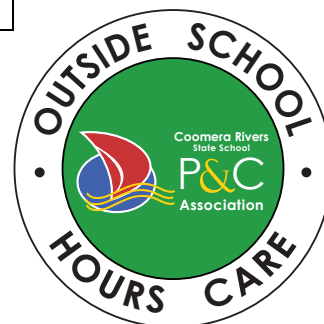
Additional Child Care Subsidy

The service is authorised to administer Additional Child Care Subsidy.

This shall be done in accordance with the legislated requirements requiring that families/parents complete the relevant application form and that the service representative (Coordinator, Director, Administrator) is able to approve in the first instance up to 13 weeks of SCCB for applicants who meet the described eligibility criteria.

In the case of a perceived or real conflict of interest for the service representative, advice will be sought from the Approved Provider in proceeding with the approval or rejection of the application.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.30 Conflict of Interest Policy

The service is committed to ensuring that business and operational decisions are not negatively impacted by either a perceived or real conflict of interest. In the interests of transparency, accountability and probity, the following guiding principles and procedures for identifying, declaring and dealing with conflicts of interest will be followed by the service's executive, employees and volunteers. For the purpose of this policy, conflict of interest also includes a potential conflict of interest.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 10.10 Managing Compliance within the Service, 10.11 – Management Code of Conduct



Procedures

How does conflict of interest arise?

A conflict of interest occurs when the private interests of a service executive, employee or volunteer come into conflict with their duty to act in the best interests of the organisation. Conflicts of interest are particularly relevant where the executive, employee or volunteer has a decision-making role.

Conflicts of interest are not wrong in themselves and can happen without anyone being at fault. However, it is vital that they are disclosed and managed effectively to ensure that the service executive, employees and volunteers perform their duties in a fair and unbiased way.

Personal interests that can give rise to conflicts may be pecuniary, involving an actual or potential financial gain, or non-pecuniary without any financial element.

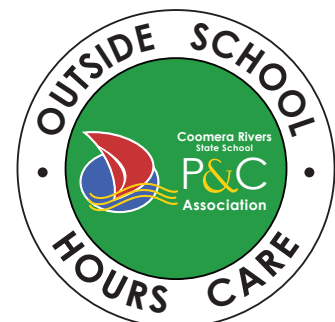
Identifying direct and indirect conflict of interest

A direct interest is a reasonable likelihood that the circumstances of the person (including a company) would be directly altered if a matter is decided in a particular way, including a reasonable likelihood that:

- The person will receive a direct financial benefit or loss; and
- The residential amenity of the person will be directly affected.

The five types of indirect interest include:

1. Close association;
2. Indirect financial interest;
3. Conflicting duty;
4. Receipt of an applicable gift; and
5. Becoming an interested party



Declaring and reporting conflict of interest

It is the responsibility of the executive, employee or volunteer to make a declaration of the conflict of interest as soon as this becomes known to the person. This declaration should be made to the relevant person in the organisation. All conflicts of interest should be reported to the Approved Provider.

Dealing with resolving conflict of interest

The main ways resolution can be achieved are:

- Restrict;
- Recruit;
- Remove; and/or
- Relinquish

Restricting the person with the conflict in the participation of decision making is an appropriate method where the conflict is not likely to arise frequently.

Recruiting an independent person to oversee all or part of the process is an appropriate method where the conflict is more significant and needs more practice management.

Removing the person with the conflict from the process is appropriate where there is ongoing serious conflict of interest and restriction or recruitment is not practical or feasible.

Relinquishing the private interest that gives rise to the conflict.

A record shall be made of the conflict of interest and how it was resolved.

Ongoing management of conflict of interest

The service will manage conflicts of interest by:

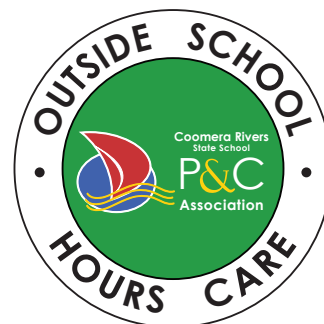
- Including information on processes for managing conflicts of interest in documents aimed at external stakeholders as relevant;
- Ensuring employees complete a statement of private interests (such as secondary employment and/or business dealings) on commencement, annually or at another appropriate time;
- Putting processes in place to ensure that statements of interest are updated at regular intervals; and
- Formally recording arrangements for addressing each conflict so that the agency can demonstrate how each conflict of interest was managed.

References

<http://www.icac.nsw.gov.au/preventing-corruption/knowning-your-risks/conflicts-of-interest/4897>

http://www.macquarielawyers.com.au/files/How_To_Identify_A_Conflict_Of_Interest.pdf

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.31 Managing Compliance

The service recognises that strategies must be in place to ensure ongoing compliance with relevant legislation. This policy is designed to identify the various legislation and government authorities where compliance is required and clear strategies for ensuring the service actively monitors compliance aspects.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and Regulations 2011
- Duty of Care
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Australian Government Department of Education Children's Services Handbook
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 8.2 – Educational Leader Policy, 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation Policy, 10.6 – Nominated Supervisor Policy, 10.7 – Insuring Risks Policy, 10.9 – Risk Management and Compliance Policy.



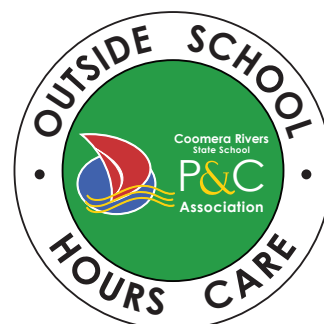
Procedures

The service shall actively work towards compliance with:

- Education and Care Services National Law, 2010 and Regulations 2011;
- National Quality Standard for Education and Care Services and School Age Care;
- Commonwealth Child Care Act 1972 (Child Care Benefit);
- Family and Child Commission Act 2014;
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011;
- Work Health and Safety Legislation; and
- Child Protection Legislation.

Compliance monitoring strategies shall be implemented including:

- Developing compliance checklists for use within the service on a regular basis such as, safety checklists;
- Updating the compliance checklists on a regular basis or as new information regarding changes to the implementation of regulations, legislation or standards becomes available;
- Seeking reputable organisations to conduct external audits and to provide reports regarding compliance issues to the service on a regular basis; and
- Acting on any relevant recommendations or notification to changes in compliance requirements immediately.



The service will keep a record of its compliance history and to make it accessible upon request. The history must include:

- Any amendments to Service Approval made by the Regulatory Authority;
- Details of any suspension of the service approval; and
- Details of any compliance direction or compliance notice issued to the Approved Provider in respect of the service.

Information shall be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks, as well as having access to a full copy of the service policies and procedures at the service.

A copy of the Education and Care Services National Law and National Regulations will be made accessible at the service's premises at all times for use by the Nominated Supervisor, staff members, volunteers and parents of children at the service.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Positive Notice Blue Card Compliance

All employees (Paid or Exemption), volunteers (Volunteer) and executive members of management (Business Owners) must hold a current and valid Working with Children Check – Blue Card.

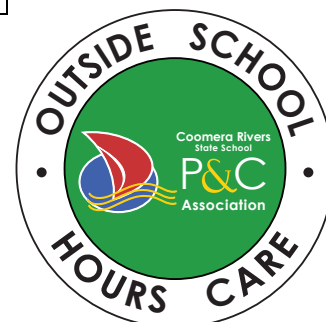
Prospective paid employees shall not be engaged to work at the service until appropriate application for a blue card has been made. Required evidence of such application shall be maintained at the service.

A blue card register will be maintained at the service containing copies of blue cards of all employees, volunteers and executive members of management. The register shall be referred to by the coordinator/administrator on a regular basis to track expiry dates.

All employees, volunteers and executive members of management holding existing blue cards prior to their involvement with the service shall be required to complete appropriate documentation to have their engagement with the service recorded e.g. <https://www.bluecard.qld.gov.au/pdf/forms/DJAG008-Link-an-applicant-or-cardholder.pdf>.

All employees, volunteers and executive members of management shall be provided with information regarding their responsibilities in holding a blue card.

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.32 Appropriate Governance Policy

The Approved Provider is responsible to ensure that appropriate governance arrangements are in place to guide service decision making ensuring effective oversight and management of the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- The organisation or entity's constitution
- Policy 10.2 Role and Composition of Management Committee
- National Quality Standard, Quality Area 7 – Governance and leadership
- Specific provisions for P & C operated OSHC services:
- Queensland Education (General Provisions) Act 2006
- Accounting Manual for Parents and Citizens' Associations



Procedures

The Approved Provider will ensure decision making is consistent with the organisation's governance framework (conceptual structure and set of rules) as articulated in the organisation's constitution which outlines how the organisation is managed and controlled.

In the case of a P & C operated OSHC, the P & C as the Approved Provider will ensure that decision making is informed by and consistent with the requirements articulated in the relevant laws and provisions, including (but not limited to):

- Queensland Education (General Provisions) Act 2006
- Accounting Manual for Parents and Citizens' Associations
- P & C Qld - Support Guide for P & Cs
- P & C Qld - Quick Guide for P&C Executive Officers

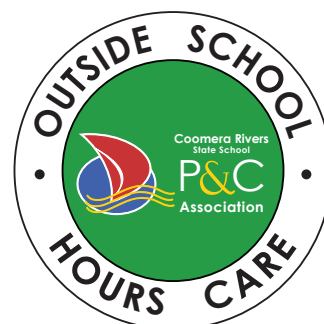
References

<https://www.legislation.qld.gov.au/legisln/current/e/educgenpra06.pdf>

<http://education.qld.gov.au/finance/procedure/pandc/pdfs/pandc-whole.pdf>

<http://www.pandcsqld.com.au/>

Date of Development	Date Ratified	Date of Review



Policy Group 10: Management and Administration

10.33 Managing Notifications

The service recognises that strategies must be in place to ensure notifications are made as required and to the relevant authority. This policy and procedure identifies the relevant authorities to which there is an obligation to notify of an event or occurrence within the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Child Protection Act 1999 and Regulations 2000
- Child Protection (Mandatory Reporting— Mason's Law) Amendment Act 2016
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Australian Government Department of Education Children's Services Handbook
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- National Quality Standard, Quality Area 7 – Governance and leadership
- Policies: 8.2 – Educational Leader Policy, 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation Policy, 10.6 – Nominated Supervisor Policy, 10.7 – Insuring Risks Policy, 10.9 – Risk Management and Compliance Policy.

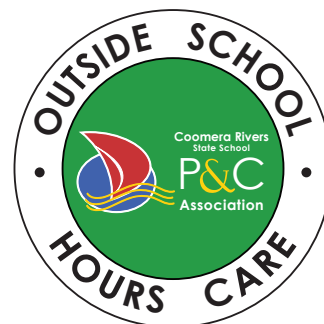


Procedures

The service shall make notifications as follows:

The Education and Care Services National Law Act 2010 and Regulations 2011 sets out incidents and allegations that are notifiable to the Regulatory Authority while a child or children are being educated and cared for by the service. These include:

- The death of a child while that child is being educated and cared for at the service or following an incident while that child was being educated and cared for by the service;
- A serious injury or trauma while the child is being educated and cared for, which required urgent medical attention from a medical practitioner; or the child attended, or should have attended a hospital (e.g. broken limb);
- Any incident involving a serious illness at the service, where the child attended, or should have attended a hospital (e.g. severe asthma attack, seizure or anaphylaxis);
- Any circumstance where a child appears to have been taken or removed from the service premises by someone not authorised to do this;
- Any circumstance where a child is mistakenly locked in or out of the service premises or any part of the premises;
- A serious incident where emergency services attended an education and care service in response to an emergency.



- Any incident where you reasonably believe that physical and/or sexual abuse of a child has occurred or is occurring while the child is being educated and cared for by the service;
- Any allegation that sexual or physical abuse of a child has occurred or is occurring while the child is being educated and cared for by the service;
- Any circumstance at the service that poses a significant risk to the health, safety or wellbeing of a child attending the service;
- Notice of any appointment or removal of a person with management and control of the service
- Adding one or more nominated supervisors to the service (including the person's written consent);
- A nominated supervisor change;
- A nominated supervisor's name or contact details change;
- Any change to the hours and days of the operation of the service;
- A complaint that alleges a serious incident has occurred or is occurring while a child is being educated and cared for by a service;
- A complaint that alleges the National Law and/or National Regulations have been contravened;

See also <http://www.acecqa.gov.au/Notification-types-and-timeframes>

The Approved Provider/Nominated Supervisor of the service, under the Education and Care Services National Law Act 2010 will make notifications to the Regulatory Authority through the National Quality Agenda IT System (NQA IT System), or by contacting them.

The Child Protection Act 1999 requires education and care staff as 'mandatory reporters', to notify and make a report to Child Safety if they form a reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse, and may not have a parent able and willing to protect them. (see 2.5 Reporting of Child Abuse Policy)

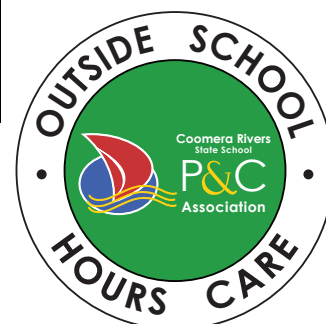
The Work Health and Safety Act 2011 sets out what sort of incidents are notifiable to Work Health and Safety Queensland (WHSQ). An incident is notifiable if it arises out of the conduct of a business or undertaking and results in the death, serious injury or serious illness of a person or involves a dangerous incident.

The person conducting a business of undertaking must keep a record of each notifiable incident for at least five (5) years from the date notified to WHSQ.

References

<http://files.acecqa.gov.au/files/NQF/KeyChangesNotificationComplaints.pdf> accessed 26 Oct 2017

Date of Development	Date Ratified	Date of Review



Appendix: A

Schedule Checklist: National Quality Standard elements reflected in Policies and Procedures

This checklist is designed to assist users of this Manual to align their policies and procedures to the 7 Quality Areas of the National Quality Standards (NQS).

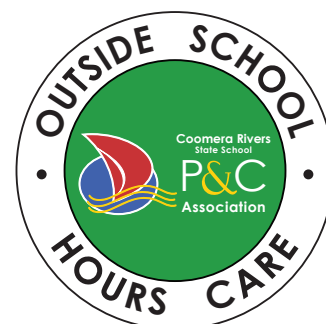
In Chapter 5 you will find sample policies and procedures that will help you comply with the specific requirements of NQS. For an explanation of the National Quality Standard, refer back to Chapter 3 of the Manual.

Once you develop your own 'Policies and Procedures Manual' for your service, drawing on the samples given in Chapter 5 where appropriate, you can then use this Schedule to help create your own checklist.

Always remember that this Manual assumes compliance with meeting the National Regulations and the National Quality Standard (see Chapter 3 for an explanation of this system). If your service chooses to implement practice that exceeds the NQS your policies will reflect procedures and practice that extends on meeting the NQS.

Note: This checklist is prepared based on the Guide to the National Quality Standard, available as at the date of publication.

You should check at <http://www.acecqa.gov.au> for up to-date resources as they apply to the National Quality Standard.



Appendix: B

Key Terms

Approved Provider – an individual person or group granted approval by the state Regulatory Authority to operate an education and care service

Approved Service – a service approved by the state Regulatory Authority to provide education and care to children

Assessment and Rating – process through which education and care services are assessed by the Regulatory Authority for compliance with national legislation and for the quality of practice against the National Quality Standard

Australian Children’s Education and Care Quality Authority (ACECQA) – the national administrative body that oversees the implementation of the National Quality Framework throughout Australia

Authorised Officer (AO) – employed by the Regulatory Authority to assess and rate the quality of service practice against the National Quality Standard and the National Framework Legislation, and to manage notifications of complaints or serious incidents at services

Certified Supervisor (service) – as per current legislation, Approved Providers are deemed to be the certified supervisor and as such have authority to appoint suitability qualified and experienced persons to act as the Responsible Person/s at their approved service

Coordinator – member of staff at a service appointed to act as the person placed in the day to day charge of service. This person is often the Nominated Supervisor (but not necessarily)

Duty of Care – obligation under common law and the rules of negligence for education and care services to protect children, families, staff and all visitors to the service from harm. Refer to Chapter 3 of this Manual. Approved Providers, Nominated Supervisors, educators and staff need to understand their responsibilities under duty of care

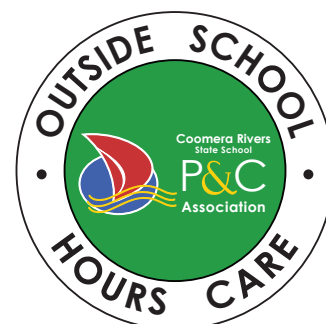
Early Childhood Education and Care (ECEC) – is the Regulatory Authority for education and care services in Queensland falling under the umbrella of the Department of Education and Training in Queensland

Education and Care Services National Law Act 2010 – establishes a national approach to the regulation and quality assessment of education and care services throughout Australia including Early Childhood, Family Day Care and Outside School Hours Care services

Education and Care Services National Regulations 2011 – sets requirements under the National Law Act 2010 that must be met by education and care services

Educational Leader – appointed by the Approved Provider to lead and facilitate delivery of a quality education and care program for the children at their service, to guide educator practice and understanding of the approved learning framework and to set program goals

Elements – identified quality practice that aligns to the Standards and Quality Areas of the National Quality Standard



My Time, Our Place: Framework for School Age Care in Australia – outlines the Principles and Practice that support and promote learning Outcomes for children over preschool age

National Quality Framework (NQF) – Developed to promote wellbeing, educational and developmental outcomes for children and to promote continuous improvement in the provision of an education and care service (refer Chapter 3)

National Quality Standard (NQS) – Sets the benchmark across 7 quality areas for services to assess the quality of their operational and program practice

Nominated Supervisor – a suitably qualified and experienced person appointed by an Approved Provider to be in the day to day charge of a service

Outside School Hours care (OSHC) – OSHC services provide care to children over preschool age operating from school /community sites

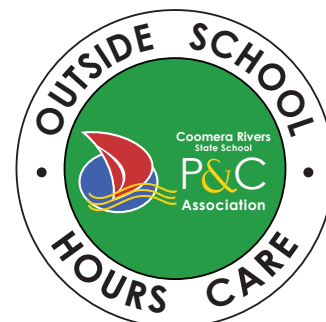
Quality Improvement Plan (QIP) – must be developed by each service as part of a collaborative process of self-assessment of the quality of practice against the NQS and the national legislation

Regulatory Authority – responsible for approvals, monitoring and quality assessment for education and care services in their state or territory. In Queensland this authority is the Department of Education and Training - Early Childhood Education and Care

Responsible Person /Person in Charge – a suitably qualified or experienced educator/s appointed by the Approved Provider to act as the Responsible person in Charge in the absence of the Nominated Supervisor

School Age Care (SAC) – centre-based services approved to deliver education and care to children over preschool age and comprise outside school hours care (OSHC) and family day care (FDC)

Standards – set the benchmark for quality practice and are aligned to the 7 Quality Areas of the NQS



Appendix: C

Resources

Australian Children's Education and Care Quality Authority (national administrator of the National Quality Framework providing information for providers and educators)

<http://www.acecqa.gov.au/educators-and-providers1>

Blue Card Services (issuing clearances to operate and work in education and care services)

<https://www.bluecard.qld.gov.au/applications/applications.html>

<https://www.bluecard.qld.gov.au/education-and-care-services-and-similar-employment/index.html>

Child Care Benefit (information for education and care services)

<https://www.education.gov.au/child-care-service-handbook>

Child Protection and Mandatory Reporting

<https://www.communities.qld.gov.au/childsafety/protecting-children/about-child-protection/mandatory-reporting>

Children's health and immunisation

https://www.nhmrc.gov.au/files/nhmrc/publications/attachments/ch55_staying_healthy_childcare_5th_edition_0.pdf

<http://www.australia.gov.au/information-and-services/health/childrens-health-and-immunisation>

<http://vaccinate.initiatives.qld.gov.au/schedule/>

Education and Care Services National Law 2010

[http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/51dea49770555ea6ca256da4001b90cd/B73164FE5DA2112DCA2577BA0014D9ED/\\$FILE/10-069a.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/51dea49770555ea6ca256da4001b90cd/B73164FE5DA2112DCA2577BA0014D9ED/$FILE/10-069a.pdf)

Education and Care National Regulations (current version as at 23 December 2016)

<http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

Health and infectious diseases information is available from the Commonwealth Government at www.health.gov.au and from Queensland Health at www.health.qld.gov.au

National Association for Child Protection and Child Abuse (programs, resources and initiatives)

<http://napcan.org.au/our-programs/>

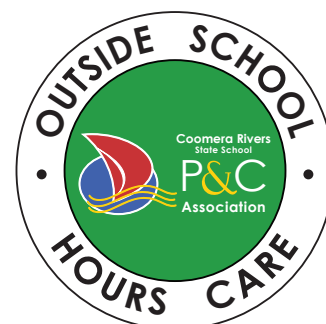
Other Queensland legislation is available from www.legislation.qld.gov.au

Parents and Citizens Associations Queensland

<http://education.qld.gov.au/corporate/pandc/> and

<http://www.pandcsqld.com.au/>

Queensland Children's Activities Network (QCAN) Inc. (peak body for OSHC in Queensland) www.qcan.org.au



Queensland Government - Early Childhood Education and Care (approvals, licensing and regulation of child care services in Queensland including assessment and rating of services)

<https://det.qld.gov.au/earlychildhood>

State Award for education and care services (private) and P & C managed services

http://www.qirc.qld.gov.au/resources/pdf/awards/c/c0600_ar10.pdf

http://qirc.qld.gov.au/qirc/resources/pdf/awards/p/parents_and_citizens_associations.pdf

Workplace Health and Safety law, codes and standards

<https://www.worksafe.qld.gov.au/>

<https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>

