

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.



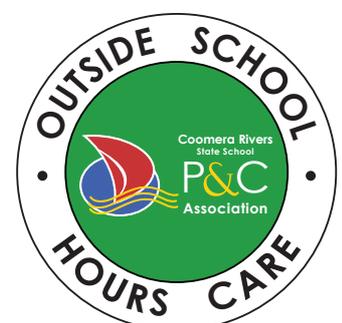
Procedures

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.



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.

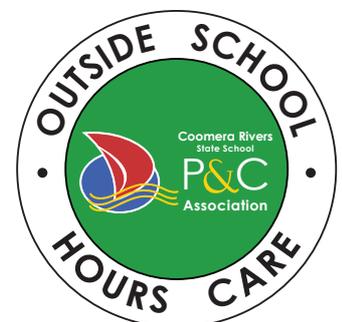
Enrolment at this service for children over pre-school age is available from the beginning of the calendar year in which they will attend school. Families may need to provide documentation relating to proof of age prior to enrolment being accepted.

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.



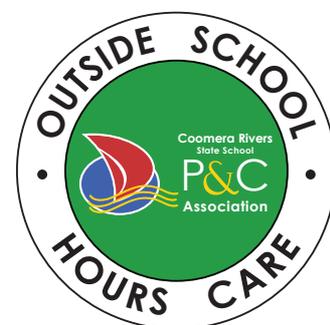
Policy Group 9: Family and Community

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]).



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.

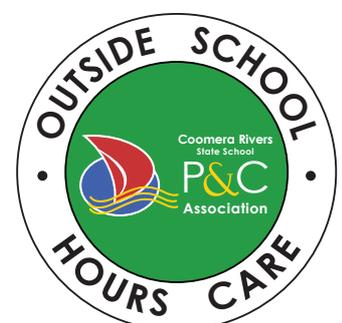
The Coordinator will treat all enquiries and concerns, and the persons making them, seriously and with respect, endeavouring wherever possible to answer questions and provide relevant information.

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.

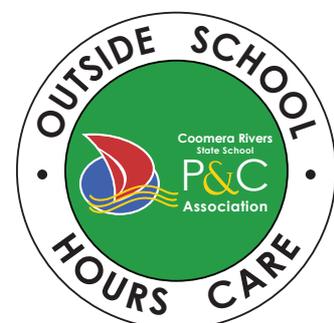
Information for parents will also be communicated through:

- Regular newsletters;
- Memos posted on sign in sheet, notice board and via email;
- Regular meetings between Coordinator/educators and parents/guardians;



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- 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).



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 into account by modifying or enhancing these policies and procedures, or the program, as appropriate.



9.5 Feedback and Complaints

Policy Statement

The service recognises feedback and complaints can be essential to ensuring a high standard of education and care is provided to children accessing the service as well as the broader community. These mechanisms inform quality improvement practices, promote inclusive access to services required to meet the needs of individuals and uphold the rights of children and families.

The service acknowledges the right of children, parents, and others to raise a complaint about any issues that impact the service delivery or the quality of care provided. All individuals will be provided with accessible complaint procedures and information on opportunities to raise a complaint.

Concerns held by stakeholders can range in their level of severity/seriousness. The service's policy reflects this, recognising that **feedback** can be either positive, affirmative communication or alternatively observations about possible suggestions or improvements, whereas **complaints** are a more serious view that something is unsatisfactory or unacceptable. The service is committed to ensuring all claims are handled in a manner consistent with principles of natural justice. Individuals should be free to raise a complaint without fear of retribution or victimisation. The Approved Provider is committed to leading a culture that reflects an openness to address concerns held by stakeholders in a fair and reasonable manner.

The Approved Provider also recognises their duty to comply the *Human Rights Act (Qld) 2019* and when relevant follow Departmental policy in handling complaints relating to potential violations of any human right, additionally the Approved Provider recognises duties to comply with *Education and Care Services National Regulations 168 (2)(o) and 173(2)b*.



Relevant Laws and other Provisions

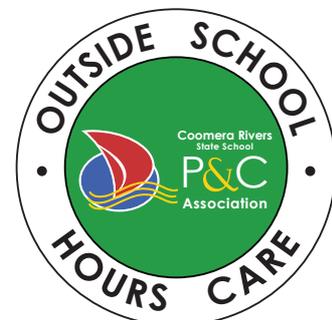
- *Education and Care Services National Law Act 2010 and Regulations 2011*
- *Human Rights Act (Qld) 2019*
- *Australian Government Department of Education Child Care Provider Handbook*
- National Quality Standard, Quality Areas:
 - 1 – Educational program and practice
 - 2 – Children's health and safety
 - 4 - Staffing arrangements
 - 5 - Relationships with children
 - 6 - Collaborative partnerships with families and communities
 - 7 – Governance and leadership

Related Policies

- 2.2 Statement of Commitment to the Safety and Wellbeing of Children
- 8.6 Employee and Volunteer Grievance
- 9.2 Enrolment and Orientation
- 9.3 Communication with Families
- 9.4 Communication with Community
- 10.32 Appropriate Governance
- 10.35 Promoting and Protecting Human Rights

Auxiliary Documentation

- 9.5.1 - Complaint Record
- 9.5.2 - Complaint Register Template





Procedures

Children

1. Children should be supported to express and raise concerns freely. Sensitivity may be required to fully understand the Children's perspectives and interests. Educators should demonstrate proactive openness to hear and understand the concerns and feedback raised by children.
2. All issues and concerns expressed by children will result in support and guidance by Educators, who will seek a timely and fair resolution.
3. Educators will communicate resolved and unresolved concerns to the Nominated Supervisor.
4. Where a resolution isn't immediately found, educators will model constructive behaviours and skills by assisting children to define the problem, its cause, discuss options and solutions, assess strategies and arrive at an agreed course of action.
5. Issues of a serious nature will be dealt with by the Nominated Supervisor and/or Approved Provider and in the appropriate forum.
6. Serious concerns raised by children will be communicated to parents at the earliest possible convenience, ensuring this is completed by the Nominated Supervisor or Responsible Person in Charge within 24 hours.
7. Serious concerns reaching the threshold for complaint may require incident reporting and notification to the Regulatory Authority (see 4.5 *Incident, Illness, Injury or Trauma* policy and 10.33 *Managing Notifications*).

Parents, Stakeholders and Employees

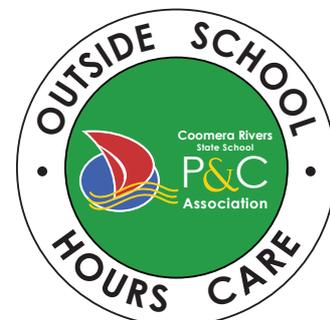
Parents will be advised of the Feedback and Complaints Policy on enrolment. Details will be contained in the OSHC Family Handbook. Information about the name and position of the person to whom complaints may be directed will be displayed in a prominent location. This will also include their contact information including telephone number and email address.

Feedback

Parent feedback is welcomed and encouraged. Parents are welcome to communicate their feedback constructively at any point. Where concerns cannot be immediately addressed, the Nominated Supervisor will follow up with the parents for discussion and steps to resolution. The person taking the feedback (Nominated Supervisor, educator etc.) should clarify if the person is indeed expressing feedback or if they would like to raise a complaint for further management and/or resolution.

Complaints Process

1. Parents, stakeholders and employees may raise their complaint either verbally or in writing. Any staff member can receive a complaint. Details of the complaint should be directed to the Nominated Supervisor for initial handling.
2. The Nominated Supervisor will be the preferred contact for initial complaints. However, the complainant will have the ability to raise concerns with the Approved Provider directly.
3. The Approved Provider should be the contact for complaints where:
 - a. the complaint is about the conduct of the Nominated Supervisor.
 - b. the complainant is not comfortable to take the complaint to the Nominated Supervisor.
 - c. the complainant is not satisfied with the Nominated Supervisor's handling of the complaint.
 - d. the complaint is regarding a matter of administration, management or governance.
4. Any complaints relating to misconduct of a staff member will be handled in accordance with relevant underperformance or misconduct procedures.
5. All complaints raised are to be documented on the 'Complaints Record' and recorded in the 'Complaints Register'. These records are stored in accordance with the service's information handling policy – securely, maintaining privacy and confidentiality through password protection.
6. The Nominated Supervisor will notify the Approved Provider of any complaints. The Approved Provider and Nominated Supervisor will discuss and plan who is most suitable to fulfil the role of complaint handler. They should be free from bias, impartial, have the capacity to manage the complexity and conflict, and be suitable within the criteria listed above (item 3).
7. Matters of a complaint relating to compliance with the *Education and Care Services National Law and/or Regulations* or the quality of care provided are required to be notified to the Regulatory Authority. If in doubt, a representative should refer to the Regularity Authority for further guidance and/or assistance.



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8. Where the nature of the alleged complaint is suitable to be managed by the Approved Provider (internally), the complaint handler will contact the complainant to discuss (within 48 hours), seeking to identify:
 - a. the nature and details of the complaint
 - b. the resolution sought
9. Where a resolution can be easily addressed, the complaint handler will collaborate an action plan with the complainant and confirm the resolved status of the complaint. These items will be documented by the complaint handler and the complaint will be considered finalised.
10. Where resolution is not easily sought due to:
 - a. strong dispute of the nature of the complaint or objection to the allegations,
 - b. the conclusion will benefit from procedural fairness,
 - c. previous resolutions have been unsuccessful, or
 - d. there is a conflict of interest;the Approved Provider will take steps to either mediate between the relevant parties (if appropriate) or investigate the matter to conclusion.
11. The complaint handler will notify the complainant of the intention to either undertake mediation or investigation. The complaint handler will also outline anticipated timelines of either process with the complainant at this point. All anticipated timelines should be reasonable in the circumstance.
12. The mediation or investigation may be facilitated by the Approved Provider or outsourced to a third-party. Any mediator or investigator appointed should be free from bias, impartial and have the capacity to undertake the task.
13. Where an investigation is undertaken - the investigator will gather relevant information, including statements from the complainant and/or additional information from relevant parties. The investigator's role is limited to establishing the facts based on the evidence at hand and the balance of probability. The investigator will report back to the Approved Provider addressing if they have found the allegation to be either be substantiated or unsubstantiated.
14. The Approved Provider will review the findings of any investigation and provide an outcome to the complainant.
15. All finalised documentation and reports will be stored confidentially (*see 10.8 Information Handling (Privacy and Confidentiality)*).

Where a complaint relates to the possible violation or restriction on a **human right**, the Approved Provider will report the details to the Principal for handling. Where the complaint is referred for Departmental handling, the service will be directed by Departmental representatives before proceeding further.



9.5.1 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 (NLO1)	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



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.

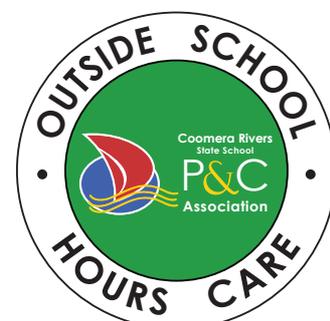
Community

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.



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.



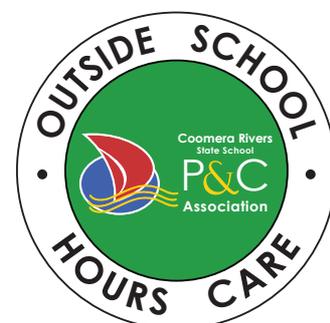
Procedures

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.



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.

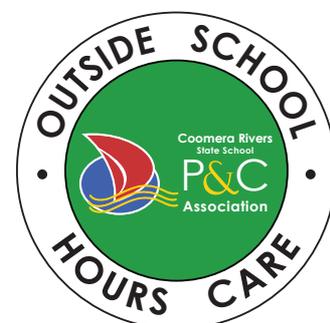
Appropriate communication shall include, but not be limited to:

- 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.



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.

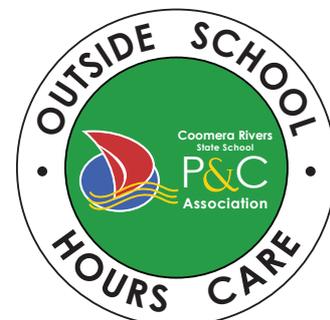
Parent authority, in writing, will be required before any child will be allowed to leave the approved area of the service. This includes (but is not limited to):

- 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.



Policy Group 9: Family and Community

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.



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

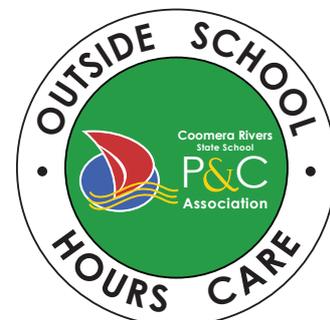
The service shall establish protocols and procedures that effectively monitor and manage visitors, whilst attending the service. All visitors must report to the SAC office on arrival at the service and sign the Visitors Register. Visitors will be required to display a 'visitors' badge at all times whilst 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.



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

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

