



Out of School Hours Care Policy Handbook

Fulham North Primary School
Out of School Hours Care
Cr Cheadle Street & North Street
Henley Beach SA 5022
Phone: 0413318645

“Working Towards Excellence for the Future”

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1 Policy Group 1: Service Philosophy and Goals

1.1 Our Philosophy

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 Standards
- 'My Time Our Place' Framework for School Age Care

This Philosophy Statement provides the foundation for all activities, policies, and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedure on any issue, the Service uses these principles and philosophies to help resolve the issue. The written policies and procedures of the Service have been developed and will be monitored and reviewed with these values in mind. Fulham North OSHC is a place where children can enjoy play and leisure experiences that allow them to feel safe and relaxed. They also get to interact with friends and educators, practice social skills, solve problems, try new activities, and learn life skills.

Fulham North OSHC believes in the following principles:

- **Play, learn, grow** - We believe that through interesting and constructive play children can develop their creative, cognitive, and social skills and thus grow in knowledge, maturity, and self-confidence. Our school's statement of purpose provides a fitting complement: "We love to learn, we learn to grow, we grow to care, and we strive to improve in all that we do".
- **Trust and mutual respect** - We believe that trust and mutual respect underpin all relationships at our Service – among children, between children and adults and among adults. Relationships based on trust and mutual respect promote the physical and psychological wellbeing of children.
- **Active and healthy** - We believe that physically and mentally active children are healthy children. We also promote the importance of healthy eating.
- **Inclusion, participation and collaboration** - We believe in equity, fairness and teamwork. We acknowledge that children at our Service are diverse in ages, abilities and circumstances. We make all feel welcome and encourage everyone to have a go at individual and team activities. We recognise that children's families are their first and most influential teachers and therefore collaborate between educators and families about matters affecting their children.

- **Improvement** - We believe in the regular review of our policies, procedures, and programs so as to improve the services we provide to children and families and welcome constructive feedback
- **Cultural** –The service believes that children have the right to have their individual and cultural identity recognised and respected
- We value Australia’s Aboriginal and Torres Strait Islander cultures as a core part of the nation’s history, present and future. We seek to embed Aboriginal and Torres Strait Islander perspectives in our day-to-day practice with children and families.

1.2 Our Goals

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care services National Law Act and Regulations 2011
- National Quality Standards
- ‘My Time, Our Place’ Framework for School Age Care

We have several goals on which our service is based. These goals are based on the Outcomes for Children as described in “My Time, Our Place” Australian Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – Fulham North OSHC aims to provide a safe and supportive environment in which children can continue to develop an understanding of themselves and others, and to grow in confidence and empathy through opportunities for problem-solving and cooperation.
- **Be connected with and contribute to their world** - Fulham North OSHC aims to encourage children to develop a sense of community belonging and an awareness of the need for them to participate constructively in social groups and activities. Fulham North OSHC also seeks to foster in children an appreciation of fair play and an understanding of and respect for the differences between people.
- **Have a strong sense of wellbeing** - Fulham North OSHC seeks to promote the physical and psychological wellbeing of children by maintaining a happy, interesting, and safe environment, and to have children take increasing responsibility for their own health and wellbeing through informative discussion and active play.
- **Be confident and involved learners** - Fulham North OSHC aims to cater for the creativity and curiosity of children so that they enjoy learning and to provide opportunities for them to think and communicate about what they have learnt.
- **Be effective communicators** - Fulham North OSHC seeks to enhance the ability of children to express themselves confidently and meaningfully in different ways and for a variety of purposes, and to increase their capacity to understand communications by others.

2 Policy Group 2: Children

2.1 Respect for Children Policy

The children, and their wellbeing, health, and safety, are the focus of the Fulham North OSHC. Children are to be always treated by educators and other staff members as unique and valued individuals and with respect and dignity.

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
- NQS Area: 1.1; 1.2; 2.1.1, 2.1.2; 2.3.4; 4.2.1; 4.3.2; 5; 7.1.1, 7.1.2; 7.2.1, 7.2.3, 7.3.5
- Policies: 2.4 – Arrivals and Departures of Children, 2.5 – Reporting of Child Abuse, 2.6 – Behaviour Management and Support, 2.8 – Anti-bullying, 2.9 – Inclusion and Anti-bias, 2.11 – Including Children with Special/Additional Needs 2.13 – Use of Photographic and Video Images of Children, 2.15 – Children's Property and Belongings, 3.3 – Educators Practice, 4.9 – Children's Toileting.

Procedures

The children are to be considered and, as far as reasonably possible, actively involved in the ongoing development of:

- Program and activities (see Policy 3.1 – Educational Program Planning)
- the rules of behaviour Fulham North OSHC (see Policy 2.6 – Behaviour Support and Management)
- the physical aesthetic environment of Fulham North (NQS Area 3 – Physical Environment)

Educators will: -

- Foster all children's self-esteem and confidence, empowering them to make choices and guide their own play.
- Promote children's sense of belonging, connectedness, and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner
- Have high expectations for each child, valuing their individual capacity to achieve and ensuring they experience in their achievements:
- Respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child.
- Treat all children equitably and respond positively to all children who require their attention; and
- Communicate with children respectfully, taking the time to listen and value what they say

2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy

The Service regards of utmost importance its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or other primary carers. Such a policy includes a statement of commitment to the safety and wellbeing of children whilst attending the OSHC 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 2011
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Duty of Care
- NQS Area: 2.3;4.2.1;7.1.1; 7.1.2, 7.1.5;7.3.2,7.3.5
- Policies: 2.5 – Reporting of Child Abuse, 2.6 – Behaviour Support and Management,2.8 – Anti- bullying, 2.9 – Inclusion and Anti-bias, 2.11 – Including children with Special/Additional Needs, 2.13- Use of Photographic and Video Images of Children, 3.3 – Educator's practice, 4.9 – Children's Toileting
- Student Protection Risk Management Strategy

Procedures

Management, nominated supervisors, educators and other staff shall be committed to providing an environment that is safe and always promotes the wellbeing of all children through:

- Requiring that educators, staff, and management sign a code of conduct (see Policy Group 8 & 10)
- Ensuring educator employment and training procedures are used so that the Service employs suitable people and conducts adequate orientation (see Policy Group 8).
- Ensuring educators are directed to ensure that, when setting up for all activities, there is a safe physical environment as far as reasonably foreseeable.
- Children are actively supervised to ensure that they are protected from harm caused by
 - Physical injury; or
 - Harassment and other non-physical harm to the child, whether caused by other children, staff, parents of other children or any other person.
- Educators seek to ensure that they are not alone at the Service with a child, except in an emergency.
- Educators will supervise all areas available to children
- Written parental permission will be obtained for children to be photographed by staff of the Service. Photographs will be for Service use only.
- Educators will instruct the children to inform them when going to the toilet and will ensure that the Toileting Policy (see Policy 4.9) is always followed.
- Educators, other staff and volunteers are to comply with legal requirements to apply for, and hold, the appropriate child worker clearances under the Working with Children (Risk Management and Screening) Act 2000.

The Governing Council of Fulham North OSHC will comply with legal requirements to hold a current positive suitability notice under the Working with Children (Risk Management and Screening) Act 2000. The Administrator, or Quality Officer for the Service (see Policy 10.1) will:

- keep a copy of the clearances and suitability notice referred to above.
- Ensure that the Service and its staff are aware of all legislative requirements and changes relating to the protection of children, including under the Education and Care Services National Law Act 2010 and Regulations 2011, Working with Children (Risk Management and Screening) Act 2000 and other relevant legislation.

2.3 Educator to Child Ratios Policy

Staff-to-child ratios will be in keeping with, or better than, those guidelines set out in the Education and Care Services National Regulations 2011. In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the children and any special needs that the children may have.

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
- NQS Area: 1.1.5; 2.1.1; 2.2.2; 2.3.1; 2.3.2, 2.3.3; 3.1.3; 3.2.1'3.3.2; 4.1; 4.2.1; 5.1.2; 5.1.3; 6.1.3; 6.3.3; 7.1;; 7.2.2; 7.3.1; 7.3.2, 7.3.2, 7.3.5;
- Policies: 3.5 – Excursions, 3.6 – Transport for Excursions, 4.5 – Illness and Injury, 7.2 –Drills and Evacuations, 7.3 Harassment and Lockdown

Procedures

In setting educator ratios, Management will be guided by the Education and Care National Regulations 2011 and the transitional provisions for South Australia, which set out the following:

- a maximum of 15 school age children to 1 educator
- Educators must be working directly with children to be included in the ratios.
- At least 1 Educator, with the required first aid qualifications, will be in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the service.
- The Service aims to staff with a ratio of 1 staff for every 12-15 children.

Children who may require additional support, assistance or attention are considered. This may include extra educators in accordance with funding and support arrangements for that child.

For excursions, educator ratios will be determined once a full risk assessment of that activity has been conducted. When setting these ratios the following aspects of the excursion will be taken into account:

- The proposed route and destination for the excursion.
- Any water hazards and/or risks associated with water-based activities; and
- The transport to and from the proposed destination for the excursion; and
- The number of adults and children involved in the excursion; and
- Given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialized skills are required (e.g. lifesaving skills); and
- The proposed activities and duration of the excursion.

The Service aims to staff with a ratio of 1 staff for every 8 – 10 children.

2.4 Arrivals and Departures of Children Policy

Fulham North OSHC's responsibility for the child begins when she/he enters the premises and ends when the child leaves the premises in keeping with the Policies and Procedures set out below. For the safety and protection of children, and in keeping with Duty of Care considerations, the Service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from Fulham North OSHC.

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
- Child Protection Act 1999 and Regulations 2011
- Australian Government Department of Education Children's Services Handbook
- Duty of Care
- NQS Area: 2.3.1, 2.3.2; 4.1; 4.2.1; 6.1.1, 6.1.3; 6.3.2; 7.1.1, 7.1.2; 7.3.
- Policies; 2.3 – Educator Ratios, 2.12 – Managing Duty of Care – Non-Attending Children, 2.14 – Bookings and Cancellations, 3.8 – Extra Curricular Activities.

Procedures

HOURS OF OPERATION

| | | | |
|----------------------------|--------------|---------------------------|--------------|
| Before School Care: | 7 – 8.30am | After School Care: | 3 – 6pm |
| (Vacation Care): | 7.30am – 6pm | Pupil Free Days: | 7.30am – 6pm |

- All Children will be signed in and out by the parent/guardian or other person (authorised nominee) whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so.
 - Before School Care: All children must be signed in by an authorised person and signed out by an educator;
 - After School Care; All children must be signed in by an educator and signed out by an authorised person;
 - Vacation Care/Pupil Free Days: All children must be signed in and out by an authorised person.
- Cancellation of bookings will only be accepted if originated from parents/guardians.
- Please note that there will be no cancellations excepted on excursion days as they are booked and paid for up front. We require a 48-hour notice for before and after school care, and 5 working days' notice for any incursion and in centre activities.
- For extracurricular activities, children will be signed out of the service as per signed permission form. See Policy 3.8 (Extra Curricular Activities) for more information.
- As from when the child has been duly signed into the service, Fulham North OSHC takes responsibility for the child until the child is duly signed out of the service.
- Educators will, where it is possible without unreasonably endangering any person, not allow children to leave our centre unaccompanied, or to be released to a person other than the parent or guardian of the child, or to an authorised person as permitted under the above procedure. If in doubt, the Director, or delegate, will contact a parent/guardian immediately to discuss.
- Where no written authority has been received, the parent or guardian may give permission by email or txt message (as the first preference) or by telephone for an alternative person to collect the child or for the child to leave the centre unaccompanied. The parent must provide the name and description of any such person concerned and proof of their identity will be required on arrival.
- No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation of verbal approval) will be kept.

Late Arrivals and Departures

- If children who are booked into the Service for care have not arrived within fifteen minutes of expected arrival, the parent/guardian will be contacted on the most recent numbers, and if necessary, emergency numbers, provided by the parent/guardian. The school should also be contacted.
- If at closing time children have not been collected or parents have not made arrangements for collection within 15 minutes of normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary, emergency numbers, provided by the parent/guardian. A late fee of \$1.00 per minute will be charged for failure to collect children by 6: 00pm. If you are inadvertently delayed, staff must be notified as early as possible for the delay.
- In the event there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the police.
- A late fee will be applicable. See Policy 10.4

Departures of children with Self Care or Sibling Care Arrangements

The service will apply the following procedure for children who are permitted to leave the premises by way of written instruction from their legal parent/guardian either on their own or with a sibling:

The service will require that the parent/guardian provide the following information

- The date/s and times of departure.
 - The child's destination;
 - Mode of transport i.e. on foot or bicycle; and
 - Name and date of birth of older sibling collecting the child (if applicable)
-
- The child will be signed out by an educator upon leaving the premises;
 - Fulham North OSHC acknowledges that families must use their discretion in determining the capacity of their own children to enter self-care arrangements

Definition

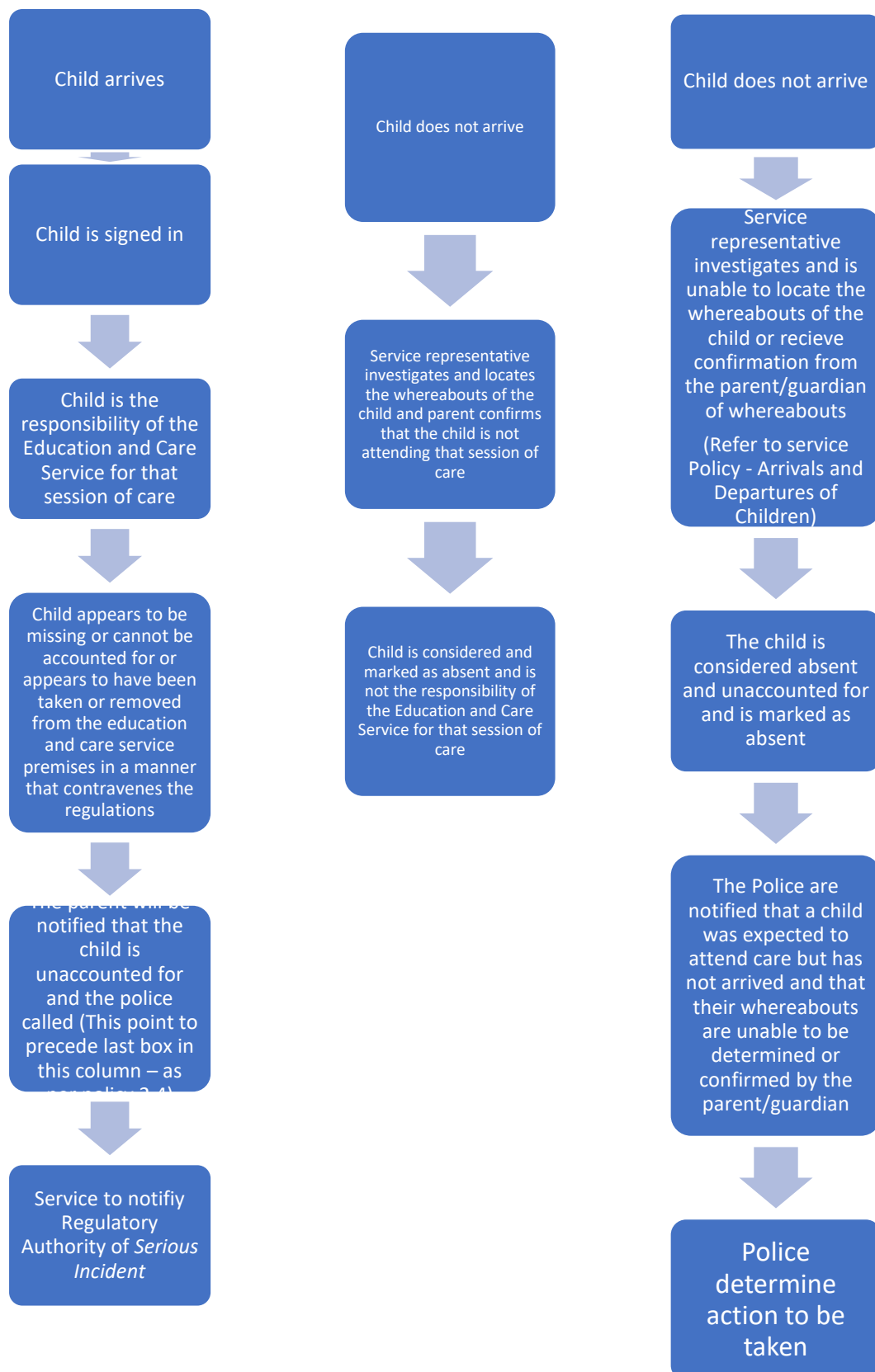
The Australian Criminal Code 1899 (Section 364A) states:

- A person who, having the lawful care or charge of a child under 12 years, leaves the child for an unreasonable time without making reasonable provision for the supervision and care of the child during that time commits a misdemeanour. Maximum penalty is three years imprisonment.
- Whether the time is unreasonable depends on all relevant circumstances.

Children Leaving Without Permission

- If a child leaves the Service in any other circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.
- Staff will not leave the centre to pursue a child if:
 - it will or may leave the other children in the Service with insufficient supervision (see Policies 2.2 and 2.3); or
 - It will or may expose that staff member to an unacceptable risk of personal harm.

OSHC Arrival and Accountability Procedure



Reporting of Child Abuse Policy

Fulham North OSHC abides by the guiding principles of the Child Protection Act 1999 that the safety, wellbeing and best interests of a child are paramount, and that a child has a right to be protected from harm or risk of harm.

The Child Protection Act 1999 requires certain professionals, referred to as 'Mandatory Reporters' to make a report to Child Safety, if they form a reasonable suspicion that

a child has suffered 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.

The Education and Care Services National Regulations 2011 requires an Approved Provider to notify the Regulatory Authority of information in respect of prescribed matters including incidents where the Approved Provider reasonably believes that physical and/or sexual abuse of a child has occurred or is occurring while a child is cared for at an education and care service, or an allegation that sexual abuse of a child has occurred or is occurring while a child is being educated and cared for at the a service. (National Regulation 175(2)(d)& (e)

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 (Mandatory Reporting- Mason's Law) Amendment Act 2016
- Family and Child Commission Act 2014
- Duty of Care
- Child Protection Act 1999 and Regulations 2000
- NQS Area: 2.3; 4.2;5.1;5.2;7.1,7.2,7.3..
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection from Harm, 2.10 – Reporting Guidelines and Directions for handling Disclosures and Suspicions of Harm, 8.4 – Educator Professional Development and Learning.
- Student Protection Risk Management Strategy

Procedures

- Approved Providers, Nominated Supervisors and Educators are Mandatory Reporters
- The Mandatory Reporters at our service will report reasonable suspicions or disclosures of harm to the Department of Child Safety
- Mandatory Reporters should also report to Child Safety a reasonable suspicion that a child is in need of protection caused by any other form of abuse or neglect
- Individuals who are volunteers or under the age of 18 years of age are not Mandatory Reporters
- Educators who are Mandatory Reporters may give information about their reportable suspicion to the Nominated Supervisor Fulham North OSHC to enable the Nominated Supervisor to take appropriate action
- To help with decision making and the need to report, the service will access and refer to the online guide from the Department of Child Safety (www.communities.qld.gov.au/childsafety/protecting-children)

- Relevant educators will record all details and objective observations immediately. This record is to be kept separate from any incident book and is to remain confidential. Information will be shared with the school Principal
- Where concerns do not reach the threshold for reporting to Child Safety, the family, with their consent may be referred to the Family and Child Connect for support (13FAMILY/133264)
- The Approved Provider will ensure that all educators have appropriate and up to date information and training regarding the services child protection policies, current Child Protection Laws and Regulations including the current mandatory reporting obligations
- All persons involved in a case of suspected child abuse will be treated with sensitivity and respect and all information to the case will remain confidential.
- For matters in relation to National regulation 175 (2) (d)&(e) the Nominated Supervisor as the representative of the Approved Provider will notify the Regulatory Authority via the National Quality Agenda IT System (NQA IT System) within 24 hours of an incident (<https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>) Where/if the NQA IT System is not accessible the Regulatory Authority will be contacted
- Relevant educators will record all details and objective observations immediately. This record is to be kept separate from any incident book and is to remain confidential.

2.5 Behaviour Support and Management Policy

Fulham North OSHC recognises the wide range of age groups that access School Age Care, as well as the differing developmental needs of individual children and the variety of diverse backgrounds. Behaviour support and management strategies play a vital role in providing a safe and happy environment and are approached by:

- Applying appropriate measures (in keeping with community standards)
- Focussing on supporting children to develop skills to self-regulate.
- Preserving and promoting children's self-esteem.
- Having regard to the other principles set out in the Philosophy Statement of our 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
- 'My Time, Our Place' Framework for School Age Care
- NQS Area: 1.1.5; 1.1.6; 2.1.1; 2.3; 4.1; 4.2.1; 5.2; 6.1.1, 6.1.3; 6.2; 6.3.2, 6.3.3; 7.1.2, 7.1.4, 7.1.5, 7.2.2; 7.3.2, 7.3.4, 7.3.5.
- Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 2.7 – Exclusion for Behavioural reasons, 2.11, - Including children with Special/Additional Needs, 3.3 – Educators Practice, 3.10 – Observational recording, 4.6 – Medication, 5.2 – Food and Nutrition, 9.3 – Communication with Families, 9.5 – Complaints Handling.

Procedures

- Educators are trained to respond to various developmental stages of the differing ages of the children who attend our Service and will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of our Service.
- Educators involve the children as far as reasonably possible in developing behaviour expectations for our Service.
- These behaviour expectations will be clear, child focused, based on acceptable wider community expectations, easy to understand and will be on display throughout the Service. This information is also in the Staff Handbook and in the Family, Handbook issued to all parents/guardians on enrolment
- Educators are required to discuss the behaviour expectations with the children on a regular basis, reinforcing why they are necessary.
- Educators are required to:
 - model appropriate behaviour, including using positive language, gestures, facial expressions and tone of voice;
 - monitor children's play, pre-empting potential conflicts or challenging situations and support children to consider alternative behaviours;
 - constantly and consistently use positive guidance strategies when reinforcing the service behaviour expectations;
 - support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions;
 - Acknowledge children through encouragement or reward when they make a positive choice in managing their own behaviour.
- Educators are not permitted at any time to use physical force/restraint or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.
- Educators prompt and support children who are experiencing anger, frustration or fear, to engage in another activity or move to a downtime/safe place
- Educators are required to follow the service behaviour management strategies and techniques, including completion of an incident report to be signed by the parent/guardian at the end of the day.
- Behaviour support plans will be implemented if deemed necessary by the Director. Support plans will be developed collaboratively with the Director, parent/guardian, child and other health/educational professionals as required.
- Parents/guardians are not permitted to approach other children attending the service regarding behaviour incidents and/or issues.

2.6 Exclusion for Behavioural Reasons Policy

Fulham North OSHC has a Duty of Care to all children who attend and educators who work within, the Service.

If:

- a child exhibits inappropriate behaviour, or behaviour which threatens the safety or wellbeing of any child or other person at our service;
- in the Director's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person at the Service; and
- the behaviour support and management procedures (see Policy 2.6) have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures,

Then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from Fulham North OSHC temporarily or, in some cases permanently.

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
- NQS Area: 2.1.1, 2.3.2; 4.2.1; 5.2.2, 5.2.3; 6.1.1; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4; 7.3.5
- Policies: 2.1 – Respect for Children, 2.6 – Behaviour Support and Management, 3.10 – Observational Recording; 9.3 – Communication with families, 9.5 – Complaints Handling

Procedures

In the first, second and third instance breach of rules which is classified as unacceptable behaviour, the following will occur:

- The staff member who was present will record the incident in writing.
- After a third incident has been recorded, the Director will consult with the Sub-Committee and a letter may be sent to the parent/guardian, stating that the child cannot return to Fulham North for one week. This is a discretionary decision depend upon the seriousness of each incident.
- At the end of that week a meeting will be held between the Director, parent and child to discuss possible strategies for including the child back into the program. If the child is included back and the same behaviour continues upon return, the child may be excluded permanently from Fulham North OSHC.
- If a child's behaviour causes or may reasonably cause physical danger to other children, staff or the child himself/herself, the parent/guardian of that child will be contacted immediately and asked to collect the child.
- The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Director and Committee.

Exclusion from school

If the Director becomes aware of any child, who usually attends the service, being excluded from the school they will:

- Contact the school to confirm exclusion.
- Speak with the Principal to confirm if exclusion applies at the OSHC service
- Contact the parent/guardian to confirm exclusion from the service (in accordance with the principal's direction).

2.7 Anti-Bullying Policy

As part of the Service's behaviour management policy, specific details in regard to the service's approach to issues of bullying are described in the anti-bullying policy. The Service has a Duty of Care to all children who attend as well as educators and staff who work within the Service. OSHC is committed to providing a safe and caring environment, which fosters respect for others. This service will not tolerate bullying. We are committed to providing a supportive program for all stakeholders including targets, bullies and witnesses.

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 Child Protection Regulations 2000
- Family and Child Commission Act 2014
- NQS Area: 1.1.5, 1.1.6; 2.1.1; 2.3.1,2.3.4; 4.2.1; 5.1.3; 5.2.6; 6.1.1, 6.1.3; 6.2.1, 6.2.2; 6.3.2; 7.1.2, 7.3.1, 7.3.2, 7.3.4, 7.3.5
- Policies: 2.1 – Respect for Children, 2.6 – Behaviour Support and Management, 3.10 – Observational Recording, 9.3 – Communication with Families, 9.5 – Complaints Handling

Procedures

Educators will:

- Model caring and tolerant behaviour towards children, parents, and other staff members
- Manage all observed or reported incidences of bullying as set out in this policy under “Responding to a Bullying Incident”
- Carefully monitor children’s behaviour while participating in any of the Service’s programs or activities
- Encourage children to report any incidents of bullying that they are either involved in or witness
- Protect the target from further harm
- Assist the bully to change his/her behaviour
- Keep a record of bullying behaviour by completing a service incident report

Children will be encouraged to:

- Report any incidents of bullying that they are either involved in or witness
- Help someone who is being bullied
- Do everything they can to keep the play safe and happy
- Use the strategies that they have been encouraged to use to deal with a bullying incident

Parents will be encouraged to:

- Encourage their child to report if they are bullied
- Watch for signs of bullying and
- Speak to OSHC staff if their child is being bullied or they suspect bullying
- Work with the OSHC in seeking a permanent solution
- Model caring and tolerant behaviour when interacting with children, educators or other parents and
- Promote strategies that enable their child to feel empowered and confident if they have to deal with a bullying incident

Responding to a Bullying Incident

The service is committed to implementing positive and permanent solutions to bullying. Educators, children and parents will work together to stop all bullying as part of the 'no tolerance' approach. The following steps will be followed.

- Educator intervention. Discussion with children involved and witnesses. Mediation between children with the aim to find an appropriate solution to the problem. Children are encouraged to use conflict resolution strategies. A back up plan is considered in the event that the first solution proves unsuccessful.
- Agreed solution implemented. Backup plan implemented if necessary.
- Incident recorded on appropriate forms

For reports of repeat occurrence of incident:

- Parent is notified and interview with child and Director is arranged. Appropriate report on incident and management details completed. Appropriate consequences for incident discussed and implemented.
- Monitoring of implementation of consequences.

Further offences may result in suspension from the service. Re-entry may require an agreed behaviour contract.

2.8 Inclusion and Anti-Bias Policy

The Service supports the principles of equity through implementing inclusive and anti-bias practices. At Fulham North OSHC, the common aim in equal opportunities is:

- to achieve equal relations between nationalities, races, religions, genders and special needs;
- to cultivate each child's ability to stand up for themselves and for others and act to promote equity and justice;
- to develop programs which support the goals of an anti-bias program;
- for each child to be able to recognise and challenge bias; and
- to regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where 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
- QLD Anti-Discrimination Act 1991
- 'My Time, Our Place' Framework for School Age Care
- NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 2.2.2; 3.1.3; 3.2.1; 4.2; 5.1; 5.2; 6.1.1; 6.2.2; 6.3.3; 7.1.2, 7.1.3, 7.1.5; 7.2.1, 7.2.3; 7.3.4, 7.3.5.
- Policies: 2.1 - Respect for Children, 2.6 – Behaviour Support and Management, 2.11 – Including Children with Special/Additional Needs, 3.3 – Educators Practice, 8.3 – Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling.

Procedures

Parents will:

- Inform the Director of the family and child's cultural and/or language requirements at the time of enrolment;
- Inform the Director of the family and child's additional needs at the time of enrolment or whenever identified;
- Be encouraged to contribute to the program and operation of the service by sharing information about their individual needs;
- Be informed via newsletter, noticeboard or other appropriate forms of communication about the service's policies and practices.

Educators will:

- Ensure that their language and daily practices are inclusive and non-discriminatory;
- Have the opportunity to develop their understanding of inclusion principles and anti-bias through professional development and active participation of in-service training;
- Self –evaluate and monitor their biases concerning gender, stereotypes or other differences between children;
- Ensure their behaviours comply with the service's policies and code of conduct;
- Utilise the parent's expertise in relation to their child's needs and communicate effectively with parents;
- Observe the local community of the service;
- Show respect for the various ways that families care for their children and be aware of different child-rearing practices and beliefs;
- Incorporate into the program advice identified through consultation with other professionals, the child's family and those with particular expertise in relevant areas;
- Ensure that their interactions with children:
 - Promote gender equality;
 - Promote equality regardless of race, culture or differences;
 - Encourage children to develop to their full potential regardless of different abilities or needs;
 - Acknowledge and value children's unique and individual differences.
- Implement a range of practices to actively counteract bias or prejudice such as:-
 - Provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds;
 - Use anti-bias language when communicating with children and families;
 - Talking to children about differences in positive ways;
 - Celebrating occasions that are relevant to a variety of cultures;
 - Sharing information with children about different cultures and ability backgrounds;
 - Providing inclusive models when discussing family structures with all children;
 - Providing inclusive resources, experiences and materials;
 - Providing information for children and families in other languages when appropriate;
 - Displaying posters and materials that are representative of a variety of social, cultural, linguistic and ability backgrounds; and
 - Ensuring the physical environment reflects an inclusive and anti-bias approach.

Management will:

- Support educators in their professional development opportunities to ensure the provision of inclusive and anti-bias programs;
- Assess service documents and communications to ensure that they are inclusive and promote an anti-bias approach;
- Ensure all enrolment policies and practices are inclusive and anti-bias;
- Provide the opportunity for parents and educators to contribute to the review of the policy on an annual basis;
- Ensure that all equipment and resources purchased are inclusive and anti-bias;
- Include in the educator selection criteria the applicant's ability to accept and implement inclusive practices and an anti-bias approach;
- Include information regarding the services commitment to inclusive practices and anti-bias in the Educator and Family Information Packages

2.9 Reporting Guidelines & Directions for Handling Disclosures and Suspicions of Harm Policy

The service actively works to provide all children with a safe and suitable environment. In the event that a child or relative discloses information to an adult, the service shall implement the following procedures to ensure that this information is managed appropriately and that all suspicions of harm are reported in accordance with relevant legislative requirements.

The Child Protection Act 1999 (section 9) states:

'Harm' to a child, is any detrimental effect of a significant nature of the child's physical, psychological or emotional wellbeing. For harm to be significant, the detrimental effect on the child's wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child's presentation, functioning or behaviour.

Harm may be categorised in the following types:

- Physical abuse, for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication;
- Emotional or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement;
- Neglect, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school; and
- Sexual abuse or exploitation, for example, sexual jokes or touching and exposing children to pornography.

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
- Child Protection Act 2014
- NQS Area: 2.3.4; 4.2.1; 5.2.3; 6.2.2; 6.3.1; 7.1.1, 7.1.2, 7.1.5; 7.3.
- Policies; 2.1 - Respect for Children, 2.5 – Reporting of Child Abuse, 2.8 – Anti-bullying, 3.10 – Observational Recording, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.5 – Complaints Handling.

Procedures

For Management:

- Management will ensure that educators receive appropriate child protection training.
- Management will ensure that educators receive information and support in how to handle situations where information is disclosed to them by a child or by a member of the child's family or other person.
- Educators/Staff shall report such information or suspicions of harm in a confidential manner to the Director or an Executive member of the Management committee.

For Educators- If you have suspicions that a child is being abused, an appropriate response should include the following:

- Have access to a copy of the Fulham North Oshc Student Protection Risk Management Strategy and be knowledge able about how to respond appropriately
- Be alert to any warning signs that may indicate the child is being abused;
- Observe the child and make written notes as soon as you begin to have concerns. Pay attention to body cues such as changes in the child's behaviour, ideas, feelings and the words they use;
- Have gentle, non-judgemental discussions with the child. Expressing your concern that the child looks sad or unwell can result in disclosures. Do not pressure the child to respond and do not ask leading questions that put words into a child's mouth;
- Assure the child they can come and talk to you when they need to, and listen carefully to a child when he/she does;
- Promptly advise the person nominated by your organisation of your concerns;
- Seek expert advice, or make a report by ringing the Office of Child Safety or Police.

Educators shall report such information or suspicions of harm in a confidential manner to the Director or a Member of the Management Committee. The Director or Member of Management shall take the required action following a disclosure or suspicion of harm:

- Ensure that the disclosure/suspicion of harm is documented by the educator involved as soon as possible
- Report to the Department of Child Safety, South Australian Police Service and/or the Office for Early Childhood Education and Care to formally lodge the disclosure using the appropriate mechanism
- The Department of Child Safety may be contacted by any member of staff to obtain professional advice regarding reporting the disclosure.
- The staff member receiving the disclosure may be required to speak with the Police as part of their investigations. Under Section 22 of the *Child Protection Act 1999*, a person who reports suspected child abuse is protected from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

2.10 Including Children with Special/ Additional Needs Policy

The service recognises that additional support may be required when including children with special needs into the program. These procedures will support the successful inclusion of children with special/additional needs through implementing practices which are conducive to a supportive environment for children, families and educators.

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
- Disability Discrimination Act 1992
- Inclusion and Professional Support Program Guidelines (2009-2012)
- NQS Area: 1.1, 1.2; 2.1.1, 2.1.2; 2.2; 2.3.1, 2.3.2; 3.1.3. 3.2; 4.1, 4.2.1; 5.1, 5.2; 6.1,6.2, 6.3; 7.1.1, 7.2.1,7.2.3; 7.3.2, 7.3.2, 7.3.4, 7.3.5
- Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 2.9 Inclusion and Anti-bias, 4.9- Children’s Toileting, 9.1 Access, 9.2-Enrolment, 9.3 – Communicating with Families

Procedures

- The service shall follow through with an equal opportunity enrolment process for all children. This will involve collecting appropriate information about children which may impact on their ability to participate in the program.
- The family shall be required to provide relevant information upon enrolment about their child/ren which refers to the child’s special/additional needs. This shall be in the format of appropriate questions on the enrolment form and interview procedure.
- The service shall have the right to request any information regarding the child/ren’s needs so far as it may impact on their ability to participate in the program and be appropriately cared for within the service.
- Parent permission shall be requested should the service wish to contact the Inclusion Support Agency (ISA). This shall be in the format as required by the ISA.
- The service shall contact the Inclusion Support Agency to obtain advice and information about the inclusion process as required.
- The processes outlined in the Inclusion Support Guidelines shall be followed to establish a service support plan.
- The service shall appropriately assess their capacity to include the child within the service through conducting a risk management process if necessary.
- The service shall maintain the right to decide regarding the suitable placement of children with special needs in the service based on the information, support, and advice available.
- Appropriate training and support shall be provided for all educators to ensure continuity of care and commitment to inclusion.

2.11 Managing Duty of Care – Children who arrive at the service without a booking

The service recognises that on occasion, children may arrive at or be brought to the service when they are

- Enrolled in the service but have not been booked in for a session; or
- Not enrolled at the service and have not been collected by their parent/guardian.

For whatever reason assistance is sought, the OSHC employees shall at all times be required to observe both their duty of care and statutory obligations to the best of their knowledge and capacity to ensure the safety and wellbeing of the child.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2
- Duty of Care
- NQS Area: 2.3; 6.1,6.3;7.3.
- Policies: 2.3 – Educator Ratios, 2.4 – Arrivals and Departures of Children, 9.2 – Enrolment, 9.3 – Communication with Families.

Procedures

- The service shall endeavour to establish a mutually beneficial relationship and coexistent policy with the school to ensure that the duty of care is upheld by all parties involved. To this extent the service will:
 - Follow school procedure by sending children to the office if they are not booked into OSHC.
 - Communicate with the school office by telephone or in person that the child has been referred to the office for collection by parents or guardians.
- **Child enrolled/known to service:** If the school office is unattended, the Administrator or Responsible Person on duty shall observe the following procedure when recording children as attending who are currently enrolled at the service:
 - Make reasonable attempts to call parents or authorised persons.
 - Ensure strict adherence to ratios and other legislative guidelines.
- **Child NOT enrolled/unknown to service:** If the office is unattended, the Administrator or Responsible Person on duty shall observe the following procedure when observing their duty of care for children who are not currently enrolled in the OSHC service:
 - Make reasonable attempts to call parents or authorised persons (including the School Principal or Administration) known to the child.
 - Ensure the children are safe and secure but not participating in the licensed activities of the service.
 - Call the police for support when a reasonable time has passed without any notification.

2.12 Use of Photographic and Video Images of Children

The service encourages the appropriate use of photographic and video images of children attending the service to support and promote their involvement in relevant programs and activities.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Family and Child Commission Act 2014
- Child Protection Act 1999 and Regulations 2000
- Privacy Act 1988 and Regulations 2013
- NQS Area: 1.1.4; 4.2.1; 5.2.3; 6.1.1, 6.1.2, 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5.
- Policies; 2.1 – Respect for Children, 3.2 – program and Documentation Evaluation, 3.10 – Observational Recording, 9.2 – Enrolment, 10.8 Information Handling (Privacy and Confidentiality), 10.2 Information Technology.

Procedures

- Parents shall be required to authorise permission for such images of their children to be taken and used by the service on relevant enrolment forms and documentation. Furthermore, parents shall also be informed of the procedure for processing photographic images.
- Such permission shall explicitly include local community and in-service activities and events.
- Parents shall be requested for special permission to be granted for photographs taken which are intended to be used for promotional purposes and may be viewed by persons outside of the local community in which the service resides.
- Employees of the service shall only be permitted to photograph children using equipment owned solely by the OSHC service or school (if shared equipment).
- Printing of photographs shall be conducted at professional photographic laboratories or within the service using the printing equipment available.
- To protect the privacy of families, children with their own electronic devices (e.g. Mobile phone, DSI etc.) will be encouraged not to photograph other children or educators with their own electronic devices.

2.13 Bookings and Cancellations Policy

The service management committee seeks to implement processes to ensure that the OSHC service operates efficiently and effectively and that future planning considerations for the service are met through maintaining appropriate records and procedures for children's bookings. This will ensure future needs of the service can be assessed through the maintenance of appropriate waiting lists and or availability of places.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Australian Government Department of Education Children's Services Handbook
- NQS Area: **7.1**
- Policies: 2.3 – Educator Ratios, 2.4 – Arrivals and Departures of Children, 3.5 – Excursions, 9.2 – Enrolment, 9.3 – Communication with Families, 10.4 – Fees

Procedures

- When bookings are made by authorised parties for children to attend the service, it shall be required that:
 - The priority of access guidelines are followed with priority given to school age children
 - A complete enrolment form **meeting the requirements of a complying written agreement** is received for that child prior to their attendance at the service;
 - Parents are made aware of the service policies and procedures and have been provided with appropriate information in respect of booking processes.
 - All fees associated with permanent and casual bookings should the child not attend care, shall be required to be paid in full if sufficient notice is not given. CCB will apply in accordance with allowable and approved absence provisions. See Policy 10.4 – Fees Policy.
 - Casual bookings shall only be available to families where the service has spaces available within the licensed capacity.
- The service shall comply with reporting of bookings requirements as prescribed by the Australian Government Department of Education through the **Child Care Provider Handbook**.
- Bookings are required by all families who seek to use the service on a permanent or casual basis. Families are encouraged to make bookings and booking changes by text messaging wherever possible.
- At the end of each calendar year (school year) all permanent bookings for before and after school care are cleared and become vacancies. Families will be required to complete a new enrolment form with notification of booked days for the coming year.
 - Please note: All families should update their enrolment information at the beginning of a new school year. Any vacancies that arise become subject to the priority of access policy in determining a place to fill that vacancy.
- Changes to bookings and/or cancellations will only be taken:
 - From a parent/guardian/authorised persons
 - Verbally, in writing or by text message
- If a message is received via the child, the parent/guardian will be contacted to confirm the change of arrangements.
- Cancellation of bookings for before and/or after school care must be made 48 hours prior to the session starting or a Late Cancel fee will apply.

Vacation Care

In addition to the above, Vacation Care and Pupil Free Days:

- Bookings shall be completed on an appropriate booking form distributed with the program;
- **No** cancellations for excursions and cancellations for after school care and before school care are accepted if given 2 days or 48 hours prior to the booking. Note for Pupil free days & vacation care required notification is 5 working days. See Policy 10.4 – Fees Policy.

Allowable Absences

- Cancellations that attract the prescribed fee for that session will be counted towards the family's initial 42 absence days for the current financial year, as per the current Child Care **Provider Handbook**.
- **Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year, in relation to sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence**

Additional Absences

Once 42 absence days have occurred in a financial year, Child Care Subsidy and Additional Child Care Subsidy can only be paid for any additional absences where they are taken for a reason defined in the Family Assistance Law. These reasons can include any of the following:

- The child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill
- The child is attending preschool
- Alternative arrangements have been on a pupil-free day
- The child has not been immunised against a particular infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- The absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan
- The service is closed as a direct result of a period of local emergency
- The child cannot attend because of a local emergency (for example, because they are unable to travel to the service) during the period of the emergency or up to 28 days afterwards
- The individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency

In shared care arrangements (where separated parents both claim Child Care Subsidy for the child's care), the allocation of 42 absences relates to the child, not to each individual claimant

Priority of Access

There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place.

However, as vacancies in the service arise, providers are asked to consider prioritising children who are:

- At risk of serious abuse or neglect
- A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment

The service's Priority of Access for filling a vacancy is as follows:

- The booking is routine
- The child is a sibling of a child/ren currently routinely attending the service
- The child is at risk of serious abuse or neglect

2.14 Children's Property and Belongings

Fulham North Oshc acknowledges that children will bring to the service or carry with them certain items of personal belongings. This policy details the types of belongings that children may bring with them on a regular basis and the level of responsibility associated with those belongings by various stakeholders.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care
- NQS Area: 1.2.1; 6.1.1,
- Policies: 2.1 – Respect for Children, 2.9 – Inclusion and Anti-bias, 3.5 – Excursions, 9.2 – Enrolment, 9.3 – Communication with families

Procedures

- The family shall be responsible for providing the child with appropriate belongings and property required for active participation in the service. Such property may include (but is not limited to):
 - Footwear
 - Clothing
 - Hats
 - Bags and Lunch boxes
- All personal property and belongings shall be clearly named or labelled.
- The service shall inform the family through relevant newsletters and publications such as the family handbook of appropriate personal belongings required at the service.
- The service shall not take responsibility for any of the children's personal property or belongings, but will endeavour to:
 - Actively encourage children to care for their belongings.
 - Remind children appropriately when belongings need to be placed in storage e.g., Lunch box into bag
 - Provide suitable storage to keep safe (at parent/family or child request) any item of personal belonging, which is either special, expensive, or at risk of being damaged.
- Throughout special program times i.e., Vacation Care or Pupil Free days, the children may (on occasion) be able to bring with them personal belongings other than day to day necessities e.g. games and toys. This shall be done solely at the discretion and responsibility of the family. No responsibility shall be taken whatsoever for any items brought to the service which become lost or damaged as a result.
- The service shall provide appropriate storage for lost property which shall be always available to children and families.
- Any grievances or concerns relating to lost, damaged or stolen property of the children shall be managed in accordance with the grievance and complaints procedure

2.15 Promoting Protective Behaviours Policy

The Service considers its role in the protection of children of utmost importance and therefore takes a proactive approach in supporting families and children through promoting protective behaviours to ensure children's ongoing safety, wellbeing and protection.

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
- Child Protection Act 1999 and Regulations 2000
- Duty of Care
- NQS Area: 2.3.1, 2.3.2, 2.3.4; 4.2.1; 5.1.1, 5.1.3; 5.2.2, 5.2.3; 6.1.2; 6.2.1, 6.2.2; 6.3.1; 7.3.5
- 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, 2.10 - Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 3.3 – Educator Practices, 9.3 – Communication with Families, 9.6 – Parent and Community Participation.

Procedures

- Management, co-ordinators and educators shall be committed to providing an environment that encourages children's personal safety and promotes the wellbeing of all children at all times.
- Co-ordinators and educators support children's personal safety through:
- Reinforcing protective behaviour strategies such as:
- 'We all have the right to feel safe all of the time'; and
- 'Nothing is so awful that we can't talk to someone about it'.
- Encouraging children to interact and/or physically touch other children in a safe and non-threatening way
- Building on children's problem solving, reasoning and communication skills (e.g. brainstorming safe strategies for unsafe situations)
- Co-ordinators and educators actively encourage children's personal safety behaviours in all sorts of situations including:
- Outside in the sun
- Using the road while walking or riding
- Being cautious and aware of strangers
- Who to go to for help if lost or feeling uncomfortable about an event or person,
- Co-ordinators and educators collaborate with families to ensure children's learning about personal safety is culturally appropriate.
- Co-ordinators liaise with school administration to ensure awareness of personal safety programs provided within the school setting. These events are communicated to educators to prepare them for children's questions and/or comments.
- The Co-ordinator liaises with management and families to develop and implement strategies for providing opportunities for personal safety programs for children to be included as part of the service program.

2.16 Internet Policy

The service acknowledges that children may access the internet for educational and/or recreational purposes during the operational hours of the program. Therefore, the service takes a proactive approach to educating children on safe and secure internet usage. This policy aims to establish guidelines on access to the internet, with the aim of protecting children from risk of harm.

Relevant Laws and other Provisions

- Education and Care Services National Law Act 2010 and Regulations 2011
- Family and Child Commission Act 2014
- Child Protection Act 1999 and Child Protection Regulations 2000
- Privacy Act 1988 and Privacy Regulations 2013
- 'My Time, Our Place' Framework for School Age Care
- Duty of Care
- NQS Area: 1.1.1, 1.1.6; 2.3.1, 2.3.2, 2.3.4; 3.2.2; 4.2.1; 5.1.3, 5.2.2, 5.2.3; 6.1.1, 6.3.2; 7.3.5.
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.8 – Anti-Bullying, 2.15 – Children's Property and Belongings, 2.18 – Cyber-bullying 3.1 – Educational Program Planning, 6.2 – Provision of Resources and Equipment, 9.3 – Communication with Families, 10.12 – Information technology.

Definitions

- 'Internet': refers to the world wide web of computer systems that facilitates the transmission and exchange of data. Information search engines and web browsers include, but are not limited to, Google, Firefox and Internet Explorer.
- 'Personal electronic devices' refers to devices that have Wi-Fi internet access, such as iPads, tablets and iPods.
- 'Mobile devices': refers to devices that have, or may have, both Wi-Fi and non-Wi-Fi or cellular internet access (via 3G/4G SIMs, broadband plans, etc) such as iPads, tablets, iPods, and mobile phones.

Service Responsibilities

- The Service will ensure that all service computers and mobile devices with internet access are fitted with adequate security and filtering software to prevent access to inappropriate information and web sites. This includes wireless access.
- Software will be installed by technically skilled persons with a record of the time and date of installation maintained. Software should be regularly updated and reviewed for efficacy.
- The Service will ensure that access to its Wi-Fi network is password protected, or otherwise blocked, so that only Service computers or personal electronic devices or mobile devices can utilise the Wi-Fi network.
- The Service will ensure all educators are provided with training and support in managing instances of inappropriate use of the internet by children in accordance with relevant aspects of the service's behaviour support guidelines.
- The services will make available to children and family's relevant information about protecting children online and may include such material in service newsletters or other correspondence to children and families.

Educator Responsibilities

- Educators will ensure their own practices model appropriate safety measures when using the internet to research information, either individually or with the children.
- Educators will ensure children are only able to access the internet at the service through Service computers or personal electronic devices or mobile devices that have appropriate security and filtering software installed.
- Educators will encourage children's safe use of the internet through strategies including, but not limited to:
 - Supervising and monitoring what children are looking at/for when accessing the internet;
 - Regular conversations with children about the internet safely

Service Guidelines

- The service does NOT permit children bringing to OSHC mobile devices of any sort at any time.
- The Service does permit children bring to OSHC personal electronic devices, but ONLY during Vacation care sessions or on Pupil Free Days. Such devices are NOT permitted at OSHC during Before School Care or After School Care sessions.
- Personal electronic devices brought to OSHC (including in accordance with these guidelines) are done so at the owner's own risk, and the Service does not accept any responsibility or liability for their loss or damage.

Family responsibilities

Comply with the Service guidelines under the Internet policy. To this end:

- Parents should assist their children to understand the Service Guidelines under the Internet Policy;
- Parents should not allow their children to bring mobile devices to OSHC at any time;
- Parents should only allow their children to bring personal electronic devices to OSHC during Vacation Care or Pupil Free Day sessions;
- Parents and children should understand that any electronic devices brought to OSHC are done so at their owner's risk

2.17 Children's Media Viewing

Fulham North OSHC recognises and acknowledges that technology and media viewing form part of a varied and balanced program, relevant to the needs and interests of children attending OSHC. This policy aims to establish guidelines for children's media viewing while at 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
- Family and Child Commission Act 2014
- Child Protection Act 1999 and Child Protection Regulations 2000
- Copyright Act 1968
- 'My Time, Our Place' Framework for School Age Care in Australia
- Duty of Care
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.15 – Children's Property and Belongings, 3.1 – Educational Program Planning, 6.2 – Provision of Equipment and Resources, 9.3 – Communication with Families.

- **Definitions**
- ‘Media’: refers to the communication channels through which news, entertainment, data or promotional messages are disseminated. Media includes every broadcasting medium such as newspapers, magazines, TV, radio, billboards, direct mail, telephone, fax and internet. ‘Media’ also includes data storage material recorded on disks, tapes, CD’s, DVD’s and SD cards.
- ‘Copyright’ is the legal right granted to an author, composer, playwright, publisher, or distributor to exclusive publication, production, sale, or distribution of a literary, musical, dramatic, or artistic work.

Service Responsibilities

- To comply with the relevant Copyright Laws, the service will ensure it holds current licences for:
 - The ‘public’ viewing of films, DVDs, videos and television; and
 - The ‘public’ performance, broadcast or communication of music.
- The Service will ensure that children’s media viewing is incorporated as part of a varied and balanced program designed to enhance children’s learning and experiences while at OSHC.
- The Service will collaborate with families and children in setting guidelines for media viewing within the program. Strategies implemented may include designated times for media and/or technology viewing.
- The service will ensure that all material viewed by children as part of the educational program is age appropriate and consistent with the Australian Film and Literature Classifications:
 - (G) - the content is **very mild** in impact and is for general viewing. However, some G-classified films or computer games may contain content that is not of interest to children; or
 - (PG) – the content is **mild** in impact; however, films and computer games may contain content that a parent or caregiver might need to explain to younger children as it may be confusing or upsetting to them.

Educator Responsibilities

Educators will ensure that all material viewed by children, whether provided as part of the service program or bought from a child’s home, is age appropriate and consistent with the Australian Film and Literature Classifications (G) or (PG). Educators will encourage children to only bring videos, DVDs, games or music that are suitable for OSHC.

3 Policy Group 3: Program

3.1 Educational Program Design and Implementation Policy

Using approved learning framework, the Educational Leader, in consultation and collaboration with educators, children and families, plans, designs and provides programs, catering to the children’s age, developmental needs, skills, interests and abilities through a variety of challenging and recreational activities. In providing opportunities for children, Fulham North OSHC recognises the importance of play, relationships, collaborative decision making and respect for diversity.

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
- NQS Area: 1.1,1.2;2.1,2.2;3.1,3.2,3.3;4.1;5.1,5.2;6.1,6.2,7.1,7.2.
- Policies: 2.11 – Including Children with Special/Additional Needs, 3.3 – Educators Practice, 3.7 – Physical Activity, 3.9 – Creative and Expressive Arts, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader.

Procedures

A suitably qualified and experienced educator will be identified as the Educational Leader for the service (as per Policy 8.2 – Educational Leader).

The Educational Leader is responsible to have a written program plan prepared for each aspect of the Service. This program plan will be on display for key stakeholders including children, families and colleagues.

The Educational Leader shall support and guide staff in the planning, evaluation, development and implementation of programs and experiences for the children consistent with this Policy and, in particular, which;

- Demonstrate that the five learning outcomes provide a focus for the activities and experiences planned for individuals and groups of children;
- Takes a holistic view of children's learning, focusing on their physical, personal, social., emotional and spiritual wellbeing.
- Are built around routines i.e. arrival, hand washing, eating, play etc.
- Includes a variety of activities and experiences that promote effective hygiene practices, good nutrition and healthy lifestyles.
- Includes activities, which would normally be a part of the life of children during hours outside of school (this is particularly relevant during Vacation Care (Holiday Club) where excursions become an important part of the program – see 3.4 Excursions Policy).
- Demonstrates flexibility in program delivery by incorporating children's ideas, culture and interests to ensure the experiences are relevant and engaging.
- Promotes the children's sense of belonging, connectedness and wellbeing by taking an interest in the individual needs, interests, culture, views and abilities of the children
- Provide a variety of indoor and outdoor experiences, open ended resources, natural elements and materials suited to the age and developmental ranges and diversity of all children attending the Service.
- Provide appropriate opportunities for children as individuals and small groups to follow and extend their interests.
- Provides appropriate opportunities for children to participate in physical play, accepting and acknowledging each child's level of participation according to their abilities and interest;
- Provides appropriate opportunities for children to express themselves through creative and imaginative play; including elements of music, dance, drama etc.
- Provides opportunities for children to develop a range of life skills, such as establishing and maintaining meaningful relationships, working collaboratively with others and self-regulating their own behaviour.
- Takes account of necessary modifications and enhancements identified through the Program and Documentation Evaluation Policy (see Policy 3.2) as well as spontaneous child-initiated opportunities when required.
- Provides appropriate opportunities for children to broaden their understanding of the world in which they live by reflecting the broad multicultural and multilingual nature of the local community and demonstrating a positive approach towards diversity and Australia's Aboriginal and Torres Strait Islander heritage.
- Encourages and provides appropriate opportunities for families to participate, in shared decision making and give feedback about the program and their child's learning; and
- Applies the principle of equal opportunity to the service's program. Children, regardless of gender, cultural, racial, religious or other background will be encouraged to participate in a wide range of activities.

The Educational Leader is responsible, in consultation with other educators to continually recreate and adapt the indoor and outdoor environments to:

- Meet the needs and interests of all children, including their need for rest or sleep;
- Facilitate the inclusion of children with special needs;
- Respond to the developing abilities of all children;
- Ensure that all children in a multi-age group have positive experiences.

Children are encouraged to participate in decision making, with their ideas and opinions listened to and if possible, acted upon. This facilitates children sharing ideas and questioning what happens at the service.

Where possible, the program allows and encourages children to complete long term projects.

Definitions

Program: In the school age care setting ‘all the interactions, experiences, activities, routines and events, planned and unplanned, that occur in an environment designed to foster children’s wellbeing, development and learning’.

References

Australian Government (2010) *My Time, Our Place – Framework for School Age Care in Australia*

Australian Government (2011) *My Time, Our Place – Educator Guide*

3.2 Program and Documentation Evaluation Policy

In order to ensure that its programs are effective in delivering the objectives and learning outcomes as reflected in these policies and procedures, Fulham North OSHC regularly reflects on and evaluates the structure, process and content of its programs.

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
- Privacy Act 1988 and Regulations 2013
- NQS Area: 1; 2.1.1, 2.1.2, 2.1.3; 2.2; 2.3.1; 3; 4.2.1, 4.2.2; 5.1.3; 5.2.1; 6.1; 6.2.1, 6.3.2, 6.3.3, 6.3.4; 7.1.2; 7.2.1, 7.2.3; 7.3.1, 7.3.5.
- Policies: 2.13 – Use of Photographic and Video Images of Children, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 3.10 – Observational Recording, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader, 9.3 – Communication with Families

Procedures

- Educators will regularly seek feedback and information from families in relation to their child/ren and their participation in the programs delivered by the Service. This information may be gained through face-to-face conversations, surveys and newsletters.
- Through regular team meetings, the Director, educators and other staff will draw on the diverse experience, knowledge and views of each other when reviewing the experiences planned for children to ensure that all children have opportunity to achieve the learning outcomes.
- Educators will be required to critically reflect on and evaluate activities, both planned and spontaneous, by using various methods including (but not limited to) observations, activity evaluations and learning stories, to ensure experiences provided meet the identified learning outcomes for the children involved. Critical reflection involves closely examining all aspects of events and experiences from different perspectives.
- Children's learning experiences and activities are documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours, and relationships. Documented experiences will be collated and displayed for families and children.
- Children's comments, suggestions and feedback are obtained in several ways including the children's suggestion book, and these are reviewed at regular team meetings for activities and experiences that could be implemented in the program.
- The Director/Educational Leader will, on a regular basis at team meetings:
 - Seek verbal comments from educators in respect to the effectiveness of the program and practice as it aligns with the Principles, Practice and Outcomes of My Time Our Place and the service statement of philosophy, to achieve the program goals ; and
 - Discuss with educators the ways in which the program could be modified or enhanced as a result of any feedback or experience encountered in the delivery of the program Written minutes will be taken at these meetings.
- The Educational Leader will, on a weekly basis and taking into account the written evaluations of educators, reflect on and evaluate the service planned and spontaneous activities to ensure the identified goals and learning outcomes were achieved. These evaluations will assist with further programming of activities in collaboration with all educators and children.
- The Educational Leader and educators will, through an ongoing process of self-evaluation, monitor, evaluate and review the program delivery in line with the National Quality Standards and to ensure they fulfil these policies and procedures and any other obligations of the Service.
- Taking into account all feedback received through these procedures, the Director/Educational Leader will report to the Approved Provider monthly on the evaluation of the effectiveness of the Service programs and the ways in which they have been modified or enhanced as a result.
- In seeking feedback from parents or educators the Educational Leader will treat all complaints relating to the program respectfully in accordance with the Complaints Handling Policy (see Policy 9.5) and, where necessary, will take appropriate steps to seek to address complaints quickly and effectively.

3.3 Educators Practice Policy

Fulham North OSHC is committed to providing quality outcomes for children through ensuring that educators practices reflect the service philosophy, goals and quality principles as outlined in the "My Time, Our Place" Framework for School Age Care. The service applies professional standards to guide educator's practices and decision making within the service and provides opportunities for educators to acquire the skills and knowledge to enable them to fulfil their role.

Relevant Laws and other Provisions

The laws and 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
- NQS Area: 1; 2; 3; 4; 5; 6.1.1, 6.1.2; 6.2.1; 6.3.1, 6.3.2, 6.3.4; 7.1.2, 7.1.4; 7.2.1, 7.2.2; 7.3.2, 7.3.4, 7.3.5.
- Policies: 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.7 – Physical Activity, 3.9 – Creative and Expressive Arts, 8.1 Role and Expectations of Educators, 8.2 – Educational Leader, 8.10 – Employee Orientation and Induction.

Procedures

The service will strive to ensure that educators' practices:

- Foster children's self-esteem and confidence by allowing them to investigate, imagine and explore ideas as well as experiencing pride and confidence in their achievements;
- Empower children to make choices, guide their own play and extend their interests with enthusiasm, energy and commitment, through supporting them to understand, self-regulate and manage their own emotions in a way that reflects the feeling and needs of others.
- Promote children's sense of belonging, connectedness, and wellbeing through consistently positive and genuinely warm and nurturing interactions.
- Support children's communication through engaging them in a range of methods from sustained conversations about their ideas and experiences to providing opportunities for music, books etc.;
- Respect the diversity of families within the community and allow opportunities for children to broaden their understanding of the world in which they live through the investigation of histories, cultures, languages, and traditions.
- Demonstrate flexibility in program delivery, incorporating children's ideas, culture, and interest to ensure experiences are relevant and engaging as well as being creative in the use of equipment and materials to stimulate children's interest and curiosity.
- Support children to explore different identities and points of view through play and everyday experiences, acknowledge each child's uniqueness and are aware of, and responsive to, children who may require additional assistance to participate.
- Allow and assist children to document their learning experiences using various methods such as photographs, journals, learning stories and art and craft displays.
- Reflect on planning and implementation of activities in relation to the 'My Time, Our Place' Framework for School Age Care and their knowledge of the children's current learning and development through regular completion of activity observations and/or learning stories.
- Support all aspects of children's health, ensuring that their individual health and wellbeing requirements are met and supporting them to learn about healthy food, drink and lifestyle choices.
- Demonstrate a commitment to children's health and safety through role modelling hygiene and sun safe practices, complying with service policies and procedures relating to the environment and/or equipment and supporting children to negotiate play spaces to ensure the safety and wellbeing of themselves and others;
- Support a balance of indoor, outdoor, planned and spontaneous physical activities and passive experiences for children by encouraging participation in new and/or unfamiliar activities and accepting the children's level of involvement according to their skill and ability;
- Demonstrate a commitment to ensuring children are protected through compliance with service policies and procedures relating to the safety and/or collection of children in the care of the service;

- Demonstrate a commitment to regularly review and update knowledge and/or skills and practices in line with current professional standards and/or guidelines through the development and implementation of a professional development plan, in conjunction with the service co-ordinator and in line with identified service needs;
- Support other educators to achieve the goals as outlined in the service philosophy and goals by sharing expertise, modelling best practice, providing feedback and leading discussions at regular team meetings;
- Support families through creating an inclusive and welcoming environment where sharing of information about their child is encouraged, concerns are responded to in a prompt and courteous manner, suggestions and/or ideas for improvement are acknowledged and additional support agencies are accessed if required;
- Support and encourage families and children's involvement in their local and wider community, through participation in appropriate projects and/or events and engaging children in sustainable practices within the service.

3.4 Homework Policy

Fulham North OSHC endeavours to provide adequate time, quiet space and supervision by staff to enable children to do their homework if they wish.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include NQS Areas: 1.1.1, 1.1.3, 1.1.5, 1.1.6; 2.3.1; 3.1.1, 3.1.3; 4.1.1; 5.1.2, 5.1.3, 5.2.1, 5.2.3; 6.2.1; 6.3.2; 7.3.5

Procedures

- Fulham North OSHC endeavours to provide a quiet environment for children to do homework.
- Parents and children may have a written agreement on the amount of work to be completed at Fulham North OSHC and provide a copy of the agreement to the Director.
- Homework time operates from 4.00pm to 6pm Monday through Friday
- The Director will create and keep a homework list with the names of children who are to do homework that day.
- Educators will aid the child with projects and homework to the extent possible but are not able to provide individual tutoring or assistance.
- Educators will not take responsibility from parents/guardians e.g. to check and finalise or sign-off on homework.

3.5 Excursions Policy

Fulham North OSHC includes excursions as a valuable part of its overall program. Excursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Risk assessments will be conducted with all safety precautions identified and maintained, and parent permission obtained before a child is taken on an excursion.

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
- Family and Child Commission Act 2014
- Work Health and Safety Act 2011 and Regulations 2011
- Duty of Care
- NQS Area: 1.1; 1.2; 2.1.1, 2.1.2; 2.3.1, 2.3.2; 2.3.3; 4.1; 6.1.2; 7.1.1, 7.1.2, 7.2.1, 7.3.1, 7.3.2, 7.3.5
- Policies: 2.3 – Educator Ratios, 3.1 – Educational Program Planning, 3.6 – Transport for Excursions, 3.11 – Escorting Children, 10.9 – Risk Management and Compliance

Procedures

Prior to excursion:

- A risk assessment must be conducted
- Children's age, interests and abilities will be taken into consideration when planning excursions. Alternative arrangements should be planned in case of changed weather conditions.
- When planning excursions, venue and transport costs will be considered to ensure that excursions are financially accessible to all families.
- A risk management assessment will be completed for each excursion. As per the National Regulations, the risk assessment must consider;
 - The proposed route and destination for the excursion; and
 - Any water hazards and/or risks associated with water – based activities; and
 - The transport to and from the proposed destination for the excursion; and
 - The number of adults and children involved in the excursion; and
 - Given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialised skills are required (e.g. lifesaving skills); and
 - The proposed activities and duration of the excursion and;
 - A list of items that should be taken on the excursion (e.g. mobile phone, emergency contacts).
- The Approved provider approves all excursions.
- Parent permission forms will be required by Fulham North OSHC to be signed and returned by a parent/guardian prior to every excursion. The form will detail at a minimum:
 - excursion date
 - destination
 - method of transport and approximate travel time
 - number of accompanying educators and/or volunteers
 - departure and return times, and
 - An expected itinerary of the activities to be undertaken.

- There will be no changes to the notified itinerary except in an emergency and to ensure the wellbeing and safety of the children.
- Adequate steps need to be taken when selecting transport. (See Policy 3.6 – Transport for Excursions).
- The Bookings and Cancellations Policy (see Policy 2.14) will apply to all excursions.
- All educators attending the excursion must read and sign off on the relevant and specific excursion risk assessment/s prior to attending on the day.
- The Director will ensure the excursion checklist is completed prior to departing for the excursion.

During the Excursion:

- The following items will be brought on all excursions and be always readily accessible to educators:-
 - First aid kit.
 - Attendance record/roll
 - Emergency contact numbers/enrolment forms
 - Telephone or access to one.
- The service's equipment (e.g., camera) will be taken on the excursion for educators to record and document children's experiences.
- Head counts will be made at regular intervals and when moving from one area to another.
- Educators will supervise children at all times, ensuring educator/child ratios are maintained at all times. This includes in toilets and change rooms.
- Educators will satisfy themselves that the environment is safe for use before allowing the children access to it.
- Children will not be left in the sole care and custody of bus drivers or any other persons during excursions: educator ratios (see Policy – Educator Ratios) for the service will continue to apply during excursions.
- In the event of injury occurring procedures as set out in the Illness and Injury Policy (see Policy 4.5) will be followed.

After the Excursion:

- At the next team meeting, the excursion will be reviewed and evaluated to ensure learning outcomes were met.

3.6 Transport for Excursions Policy

Children have the right to be safe while travelling in transport provided by Fulham North OSHC. All vehicles used need to comply with the appropriate legislation and regulations and *Transport Operations (Road Use Management) Act, 1995*. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

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
- NQS Area: 1.1.5, 2.3.1, 2.3.2, 2.3.3, 4.1; 7.3.5
- Policies: 2.3 – Educator Ratios, 3.5 – Excursions, 4.16 – Vehicle Restraint, 10.9 – Risk Management and
- Compliance.

Procedures

Selecting Transport

- All vehicles used must be registered in South Australia and drivers licensed to carry the required number of passengers for the purpose. Fulham North OSHC will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion.
- Educators generally are not permitted to transport children, but if permitted in any circumstances, the requirements of paragraphs above apply in relation to that educator and the transport used.
- In selecting transport, Fulham North OSHC will ensure that a communication system is available for use in the event of emergency.
- The Service will in all cases check prior to the excursion what alternative arrangements are available in the event of breakdown.
- Fulham North OSHC will, wherever practicable and affordable, use buses fitted with seat belts or where this is not possible, ensure that suitable safety precautions are taken.
- Children will not be left in the sole care and custody of bus drivers or others. Educator ratios for the service will continue to apply during transportation. (See Policy 2.3 – Educator Ratios)

Vehicle Breakdown/Accident

- In the event of injury occurring in the course of being transported, Policy 4.5 (Illness and Injury Policy) applies.
- While waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities.
- In the event of a late return to the Service, every effort will be made to notify parents e.g. to arrange for a notice to be displayed at Fulham North OSHC or to contact parents individually.

3.7 Physical Activity Policy

The Fulham North OSHC aims to provide all children in their care with appropriate, frequent and varied physical activity opportunities focusing on enjoyment and participation, thereby encouraging positive physical activity habits in all children in their care.

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
- Physical Activity and Sedentary Behaviour Guidelines for Children 5-12 years
- 'My Time, Our Place' Framework for School Age Care
- Duty of Care
- NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 1.2; 2.1.1; 2.2.2; 2.3.1, 2.3.2; 3.1; 3.2; 4.1; 5.1; 5.2; 6.2.1, 6.3.3; 7.1.2; 7.2.1, 7.3.5
- Policies: 2.3 – Educator Ratios, 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.3 – Educator's Practice, 4.8 – Sun Safety, 6.1 – Space and Facilities Requirement, 6.2 – provision of Resources and equipment, 8.4 – Educator Professional Development and Learning.

Procedures

- When planning physical activity games and experiences, individual children's needs, interests, ages, and capabilities will be taken into consideration.
- Educators will set up the indoor/outdoor area in such a way as to:
 - Promote safe physical play for children of different age groups and capabilities.
 - Stimulate children's interest and curiosity by being creative in their use of equipment and materials;
 - Offer a range of challenges and experiences, inviting children to explore, discover and experiment;
 - Facilitate the inclusion of children with special/additional needs;
 - Support children to create their own games and experiences.
- Educators will encourage children to help plan and set up physical play activities and equipment.
- Educators will encourage children to play safely while negotiating indoor and/or outdoor play spaces to ensure the safety and wellbeing of themselves and others.
- Educators will encourage and provide appropriate support to children to participate in new or unfamiliar physical experiences.
- Educators will act as good role models by becoming involved in and enjoying children's physical activities.

Participation

- Enjoyment of physically active games is encouraged with varied levels of ability catered for.
- Every child is provided with encouragement to allow them to acquire skills and develop confidence. Gender, culture, age and individual differences are considered when encouraging physically active experiences
- A sense of fair play and courtesy among children is encouraged to promote a friendly playing environment and staff role model appropriate behaviour.
- Rules and appropriate conduct will be understood by the children prior to the commencement of the activity.
- The emphasis is on fun and participation not competition.

Amount and types of Physical Activity

- Fulham North OSHC contributes to the recommended daily physical activity for children in accordance with the physical activity recommendations for 5 – 12-year-olds as published by the Australian Government Department of Health and Ageing.
- Children are actively encouraged to participate in a combination of moderate and vigorous physical activities every day, as part of play and games.
- To encourage children to play outdoors, television, computer and/or game consoles will be restricted to certain times of the day.
- Fulham North OSHC will vary activity sessions to provide opportunities for children to participate in a variety of activities that are fun, suit their interests, skills and abilities and help to build their confidence.
- Educators may incorporate water-based play activities into the outdoor environment ensuring risk assessments have been conducted prior to implementation.

Safe and supportive environments

- All physical activity sessions must be adequately supervised by staff with rules for safety discussed, negotiated, and established before the activity is undertaken.
- In adverse weather conditions, outdoor playtime is sometimes substituted for activities in undercover areas.
- Children and educators/staff are required to wear broad-brimmed hats and apply 30+ sunscreen on exposed skin at regular intervals when involved in outdoor activities and regular drinks of water are encouraged
- During outdoor play, children will be encouraged to play in shaded areas.
- A well-maintained first aid kit is on hand at each activity session with staff trained in first aid.
- Indoor activities are chosen on suitability for enclosed spaces and are conducted in either the OSHC building or an undercover area.
- A choice of at least 2 activities is to be provided, subject to staff availability.

Equipment

- A wide range of safe, adequate and appropriate equipment for physical activity is available for children and, there are a variety of facilities available for children to use.
- All play equipment is regularly maintained and cleaned with broken items identified and removed.
- Equipment provided is flexible enough to allow children to move resources and equipment inside and/or outside to extend their learning opportunities.
-

Learning about physical activity

- Educators inform children about the importance of physical activity for future health and wellbeing.
- Physical activity information and guidelines for parents is available at the sign-in area.
- There is budget allowance for educators to attend training in relation to children's physical activity

3.8 Extra-Curricular Activities

The service recognises that extracurricular activities provide opportunities for children to engage in enriching extension programs, which support their growth and development. Where possible, the service will work with local and wider community groups to support the provision of such activities within the legislative framework for OSHC. The service understands from time-to-time extracurricular activities may be provided within or close to the school grounds and that some families may wish to access these for their children who are attending OSHC. It is therefore essential to implement practices, which support the needs of children and families without compromising the capacity to provide quality care for all children attending 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
- NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.3.1; 4.1; 6.1.1; 6.2.1; 6.3.2; 7.3.1, 7.3.4, 7.3.5.
- Policies: 2.3 – Educator Ratios, - Escorting Children, 9.3 – Communication with Families
- Duty of Care

Procedures

- The family shall be responsible for informing the OSHC service of any extracurricular activities that the child/ren may be enrolled in whilst enrolled and registered to attend the service. This may be done by completing the appropriate permission form available at the service.
- The Director shall discuss with the family the impact that this may have on the service. Such discussion shall include whether the child will be signed out of care by an OSHC staff member or the activity provider and who shall be responsible for collecting the child from the service.
- Suitable negotiations and arrangements shall be made to decide whether or not the service will be able to provide additional assistance to the family in having their request met if they are asking for their child/ren to be dropped off or collected from the activity. (See Policy 3.11 – Escorting Children) For certain activities, parents may provide permission for their child/ren to walk themselves.
- In making an appropriate decision, the Director shall be required to consider:
 - The accessibility and available of staff to fulfil such functions.
 - Legislative implications for the service such as maintaining excursion ratios for movement outside of licensed space.
 - Any financial implications or impacts on the service.
 - Any negative impacts on other children attending the service who are not directly involved in the extracurricular activity.
 - Manageability.
- The Director shall maintain the right to make an appropriate decision regarding possible arrangements.
- The family shall maintain the right to appeal the decision of the Director through the service's grievance procedure. This should be directed to the Management Committee using the service grievance and complaints procedure.

3.9 Creativity and Expressive Arts

The Service recognises that by providing access to creative and expressive arts opportunities for children it encourages them to have fun, enjoyment, mastery and success. Children are encouraged to work collaboratively with educators and other children, to initiate and contribute to experiences from their own ideas.

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
- NQS Area: 1.1.1, 1.1.2, 1.1.4, 1.1.5, 1.1.6; 1.2.1, 1.2.2; 2.3.1, 2.3.2; 3; 4.1; 4.2.1; 6.3.3; 7.1.2, 7.3.5
- Policies:: 3.1 – Educational Program Planning, 3.3 – Educator’s Practice, 6.2 Provision of Resources and Equipment

Procedures

- When planning creative and expressive arts experiences, individual children's needs, interests, ages and capabilities will be taken into consideration.
- Educators will encourage children to actively participate in a variety of creative and expressive experiences including art and craft, singing, dancing and imaginative play. Educators will encourage and provide appropriate support to children to participate in new or unfamiliar creative and expressive arts experiences.
- Gender, cultural, age and individual differences are considered with planning and implementing activities.
- The program includes a balance of planned experiences and those which are spontaneous, and child initiated.
- Educators shall encourage children's efforts to express themselves creatively.
- The service shall provide a range of materials which extend children's creative interest and potential. This may include (but is not limited to) musical instruments, dress ups, props, art and craft materials, puppets etc.

3.10 Ethical Observations and Documentation

The Service acknowledges the need to document children's participation in the program to inform future program development and to ensure the needs, interests and abilities of all children are broadly considered. We acknowledge that children's participation and experiences may be documented in different ways, depending on the context of the observation. Other documentation about children is needed to record health and wellbeing matters.

The service supports ethical decision making when observing and documenting information about 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
- Privacy Act 1998 and Regulations 2013
- 'My Time, Our Place' Framework for School Age Care
- NQS area: 1.1.,1.2.,2.2, 2.3. 3.2; 3.3.; 4.2.5.2., 6.3.; 7.1.; 7.2., 7.3.
- Policies: 2.1 – Respect for Children, 2.5 – Reporting of Child Abuse, 2.10 – Reporting Guidelines and Directions for Handling Disclosure and Suspicions of Harm, 2.13 -Use of Photographic and Video Images of Children, 3.1- Educational Program Planning, 3.2- Program and Documentation Evaluation, 8.1 – Role and Expectations of Educators.

Procedures

- Fulham North OSHC shall draw upon the My Time, Our Place Framework for School Age Care in guiding practice and will use this framework as a foundation for observational recording.
- The service will take a collaborative approach to the documenting of children's participation in the program as educators work with children to document their experiences and learning through a variety of methods including:
 - Diary entries
 - Anecdotes
 - Photographs
 - Journals
 - Learning stories
 - Programming notes and
 - Evaluation forms
- Educators may be required to complete observations/documentation regarding specific children's needs, in particular in relation to children with identified additional needs and/or medical concerns.
- As part of the services ongoing planning, reflection and evaluation processes, educators will be required to document various aspects of children's learning and experiences within the program to ensure the services' identified goals are met.
- Fulham North OSHC may from time to time require educators to document observations, particularly in respect to behaviour incidents or issues relating to child protection matters
- The records and observations, if appropriate, may be made available to families upon request but shall under no circumstances breach confidentiality or privacy of another child or family in the sharing of such information.
- Educators shall receive appropriate training and support to develop their observational recording skills.

3.11 Escorting Children Policy

Fulham North OSHC seeks to maintain the health, safety and wellbeing of children and educators by ensuring that appropriate procedures are implemented with regards to escorting children between the OSHC service, school and/or any other designated activity/venue. The service also acknowledges that from time to time, families may arrange for their child to participate in extra-curricular activities whilst enrolled at OSHC. Any arrangements for escorting to and/or collection from these activities will be in accordance with 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
- Family and Child Commission Act 2014
- Duty of Care
- NQS Area: 2.3.1, 2.3.2; 4.1; 6.1.1; 6.2.1; 7.3.1, 7.3.2, 7.3.5
- Policies: 2.3- educator Ratios, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 9.3 – Communication with Families.

Procedures

- Fulham North OSHC will seek written permission from a parent/guardian (or authorised nominee) for any activity requiring their child/ren to be escorted to/from the OSHC premises, including for the purposes of excursions.
- If the excursion/outing is a regular one, written permission is only required to be obtained once in a twelve-month period, unless there is significant change (i.e. building works).
- Parent/guardian permission shall be obtained prior to the planned excursion or activity. Information included as part of the parent permission will include, but not be limited to:
 - Reason for excursion or planned activity;
 - Date and description of planned activity;
 - Method of transport and proposed travel time;
 - Ratio of educators to the number of children attending.
- The service shall develop a risk assessment and implement a management plan to ensure the safety and wellbeing of all children and staff during excursions/escort periods. All educators will need to read and sign off on risk assessments prior to excursions or escorting of children.
- The service shall maintain an appropriate ratio for excursions and/or activities where children are required to be escorted to another area.
- The service shall ensure confidential storage and maintenance of parent/guardian permission relating to excursions and/ or escorting of children.

3.12 Environmental Responsibility Policy

The service is committed to ensuring policies and procedures developed as part of the program, minimize environmental impact and provide children with experiences of the natural world, helping them to understand their place in it and to take responsible action to preserve it. The service is also committed to establishing sound environmental practices relating to all operational aspects of the service.

Relevant Laws and Other Provisions

The laws and other provisions affecting this policy include

- Environmental Protection Act 1994 and Environmental Protection Regulation 2008
- NQS Area:1.1; 3.3
- *Policies: 3.1 – Educational Program Planning, 3.3 – Educator Practices, 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.*

Procedures

The Director and educators will be encouraged to follow sound environmental practices and understand their role in positive modelling for the children.

Educators work collaboratively with the children and their community to develop and implement sustainable practices related to the service program and routines, including (but not limited to):

- Recycling food scraps;
- Using recycled items in craft activities;
- Recycling scrap paper for re-use;
- Utilising the Service's recycling bin for recyclable items not required for craft activities;
- Establishing a garden and using the produce in the service menu;
- Establishing composting or worm farms for scraps;
- Creating play spaces for children to interact with the natural environment; and
- Undertaking regular reviews of sustainable practices within the service.

Educators will encourage children to be aware of energy efficiency, particularly in relation to the use of lighting, heating and air conditioners. Educators will encourage children to be aware of water efficiency, particularly in relation to the use of water for hand washing and in cooking activities.

Information relating to sustainable practices will be accessed and readily available for educators, children and families at the service.

3.13 Water Activities and Safety Policy

The service acknowledges that water activities are a significant part of our culture therefore we aim to provide children with experiences that are safe and fun. The service recognises that the safety and supervision of children in and around water is of the highest priority therefore children will be closely supervised at all times during water play experiences. The scope of this policy includes swimming activities, water play, excursions near water, hot water and drinking water within the service environment.

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
- Duty of care
- NQS Area: 2.3; 4.1
- Policies: 2.3 – Educator Ratios, 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.3 – Educator Practices, 3.5 – Excursions, 3.7 – Physical Activity, 4.8 – Sun Safety, 9.3 – Communication with Families, 10.9 – Risk Management and Compliance.

Procedures

The Nominated Supervisor/ Director will:

- Provide information and guidance to educators and families on the importance of children's safety in and around water.
- Ensure work, health and safety practices incorporate approaches to safe storage of water and play.
- Ensure clean drinking water is always available.
- Conduct a comprehensive risk assessment prior to any water activities taking place. The risk assessment shall identify the educator to child ratios required to ensure children's safety.

Educators will:

- Ensure water troughs or containers for water play are filled to a safe level and emptied onto garden areas after use.
- Buckets of water used for cleaning are emptied immediately after use. Buckets are not to be left in play areas or accessible to children unless they are being used as part of a program experience.
- Encourage children to play in or near water safely, giving appropriate instructions and guidance.

Hot water that may be accessible to children during service operation will be maintained at an appropriate temperature (43.5°C or less).

3.14 Valuing Diversity, Culture and Reconciliation

The Service supports, respects and actively promotes principles of diversity and equity. These principles are seen as integral to embedding culture within the service's day to day program experiences for children.

Educators, children and families are encouraged to share relevant aspects of their culture with the service enabling the service to make informed and appropriate responses to the multiple ways of being and belonging.

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
- Anti-Discrimination Act 1991
- NQS Area: 1.1.5.1,5.2;6.1,6.2,6.3;7.3
- Policies: 2.1 – Respect for Children, 2.9 – Inclusion and Anti-bias, 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 5.6 – Menu Development, 8.4 – Educator Professional Development & Learning, 9.2 – Enrolment, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.6 – Parent and Community Participation

Procedures

Management, co-ordinators and educators shall be committed to providing a service which embraces children and their families holistically. They will be active, focused and reflective in embracing these principles and demonstrate sensitivity and respect for cultural differences. Director, Educational Leader and educators support children's cultural experiences through:

- Talking about culture with children;
- Responding to children's curiosity about culture with thoughtful and appropriate experience
- Encouraging children to value the multiple ways of seeing, being and belonging;
- Actively challenge bias through conversations;
- Demonstrate principles of equity and anti-bias through their own behaviour and interactions with others.

The Director, Educational Leader and educators will actively seek opportunities to develop their own knowledge and skill demonstrating their commitment to cultural competence. Management and educators will collaborate with families and explore opportunities to embed culture within the program's experiences and activities.

Management and educators will demonstrate value and respect for Australia's Aboriginal and Torres Strait Islander cultures

3.15 Cooking with Children Policy

The Service acknowledges the value of offering experiences that develop children's life skills as part of the program including food preparation and cooking experiences. The service also recognises that children's competence and skill level with food preparation and cooking activities will vary therefore effective risk assessment and management procedures are implemented to ensure children's safety.

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* - NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.1.1, 2.1.3; 2.2.1; 2.3.1, 2.3.2; 3.1.1, 3.1.3; 3.2.2; 4.1.1, 4.2.1; 5.1; 5.2.1; 6.1.2; 6.2.1; 7.3.5.
- *Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 2.9 – Inclusion and Anti-bias, 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 4.3 – Hygiene, 5.1 – Food Handling and Storage, 5.2 – Food and Nutrition, 5.5 – Cleaning and Sanitising, 5.6 – Menu Development, 6.1 – Space and Facilities, 6.2 – Provision of Resources and Equipment, 9.3 –*
- *Communication with Families, 9.6 – Parent and Community Participation.*

Procedures

Cooking experiences will be regularly provided as part of the service program to enhance children's life skills and provide an opportunity to promote healthy eating. When planning cooking experiences for the program, educators will ensure healthy food options are considered as first preference with occasional foods being kept to a minimum. Cooking experiences shall have a completed risk assessment conducted prior to implementing the experience. Such an assessment should consider as a minimum:

- The risk benefit analysis;
- Ages of the children participating;
- Number of children participating;
- Ingredients and allergies;
- Cooking utensils available;
- Exposure to extreme heat;
- Hygiene; and
- Food preparation practices.

4 Policy Group 4: Health and Wellbeing

4.1 General Health and Safety Policy

Fulham North OSHC strives, through the following specific policies and procedures, to provide a clean, safe, healthy environment where hygienic procedures are always practiced to promote and support the health, wellbeing and safety of children, recognizing particular needs of children, in this respect, and of educators, staff members, parents and others coming to the Service.

Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Child Protection Act 1999 and Regulations 2000
- Work Health and Safety Act 2011 and Regulations 2011
- Duty of Care
- NQS Area: 2.1.1, 2.1.3, 2.1.4; 2.2.1; 2.3.1, 2.3.2, 2.3.3; 3.1.1, 3.1.2; 3.2.1; 4.1; 6.1.1; 6.2.2; 6.3.3, 7.1.2; 7.3.1, 7.3.5
- Policies: 4.5 – Illness and Injury, 4.6- Medication, 4.8 – Sun Safety, 5.1 – Food Handling and Storage, 9.2 – Enrolment

Procedures

- The enrolment procedures (see Policy 9.2) includes the requirement that parents advise any particular health issues (including medications, special dietary or other requirements) and any other specific needs of their children.
- The Director will ensure that all educators and other staff members are aware of all such specific notified needs.
- The Director will ensure that educators have had appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, allergic reactions, and basic first aid (see further First Aid Procedures under Illness and Injury Policy 4.5) and special dietary requirements.
- The Director will ensure that at least one educator with the required first aid qualifications, anaphylaxis management and emergency asthma management training as prescribed under Education and Care Services National Regulations 2011 (Part 4.4, 136(1), attends all times at any place children are being cared for (i.e., children go to oval or park, then a qualified first aid person must go with them), and immediately available in an emergency. To ensure the environment is safe for children, the Director will be responsible to ensure that the relevant daily checklists are completed, prior to the children having access to those areas.
- Educators will ensure that equipment is:
 - Cleaned as per the cleaning checklist;
 - Used safely by the children, and;
 - Is used for the correct purpose.
- Risk assessments will be conducted for high risk activities and/or events including excursions.
- Educators will actively supervise children within their area.
- Educators will ensure that they, and the children, have applied a SPF30+ sun screen and wear a broad brimmed hat, prior to outdoor play. Timing of outdoor activities will be guided by the Sun Safety Policy (see Policy 4.8), specifically the UV rating for the day.
- Children who are unwell will be isolated from other children in a quiet area.
- Educators will ensure that all food handling and storage procedures are followed to prevent the risk of contamination.

4.2 Infectious Diseases Policy

Fulham North OSHC strives to remove immediate and/or serious risks to the health of the children, from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases*, whilst respecting the rights of individual privacy. Accordingly, all people, including children, staff and parents, with infectious diseases will be excluded from attending our Service to prevent the diseases spreading to others.

* When infectious disease is referred to in these policies and procedures, it means communicable diseases and notifiable diseases (Commonwealth Department of Health at www.health.gov.au).

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 Health and Medical Research Council 'Staying Healthy in Childcare' 4th edition
- NQS Area: 2.1.
- Policies: 4.1 – General Health and Safety, 4.3 – Hygiene, 4.4 – Preventative Health and Wellbeing, 4.14 – Infectious Disease Response Strategy, 8.16 – Employee Immunisation, 9.2 – Enrolment.

Procedures

Monitoring

- Fulham North OSHC will subscribe to reasonably available alert services through the Australian Government Department of Health (see www.health.gov.au) to keep up to date information on infectious diseases within the community.

Reporting

- It is the responsibility of parents/guardians to inform the Director of any infectious disease that their child or other immediate family members may be suffering.
- Parents/guardians will be advised through the enrolment procedures (see Policy 9.2) and the Family Handbook (see Policy 9.3) that children who are ill are not to be brought to the Service.
- It is the responsibility of educators / staff to inform the Director of any infectious disease that the staff member, or their other immediate family members, may be suffering.
- Ithaca Creek OSHC is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Commonwealth Government Department of Health) and also to report this to parents of other children in this Service as appropriate but having regard to the privacy of individuals concerned (see Policy 10.8).
- Records in regard to infectious disease will be maintained by the Director. These records will include the child's name, age, symptoms, date and time staff first noticed the illness or time and manner of parental advice in relation to the infectious disease and any action taken. This record will be kept confidential to protect the privacy of the child and family involved. (See Policy 10.8).
- A notice will be posted, and attention drawn to it when there has been a report of an infectious disease at Fulham North OSHC.
- The Director will notify the Approved Provider in writing when a report of notification has been made to the Department of Health
- The rights of individual privacy will be respected at all times, and in particular the Privacy Fulham North OSHC (see Policy 10.8 Information Handling (Privacy and Confidentiality)) will be observed by all staff implementing these procedures relating to infectious diseases.

Exclusion

- Anyone, including children and educators, suffering from any infectious diseases will be excluded from Fulham North OSHC to prevent others from being exposed to the infection. When a person is showing signs of any infectious disease:-
 - for children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
 - for educators and staff, they will immediately be released from work in order to seek immediate medical attention and for the period of the infectious disease;
 - For parents or other adults, they will be required to leave the premises of Fulham North OSHC immediately and not re-enter the premises unless and until they are no longer suffering from the infectious disease.
- If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/educator shall be excluded for the recommended period (as per NHMRC guidelines).
- For diseases which are from time to time published as requiring a doctor's certificate clearing the child/educator, the doctor's certificate will be required before the child/educator is re-admitted to Fulham North OSHC. (Information can be obtained from the Department of Health at www.health.gov.au and the National Health.

Immunisation

All children must meet the Australian Federal Government's immunisation requirements, or have a valid exemption for the family to be eligible for Child Care Subsidy (CCS)

4.3 Hygiene Policy

Fulham North OSHC strives to ensure for its children and staff a standard of general hygiene that complies, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community. This will be performed in the first instance with soap and running water, and/if soap and water is not available a hand rub will be used

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
- Work Health and Safety Act 2011
- NQS Area: 2.1.3, 2.1.4; 2.2.1; 4.2.1; 7.1.2, 7.3.5
- Policies: 4.1 – General Health and Safety, 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 4.5 – Illness and Injury, 4.9 Children's Toileting, 4.12 – Non Smoking, 5.1 – Food Handling and Storage, 5.5 – Cleaning and Sanitising.

Procedures

Use of Gloves

- When preparing food and when cleaning, or otherwise having contact with, bodily fluids (e.g. blood, mucus, vomit, urine, faeces etc.), disposable gloves will be worn.
- Used gloves are to be carefully disposed of, immediately after use, in such a way that they would reasonably be expected to be secure from children or others
- Educators are responsible to advise the Director (or other responsible staff member) to ensure that there is an adequate store of disposable gloves available at all times.

Hand Hygiene

The best way to prevent the transmission of disease is through effective hand hygiene, which removes dirt and germs from the hands

- Educators will wash their hands, and ensure that children wash their hands, thoroughly with soap and water:-
- before handling, preparing and eating of food
- prior to and after giving First Aid
- after toileting, handling of animals or other activities which could lead to the spread of infection
- After contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc.)
- After coughing, sneezing or blowing their nose
- Signs/posters will be placed around the Centre to alert children to the need to wash their hands.

Hand rubs

Hand rubs do not replace soap and running water however, they are effective in certain situations, such as when soap and running water are not available. To use a hand rub:

- Apply the recommended amount onto dry hands;
- Rub hands together so the hand rub comes into contact with all parts of the hands;
- Keep rubbing until the cleaner has evaporated and hands are dry.
- Children with visible dirt, grease or food on their hands should be directed to clean their hands with soap and water(when and where possible), rather than use a hand rub.
- Hand rubs will be kept out of reach of children and only used with adult supervision.
- Educators will endeavour to observe children's practice's when performing hand hygiene

4.4 Preventative Health and Wellbeing

Fulham North OSHC strives to ensure for its children and educators a standard of general preventative health and wellbeing that complies, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community.

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
- Work Health and Safety Act 2011 and Regulations 2011
- NQS Area: 2.1.2, 2.1.3, 2.1.4; 3.1,2; 7.1,,2; 7.3.5
- Policies: 4.1 – General Health and Safety, 4.12 – Non-smoking, 4.13 - First aid Waste Management, 4.14 – Infectious Diseases Response Strategy, 5.1 - Food Handling and Storage, 5.5 – Cleaning and Sanitising, 6.3 – Workplace Health and Safety

Procedures

Sun Safety

- Children and educators will wear broad brimmed hats and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth.
- Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. This will be reflected in the timing of outdoor activities which will be kept to a minimum during the hours of 10.00am and 3.00pm and guided by the UV index for the day.
- Educators will encourage children, including by modelling behaviour, to apply a suitable sunscreen (at least SPF30+) which is reapplied according to the manufacturer's recommendations.

Service Environment

- A quiet area will be provided where children can be quiet and away from other children.
- The service has a strict 'No smoking' policy.
- Notices will be placed around the service to remind of the need to maintain a clean and healthy environment including the 'no smoking' policy.

Cleanliness

- Educators will ensure that premises used for Fulham North OSHC and all toys, dress-up clothes, paint shirts and other materials and resources are kept clean.
- Tables, benches, floor surfaces and toilets will be cleaned thoroughly each day and the refrigerator once a week.
- Cupboards will be kept in a hygienic state to protect against any vermin outbreak.
- The premises will be regularly treated for the control of pests.
- Educators will ensure that all tissues are disposed of immediately after use.
- There will be a suitable area for waste disposal. This is to be covered and emptied daily into outside garbage units that are collected regularly.
- Recycled items (e.g. toilet rolls for craft activities) which were used, or suspected to have been used, in a non-hygienic environment, will not be used at the Service.
- There will be suitable disposal facilities for first aid waste such as band aids, bandages, and/or blood soaked tissues and wipes. These will be disposed of daily.
- There will be suitable facilities for the storage of soiled clothing, soiled clothing will be placed inside a plastic bag and sealed. Soiled clothing will be returned to the family at the end of the day.

4.5 Incident, Illness, Injury or Trauma Policy

Fulham North OSHC proactively strives to avoid injuries occurring at the Service, and to minimize the impact of injuries, illnesses and trauma by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries, illnesses or trauma of their children are acknowledged and will be taken in to account in administering all 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
- Duty of Care
- NQS Area: 2.1, 2.3; 4.2; 6.1,6.2;7.1,7.2,7.3
- Policies: 3.10 - Observational Recording, 4.6 - Medication, 4.10 – Anaphylaxis management, 4.11 – Emergency Health and Medical Procedure Management, 4.13 – First Aid Waste Management, 4.14 – Infectious diseases Response Strategy, 4.15 – Asthma, 9.2- Enrolment, 10.8 – Information Handling (Privacy and Confidentiality)

Procedures

Definitions

- **Incident:** Any unplanned event resulting in or having potential for injury, ill health, damage or other loss.
- **Injury:** Any physical damage to the body caused by violence or an incident.
- **Trauma:** An emotional wound or shock that often has long-lasting effects or any physical damage to the body caused by violence or an incident
- **Minor incident:** An incident that results in an injury that is small and does not require medical attention (eg adhesive dressing)
- **Serious Incident:** As it occurred while a child is being educated and cared for at the service, is defined as(National Regulation 12)
 - The death of a child while being educated and cared for at the service or following an incident while the child was being educated and cared for at the service;
 - A serious injury or trauma requiring urgent treatment from a medical Practitioner or hospitalisation(or should have attended a hospital (eg Asthma, seizure or anaphylaxis);
 - A child appears to be missing or can't be accounted for;
 - A child appears to be have been taken or removed from the premises by someone not authorised to do this;
 - A child is mistakenly locked in or out of the service premises; and/or
 - Any emergency which emergency services attended (does not mean an incident where emergency services attended as a precaution)

Written consent from the child's parent/guardian will be sought through the enrolment process for the Director and/or staff member qualified in first aid, to obtain medical attention, in keeping with the policies and procedures of Fulham North OSHC, if required .

On occasion, it may be necessary for a child to have an individual Medical Action Plan. These plans must be provided by the parent/guardian and be developed in collaboration with the family medical practitioner. Information contained may relate to management plans surrounding conditions such as anaphylaxis, asthma or epilepsy. Permission will be obtained from the parent/guardian to display this where staff can easily familiarise themselves with the health issue

Written consent will also be obtained from the parent/guardian for the use of all health and other personal information which Fulham North OSHC has relating to the child for the purpose of enabling staff of Fulham North OSHC to:

- administer care and assistance to the child, including by obtaining emergency or other medical assistance or care for the child in accordance with this policy; and
- Report any incident, injury, illness or trauma as required by law.

First Aid

- At least one educator with a current first-aid qualification and annually updated CPR qualification, anaphylaxis management and emergency asthma management training as required by the Education and Care Services National Regulations 2011, will attend any place children are being cared for, and immediately available in an emergency, at all times children are being cared for by the Service.

- Disposable gloves will be worn when administering first-aid, and will be disposed of appropriately immediately after use, in a way that they are reasonably secure from children and others.
- The Director will delegate a qualified educator to ensure that the following are always kept at Fulham North OSHC, and are accessible to the educators but not to children:
 - a fully maintained and equipped first aid kit, adequate for the number of children attending Fulham North OSHC;
 - a recognised and current first-aid manual;
 - a cold pack and ice ready for use in the administering of first aid;
 - a store of disposable gloves;
 - Current emergency contact telephone numbers.

Immediate Procedure upon Incident, Injury, Illness or trauma

If a child is involved in an incident, becomes ill, is injured or suffers a trauma while attending Fulham North OSHC:-

- staff will comfort and calm the child;
- Minor head injuries will be reported to the Director, monitored for safety and recorded on the relevant form. Parent/guardian may be contacted at the Director's discretion.
- In the case of significant head injuries reference will be to the Service document *Procedures For Children With A Head Injury* and the incident reported to the parent/guardian via phone, notifying of the circumstances including;
 - the treatment administered; and
 - whether the child has returned to normal activities as deemed appropriate by the Director or first aid qualified educator.
- an educator, qualified in first aid, will administer appropriate first aid and assess the child's condition in conjunction with the Director
- non-prescribed oral medications will not be administered to any child;
- if necessary, the Director, or qualified educator, will ensure that the child is separated from the other children and made as comfortable as possible in quiet, well-ventilated area;
- If necessary, the Director, or qualified educator, will contact the parents/guardians to collect their child as soon as possible.
- The child will be kept under adult supervision and their condition monitored until the parent's arrival.

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

- In the case of a child requiring emergency medication (Epipen, Ventolin etc) steps as per individual medical management plans will be immediately followed
 - the Director, or qualified educator, will direct a staff member to call an ambulance.
 - all attempts will be made to notify the parents; and
 - If parents are unable to accompany the child to the hospital, the Director, or qualified educator who administered the first aid, will accompany the child if they leave at least one educator who is qualified in first aid at Fulham North OSHC and that the service ratios are still met.
- All costs incurred in obtaining medical attention for a child will be met by the parents/guardians.

Recording and Reporting Incidents, Injuries, Illness or Trauma

An incident, accident, injury or trauma report must be completed as soon as reasonably possible after a child is involved in an incident, suffers an injury, illness or trauma, by the educator who administered care or first aid to the child. The information which must be included on the report after a child is involved in an incident, accident, injury or trauma at the service is:

- the child's name;
- date and time of accident/incident
- details of accident/incident
- parents/guardians contacted;
- treatment and outcome of accident/incident
- whether first-aid kit was used and if so what treatment;
- staff and witness signature; and
- Parent's signature confirming knowledge of accident.

The information contained in the injury, accident, incident or trauma report forms will be used strictly in accordance with this policy, the Privacy Policy and any other relevant policies of Fulham North OSHC. The Director will ensure that the parent of a child who is involved in an incident, is injured, ill or suffered trauma at Fulham North OSHC is informed of the situation and the treatment given, on collection of the child.

The Nominated Supervisor/Director acting on behalf of the Approved Provider, under section 174 (4) of the Education and Care Services National Law Act 2010 will notify the Regulatory Authority of a serious incident or emergency (refer to definition outlined above) via the National Quality Agenda IT System (NQA IT System)

4.6 Medication Policy

In the interests of health and wellbeing of the children, the Service will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child's name, dose of medication required and expiry date. Working collaboratively with families, and with the parent's authorisation, children will be enabled to self-administer medications.

The service will follow all legislative requirements in the instances of administration of prescribed medicinal cannabis to a child at 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
- Public Health (Medicinal Cannabis) Act 2016 and Regulation 2017
- Duty of Care
- NQS Area: 2.1, 2.3; 4.2; 6.1, 6.2 6.3; 7.1, 7.3
- Policies: 4.1 – General Health and Safety, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.15 – Asthma, 9.2 – Enrolment, 10.8 – Information Handling (Privacy and Confidentiality)

Procedures

- See Procedures under Policy 4.1 – General Health and Safety, regarding obligations for parents to advise the Service of particular health needs, including medication, for their children.
- Consistent with this policy, parents will be requested, wherever possible, to administer any prescribed medication to their child before or after attending Fulham North OSHC, rather than requesting staff to do so unless absolutely necessary.
- Educators will only be permitted to administer medication to a child if it is:
 - In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and is within the expiry date period; and
 - Accompanied by a Medication Authority and Administering form completed by the parent/guardian
- All medication will be administered by the Director (or an educator nominated by the Director who is duly qualified in first aid) and witnessed by another educator. Administration of medication will be recorded in a medication administration register. The Director and educator witness must fill out and sign the register with the parent signing acknowledgement at the end of the day.
- All medication will be kept by the Director (or her/his nominee) and stored in a locked cupboard or similar storage receptacle. Storage should prevent unsupervised access and damage to medicines e.g. some may require refrigeration.
- At no times will educators administer any unprescribed medicine (e.g. Panadol) without written consent/authorization.
- All unused medication will be returned to the parent on collection of the child.

Children self-administering medication

- The service permits children over pre school age to self-administer medication however the relevant authority form must be completed by the parent/guardian, prior to the child administering the medication.
- Educators will supervise children who are self-administering medications and to promote consistency and ensure the welfare of the children using the service, Educators will ensure each child follows all administration of medication, health and hygiene policies and procedures.
- Should educators feel that the child is not able to successfully administer the medication then they reserve the right to administer it on behalf of the child.
- The service will record all instances of supervised self-administration of medication as per the procedures articulated within this policy
- For children who require regular asthma medication, an Asthma Form will need to be completed by the parent/guardian to advise the Director whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.
- For diabetes or other similar ongoing medications parents must advise the Director in writing of how, when (i.e. at what intervals) and by whom all such treatment is to be administered and the level of supervision necessary for the safe administration of the medications.

4.7 Sun Safety Policy

The service encourages and promotes the need to protect children's skin and educate them about sun smart behaviour, thus reducing the risk of skin damage from exposure to the sun. The purpose of this Sun Safety policy is to ensure that all children attending our service are protected from the harmful effects of the sun throughout the year. The service will provide environments that are supportive of Sun Safety practices and when necessary, will create an awareness of the need to reschedule outdoor activities to support Sun Safety practices.

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
- Work Health and Safety Act 2011
- Duty of Care
- Early Childhood Cancer Council of Australia
- Cancer Council Australia
- NQS Area: 1.1.3; 2.1.1; 2.2.2; 2.3.2; 3.1.1; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 7.1.2; 7.3.2; 7.3.5
- Policies: 3.7 – Physical Activity, 4.1 – General Health and Safety, 4.4 – Preventative Health and Wellbeing, 9.2 – Enrolment, 9.3 – Communication with Families

Procedures

- Staff will implement strategies aimed at ensuring children attending our service are protected from the harmful effects of the sun, including:
 - Ensuring all children and staff wear broad-brimmed hats that protect the face, neck, ears and crown of the head (NO CAPS), and SPF 30+ broad-spectrum, water-resistant sunscreen when involved in outdoor activities.
 - Informing parents of our Sun Safety policy when children are enrolled by advising of the Sun Safety Policy in the enrolment package.
 - Requesting that Parents provide a Sun Smart hat for their child and encourage them to wear it.
 - Requesting parents provide appropriate Sun Smart clothing when the service participates in outdoor/water related activities.
 - Incorporating skin cancer prevention education into the program.
 - Ensuring educators act as a positive role model for appropriate Sun Safety behaviour.
 - Ensuring all students without adequate sun protection use shaded or covered areas during outside play times.
 - Ensuring adequate shade is provided during outdoor events including excursions.
 - Ensuring SPF30+ broad-spectrum, water-resistant sunscreen is readily available.
 - Reviewing the Sun Safety Policy annually with children, educators, parents and the Approved Provider
 - Ensure that, wherever practicable, outdoor activities take place before 10am or after 3pm or in accordance with the daily peak UV rating, accessible on the Australian Cancer Council website <http://www.cancer.org.au/home.htm>.

4.8 Children's Toileting Policy

The service recognises the need to ensure the safety of all children whilst accessing the toilet. The following procedures are to be implemented consistently by all staff to protect children from risk of harm or injury.

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
- NQS Area: 1.1.5; 2.1.1, 2.1.3; 2.3.1, 2.3.2; 4.1; 4.2.1; 5.2.3; 6.1.1; 6.3.3; 7.1.2; 7.3.1, 7.3.5.
- Family and Child Commission Act 2014
- Child protection Act 1999 and Regulations 2000
- Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 2.11 – Including Children with Special/Additional Needs, 3.5 _ Excursions, 4.3 – Hygiene, 9.2 – Enrolment, 9.3 – Communication with Families.

Procedures

- Educators shall check the toilet facilities for safety prior to the commencement of the daily program/s including before school, after school and vacation care
- An educator shall notify another educator if they intend to use the toilet
- Should the primary facilities become unavailable, then other toilets may be accessed, however when these are out of sight, children will be escorted to the toilet by an educator
- When on excursions, the toilet cubicles will be checked for safety by an educator before allowing the children to use the toilet and a minimum of two staff, whenever possible, will supervise children's use of the toilets.
- Educators shall support the personal hygiene of children with toileting when it becomes known to them that a child needs assistance.
- Educators shall notify the Director that a personal hygiene incident requires their support and, where possible, a second team member, shall be called to be present during the toileting support. Gender and developmental consideration should be given to the situation in ensuring the most appropriate educators manage the situation and that the process is open and transparent.
- Educators shall support children's emotional needs, demonstrating empathy and compassion and should not, under any circumstances, cause further embarrassment to the child. Nor should they become forceful in their assistance to children.
- If a child is involved in a personal hygiene incident, the Parents/Guardian will be notified immediately and shall have the opportunity to collect the child.
- Children who are frequently troubled with personal hygiene and toileting needs shall be requested to provide spare clothes and pull ups if necessary.

4.8 Anaphylaxis Management Policy

The service recognises the increasing prevalence of children attending services who have been diagnosed with anaphylactic reactions. Such reactions may be the result of severe allergies to eggs, peanuts, tree nuts, cow's milk, shellfish, bee or other insect stings, latex, particular medications or other allergens as identified through professional diagnosis. It is known that reactions to allergens may occur through ingestions, skin or eye contact or inhalation of food particles.

Relevant Laws and other Provisions

The laws and provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and Regulations 2011
- Family and Child Commission Act 2014
- Duty of Care
- Health (Drugs and Poisons) Regulation 1996
- NQS Area: 1.1.5; 2.1.1, 2.1.4; 2.2.1; 2.3.2, 2.3.3; 4.2.1; 6.1.1; 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5
- Policies: 4.5 – illness and Injury, 4.6 – Medication, 4.11 – Emergency Health and medical Procedure Management, 5.1 – Food Handling and Storage, 9.2 – Enrolment, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance

Procedures

- Parents will be requested, through the initial enrolment procedures (see Policy 9.2), to ensure that the service is made aware of any allergies that their child may be suffering. Information regarding the triggers and severity of allergic reactions will also be requested.
- The service shall take appropriate action to minimize where possible exposure to known allergens where children have been professionally diagnosed with anaphylaxis and this information has been presented to the service with certification from a medical practitioner.
- The service shall develop and implement a risk management plan to identify the possible exposure to allergens and how these will be managed and monitored within the service.
- The service will ensure that at least one educator with a current first aid qualification a CPR qualification, anaphylaxis management and emergency asthma management training as required by the Education and Care Services National Regulations 2011, will be in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for.
- Educators shall be regularly trained in the procedures for management of anaphylaxis by a recognised authority.
- All children diagnosed with anaphylaxis shall have a Personal Action Plan outlining what to do in an emergency, developed in consultation with families, educators and the child's medical practitioner. Each plan shall be displayed in a clearly accessible area and be approved by the child's family/guardian.
- Health care and management plans shall be discussed on a regular basis with all educators at team meetings.
- Each child shall have the appropriate medication including EPIPEN accessible to educators. All expiry dates of auto-injector devices accessible at the service will be closely monitored. Parents will be notified immediately of an impending expiry date of these devices and provision to the service of an up-to-date device arranged.
- Appropriate medication shall be stored at the service for each child in clearly labelled and marked containers.
- In circumstances where medication requires transportation between the child's school/home and the service, the medication shall be signed in and out of the service in appropriate record books by

Educators. Families may be requested to provide a spare pen to be kept at the service, if these arrangements are not suitable

- A risk management strategy shall be devised to ensure:
 - Medication is transported by a responsible adult person, and
 - In circumstances where children arrive at the service without the required medication, appropriate procedures shall be followed to ensure that the medication becomes immediately accessible.
- Anaphylaxis plans shall be reviewed annually or as required by governing authorities.
- In the case of a child who has not been previously diagnosed with Anaphylaxis, procedures as per the Emergency Health and Medical Policy (see Policy 4.11) will be followed.

4.9 Emergency Health and Medical Procedure Management Policy

- The service recognises that occasions may arise where emergency management procedures may need to be implemented to preserve the health and safety of children and staff. Such emergency management applies to situations where a parent/caregiver requests the OSHC service in writing to administer prescribed medication as directed by a medical practitioner, and/or assist with managing a specific health condition as well as where a particular emergency first aid response is needed.
- In emergency situations, OSHC educators may be required to administer medication to preserve the life, safety and health of a student. These emergencies may occur for students with diabetes, epilepsy, anaphylaxis and asthma. The possible medication requirements include administering inhaled medication such as Ventolin for asthma, rectal administration of Valium for epilepsy, and an injection of glucagon for diabetes and an injection of adrenalin for anaphylaxis. Injections for diabetes and anaphylaxis are usually administered by a pen device and are not intravenous.

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
- Health (Drugs & Poisons) Regulation 1996
- Work health and safety Act 2011
- Family and Child Commission Act 2014
- NQS Area : 2.1.1, 2.1.4; 2.3.3; 4.2.1; 6.1.1; 6.2.1; 7.1.2; 7.3.1, 7.3.2; 7.3.5.
- Policies: 4.6 – Medication, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 9.2 – Enrolment, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance.

Procedures

- All educators shall have access to information about the children's medical conditions, medication and management procedures required.
- Written procedures (management plan) shall be clearly displayed for managing emergency situations including which shall include information about:
 - Contact numbers for family, medical practitioner and ambulance;
 - Triggers, reactions, warning signs and symptoms of possible emergency;
 - Instructions on first aid management from medical practitioner or recognised authority; and
 - Medication requirements, dosage and method of administration.

- Each child may have an individual management plan (maintained confidentially) which further includes:
 - Guidelines for participation in specific activities if required such as swimming or high level physical games and activities;
 - Contact details;
 - Parent consent forms as required;
 - Medical practitioner consent forms as required; and
 - Mediation administration documentation
- The service will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, is in attendance at any place children are being cared for, and immediately available in an emergency, at all times care is being provided by the Service.
- Medication shall be taken as required on excursions in an appropriately secured/locked container readily accessible to administering educators.
- In the event of emergency first aid being required, procedures as set out in the illness and injury Policy (see Policy 4.5) will be followed.
- Written records and reports regarding implementing emergency procedures shall be completed by the administering educator within 24 hours and lodged with the Director or management.
- Management shall ensure that written reports are lodged with relevant authorities within the required time frame.

4.10 Non-Smoking Policy

The service actively encourages and provides a smoke free environment for children, families, educators and community members. This demonstrates a commitment to the health and wellbeing of all those associated with 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
- Family and Child Commission Act 2014
- Work Health and Safety Act 1 2011
- Tobacco and other Smoking Products Act 1998 and Other Smoking Products Amendment bill 2004
- Commission for Children and Young People and Child Guardian Act 2000
- NQS AREA: 2.1.1; 3.1.2; 7.1.1, 7.1.2; 7.3.5
- Policies: 4.1 – General Health and Safety, 4.4 – Preventative Health and Wellbeing, 8.10 – Employee Orientation and Induction, 9.3 –Communication with Families

Procedures

- All relevant handbooks shall include information regarding the service's Non Smoking policy and procedures for smoking.
- Visitors to the service location or site shall be actively informed as required about the policies and procedures for smoking.
- Appropriate signs shall be displayed in accessible places to reinforce the message of a non-smoking environment.

4.11 First Aid Waste Management Policy

The service acknowledges the need to manage first aid waste effectively to prevent cross infection or contamination from waste materials. Such materials shall include, but not be limited to: Band-Aids, bandages, swabs, cotton buds/balls and ice packs.

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
- Work Health and Safety Act 2011
- First Aid Code of Practice 2004
- NQS Area: 2.1.1, 2.1.3, 2.1.4; 4.2.1; 7.1.2; 7.3.5.
- Policies: 4.5 – Illness and Injury, 4.11 – Emergency Health and Medical Procedure Management, 6.3 – Workplace Health and Safety

Procedures

- A clearly labelled first aid waste bin will be supplied and maintained in the following way:
 - Fitted with a bag that can be sealed and removed each day (if required);
 - Cleaned and sanitised daily (if required);
 - Located in a suitable place that is not readily accessible to children.
- Educators shall thoroughly wash hands using specified hand washing procedures before and after implementing first aid.
- Educators shall wear suitable gloves to manage incidents of first aid involving waste materials as identified.
- When conducting first aid, educators shall:
 - Remove required items to be used to manage first aid from the first aid kit;
 - Place items in/on a non-contaminated dish or surface;
 - Clean the injured area of the person using principles of first aid as per policy/ procedure and training e.g. wiped with sterile swab etc. (Refer to First Aid Manual/Book);
 - The used swab or like shall be placed in the lined first aid waste bin;
 - Be required to change gloves if changing the type of activity they are managing with first aid e.g. cleaning to bandaging. These gloves should also be placed in the first aid waste bin.

4.12 Infectious Diseases Response Strategy Policy

The service acknowledges the need for a coordinated approach to dealing with situations of Infectious Diseases in the community. The service shall implement a response strategy in accordance with Government Health guidelines for Infectious Disease Pandemic.

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 Health Guidelines
- NQS Area: 2.1.1, 2.1.3, 2.1.4; 6.1.3; 7.3.1, 7.3.5.
- Policies: 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 8.10 – Employee Orientation and Induction, 9.3– Communication with Families, 9.4 – Communication with Community.

Procedures

- The service shall encourage basic hygiene techniques to prevent the spread of Infectious Disease.
- The service shall encourage children and educators to stay at home should they present with symptoms of infectious disease.
- The service shall keep informed of current Pandemic Phases and shall follow the Australian Government Guidelines.
- The service shall provide educators, families and the local community with information about the service's response to management of Infectious Disease as recommended by Health Authorities.

Supporting information on Pandemic Phases

The Australian phases describe whether the virus is in countries overseas (OS) or in Australia (AUS). Having an Australian system means that actions can be taken in Australia before a change of phase is declared by the World Health Organisation. The description of each phase is shown in the following table:

| Australian Phase | Description |
|------------------|--|
| ALERT | A novel virus with pandemic potential causes severe disease in humans who have had contact with infected animals. There is no effective transmission between humans. Novel virus has not arrived in Australia. |
| DELAY | Novel virus has not arrived in Australia. OS4 Small cluster of cases in one country overseas. OS5 Large cluster(s) of cases in only one or two countries overseas. OS6 Large cluster(s) of cases in more than two countries overseas. |
| CONTAIN | Pandemic virus has arrived in Australia causing small number of cases and/or small number of clusters. |
| SUSTAIN | Pandemic virus is established in Australia and spreading in the community. |
| CONTROL | Customised pandemic vaccine widely available and is beginning to bring the pandemic under control. |
| RECOVER | Pandemic controlled in Australia but further waves may occur if the virus drifts and/or is re-imported into Australia. |
| PROTECT | Pandemic virus is mild in most but severe in some and moderate overall. This phase sits alongside CONTAIN and SUSTAIN phases with a greater focus on treating and caring for those more vulnerable to severe outcomes. |

<http://www.flupandemic.gov.au/internet/panflu/publishing.nsf/Content/current-status-1> accessed 20/06/11

4.13 Asthma Management Policy

The service strives to provide a safe and suitable environment for all children attending the service. Children with particular health needs, such as Asthma will be supported through the creation of an Asthma friendly environment in accordance with the recommendations of the Asthma Foundation of South Australia

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulation 2011
- Duty of Care
- Work Health and Safety Act 2011
- Health (Drugs and Poisons) Regulation 1996
- NQS Area: 2.1.1, 2.1.4; 2.2.2; 2.3.2, 2.3.3; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5.
- Policies: 4.1 – General Health and Safety, 4.4 – Preventative Health and Wellbeing, 4.6 – Medication, 4.11 – Emergency Health and Medical Procedure Management, 9.2 – Enrolment.

Procedures

- The service will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, attends any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the Service.
- The service shall provide opportunities for all staff to participate in and receive regular education on asthma and appropriate management strategies. As per the *Health (Drugs and Poisons) Regulation 1996*, a person is considered to have appropriate asthma management training if they have completed a training course, of at least one hour, and are issued with a certificate identifying the successful completion of training in the specific learning outcomes.
- Families of a child identified with Asthma through the service enrolment process shall complete a service Asthma Form, which includes the following information:
 - Individual asthma triggers;
 - Types of medications used;
 - Administering of medication (e.g. self-administering under supervision).
- Families may also supply an individual Asthma Action Plan for their child, completed in conjunction with their medical practitioner.
- Educators will be made aware of children who suffer from Asthma and the various triggers and manage the risks of this appropriately within the service's risk management plan. These triggers may be food intolerances or environmental.
- The service may also display a poster for asthma first aid management in prominent locations to alert educators and other participants in the service's activities.
- An emergency supply of asthma medication may be held at the service for cases of emergency respiratory distress. A first aid qualified educator trained in emergency asthma management procedures can administer this medication.
- All asthma medication provided by families and administered by educators must be in accordance with the Medication Policy (see Policy 4.6) of this service.
- If the procedure outlined in the child's medical management plan does not alleviate the asthma symptoms, or the child does not have a medical conditions management plan, an educator will provide first aid, which may include the steps outlined by Asthma Australia as follows:

- Sit the child upright. The educator will stay with the child and be calm and reassuring;
- Give four (4) puffs of blue reliever medication, using a spacer if there is one;
- Wait four (4) minutes. If there is no improvement, give four (4) more puffs as above;
- If there is still no improvement, call emergency services;
- Keep giving four (4) puffs every four (4) minutes until the emergency service arrive.

4.14 Vehicle Restraint Policy

The service promotes safety in the transporting of children in vehicles during the operation of program activities. The following measures, articulated through procedure, support legislative attempts to reduce the effects of serious injury or death in the event of a crash.

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
- Queensland Transport Operations (Passenger Transport) Act 1994 and Regulations 2005
- NQS Area: 2.3.1, 2.3.2; 6.1.1; 7.1.2, 7.3.5.
- Policies: 3.5 – Excursions, 3.6 – Transport for Excursions, 10.9 – Risk Management and Compliance.
-

Procedures

- In the case of children being transported in a private vehicle during the operation of the program, the service shall provide appropriate child restraints in accordance with recommendations for children 4-7 years, which are a booster seat with H-harness or a booster seat with a secured adult seatbelt. Booster seats provided shall be Australian Safety Standard approved. (*Australian Standard AS 1754 Child Restraint Systems Used in Motor Vehicles.*)
- The following requirements will also apply:
 - A child may stop using a child restraint once they turn seven or if their eye level is above the back of the booster seat;
 - A child aged between four and seven years of age cannot sit in the front row of a vehicle that has more than one row of seats unless all the other seats are occupied by children under seven years of age;
 - Should the back seat have two child restraints fitted and there be no room for a third child restraint, a non-tethered booster seat or booster cushion can be used, providing the child using the booster seat is between four and seven years of age.
- In the case of children being transported in a taxi during the operation of the program, the following guidelines shall be followed:
 - Children under the age of seven must not be seated in the front row of seats in a taxi. Taxi drivers will be responsible for ensuring that children between the ages of seven and sixteen are properly restrained in a seatbelt. The service shall support the taxi driver in meeting such requirements;
 - The service shall ensure that children up to the age of seven are appropriately restrained when using Taxi transport, whether in an approved child restraint or adult seatbelt. This may mean that the service provides their own restraints, however there is no requirement in a Taxi to do so.

- In the case of children being transported in a bus during the operation of the program, the following guidelines shall be followed:
 - Bus transport with 13 or more seats does not need to be fitted with seatbelts and child restraints are not required.
 - The restraint provisions for four to seven year old apply to a bus that has 11 or 12 seats with all passengers having to wear seat belts if they are fitted.
- The indicative weight specified for this age range in the restraint laws is 14 to 26 kgs. Children who are four (or more) years of age but below the indicative weight range may be recommended the forward-facing child restraint with built-in harness. Children who are seven (or more) years of age, within the indicative weight range may still require the recommended child restraint.

4.15 Medical Conditions Policy

Fulham North OSHC recognises the increasing prevalence of children attending school age care services who have been diagnosed with medical conditions including asthma, diabetes or at risk of anaphylaxis, and are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.

Children's medical needs may be broadly categorised into two types:

- Short-term – which may affect their participation in activities while they are on a course of medication. Short-term medical needs are typically an illness that the child will recover from in a short period (e.g. tonsillitis, chest infection, etc.)
- Long-term - potentially limiting their participation and requiring extra care and support. Long term medical needs are typically ongoing (e.g. asthma, diabetes, anaphylaxis, epilepsy, celiac disease)

Our service is committed to ensuring our educators are equipped with the knowledge and skills to manage situations, to ensure all children in attendance receive the highest level of care and that their needs are considered at all times.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care
- National Law Act 2010 and National Regulations 2011
- Public Health (Medicinal Cannabis) Act 2016 and Regulation 2017
- NQS Area: 1.1; 2.1, 2.2; 3.1, 3.2; 4.1, 4.2; 5.1, 5.2; 6.1, 6.3; 7.2, 7.3.
- Policies: 2.11 – Including Children with Special/Additional Needs, 4.1 - General Health and Safety, 4.2 - Infectious Diseases, 4.3 - General Health and Safety, 4.3 - Hygiene, 4.4 - Preventative Health and Wellbeing, 4.6 – Medication, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.15 – Asthma, 2.20 – Supervision of Children, 5.1 – Food Handling and Storage, 5.6 – Menu Development, 7.1 – Emergency Equipment and Facilities, 8.4 – Educator Professional Development and Learning, 8.10 – Employee Orientation and Induction, 9.2 – Enrolment, 9.3 – Communication with Families, 10.9 – Risk Management and Compliance

Procedures

Children's short term medical needs will be managed in accordance with the service's Incidents, Injury, Trauma and Illness Policy and the Medications Policy.

For children with long-term medical needs, the service will minimise the risks associated with these specific health needs, allergies or other relevant medical conditions by:

- Ensuring a current **medical management plan** that is provided to the service by the parent and is accessible to all educators.
- Ensuring all educators are adequately trained and rehearsed in the service's emergency medical management procedures and the administration of emergency medication.
-
- Collaborating with parents/guardians of children with specific health needs, allergies or other relevant medical conditions to develop a **risk minimisation plan**; and
- Informing all educators and volunteers, of children with specific health needs, allergies or other relevant medical conditions and the risk minimisation procedures for these.

Parents/guardians will be requested, through the initial enrolment procedures to provide details of any specific health care needs or medical conditions of the child, including asthma, diabetes, allergies and whether the child has been diagnosed at risk of anaphylaxis. It is the responsibility of parents/guardians to update the service with any new information relating to their child's specific health care need or medical condition.

The service will involve all educators, families and children in regular discussion about medical conditions and general health and wellbeing. The service will adhere to privacy and confidentiality procedures when dealing with individual health needs.

- To promote consistency and ensure the welfare of all children using the service, all educators will follow the health, hygiene and safe food handling policies and procedures.
- If a child with a chronic illness or medical condition that requires invasive clinical procedures or support is enrolled at the service, prior arrangements will be negotiated with the parent/guardian, Director and appropriate health care workers to train educators in appropriate procedures. Such arrangement and procedures will be established in consultation with the child's medical practitioner. Arrangements will be formalised prior to the child commencing at the service.

Identifying Children with Medical Conditions

- Any information relating to individual children's health care needs, allergies or other relevant medical conditions will be shared with the Director, educators and other staff members of the service.
- Information relating to a child's specific health care need, allergy or other relevant medical condition, including the child's medical management plan, medical risk minimisation plan and the location of the child's medication will be shared with all educators and other staff members of the service.
- As it relates to the specific children, relevant medical condition information will be displayed in the following areas of the service to ensure all practices and procedures are followed accordingly:
 - The service administration area – available in the child's enrolment record
 - In Folders on Sign in cupboard
 - In the kitchen fridge (for children with food related conditions)
- All educators will be required to follow the child's Medical Management Plan in the event of an incident related the child's specific health care need, allergy or other relevant medical condition.
- All educators, other staff and volunteers must be able to identify a child with a specific health care need, allergy or other relevant medical condition and be able to locate their medication/s easily.

Medical Management Plan

To comply with regulatory requirements, the parents/guardians of children with specific health care needs, allergies or other relevant medical conditions must provide the service with a medical management plan for their child. This medical management plan must be followed in the event of an incident relating to the child's specific health care need, allergy or relevant medical condition.

The medical management plan should be developed in consultation with the child's registered medical practitioner with the procedures to follow from the medical practitioner documented in the medical management plan. The medical management plan should include the following:

- A photo of the child;
- Details of the specific health care need, allergy or relevant medical condition including the severity of the condition;
- Any current medication prescribed for the child;
- What may trigger the allergy or medical condition (if relevant);
- Signs and symptoms to be aware of as well as the response required from the service in relation to the emergence of symptoms;
- Any treatment/medication required to be administered in an emergency;
- The response required if the child does not respond to initial treatment;
- When to call an ambulance for assistance; and
- Contact details of the doctor who signed the plan.
- Copies of the child's Medical Management Plan will be kept with their medication and taken on all excursions/regular outings they attend whilst enrolled at the service.

Risk Minimisation Plan

A risk minimisation plan must be developed in consultation with the parent/guardian of a child with specific health care needs, allergies or other relevant medical conditions to ensure that:

- Any risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised;
- If relevant, practices and procedures for the safe handling, preparation, consumption and serving of food are developed and implemented;
- The parent/guardian is notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented; and
- All educators are able to identify the child, and know the location of the child's medical management plan and medication.

If relevant, practices and procedures are developed and implemented to ensure that the child does not attend the service unless the child has at the service their relevant medications.

- The service will provide support and information to parents/guardians and other members of the community about resources and support for managing children's specific health care needs, allergies or other relevant medical conditions.

Medical Conditions Communication Plan

To ensure regulatory compliance, the service shall develop a communication plan and implement procedures to ensure that:

- Relevant educators, staff members and volunteers are informed about the medical conditions policy and the medical conditions management plan and medical conditions risk minimisation plan for each child with a specific health care need, allergy or other relevant medical condition; and
- A parent/guardian of a child with a specific health care need, allergy or other relevant medical condition will communicate any changes to the medical management plan and risk minimisation plan for their child.

Management of Medical Conditions

Children identified with asthma or anaphylaxis will be managed in accordance with the specific Asthma Management policy (see 4.15) and Anaphylaxis Management policy (see 4.10) of the service.

Children with other health care needs or relevant medical conditions will be managed in accordance with their individual medical management plan and risk minimisation plan.

In order to effectively manage other health care needs and medical conditions, the service will implement the following procedures:

Diabetes

In developing individual children's medical management plans, the service will implement procedures to ensure children with diabetes do not suffer any adverse effects from their condition while at the service. These include ensuring they do not suffer from hypoglycemia (have a "hypo") which occurs when blood sugar levels are too low. Things that can cause a "hypo" include:

- A delayed or missed meal, or a meal with too little carbohydrate;
- Extra strenuous or unplanned physical activity;
- Too much insulin or medication for diabetes; and/or
- Vomiting.

Children with Type 1 diabetes may need to limit their intake of sweet foods. The service will ensure information about the child's diet including the types and amounts of appropriate foods is documented in the child's medical management plan and that this is used in developing an individual risk minimisation plan.

The service will ensure that educators are adequately and appropriately trained in the use of insulin injection devices (syringes, pens, pumps) used by children at the service with diabetes. In the event of major concerns regarding insulin levels of a child an ambulance will be called.

If a child is displaying symptoms of a "hypo" event the service will:

- Ensure a first aid trained educator provides immediate first aid which will be outlined in the child's medical management plan and may include giving the child some quick acting and easily consumed carbohydrate;
- Call an ambulance by dialing 000 if the child does not respond to the first aid and apply first aid as per instructions from the ambulance;
- Contact the parent/guardian or the authorised person to be notified in the event of illness, if the parent/guardian cannot be contacted.

Skin Rashes

Rashes are common in children which may be caused by a viral infection. It is important to be able to assess.

When assessing a rash, educators should consider other signs and/or symptoms. These might include (but are not limited to):

- Fever;
- Unusual behaviour (cranky or less active; cries more than usual; seems uncomfortable/irritable; just seems unwell);
- Loss of appetite;
- Vomiting;
- Headache/stiff neck;
- Frequent scratching, crusty skin/discharge from skin; and/or
- Trouble breathing.

When observing the rash, educators should note:

- What the rash looks like (e.g. dark red like a blood blister; small red pinheads; large red blotches; a solid red area all joined together or blisters);
- How does the rash feel to touch (e.g. raised slightly, with small lumps or swollen);
- Is the rash itchy and where on the body did the rash start (e.g. head, neck); and
- Where is the rash now (e.g. head, neck, abdomen, arms, legs).
- The Director will be informed of any children presenting with a rash to determine whether there is cause for concern for the child's health and the health of other children and educators. The parent/guardian will be called immediately.
- All incidents of rashes should be documented on an Injury, Illness or Trauma Form. Educators must regularly check the appearance of the rash and note time and any changes to inform medical attention that may be sought.
- The child will be isolated from other children and made comfortable until the parent/guardian is informed and has collected the child from the service.
- If educators are concerned about serious symptoms in conjunction with the rash (e.g. the rash being purple, or spreading very quickly), then an ambulance will be called.
- Eczema

- If a child suffers from eczema, parents/guardians will be requested to supply a doctor's certificate stating this. A medical management plan will be developed and implemented to enable educators to follow any treatment prescribed by the child's medical practitioner.
-
- A child with eczema is not to be excluded from attending the service.
-
- Medical Conditions requiring administering of medicinal cannabis e.g. epilepsy.
- Procedures will be followed as per Medications Policy 4.6 (refer subsection Administering Medicinal Cannabis)

Educator Training and Qualifications

- The Director will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, responding to allergic reactions, basic first aid and adhering to special dietary requirements.

The Director will ensure that, at least one educator with the required first aid qualifications, anaphylaxis management and emergency asthma management training as prescribed under *Education and Care Services National Regulations 2011* is in attendance at any place children are being care for, and immediately available in an emergency, at all times children are being cared for.

5 References

State Government Victoria. (2013, September). *National Quality Framework - Children with Medical Conditions Attending Education and Care Services*. Retrieved from Department of Education and Early Childhood Development:
http://www.education.vic.gov.au/Documents/childhood/providers/regulation/nqfmedicalconditionsfacts_ept2013.docx

University of Wollongong. (2013, August). *Medical Conditions Policy*. Retrieved from UniCentre - University of Wollongong:
<http://unicentre.uow.edu.au/content/groups/public/@web/@unic/@mrkt/documents/doc/uow146296>.

Policy Group 5: Food and Nutrition

5.1 Food Handling and Storage Policy

Fulham North OSHC recognises the need for effective food handling and storage practices to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten. All food, which is handled (including preparing, eating or storing) at the service, is to be handled according to the recommended food handling and storage guidelines asset out in the Australian and New Zealand Food Standards Code.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care
- Education and Care Services National Law Act, 2010 and Regulations 2011
- Australian and New Zealand Food Standards – Chapter 3 – Food Safety Standards (Australia only)
- Local Authority (Brisbane City Council) food handling by-laws
- NQS Area: 2.1.1,2.1.3, 2.1.4; 2.2.1; 2.3.2; 3.1.2; 3.3.1; 4.2.1; 6.1.1; 7.1.2;7.3.5
- Policies: 4.1 – General Health and Safety, 4.3 – Hygiene, 4.4 – preventative Health and Wellbeing, 4.10 – Anaphylaxis Management, 5.5 – Cleaning and Sanitising, 8.13 – Employee Health, 9.2 Enrolment

Procedures

- See also Policy 4.3 regarding general hygiene policies and procedures, including relating to preparation and handling of food.
- The Director will be responsible to ensure that all food preparation and preparation areas comply with all laws and regulations, including Local Council by-laws (or equivalent) where applicable.
- The service will provide the necessary food handling equipment and/or utensils (e.g. gloves) including colour- coded cutting boards to prevent cross contamination
- Educators will ensure their hair is tied back and does not fall into the food
- All food preparation surfaces and utensils will be kept clean and, in particular, will be thoroughly cleaned before use. Food, preparation equipment and surfaces will be cleaned and sanitised in accordance with the service Cleaning and Sanitising Policy (see Policy 5.5)
- Educators will wash their hands, and ensure that children wash their hands, thoroughly with soap and water before handling, preparing and eating food.
- Perishable food brought by educators and children from home will be refrigerated as soon as possible.
- The service will ensure regular pest and vermin maintenance is conducted to prevent contamination.
- After opening, perishable items will be suitably covered and refrigerated, and non-perishable items will be stored in airtight containers in the food storage/pantry area. All items will be clearly labelled to include food items name and date stored and/or use by/expiry date.
- The refrigerator, stove/oven, microwave and pantry will be cleaned weekly. As part of the weekly refrigerator and pantry clean, foods will be rotated according to their use by date.
- The use by dates of all foods for use at the service will be carefully monitored. Foods noted with expired 'use by' dates will be suitably disposed
- Educators will not eat, nor permit a child to eat, food that has either fallen on the ground, or been handled by another child. Food that is not fit to be eaten is to be immediately disposed of, in an appropriate manner, so that it will not be eaten.

- Children will not be allowed in the food preparation area unsupervised. Food activities that require heating and/or cooking will be fully supervised by an educator.
- Educators and/or children who are unwell will not be permitted to handle food, whether it is a food activity or preparation of the afternoon tea menu
- Educators will be made aware of, and kept up to date about children who may suffer dietary issues and/or allergies relating to food and/or particular food ingredients through signs in the kitchen area and regular discussion at team meetings. All care and attention will be taken when preparing, serving and storing food for children with particular dietary and/or allergy issues. Families may be requested to provide their child's food if the service is unable to cater for their specific need

Please note: This policy has been developed in accordance with the recommendations of the Australia and New Zealand Food Standards. Further information can be accessed from <http://www.foodstandards.gov.au/foodstandards/foodstandardscode.cfm> Services are encouraged to access this information directly. Any reference to the content from this site should be dated in the policy at the time it was accessed. The resource papers available from <http://www.foodstandards.gov.au/foodstandards/foodstandardscode.cfm> provide support to the service in developing and maintaining food safety standards.

5.2 Food and Nutrition Policy

Fulham North OSHC encourages and promotes the health and wellbeing of children through a healthy nutritious diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their 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
- 'My Time, our Place' Framework for School Age Care
- Australian Dietary Guidelines (NHMRC 2013)
- Physical Activity Nutrition Outside School Hours (PANOSHC) (2012)
- NQS Area: 1.1.2, 1.1.3, 1.1.5, 1.1.6; 1.2.2; 2.1.1, 2.1.3, 2.1.4; 2.2.1; 2.3.1, 2.3.2; 4.2.1; 6.1; 6.2.1; 6.3.2; 7.1.2, 7.1.4; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.5
- Policies: 2.6 – Behaviour Support and Management, 3.1 – Educational program Planning, 3.3 – Educators Practice, 4.3 –Hygiene, 5.1 – Food Handling and Storage, 9.2 – Enrolment, 9.3 – Communication with Families

Procedures

- Through the Family Handbook (see Policy 9.3), parents are informed of Fulham North OSHC's Nutrition Policy, and are:
 - encouraged to provide food to their children that meets these requirements;
 - provided with basic information on appropriate foods for children to bring in; and
 - Invited to contact the Director at any time to discuss any comments or concerns or feedback in relation to the Nutrition Policy, and of their child's particular dietary requirements for health or other reasons.
- The Director (and staff) will seek to accommodate all such reasonable nutritional needs of a child by giving appropriate directions to educators in relation to that child.
- The Director will, in conjunction with staff, arrange at least one opportunity every twelve months for parents to provide input to the Nutrition Policy.
- The Director will be responsible to regularly review, and when necessary ensure that Fulham North OSHC obtains formal reviews of this Nutrition Policy from a recognised nutrition authority or a person duly qualified to advise in relation to it.
- The Director will report to the Approved Provider at least once a year and otherwise whenever a change is made to this Nutrition Policy, on the staff, parent and other consultations undertaken by the Director in respect of the Nutrition Policy.

Recommended food

- Information about healthy food choices is gathered from recognised authorities (i.e. Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003, Nutrition Australia) and S.A Education initiative 'Smart Choices, Healthy Foods'

Provision of healthy and varied food choices

- The Service seeks to provide food that:
 - is healthy, balanced, varied, age appropriate and consistent with Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003
- Service menus are planned to ensure that food provided is varied and encompass the main food groups as per the Australian Dietary Guidelines. Families, children and educators are encouraged to contribute ideas for the menu
- For all foods provided by the service to the children, eg breakfast, afternoon tea provided and a weekly menu will be displayed which accurately describes the foods to be provided.
- The Director will discuss with parents any food allergies and restrictions (including cultural or religious) which are required by the parent to be enforced at Fulham North OSHC. Details of these restrictions will be noted on the enrolment form and passed on to staff. Food allergies or restrictions which are based on health reasons should be accompanied by a letter from a medical practitioner or other health professional
- Where children have special dietary needs which are not reasonable for Fulham North OSHC to meet, staff will consult with parents and where necessary the meal will be supplied from home.

The eating environment

- Social interactions will be encouraged during meal/snack times. Educators will spend this time interacting with the children and model good eating and social habits.
- Children will be encouraged to use effective hand hygiene, prior to regular service meal times.
- To ensure safety, children will be encouraged to sit whilst eating and/or drinking.
- Children eating food at the service, outside the regular meal times of the service, will be encouraged to use effective hand hygiene and to sit while eating.

Serving of food

- Independence will be fostered by encouraging children to serve themselves food, under supervision from educators, using appropriate equipment.
- If educators need to serve food to the children, tongs and/or gloves will be used.
- At meal/snack times, educators will encourage children to try different foods and to take appropriate portions.

Involving children

- Educators involve and consult children when planning the menu and /or food activities and experiences through group meetings and/or children suggestions.
- Educators will facilitate children being involved in the preparing and serving of food
- Educators will encourage and involve children in conversations and routines that promote healthy eating and good nutrition

Drinking Water

- The Director will ensure that the children have ready access to cool drinking water and clean cups.
- Educators will encourage children to drink extra water during the summer months.
- Educators will remind parents to provide children with extra water to take with them on excursions.

Diverse cultural experiences

- Food provided includes food from various cultures particularly those represented in the service and local community.
- Families from other cultures within the service or wider community may be invited to participate in the program, providing children with food experiences from their own culture.
- Food awareness activities will be chosen from a variety of cultures and may include:
 - Different ways of serving the food (i.e. chopsticks);
 - Different varieties of foods (e.g. feta cheese instead of cheddar);
 - Foods that may have significance within their culture (e.g. Anzac biscuits and their origin).

Communication with families

- The food provided by the service is planned ahead and menus are displayed in a prominent place for families and children.
- Where parents are required to provide food for their children, the service will provide relevant nutritional information as well as suggestions for healthy food and drink choices,
- If a child has special food needs e.g. cultural requirements or food allergies, the service will work with parents to develop a plan to meet the child's needs. Parents will inform the service of any changes.
- Through the Family Handbook, parents are alerted to the Service's Nutrition Policy, and invited to contact the Director at any time to discuss any comments, concerns or feedback in relation to the Nutrition Policy, and of their child's particular dietary requirements for health or other reasons.
- The Director will arrange at least one opportunity every twelve months for parents to have input into the Nutrition Policy.

Professional development

- Service management will ensure that educators are provided with adequate training and instruction in relation to food handling and storage procedures.
- Educators will be encouraged to attend professional development on food and nutritional related issues.
- The service will ensure that information and/or fact sheets relating to food safety and nutrition are readily available for educators.

Food Experiences

- Food is not to be used as a punishment or a reward (see also Policy 2.6 Support and Management of Behaviour)
- Children will be taught about food and nutrition by:
 - food awareness authorities being included in Ithaca Creek OSHC program (see also Policy 3.1 – Program);
 - children will be encouraged to get practical experience in food preparation;
 - The food being served to children will be discussed with them.

5.3 Food Act (2006) Compliance Policy

The service acknowledges the implications of the Food Act 2006 on the provision of suitable snacks and/or meals as part of the OSHC program. Depending on the nature of the food provided, the amount provided and the structure of the OSHC program, the implications of the Food act 2006 may involve the service being required to be licensed as a food handling 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
- Local Government Authority
- Food Act 2006
- Australian and New Zealand Food Safety Standards – Chapter 3 Food Safety Standards (Australia only)
- NQS Area: 2.1.; 2.2.; 3.1.; 7.1.
- Policies: 4.3 – Hygiene; 5.1 – Food Handling and Storage; 5.2 – Food and Nutrition

Procedures

- The Food Act 2006 requires non-profit organisations who conduct a food business to be licensed with their local government if meals are sold on at least 12 days of the financial year.(Refer to Food Industry Fact Sheet 47) However, a license is not required if the meals:
 - Consist only of fruit, cereal, toast or similar food, or the consumer of the meal helps to prepare;
 - Are pre-prepared by an entity other than the organisation and are stored and heated or otherwise prepared by the organisation in accordance with directions of the meal's manufacturer; or
 - Are part of an educational or training activity conducted by the organisation
- Where the service is required to be licensed as a food handling business under the Food Act 2006, compliance shall be monitored through the implementation of a Food Safety Supervisor and Food Safe Program.
- Where the service is not required to be licensed, compliance shall be self-regulated. (The service may access and use the resource "Know Your Food Business – a self-assessment guide to the 'Food Safety Standards'".
- The Director (or other appropriately delegated Senior Educator) shall work through the self-audit tool annually ensuring compliance with all necessary requirements of the Food Act 2006.

5.4 Food Safety Program Policy

The Service acknowledges that a best practice approach to food handling, storage and hygiene must be maintained and that compliance with the Food Act (2006) can be ensured by the development and implementation of a food safety program

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 and New Zealand Food Safety Standards- Chapter 3 Food Safety Standards (Australia only)
- Duty of Care
- Food Act 2006
- NQS Area: 2.1.; 2.2.; 3.1.; 7.1.; 7.2; 7.3.,
- Policies: 4.3 – Hygiene, 5.1 – Food Handling and Storage, 5.2 – Food and Nutrition, 5.3 – Food Act Compliance.

Procedures

- Where the service is required to be licensed as a food handling business under the Food Act 2006, compliance shall be achieved through the engagement of an external authority to conduct a food audit of the service and provide professional advice and recommendations as to the safety standards and practices with food handling.
- The service shall ensure that the food auditor is professionally accredited and licensed to carry out food audits under the Food Act 2006.
- Where the service is not required to be licensed as a food handling business under the Food Act 2006, compliance shall be achieved through self-assessment, in accordance with the South Australian Health resource 'Know Your Food Business'.
- The service will conduct food audits on a regular and cyclic basis.

5.5 Cleaning and Sanitising Policy

The service acknowledges the need to provide a healthy and safe environment, equipment and workplace for educators, children, families and visiting community members. Cleaning and Sanitising is an important aspect of this process and will be applied to all areas 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
- Work Health and Safety Act 2011
- Food Act 2006
- Australian and New Zealand Food Standards – Chapter 3 Food Safety Standards (Australia only)
- NQS Area: 2.1.3, 2.1.4; 3.1.2; 4.2.1; 7.1.2, 7.2.3, 7.3.2, 7.3.5.
- Policies: 4.3 – Hygiene, 4.4 – Preventative Health and Wellbeing, 5.1 – Food Handling and Storage, 8.10 – Employee Orientation and Induction.

Procedures

- The service shall implement a schedule of regular cleaning and sanitizing to ensure all equipment, toys, furniture, and food preparation surfaces, utensils and eating equipment are clean and hygienic for use.
- An appropriate cleaning and sanitising process shall be applied in the following 'high risk' areas/circumstances:
 - Bathrooms, Toilets and basins;
 - First Aid Waste Management, and;
 - Areas where bodily fluids have been spilt.

Educators will be trained in the cleaning and sanitising processes to be applied to food preparation surfaces i.e. benches and cutting boards

- Cleaning- Applying soap and water to the surfaces to remove dirt and grime; and
- Sanitising- Applying food grade disinfecting agent to remove residual dirt and germs

The process for cleaning and sanitising food utensils will occur in the following way

- Pre-clean – scrape, wipe or sweep away any food scraps and rinse with water;
- Wash – use hot water and detergent to take off any grease and dirt, soak if needed;
- Rinse – wash off any loose dirt or detergent foam;
- Sanitise – use a sanitiser to kill any remaining germs;
- Final Rinse – wash off sanitiser (read manufacturer instructions to see if you need to do this step);
- Dry – allow dishes to drip dry

Reference: Australia New Zealand Food Standards Code-

Chapter 3 (Appendix 4)- cleaning and sanitising Surfaces and Utensils

Please note: This policy and procedure shall not apply to general use/general purpose areas within the service such as tables, chairs, cupboards etc. unless the above-listed circumstances apply. Food consumption areas are not considered for the intent of this policy a 'high risk' circumstance.

5.6 Menu Development Policy

The service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending OSHC. In collaboration with educators, children and families, a service menu will be developed, consistent with the Australian Dietary Guidelines and inclusive of children's health/medical issues relating to foods.

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 Dietary Guidelines (NHMRC 2013)
- Smart Choices Healthy Food and Drink Supply Strategy for Queensland Schools
- NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.1.1; 2.2.1; 2.3.1, 2.3.3; 5.1.2, 5.1.3; 5.2.1; 6.1; 6.2.1; 6.3.2; 7.1.2; 7.3.2, 7.3.5.
- Policies: 2.11 – Including children with special/additional needs, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 3.14 – Valuing Diversity, Culture and Reconciliation, 4.10 – Anaphylaxis Management, 5.2 – Food and Nutrition, 5.3 – Food Act Compliance, 9.2 - Enrolment, 9.3 – Communication with Families, 9.6 – Parent and Community Participation.

Procedures

- Development of the service menu will be a collaborative effort between educators, children and families. The Approved Provider/Nominated Supervisor will ensure the food and beverages they supply at the service are healthy, balanced, varied, adequate, age appropriate and consistent with the Australian Dietary Guidelines and as far as is reasonably possible, meets the needs of children with special dietary requirements.
- Service menus are planned on a regular basis, using a checklist to ensure that food provided is varied and encompasses all the food groups. The Co-ordinator will ensure that the menu is displayed for families and accurately describes the food and drinks being provided by the service.
- The service will ensure that children have access to safe drinking water at all times
- Educators will be informed of children's food allergies and/or restrictions (including cultural or religious) through the staff communication book and regular team meetings.
- Families, children and educators are encouraged to contribute recipes and suggestions to support a culturally diverse menu.
- Educators will be encouraged to develop skills and knowledge relating to nutrition and food related issues.

6 Policy Group 6: Provision and Safety of Facilities

6.1 Space and Facilities Requirement Policy

Fulham North OSHC will ensure that facilities used provide for the program and range of activities provided in keeping with the Policies and Procedures of the Service, in a safe and stimulating environment which is accessible to all children and allows for their physical and psychological comfort.

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
- NQS Area: 2.1.2; 3.1.1, 3.1.3; 3.2.1; 6.1.3; 6.3.3; 7.1.1. 7.2.3
- Policies: 3.1 – Educational Program Planning, 3.7 – Physical Activity, 10.3 – Budgeting and Planning

Procedures

- The Management Committee will ensure that the following are provided by the Service:
 - Indoor space of 3.25 m² of useable space per child; Indoor spaces used by children will be ventilated, have adequate natural light, and are maintained at a temperature that is safe and reasonable.
 - Outdoor space, with adequate shade areas, of 7m² of useable space per child.
- Playground equipment, swings and other large pieces of equipment are to be located over areas with soft fall surfaces recommended by recognised safety authorities.
- Veranda areas may be included as either indoor OR outdoor space and only with the written approval of the Regulatory Authority.
- Adequate toilets and hand washing facilities for children (separate toilets for boys and girls and at least one toilet for every 15 children present) and for educators.
- Adequate facilities that cater for the safe handling, preparation, storage and disposal of food and beverages.
- Sufficient furniture, materials and equipment that are developmentally appropriate, inclusive and adaptable to ensure participation by every child in the program.
- Adequate administrative space and facilities for the purpose of:
 - conducting the administrative functions of the service,
 - private and personal conversations with families;
 - Providing respite for Directors, educators and/or volunteers.
- The Nominated Supervisor/Director will, in conjunction with the Approved Provider ensure that the following facilities are available at the Service:
 - a telephone located inside the premises or one that is accessible at all times;
 - storage space close to play area, with at least one lockable cupboard for valuable equipment;
 - a lockable drawer or small cupboard for staff personal belongings;
 - areas to display children's work and a notice area for parents;
 - a space for children to put their lunch/coats/bags etc.;
 - adequate lockable storage facilities for equipment, tools, first aid kit, medication, and poisonous and dangerous substances;
 - lockable cupboard or filing cabinet for all child and family information (including enrolment forms), educator records and any other confidential records;
 - Adequate space for children to engage in rest and/or quiet experiences.
 - Facilities that provide adequate and safe drinking water will be provided at all times

6.2 Provision of Resources and Equipment Policy

Fulham North OSHC recognises the importance of providing resources and equipment that are safe and suitable to the developmental and recreational needs of the children in care. When purchasing resources and/or equipment consideration will be given to the ages, skills and abilities as well as the area in which the resources/equipment are to be used.

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
- See relevant Australian Standards on equipment in the Service
- NQS Area: 1.1.5; 1.2.2; 2.2.2; 3.1.1, 3.1.3; 3.2; 3.3; 6.1.2; 7.3.5
- Policies: 3.1 – Educational Program Planning, 3.7- Physical Activity, 3.9 – creative and Expressive Arts, 4.4 – Preventative Health and Wellbeing, 6.1 Space and Facilities Requirement, 6.3 – Workplace Health and Safety

Procedures

- Care will be taken when purchasing equipment to ensure it complies with relevant Australian Standards (available from Standards Australia) and is suitable for the purpose for which it is intended.
- Equipment provided will be appropriate to the interest and development and cultural needs of the children, is flexible and able to be re arranged or adjusted to provide additional interest, variety, challenge and support the inclusion of children with special/additional needs.
- The Director will ensure that all equipment is regularly checked and maintained in accordance with manufacturer's instructions and otherwise as reasonably necessary to ensure that it remains in safe and good working order (see also Policy 6.3 Workplace Health and Safety).
- Children will be encouraged to access outdoor areas which include natural elements such as trees, plants, edible gardens, sand, rocks and water.
- Safe storage and shelving will be provided to allow children to independently access equipment and resources.
- The Director will ensure that a wide range of real, commercial, natural, recycled and simple homemade materials are provided to support the children's learning in a number of ways.

6.3 Workplace Health and Safety Policy

For the protection of children, educators and management and Fulham North OSHC as a whole, the Service will ensure that its equipment, facilities and premises are safe and clean in keeping with the requirements of the Work Health and Safety Act, 2011. See also Policy 7.1 for specific obligations relating to emergency equipment and facilities. Fulham North OSHC promotes health and safety awareness for all people involved in the service. Policies and procedures are developed and monitored to reflect safe work practices,

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
- Work Health and Safety Act 2011,
- Manual Tasks Code of Practice 2010,
- Hazard substances Code of Practice 2003,
- Manual Tasks involving the Handling of people 2001
- Fire and Rescue Service Act 1990 and Building Fire Safety Regulation 2008 (Qld), Electrical safety Act 2002.
- NQS Area: 2.3.2, 2.3.3; 3.1.1, 3.1.2; 3.2.1, 4.2.1; 7.1.1, 7.1.2; 7.2.1, 7.2.2; 7.3.1, 7.3.2, 7.3.5
- Policies: 4.4 – Preventative Health and Wellbeing, 6.1 Space and Facilities Requirement, 6.2 Provision of Resources and Equipment, 8.10 – Employee Orientation and Induction, 10.9 – Risk Management and Compliance.

Procedures

- The Management Committee, in collaboration with the Director, must ensure that there is, at all times, an educator or other appropriate person in relation to Fulham North OSHC who is designated as Health and Safety Representative, and who shall report direct to the Management Committee.
- The Management Committee in collaboration with the designated Health and Safety Representative shall ensure that the premises in which Fulham North OSHC is operated is registered and continues to be registered, as a workplace under the Workplace Health and Safety Act, 1995 and shall keep and display the Certificate of Registration of a workplace as required by law.
- If the Director or other team member of Fulham North OSHC is acting in the role of Health and Safety Representative, the Director shall ensure that person has adequate time, education/training and resources to ensure that she/he is able to fulfil the role as required by the legislation.
- The Health and Safety Representative shall:
 - maintain, in a safe and accessible place, up-to-date, all records and materials required by the legislation and shall be required to provide them to the Director/Management Committee on request;
 - monitor educator practices and ensure up to date information is distributed;
 - make recommendations to management on how to improve current systems;
 - ensure stairs and walkways are kept clear of furniture, equipment and clutter;
 - Ensure equipment is arranged with consideration to its purpose and in relation to other areas of play space.

Dangerous Substances

- The Director must ensure that at Fulham North OSHC disinfectants, corrosive substances and other poisonous and dangerous substances and items are clearly labelled as per manufacturer safety instructions, marked in their original containers, kept out of reach of children and placed in a child proof storage facility.
- Risk assessments will be conducted for all dangerous substances used at the service and all educators trained in their safe usage
- Storage of medication, first aid kit, needs to be locked and accessible to educators but not to children.
- Unused or unnecessary substances will be disposed of in a safe manner.
- All hazardous substances will have a MSDS (Material Safety Data Sheet) obtained from the manufacturer which will be kept close to the storage of the product. All hazardous substances are recorded in a register, including a copy of the relevant MSDS. A MSDS is to be completed immediately when handling or using a new hazardous substance.

Maintenance

- The Director/Health and Safety Representative in conjunction with the School Work Place Health & Safety Officer (WHSO), will be responsible to ensure that the Service has adequate heating, ventilation and lighting at all times.
- The Director/Safety Representative will ensure that educators remove from use and have repaired or replaced as soon as possible, all equipment that is faulty or broken.
- Prior to use each day, educators will check all outdoor equipment to ensure it is safe for use, is free from splinters and spiders. .and free from items which may cause injury.
- Regular periodic inspections of all playground equipment will be conducted
- Hazards identified from these safety checks will be brought to the Director's attention by the educator. The Director/ Health and Safety Representative will complete a hazard report form and forward it to the relevant authority (school and / or Management Committee)
- Facilities and equipment which are assessed to have potential for injury will not be used or action will be taken to allow safe usage. An entry detailing the problem will be entered into the Staff Communication Book and all staff will be instructed on any restrictions necessary on use of equipment or areas.
- The Director/Health and Safety Representative shall ensure that an approved earth leakage device is installed and operational. Educators will be aware of the location of the power board and how to access the circuits used by Fulham North OSHC.
- Hazards identified from these checks will be entered into a WH&S report and given to the Director, who will then inform the school immediately.
- Facilities and equipment which are assessed to have potential for injury will not be used or action will be taken to allow safe usage. An entry detailing the problem will be entered into the Staff Communication Book and all educators will be instructed on any restrictions necessary on use of equipment or areas.
- Electrical equipment will be inspected by a qualified and registered electrician annually. This will be organized by the School WH&S Officer. Inspection dates will be recorded.
- Educators will be instructed in the safe use and storage of electrical equipment associated with their work.
- The Director/Health and Safety Representative shall ensure that all fire safety equipment (extinguishers and blankets) are maintained in accordance with the Building Fire Safety Regulation 2008.

Manual Handling

- Management will ensure that all team members have adequate training in relation to lifting and manual handling techniques used at the service. Educators must use lifting equipment (e.g. hoist) if available.
- The Director/Health and Safety Representative will ensure that appropriate lifting and manual handling techniques are practiced by educators and/or volunteers. Educators must inform the Director/Health and Safety Representative if they have medical or health issues that may place them at risk of injury when lifting or moving people/objects
- Information regarding appropriate lifting and manual handling techniques will be made accessible to educators through the orientation and induction process.

Sharps/Dangerous Objects

- 'Sharps' refers to any object that can pierce or penetrate the skin easily, including needles and/or broken glass.
- As part of the service daily safety checks educators may be required to dispose of needles/sharp hazards that are found in playground and sandpit areas as well as clean up broken glass that may be contaminated with blood.
- The Director will put together a sharps disposal kit consisting of disposable gloves, appropriate tongs and a strong puncture proof plastic container with a screw top lid.
- For the collection and disposal of needles and/or dangerous objects:
 - Place the container (with lid off) on the ground near the hazard;
 - Use gloved hand or tongs to pick up the needle/syringe by the barrel at the end away from the needle. For other dangerous objects, take care when picking them up;
 - Place the needle/syringe sharp end first into the container. Do not hold the container while you do this. For other dangerous objects, carefully place them into the container. Replace the lid and seal tightly;
 - Dispose of the container by putting in the wheelie bin or taking it to a public sharps disposal bin.
- If you are injured by a used needle:
 - Wash with running water and soap as soon as possible;
 - Apply a sterile waterproof dressing such as a Band-Aid;
 - Seek medical advice from your doctor, local health centre or Hospital.
 - Follow the safe disposal procedures as above and take the needle or syringe with you to the doctor.

Mobile Telephone

- Management will provide a mobile telephone for use at the OSHC Service.
- The mobile telephone is to be used to facilitate communication between the OSHC office and educators engaged in outdoor activities, particularly on the School oval. It is also to be available for use in the event of an emergency evacuation.
- After use, educators and staff should ensure the mobile telephone is kept adequately charged for future use, and that sufficient credit is maintained for its operation.

Manual Handling Reference: Enable Consultation Services Research and Publishing Unit. Manual Handling and People Transfers for Workers and Other People Movers.

Sharps/Dangerous Objects reference: Healthy Living NT, Safe Sharps Disposal fact sheet,
<http://www.healthylivingnt.org.au/content/?action=getfile&id=235>

6.4 Shared Facilities Policy

The service actively strives to protect the rights, dignity and safety of all people and groups who use the shared facilities of the school community. The Management Committee endeavours to achieve this through the implementation of the following procedures. These procedures are to be implemented should there be a need for the facilities to be shared with other people or groups during the OSHC service licensed operating hours.

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
- NQS Area: 2.3.1, 2.3.2; 3.1.3; 3.2.1; 7.1.1, 7.1, 2; 7.3.4.
- Policies: 4.4 – Preventative Health and Wellbeing, 6.1 Space and Facilities Requirement. 6.2 – Provision of resources and Equipment, 6.3 – Workplace Health and Safety.

Procedures

These shared arrangements shall be clearly articulated within the OSHC service agreement between the school and the service and will include information surrounding:

- Communication between the school and the service in regard to shared arrangements;
- The storage and packing arrangements for equipment and materials used in the shared space;
- The accessible entries and exits to the shared space by the service including emergency exits;
- Evacuation and lockdown procedures for shared facilities;
- The accessible amenities to be used by the service and those available to the public;
- Telephone access whilst using the shared space;
- Cleaning and maintenance requirements;
- Security and closing procedures detailing responsibility and obligations for the shared space detailing service and public responsibility and
- Communication strategies for external users of the shared facility.

6.5 Use and Maintenance of Air Conditioning Policy

The service understands the need to maintain a healthy and safe environment for children and staff whilst at the same time valuing the need to ensure that the air conditioning operates with minimum impact on the environment.

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
- Work Health and Safety Act 2011
- Environmental Protection Regulation 1988
- NQS Area: 2.1.2; 3.1.2
- Policies: 4.4 – Preventative Health and Wellbeing, 6.1 – Space and Facilities Requirements, 6.3 – Workplace Health and Safety

Procedures

- The service shall operate the air conditioner to cool and/or heat the space to ensure the environment is comfortable and suitable to maintain the wellbeing and safety of children and staff.
- The air conditioner shall be set at a reasonable temperature at all times it is in use. For energy efficiency the recommendation from Energex is 24°C.
- Before air conditioning is turned on, close windows and doors for energy efficiency.
- Regular maintenance shall be carried out on the system/s by a reputable contractor where a service report shall be required.
- Regular cleaning of the air conditioner unit dust filters will be conducted and included as part of the service cleaning schedule.
- Aesthetics and safety shall be considered for all new air conditioning installation.

7 Policy Group 7: Emergencies

7.1 Emergency Equipment and Facilities Policy

Personal safety and security of children, staff and volunteers (all persons on the premises) are of paramount importance whilst in attendance at Fulham North OSHC. The Service takes a proactive approach to managing emergencies, and ensuring staff and children have both a theoretical and practical understanding of Emergency 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
- Family and Child Commission Act 2014
- Work Health and Safety Act 2011
- Building Fire Safety Regulations 2008
- Duty of Care
- NQS Area: 2.3.1, 2.3.2, 2.3.3; 3.1.2; 7.1.1, 7.1.2; 7.3.5
- Policies: 4.1 – General Health and Safety, 6.1 – Space and Facilities Requirements, 6.3 – Workplace Health and Safety, 7.2 – Drills and Evacuations, 7.4 – Fire Safety Compliance.

Procedures

- Smoke alarms are fitted and the Health and Safety Representative or School WH&S Officer (or a delegate) will test them regularly in accordance with the manufacturer's instructions.
- The Health and Safety Representative and the school Workplace Health and Safety Officer (see Policy 6.3) will be responsible for ensuring that:
 - there is an alarm bell for sounding warnings in an emergency, which is kept in good working order, and tested regularly.
 - Fulham North OSHC has appropriate fire extinguishers that are properly installed and maintained, and that educators have basic training in the use of the fire blankets and fire extinguishers kept onsite. Locations will be clearly indicated by appropriate signage.
- At each exit of the indoor areas accessed by the service, doors can be easily opened, are clearly sign-posted, and that emergency and evacuation floor plans and instructions are prominently displayed near each of these exits

7.2 Drills and Evacuation Policy

Fulham North OSHC adopts a proactive approach to ensure that educators and children are aware of, and understand, evacuation and other emergency procedures through the regular implementation of practice drills and evaluations of the procedures followed.

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
- Work Health and Safety Act 2011
- Duty of Care
- NQS Area: 2.3.1, 2.3.2, 2.3.3; 4.2.1; 7.1.1, 7.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5
- Policies ; 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 7.4 Fire Safety Compliance, 8.10 – Employee Orientation and Induction

Procedures

- The Director will work collaboratively with the community and relevant authorities to identify events that may occur at the service which require an evacuation (eg. Fire, bomb threat, storm, intruder etc) and to conduct a risk assessment for each of these events
- Evacuation instructions for what must be done and a floor plan to follow in case of an emergency event, will be prominently displayed near each exit of each room utilised at the service. Evacuation plans will be child friendly and displayed at child height
- Educators are to ensure that all exits are kept clear and unlocked to enable an efficient departure. This will be included on the daily safety checks. Any comments or issues relating to these preventative measures will be noted in the staff communication book and brought to the attention of the Director.
- Emergency evacuation and lockdown procedures will be practiced at least once a term for before and After School Care, and at the beginning of each Vacation Care program. This drill will occur on different days of the week so that all educators and children are familiar with the procedures.
- Emergency telephone numbers will be clearly displayed within the Service and on each telephone.
- For these emergency situations, educators will have access to a telephone outside of the room (e.g., mobile phone, alternative school phone).
- A record will be kept indicating that the above preventative measures have been implemented, stating the date, time, and any comments, and signed by the Director.
- In an emergency situation, the staff member who initially discovers the emergency will sound the alarm whistle.
- The Director, or in her/his absence, the Responsible Person-in-Charge for that session will take charge of the situation and/or delegate others to:
 - telephone the relevant emergency number;
 - check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
 - collect daily roster to account for all employees;
 - collect first aid kit;
 - collect sign-in sheets and parent contact numbers;
 - close all doors and windows (only if able) to help to contain the fire (if relevant);
 - Once at the designated assembly area, check the roll to make sure that all children and staff are accounted for.
 - Notify parents, the Approved Provider and the Regulatory Authority

- Attempts to extinguish fires will occur only when the room is evacuated, if the fire is very small, and the person trained in using the extinguisher is in no immediate danger.
- No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire under any circumstances, until the emergency service advises that it is safe to do so.

Bomb Threat

- In the event of a bomb threat, the following information will be recorded by the person who answers the call, on the 'bomb threat checklist':
 - Time and date of the call;
 - the wording of the threat;
 - Other specific details.
- DO NOT hang up the phone, without alerting the caller indicate for another person to use a separate phone to call police to report the threat.
- Implement an evacuation of the building according to the services' emergency evacuation procedure.
- When safe, complete an incident report on the situation, attach the bomb threat checklist and forward to Management.

Evaluation

- An 'evacuation drill evaluation form' is to be completed by the Director or Health and Safety Representative as soon as possible after the drill.
- Issues identified through this evaluation will be discussed at the next team meeting and referred to management if necessary. Feedback should also be provided to the children.

7.3 Harassment and Lock-Down Policy

Fulham North OSHC seeks to protect children and staff from harassment by all persons.

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
- Work Health and Safety Act 2011
- Child Protection Act 1999 and Regulations 2000
- Family and Child Commission Act 2014
- Duty of Care
- NQS Area: 2.3.1, 2.3.2, 2.3.3; 4.2.1; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5
- Policies: 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 7.2 – Drills and Evacuations, 7.4 Fire Safety Compliance, 8.10 – Employee Orientation and Induction.

Procedures

- In the event of harassment, or unauthorised persons refusing to leave the premises, the Director, or in their absence, the Health and Safety Representative will initiate the following drill:-
 - the educator or child (if appropriate) being harassed, or the closest observer of the child or other educator being harassed, will give a prearranged signal, which is made known to all educators, to begin the drill (e.g. code word, special song);
 - the Director or other person who receives the signal, will calmly and quietly inform other educators of the need to remove the children to safety. If the threat is inside, children will be

- escorted outside by educators. If the threat is outside then children will be escorted inside by educators;
 - the Director/ Health and Safety Representative, will immediately obtain and if possible record relevant information e.g. physical descriptions, car registration etc.;
 - an educator will witness and provide back-up for the Director/ Health and Safety Representative but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or to others;
- In the event of an **internal threat** (intruder, bomb and /or behaviour issue) where children are to be escorted to an outside area, once the prearranged signal has been acknowledged:
 - an educator will telephone the relevant emergency number (see also Policy 7.2);
 - an educator will check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
 - an educator will collect sign-in sheets and parent contact numbers;
 - an educator will close and lock all doors and windows (only if appropriate and able to do so); and
 - Once at the designated assembly area, an educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and collected.
- In the event of an **external threat** (intruder, fire, bomb, gas leak) where children are to be escorted inside, once the prearranged signal has been acknowledged, the following procedure will be initiated:
 - Educators will calmly and quietly move the children to safety inside the room, checking the toilets, storage rooms and near-by buildings;
 - All doors, windows and curtains will be shut and locked (if safe to do so);
 - An educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected;
 - Educators will encourage children to sit quietly.
 - Educators are to calm the children and provide them with suitable games and activities as far as reasonably possible.
 - The Director or Health and Safety Representative will call 000 for back up in an actual emergency.
- No one will leave, nor be permitted to leave, the area until the Director is satisfied that it is safe to do so.
- At no time will staff try to physically remove an unwanted visitor.
- All threatening situations will be evaluated as soon as possible after the event and any necessary modifications or enhancements to these procedures made accordingly.
- Notification will be given to the Approved Provider and the Early Education and Care Office (the Regulatory Authority in South Australia)

7.4 Fire Safety Compliance Policy

In order to ensure the safety and wellbeing of children, families and educators, the Service recognises the need to ensure that systems, equipment and premises comply with the regulatory requirements in relation to fire safety. Management will ensure educators are aware of their responsibilities in relation fire safety.

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 Construction code 2011 - Building Code of Australia, volume 1 (class 1 – 9 buildings)
- Fire and Rescue Service Act 1990, Building Fire Safety Regulation 2008
- NQS Area: 2.3.; 7.1.; 7.3.
- Policies: 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 7.2 – Drills and Evacuations, 8.10 – Employee Orientation and Induction, 10.9 – Risk Management and Compliance.

Procedures

- Management will ensure that the premises used for OSHC are compliant with Building Fire Safety Regulations 2008
- The Director and/or Health and Safety Representative will be responsible to:
 - Conduct a risk assessment to identify potential emergencies that are relevant to the service
 - Keep emergency exits clear and always unlocked while the service is operating
 - Ensure emergency evacuation signs and posters are displayed, including a site map showing the position/location of the building on the grounds, the assembly points and the routes to them, and instructions for what must be done in the event of an emergency
 - Have a developed evacuation procedure with allocated tasks for educators.
 - Conduct and document emergency and evacuation drills every 3 months; and
 - Ensure fire safety equipment is maintained regularly.

7.5 Extreme Weather Policy

The service acknowledges that extreme weather conditions could pose significant risk to children and educators attending the service during operating hours, therefore precautions to ensure the health and wellbeing of children and educators will be implemented. Extreme weather conditions may include excessive heat, bushfires, torrential storms, floods, hail stones and/or snow.

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
- NQS Area: 2.3.2, 2.3.3; 5.1.3, 5.2.3; 7.1.2, 7.3.2, 7.3.5
- Policies: 3.1 – Educational Program Planning, 3.3 – Educator Practices, 3.7 – Physical Activity, 3.12 – Sustainability Practices, 4.8 – Sun Safety, 6.5 – Use and Maintenance of Air Conditioning, 7.1 – Emergency Equipment and Facilities, 7.2 – Drills and Evacuations, 9.3 – Communication with Families, 10.9 – Risk Management and Compliance.

Procedures

- In relation to extreme weather events, the service will take its lead predominantly from the school, weather warnings and forecasts. Therefore, if the school in which the service is located is closed, the OSHC service may also be closed. The Director will be responsible to ensure that the heating and cooling requirements of the service are adequate and maintained at an acceptable temperature.
- In the case of extreme weather events and possible power outages, the Director will ensure a 'storm pack' including a torch, batteries and a small radio is readily accessible to educators. The Director will ensure the service mobile phone is accessible to educators, when required.
- The Director will ensure that risk assessments are conducted for identified extreme weather events with control measures identified. Educators will be required to read and sign all risk assessments.
- During times of hot weather, educators and children will be encouraged to:
- Follow the service's Sun Safety Policy by wearing sun smart clothing, a broad brimmed hat and applying sunscreen.
- Drink fluids more frequently throughout the session, particularly cold water.
 - Keep cool by wrapping a bandana or washer around their neck or using a mist bottle to spray themselves.
 - Staying indoors, preferably in an air-conditioned or well-ventilated building with fans and open windows.
 - Limit strenuous outdoor activities by conducting games and activities indoors or in shaded areas outdoors.
- During times of inclement weather, educators and children will be encouraged to:
 - Conduct games and activities indoors or in an undercover area outdoors.
- If an extreme weather event occurs during service operating hours, the Director will:
 - Monitor the situation using local radio or other social media;
 - Ensure educator and children's safety by remaining indoors or in an area that is deemed safe.
- If, during normal operating hours, closure of the service is expected as the result of an extreme weather event, the Co-ordinator will:
 - Contact Management to make them aware of the situation;
 - Contact families to arrange collection of their child;

8 Policy Group 8: Educators, Staff Members and Volunteers

8.1 Role and Expectations of Educators Policy

Fulham North OSHC encourages the building of skilled, qualified, motivated educators who are provided with adequate resources, training and support enabling them to engage in their role effectively as the educators of children at 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**.
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Child Protection Act 1999 and Regulations 2000
- Duty of Care
- NQS Area: 1.1.5, 1.1.6; 1.2; 2; 3; 4.1; 4.2; 5; 6.2.1; 6.3.2; 6.3.4; 7.1; 7.2; 7.3.1, 7.3.5
- Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 3.3 – Educators Practice, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, review and Management, 8.10 Employee Orientation and Induction.

Procedures

**** Please Note**** For the purposes of this policy document the terms Director and Nominated Supervisor have been used interchangeably as the roles and responsibilities of each position are similar.

- The Education and Care National Services Law 2010 states that an Approved Provider must not operate a service without a Nominated Supervisor for that service. The Approved Provider, as holder of the service supervisor certificate, appoints an educator whom they deem to befit, proper, suitably qualified and/or experienced, and with their consent, to be Nominated Supervisor of a service
- As the person responsible for the day-to-day management of an Approved Service, a Nominated Supervisor has a range or responsibilities including (but not limited to):
 - Ensuring educational programs are delivered in accordance with “My Time O Place: Framework for School Age Care in Australia” and based on the developmental needs of children and designed to take into account the individual differences of each child;
 - Ensuring children are adequately supervised, not subject to inappropriate discipline and protected from harm or hazards;
 - Ensuring food and beverages provided by the service are healthy, nutritious and are chosen with regards to the dietary needs of children attending;
 - Ensuring health and hygiene practices are developed, implemented and practiced by educators and children;
 - Ensuring the prescribed levels of educator to child ratios are met and each educator at the service meets the qualification requirement relevant to their role.
 - The service shall require that all persons employed (whether for financial remuneration or as volunteers) in the service are fit and proper to undertake the work for which they are engaged in the service. It shall be a condition of all employment (including for volunteers) that their employment ceases immediately if they cease to be fit and proper for any reason.

- A person is considered fit and proper if, in the reasonable opinion of the Director or Management Committee, they:-
 - are capable of providing an adequate standard of child care in the school age care setting;
 - are of good character and suitable to be entrusted with the care and protection of children; and
 - Have obtained and given to the Licensee of Fulham North OSHC, as appropriate, a current positive suitability notice under the Commission for Children and Young People and Child Guardian Act, 2000.
- The Approved Provider shall ensure that all educators have a current position description detailing their role and duties as per their position.
- The Director shall ensure that educators are fully informed of the Policies and Procedures of Fulham North OSHC, by providing an Educator Handbook, and appropriate discussion forums.
- The Director shall ensure that there is an up-to-date copy of the Education and Care Services National Law 2010 and Regulations 2011 available at Fulham North OSHC (see www.acecqa.gov.au to obtain a copy) for reference by educators and so that educators are made and kept aware of its relevance and application to them.
- The Director shall convene regular meetings with educators to keep them informed of all matters relating to the Service. Minutes of these meetings will be recorded.
- Educators will not be permitted to consume alcohol or be affected by it during the hours children are in their care.
- Educators who require regular medication will hold a medical certificate that confirms their ability to care for children.
- Educators have responsibility to:
 - Adhere to the Policies and Procedures of Fulham North OSHC as well as any direction given by the Director in relation to their job role;
 - Actively supervise children in all areas of the service by being within sight and/or hearing distance;
 - Respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child;
 - Foster all children's self-esteem and confidence, empowering them to make choices and guide their own play;
 - Promote children's sense of belonging, connectedness and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner;
 - Treat all children equitably and respond positively to all children who require their attention;
 - Communicate with children respectfully, taking the time to listen and value what they say;
 - Work collaboratively to challenge, support, reflect and learn from other educators in order to further develop their own skills and practices;
 - Consistently implement and reflect on individual practices as documented in "My Time, Our Place" Framework for School Age Care:
 - Holistic Approaches;
 - Collaboration with Children;
 - Learning through Play;
 - Intentionality;
 - Cultural Competence
 - Continuity and Transitions;
 - Evaluation for Wellbeing and Learning

- Educators have a right to:
 - Be respected;
 - Be treated courteously by children, parents and other educators;
 - Work in a safe, clean and supportive environment
 - Be valued and supported as a professional;
 - Be offered professional development opportunities;
 - Have ideas and opinions valued

8.2 Educational Leader Policy

The service acknowledges the need to have a suitably qualified and experienced Educator to lead the development of the program and to ensure the establishment of clear goals and expectations for teaching and learning. The Nominated Supervisor (if not the Educational Leader) will oversee the development and implementation of the educational program for 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
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Duty of Care
- NQS Area: 1; 2.2.2; 3.1.3; 3.2; 3.3; 4.2; 5.2.1, 5.2.3; 6.1.2, 6.1.3; 6.2.1; 6.3; 7.1; 7.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5.
- Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation.

Procedures

- The Approved Provider designate, in writing, a suitably qualified educator and/or experienced educator as the Educational Leader for the service, and to note this designation on the staff record
- The Educational Leader will be responsible to:
 - Lead the development of the service program, using “My Time, Our Place: Framework for School Age Care in Australia” to inform and guide children’s learning and development, and ensuring that clear goals and expectations have been established;
 - Ensure that curriculum decision making is informed by the context, setting and cultural diversity of the families and the community;
 - Ensure that the foundation for the program is based on the children’s current knowledge, ideas, culture and interests;
 - Ensure that each child’s learning and development is assessed as part of an ongoing cycle of planning, documenting and evaluating;
 - Ensure that critical reflection and evaluation of children’s learning and development is used for planning and to improve the effectiveness of the program;
 - Mentor educators in the implementation of the program, provide professional support to assist with further skills and knowledge and provide opportunities for ongoing reflection and feedback on current practices.
 - Ensure that families have opportunities and support to be involved in the program and service activities as well as contributing to the review of service policies and decisions.

8.3 Recruitment and Employment of Educators Policy

Fulham North OSHC strives to follow its transparent processes to employ educators who are qualified and appropriate for the job. The Service also strives to be an equal opportunity employer. To ensure the best possible outcomes through the recruitment and selection process, it is essential to implement practices and procedures to ensure suitable candidates for positions are employed.

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
- Fair Work Act 2009 and National Employment Standards
- Anti-Discrimination Act 1991
- Duty of Care
- NQS Area; 4.1; 4.2.; 7.1; 7.3.
- Policies: 2.3 – Educator Ratios, 3.3 – Educators practice, 8.1 Role and Expectations of educators, 8.2 – Educational Leader, 8.10 _ Employee Orientation and Induction,

Procedures

Definitions

- **‘Equal Employment Opportunity’ (EEO)** is ensuring that all employees are given equal access to promotion, appointment or other employment related issues without regard to any factor not related to their competency and ability to perform their duties.
- **‘Discrimination’:** is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It can also be seeking to impose a condition or requirement on a person with an attribute who does not comply while people without that attribute do or can comply.
- **Reconciliation**
In accordance with the service’s commitment to reconciliation and promoting a culturally competent workforce, suitably qualified and experienced Aboriginal and Torres Strait Islander applicants will be encouraged to apply for available positions. A statement encouraging Aboriginal and Torres Strait Islander applicants will be included in advertising for vacancies.

Service Responsibilities

- Application of this policy complies with relevant legislation and is designed to facilitate the creation of a workplace culture that maximises performance through employment decisions. Employment decisions are based on real business needs without regard to non-relevant criteria or distinctions and will ensure that all decisions relating to employment issues are based on merit.
- Every potential applicant/employee will be given a fair and equitable chance to compete for appointment, promotion or transfer and to pursue their career as effectively as anyone else at the service. Consistent with this, the service will not condone and will regard as unfair, any form of unlawful discrimination or vilification including but not limited to) that which relates to:
 - Marital/domestic status, family responsibilities;
 - Disability or physical features;
 - Race, colour
 - Religious belief or activity;
 - Gender and/ or sexual persuasion and/or
 - Medical Record
- Vacant permanent part-time positions may be offered internally if the Management Committee (Approved Provider), in conjunction with the Director/Nominated Supervisor, feels there is a suitable candidate. All decisions relating to promotion and career development will be made without regards to any matters other than the individual's inherent capacity and ability to carry out the position including their performance history.
- If there are no suitable candidates for internal appointment the position will be advertised through appropriate agencies or sources including:
 - Local and District Newspapers;
 - Appropriate Websites including student employment via Tertiary institutions;
- Suitable advertisements should include a description of the position, hours/days required, personal/professional attributes and appropriate qualifications, closing date for applications and service address. Written applications should include a cover letter, resume and response to the selection criteria where appropriate. (This is particularly relevant to the recruitment of permanent positions such as the Director, Coordinator, Educational Leader and other positions as applicable.)
- Applications received by the due date shall be reviewed by the Director and Coordinator/Educational Leader Suitable candidates should be short-listed for interview. The interview will be conducted by either the Director or Coordinator/Educational Leader.
- The interview process for permanent employees will include a panel of up to three key personnel made up of either:
 - Management Committee representatives
 - Service representative (i.e., Director or Coordinator /Educational Leader)
- Selection criteria and interview questions based on requirements for the position will be reviewed prior to the interview date by the selection panel.
- The selection panel shall conduct the interview in a professional manner, using questioning techniques to ascertain the candidate's suitability for the position. Should the panel be unable to agree on a suitable candidate, then further interviews may be required.
- Educators will only be employed (including as volunteers) if, after reasonable enquiries, including at least two reference checks by the Director/Educational Leader (or the Management Committee in the case of employment of permanent staff) they are appropriate for the job, as contemplated by the Role and Expectations of Educators Policy (see Policy 8.1).
- The suitable candidate shall be contacted by a member of the selection panel to make an offer of the available position and to negotiate starting dates and inform of the orientation and induction process.

- A written letter of offer will be provided to the successful applicant informing them of the decision including the terms and conditions of employment. These conditions will be in accordance with the Award 2016
- Unsuccessful interviewees will be notified as soon as possible by a nominated person on the interview panel and will be followed up with written correspondence if applicable.
- Copies of staff qualifications, suitability notices and first aid qualifications will be requested by the Service and kept confidentially in individual employee files
- Casual educators may be employed and /or dismissed at the Approved provider's discretion. The 'reasonable enquiries' required for employing casual educators will include (but not be limited to):
 - Requesting an appropriate resume from the candidate, including three professional/character referees;
 - The Director/or nominee interviewing the candidate;
 - Contacting at least two referees to check the person's character;
 - Sighting a certified copy of a current working with children suitability notice; and
 - Obtaining a copy of the appropriate qualifications of the person for the relevant job.
- Prior to being selected for a job, whether as a paid employee or a volunteer, the person will be given a written job description and terms of employment (for paid employees) prepared or approved by the Director, Educator/Staff Information Package and access to a full copy of these Policies and Procedures. The successful candidate will be required to sign a declaration that
 - they have received and agree to accept the job based on the materials given to the candidate, and
 - agree to observe strictly the Policies and Procedures of the Service, as modified from time to time.
- All new educators (including volunteers) will be given an induction session, of at least 1 hour duration, by the Coordinator/Educational Leader or another suitable educator nominated by the Director, to ensure that they are aware of (and where relevant) obtains copies of:
 - their terms of employment or engagement (including role description);
 - relevant pay award
 - all Policies and Procedures (including child protection, confidentiality and grievance procedures);
 - information about the philosophy and goals of the Service;
 - the Educator Information Package;
 - National Quality Standards for Education and Care Services
 - 'My Time, Our Place' Framework for School Age Care
 - the physical facilities of the Service;
 - the other educators in the Service and their roles;
 - the Duty of Care owed by educators of a school age care service to children and others; and
 - Any other matters which are necessary to enable the educator to properly do their job within the Service, or which the new staff member reasonably wishes to know.
- The Director shall, in conjunction with the Approved Provider and educators, review their relevant job description and any other requirements relating to the job (e.g. job performance indicators which have been agreed with the educator), at least once each year and shall ensure that any resulting changes to the job description, performance indicators or terms of employment are recorded, and accepted by both parties.
- The Approved Provider shall review the job description of the Nominated supervisor and/ or Director and any other requirements relating to the job against agreed performance indicators, at least once each year and shall ensure that any resulting changes to the job description, performance indicators or terms of employment are recorded, and accepted by both parties.

- The Director and the Approved Provider shall ensure that appropriate expert industrial relations advice is sought and obtained as necessary to deal with staffing issues within appropriate legal and industrial standards.

Wages

- In order to promote staff retention while ensuring that the cost of wages remains reasonable:
 - Staff who are not yet 21 will be paid at the unqualified adult award rate
 - Staff who are not yet 21 and studying education (or other equivalent qualifications accepted by ACECQA) will be paid at the qualified adult award rate in their 3rd and 4th years of study subject to satisfactory performance.
 - The rate will increase annually to reflect their length of service at that classification in accordance with the adult award rates, subject to satisfactory performance.
- No staff employed as at 20 November 2012 will have a reduction of wages as a result of the above.

Employment of family members/personal friends

The service may at times employ family members or personal friends of employees or management members. In these instances, the following will apply in addition to the above employment procedures:

- The relationship will be disclosed on the job application;
- The interview and subsequent appraisal processes will not involve the relevant employee or management member;
- All reference checks will be made by an independent person;
- Disciplinary procedures will be applied consistently, with independent people overseeing and conducting the process: and
- Timesheets will not be authorised by family members or associated persons. Where the Director has a member of the family working in the service, timesheets will be authorised by a nominated representative of management.

8.4 Educator Professional Development and Learning Policy

The Service endeavours to provide adequate relevant ongoing training and development for staff to enable them to better do their job and to properly comply with these Policies and Procedures and other requirements of the Service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care
- Education and Care Services National Law Act, 2010 and Regulations 2011
- 'My Time, Our Place' Framework for School Age Care
- NQS Area: 2.3.4; 4.1; 4.2.1, 4.2.2; 7.1.2, 7.1.3, 7.1.4, 7.2; 7.3.1, 7.3.2. 7.3.5
- Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.2 Workplace bullying and harassment shall not be tolerated or accepted by any employee or management of the Service - Educational Leader, 8.8 – Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 8.12 – Employee Qualifications _ Monitoring Progress, 10.1 – Quality Compliance

Procedures

- The Director will facilitate opportunities for educators to access information for professional development and learning on a regular basis about issues relevant to:
 - the operation of the Service and its Policies and Procedures;
 - legal or other regulatory requirements; and
 - Other issues of interest or benefit to educators to help them better do their job in the overall interests of the Service and the children.
- Professional development includes opportunities to learn or further enhance skills whereas professional learning includes access to information that is required. This information may be accessible through
 - Meetings;
 - Training/information sessions;
 - Workshops.
- The Director, in consultation with the Management Committee, will wherever possible, within the resources of the Service, bring in specialist or expert presenters to provide training to staff on technical issues.
- The Director and Educational Leader will ask educators on a regular basis to contribute suggestions for training topics.
- The Director will be responsible to ensure that a written record of all professional development of educators is kept and is produced to the Management Committee for information at least once each year.
- Staff will be paid for attendance at compulsory training sessions and service team meetings, in accordance with relevant awards.
- The Service shall allocate funds within the budget for training and professional development for staff.

8.5 Volunteers Policy

Volunteers are a valued and integral part of the staffing of Fulham North OSHC and are managed in a consistent and professional manner, in accordance with the other policies of the Service, which apply to employed staff, modified only as necessary to reflect the voluntary nature of the role. For the purpose of this policy, volunteers also refer to students who are unpaid and volunteering for skill/knowledge acquisition.

Relevant Laws and other Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Duty of Care
- NQS Area: 4.1; 4.2.1; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.3.1, 7.3.2, 7.3.5
- Policies: 3.3 – Educators Practice, 8.1 – Role and expectations of Educators,, 8.10 – Educator Orientation and Induction, 10.1 – Quality Compliance, 10.9 –Procedures

- All procedures of Fulham North OSHC, which are applicable to employees, apply to volunteers except where expressly provided otherwise, or with such necessary modifications to reflect the voluntary nature of the role.
- Volunteers must hold a blue card before they begin volunteering. Certified copies of their Suitability Card and/or Positive Notice will be kept on file for all volunteers who volunteer at the service. A Verification to Authorise Blue Card form will be completed by the volunteer.
- The Student Protection Risk Management Strategy outlines when volunteers do not need a blue card, including if they are a volunteer parent of a child attending the school.
- Volunteer workers may be counted towards the educator to child ratios for the service provided they meet the qualification requirements. Volunteers under the age of 18 must be fully supervised. Risk assessments will be conducted, as necessary, when utilising volunteers.
- An induction process, including Educator Information Package, will be given to provide an opportunity to help volunteers understand:
 - Fulham North 's commitment to an environment which is safe and friendly to children;
 - The Services policies, procedures and code of conduct;
 - Procedures to follow when harm is disclosed;
 - Their rights and responsibilities;
 - What is expected of them;
 - The boundaries of their roles;
 - The roles of key people in Fulham North OSHC
 - What to expect if there is an allegation against them or to them
 - Reporting procedures; and Grievance procedures.

Volunteers must sign in when working at the Service to ensure they are covered.

8.6 Employee and Volunteer Grievance Policy

Staff grievances (including those of volunteers) are respected and treated fairly and with a genuine desire to resolve grievances wherever possible through Fulham North OSHC's Complaints Handling Policy (See Policy 9.5).

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
- Work Health and Safety Act 2011 and Regulations 2011
- Duty of care
- NQS Area; 4.2; 7.1.1, 7.1.2 7.1.3, 7.1.5; 7.2.2; 7.3
- Policies: 8.3 Recruitment and Employment of Educators, 8.5 – Volunteers Policy, 8.7 – Workplace Harassment and Bullying, 8.9 _ Educator Code of Conduct, 8.10 – Employee Orientation and Induction

Procedures

- The Director shall be the first contact for all complaints. However, the employee will have direct access to the Approved Provider, and the Director will permit and, if appropriate, encourage the employee to do so, if:
 - The complaint is about the conduct of the Director/Nominated Supervisor;
 - The employee is not comfortable to take the complaint to the Director;
 - The employee is not satisfied with the Director's handling of the complaint;
 - The complaint is about a matter of Management and Administration Policy
- For this purpose, employees will be kept informed of the current contact details of the Approved Provider through the Educator Information Package, or other appropriate form of communication, and otherwise will be available on request.
- The Director will seek to resolve all genuine and reasonable verbal grievances in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided as far as possible. The Director may make and keep a confidential written record of such discussions.
- If the verbal grievance remains unresolved, at the complainant's discretion, a written grievance may be submitted to the Management Committee for further action. This will instigate the following formal procedure:
 - Complainant to meet with management to discuss complaint;
 - Management to give opportunity, in writing, for other named parties to meet with Management to discuss details of grievances tabled;
 - Management may seek the services of a professional association for advice, support and/or assistance.

8.7 Workplace Harassment and Bullying Policy

All employees have the basic right to work in a place where they are valued, respected, and appreciated by their colleagues, supervisors and employers. Workplace harassment and bullying can be detrimental to the ongoing health, well-being and sense of safety for employees. The following guidelines shall be implemented by the Service to ensure workplace bullying and harassment is not tolerated and that appropriate procedures for managing reports of bullying and harassment are in place.

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
- Work Health and Safety Act 2011 and Regulations 2011
- Prevention of Workplace Harassment Advisory Standard 2004
- Duty of Care
- NQS Area: 4.2; 7.1.1, 7.1.2, 7.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5
- Policies: 8.1 Role and Expectations of Educators, 8.5 – Volunteers Policy, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction.

Procedures

Definition

- Workplace harassment/bullying is verbal, physical social or psychological abuse by your employer or manager), another person or group of people at work. Workplace harassment and bullying occurs when a person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment that:
 - Is unwelcome and unsolicited; and
 - The person considers to be offensive, humiliating, intimidating or threatening; and
 - A reasonable person would consider to be offensive, humiliating, intimidating or threatening
- For the purpose of this policy, workplace bullying and/or harassment means behaviour that is repeated or occurs as a pattern of behaviour and may include:
 - Abusing a person loudly, usually when others are present;
 - Repeated threats of dismissal or other severe punishment for no reason;
 - Constant ridicule and being put down;
 - Leaving offensive messages on email or the telephone;
 - Sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting in trouble in other ways
 - A manager setting unreasonable timelines or constantly changing deadlines for an employee to meet or setting tasks that are unreasonably below or beyond a person's skill level;
 - Maliciously excluding and isolating a person from workplace activities;
 - Persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
 - Humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management and other workers;
 - Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.
- It shall be acknowledged that the impacts of bullying and harassment can be traumatic and may result in employees suffering stress, feelings of isolation at work, anxiety, loss of self-esteem, loss of financial security, loss or deterioration of personal relationships, physical symptoms of stress such as headaches, backaches, stomach cramps and depression.
- Some types of workplace bullying are criminal offences therefore instances of violence, physical assault and/or stalking will be reported to Police Service immediately.

Scope

- Workplace bullying and harassment shall not be tolerated or accepted by any employee or management of the Service .Therefore this policy and procedure is not limited to the workplace or working hours and will include all work related events including but not limited to:
 - Team meetings;
 - Family events organised by the service;
 - Celebratory functions;
 - Other events organised by the service in public or private locations
- This policy relates to, but is not limited by the following types of communication:
 - Verbal communication, either over the telephone or in person in the workplace, and outside of it;
 - Written communication including letters, notes, minutes of meetings etc;
 - Internal and external communication including emails, faxes and/or text messages.

Standards of behaviour

In line with the service's commitment to creating a workplace that is free from workplace health and safety risks and one which strives to create positive working relationships, all those covered by this policy and procedure are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between people and their circumstances;
- Ensuring they do not engage in any bullying behaviour towards others in, or connected with the workplace. This includes hurtful remarks or attacks and making fun of a person or their work (including references to family, sex, sexuality, gender identity, race or culture, education and economic background);
- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour of any type;
- Adhering to the service's grievance procedures, as listed further in this policy, if they experience any bullying behaviours personally;
- Reporting any bullying behaviours they see happening to others in the workplace, or connected with the workplace in line with the grievance procedure in this policy;
- Keeping information confidential if involved in any investigation of bullying.

Responsibilities

- It is the responsibility of all employees to not participate in discriminatory or harassing behaviour within the workplace. The approved provider/ Director is accountable for ensuring professional standards of conduct are always observed and to take immediate preventative action in any situation that has the potential to be construed as harassment. This means acting as a role model for staff to demonstrate appropriate behaviour. Incidents of harassment are to be treated seriously and immediate action must be taken to deal with complaints. If you believe you are being harassed in any way, **do not ignore it**. Take action in the following manner:
 - Tell the other person in a direct and firm manner that their behaviour is offensive and unacceptable. However, telling the person may not be enough to stop the unwelcome behaviour so be prepared to take further action.
 - Keep diary notes of all incidents with details of the harassment, dates and times, name(s) of offending party (i.e.), and any response you made.
 - Discuss the situation with the Director or member of management;
 - Adhere with Consultation and Dispute Resolution Clause in the Award

Grievance procedure

- Grievance procedures shall be made available to employees and clearly articulated in the Educator Handbook. All reports of harassment and/or bullying behaviour shall be managed in accordance with the service's grievance procedures which include:
 - Reporting the grievance to the Director, through the appropriate channels;
 - Arranging for a meeting with the complainant to discuss the nature of the alleged complaint and or grievance;
 - Documenting all conversations regarding the grievance and all alleged instances of harassment or bullying, when they occurred, who was involved, what actually happened and any witnesses or other relevant information;
- The approved provider may seek expert advice from their employer association in managing any alleged instances of harassment or bullying in the workplace with appropriate dispute resolution services accessed as required and upon professional advice.

- It shall be acknowledged that the impacts of bullying and harassment can be traumatic and may result in employees suffering stress; feelings of isolation at work; anxiety; loss of self-esteem, loss of financial security; loss or deterioration of personal relationships; physical symptoms of stress such as headaches, backaches, stomach cramps; and depression.
- Physical assault must be reported to the Queensland Police Service immediately.
- Grievance procedures shall be made available to employees and clearly articulated in the Educator Information Package.
- Employees shall be informed of their right to join a Union.
- All reports of bullying shall be managed in accordance with the grievance procedures which will include:
 - Reporting the grievance to the Management Committee through appropriate channels.
 - Documenting all conversations regarding the grievance and all alleged instances of harassment or bullying, when they occurred, who was involved, what actually happened and any witnesses or other relevant information.
 - Management Committee shall seek expert advice from their employer association in managing any alleged instances of harassment or bullying in the workplace.
 - Management Committee shall arrange for a meeting with the offender to discuss the nature of the alleged complaint and / or grievance.
 - Appropriate dispute resolution services shall be accessed as required and upon professional advice.
 - In the first instance, the Management Committee shall seek to conciliate the grievance via the complainant and the respondent agreeing to a solution.

Confidentiality

- Whilst all endeavours will be made to preserve the confidentiality of the complainant and the person accused, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigative process.
- Those people who are involved in the complaint including the complainant, witnesses etc) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality. Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.
- All meetings will be documented with minutes recorded and treated in a confidential manner. Information including letters of complaint and meeting minutes will be stored confidentially.

Outcomes

- The outcomes of formal or informal complaint procedures will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances. Where the results of an investigation procedure suggest that an individual is guilty of bullying, appropriate disciplinary procedures will be followed in line with the Employee Disciplinary Procedure Policy (Policy 8.1). Disciplinary action will depend on the nature and severity of the behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.
 - In addition to procedures articulated in the Employee Counselling and Disciplinary Procedures policy(Policy 8.15). Disciplinary action will depend on the nature and severity of behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

- In addition to procedures articulated in the Employee Counselling and Disciplinary Procedures Policy, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:
 - Providing training to employees concerned regarding bullying;
 - Requiring employees who have breached this policy to apologise to appropriate person(s);
 - Adjusting work arrangements where appropriate;
 - Providing counselling to employees (complainant and the person complained of);
 - Placing employees on performance improvement plans to ensure improved behaviour; and/or
 - Providing coaching and mentoring.

8.8 Employee Performance Monitoring, Review and Management Policy

The Service shall take an active approach to monitoring and managing the ongoing performance of employees to ensure that appropriate knowledge, skill, and capacity to perform the position effectively are maintained.

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
- NQS Area: 4.2; 7.1; 7.2.2, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5
- Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3- Recruitment and Employment of Educators, 8.4 – Educator Professional development and Learning, 8.5 – Volunteers, 8.9 – Employee Orientation and Induction, 10.1 – Quality Compliance

Procedures

- Employee performance shall be managed by the Nominated Supervisor/ Director, and for the Nominated Supervisor/ Director performance will be managed by the Approved Provider/executive office bearers
- Employee performance shall be managed in accordance with indicators which have been developed in relation to their position description.
- Employee performance shall be monitored through implementing an annual performance appraisal process for permanent staff. Such a process shall involve:
 - Employee undertaking a pre-interview self-assessment.
 - A pre-interview assessment from the supervisor or manager.
 - A formal interview where aspects of performance assessments are discussed and will include the identification of strengths, aspirations and areas for improvement; and
- individual development plans are developed and documented to support performance for each employee.
- Staff members being given an opportunity to provide input to improving the Service.
- Casual staff will undergo the performance appraisal procedure in this policy with appropriate frequency to be determined by the Management Committee and the Director.
- Ongoing feedback about performance will be provided and professional development opportunities monitored and reviewed throughout the forthcoming year. Individual performance progress will be noted on individual development plans

8.9 Employee Professional Conduct and Protective Practices

Fulham North OSHC expects that all employees conduct themselves in such way that is professional and in accordance with the philosophy and goals of the Service. Employees are expected to actively demonstrate a positive attitude towards their work, the Service and the Service's clients, demonstrating the behaviour expected including integrity and professionalism. The Service requires that all employees always abide by the code of conduct during their interaction with children, families, community members, management and other employees

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
- Anti-Discrimination Act 1991 (QLD)
- NQS Area: 4.2; 7.1.7.2, 7.3,
- Policies: 8.1 - Role and Expectations of Educators, 8.3 - Recruitment and Employment of Educators, 8.5 - Volunteers, 8.10 - Employee Orientation and Induction.
- Student Protection Risk Management Strategy

Procedures

This policy applies to all employees while in the workplace, while on excursions or attending work-related training and conferences.

- The Approved Provider of Fulham North OSHC believes that all employees should be able to work in an environment free from discrimination, victimisation, sexual harassment, vilification, and the seeking of unnecessary information on which discrimination might be based
- Employees are expected to conduct themselves in a manner which respects the rights and welfare of all employees, volunteers, families and children and to show competence, care, good faith and compliance with instructions and policies and procedures in the performance of their duties.
- Employees shall be provided with a copy of the Service's Code of Conduct and Code of Ethics prior to commencing employment.
- Employees shall be expected to read the document and indicate that they have understood all of the conduct requirements by signing the agreement.
- Employees shall be expected to consistently uphold the agreement during their employment with the Service, contributing to the creation of a discrimination free and inclusive workplace and a healthy workplace culture
- Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of the employee/service. Action will be appropriate to the breach and may include:
 - Counselling
 - An official warning and note on the employee's file;
 - A formal apology
 - Demotion; or
 - Dismissal for serious misconduct

8.10 Employee Orientation and Induction Policy

The service assumes the responsibility to ensure that all employees receive appropriate orientation and induction, which prepares, supports and facilitates their working performance and ongoing capacity for employment 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
- Work Health and Safety Act 2011
- NQS Area: 1; 2; 3; 4; 5; 6.1.2; 6.2.1; 6.3.2; 7.1; 7.2.2, 7.2.3, 7.3.1, 7.3.2, 7.3.5
- Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.6 – Employee and Volunteer Grievance, 8.9 – Employee Code of Conduct.

Procedures

- The Director/ Coordinator shall take responsibility for the appropriate and ongoing induction and orientation for the new Employees.
- At this time the Employee will be provided with an Educator Information Package which highlights key aspects of the role which must be known and understood by the employee prior to commencing work at the service.
- A induction/orientation session where the Director/ Coordinator will work through the Induction and Orientation checklist with the new employee;
- During the first session of employment, the new employee will be partnered with an experienced educator
- The Educational Leader will provide information about My Time Our Place framework for School Age Care in Australia after the new employee has been in the position for 3 weeks
- The Director/ Coordinator shall work through the Induction and Orientation checklist with the new member of staff. The employee shall be expected to sign that they have received appropriate and effective induction at the end of the orientation period.
- Feedback on the effectiveness of the induction and orientation process will be sought from the new employee by the Director/ Coordinator

8.11 Employee Leave Policy

The service management committee seeks to ensure that all employee leave and entitlements are managed in accordance with clearly articulated guidelines so as not to negatively impact on the operations of the service. This policy shall include all applicable forms of leave and relevant entitlements.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Act, 2010 and Regulations 2011
- Children's Services Award – State 2012
- National Employment Standards
- Fair Work Act 2009
- NQS Area: 4.1; 7.1.1, 7.1.2, 7.1.3; 7.3.2, 7.3.4, 7.3.5

- Policies: 2.3 – Educator Ratios, 8.1 – Role and Expectations of Educators,, 8.3 – Recruitment and Employment of Educators, 10.1 Quality Compliance Policy

Procedures

- All permanent employees seeking to take extended leave such as Annual Leave or Leave without pay shall submit their request in writing to the Management Committee at least two weeks prior to such leave being requested.
- Management shall approve such leave unless the impact of leave is detrimental towards the successful operations of the service. Should leave be not approved, then the employee shall be entitled to have notification and rationale within 3 working days of the original request for leave.
- All sick leave shall be reported to the immediate supervisor of that employee to ensure a suitable replacement can be obtained. In the event that this employee is the Director, then such report shall be made to the person expected to assume responsibility for the service on that day or throughout the duration of leave. Typically, this person would be the Director. This person would also need to hold a Supervisor Certificate. In addition, for roles reporting to the Management Committee, the absence must also be reported to the Chair of the Management Committee.
- Management shall ensure that employees do not accrue any more than 6 weeks annual leave per annum.
- This shall be monitored through providing a balance sheet with annual audited reports documenting leave accruals.
- Employees shall receive notification of their leave accruals on their weekly payslip.
- All types of leave shall be appropriately recorded on rosters and timesheets.

8.12 Employee Qualifications – Monitoring Progress Policy

The service management committee/licensee seeks to ensure that all employees enrolled or studying relevant qualifications are monitored and supported as they progress through their studies. This ensures that the service strives towards providing a suitably qualified level of educators.

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
- Parents and Citizens Associations Award - State 2016
- NQS Area: 4.1; 7.1.1, 7.1.2, 7.1.3, 7.1.4; 7.3.1, 7.3.2, 7.3.5
- Policies: 2.3 – Educator Ratios, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.8 – Employee Performance Monitoring, review and Management, 10.1 – Quality Compliance

Procedures

- Employees recruited as qualified staff, shall provide the service with copies of their certificate of accredited and approved training, or, of enrolment in the approved course and available transcripts of coursework as completed.
- All employees shall provide a certified copy of their certificate of enrolment in the approved course or other relevant documentation providing such evidence during their initial probation period or as otherwise required by legislation.

- This record shall be attached to an evidence of progress form and maintained in the employee's confidential file held at the service.
- The Employer's representative (Director) shall monitor and track the employee's progress through the course, particularly observing that the course will be completed within the required time frame being twice the scheduled course duration.
- The Employee shall be required to submit a Statement of Progress/Result or other evidence such as a transcript to demonstrate appropriate completion of course components on a regular basis. (This information will be gathered every 6 months or as details are released from the Training Provider or Higher Education Institution.)
- In the event that necessary progress through the course is observed by the Director to be delayed and or jeopardised for any reason then a meeting shall be scheduled between the employee and the Director to discuss an appropriate course of action. Management will be informed of the outcomes of this discussion and shall have authority to approve the required course of action.
- The employee may jeopardise their ongoing employment at the service if they fail to meet the progress in study requirements or complete the course within the prescribed finishing period.

8.13 Employee Health and Wellbeing Policy

The service expects that employees shall take a conscientious approach to managing their own health and in protecting the health and wellbeing of children, colleagues and others engaged in the service's program and activities.

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
- Work Health and Safety Act 2011 and Regulations 2011
- NQS Area: 4.1; 7.1., 7.1.7.3
- Policies: 2.3 – Educator Ratios, 4.1 – General Health and Safety, 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 8.10 – Employee Orientation and Induction, 8.16 – Employee Immunisation, 8.17 – Fit For Work Policy

Procedures

- Employees shall not attend to work under the influence of any drug or alcohol which may impact on their individual capacity to perform duties as expected of them in their position.
- Employees who are unwell should not attend to work and should notify their supervisor at their earliest convenience that they are unfit for work. (Medical certificates may be required.)
- Employees may be requested to undertake a health check or medical to verify that they are fit for work as expected of them in their role. This process will be non-discriminatory and implemented without bias or prejudice.
- Employees who become unwell whilst on the job shall report immediately to their supervisor and may be relieved from duties. An injury/illness/accident form for employees should be completed. The Nominated Supervisor and/or the approved Provider shall make the relevant notification in the event of the injury escalating to a workcover claim or a notifiable incident.
- Employees who have been diagnosed with or suspect that their illness is due to infectious disease shall follow the guidelines as specified by the service in regards to exclusion periods.
- Employees should maintain current immunisation status and may be required to provide the employer with a medical report detailing such status.

8.14 Employee Online Social Networking Policy

The service acknowledges that employees may access online social networking sites such as Facebook, twitter, msn and various chat rooms to interact with friends, family and colleagues. This policy aims to establish guidelines on the access and outside work usage of online social networking, with the aim of preventing misrepresentations of the Service and/or its stakeholders.

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
- Work Health and Safety Act 2011
- Privacy Act 1988 and Regulations 2013
- Duty of Care
- NQS Area: 4.3.1; 7.2.3, 7.3.2.
- Policies: 2.8 – Anti-bullying, 8.1 – Role and Expectations of Educators, 8.7 – Workplace Harassment and Bullying, 8.9 – Employee Code of Conduct.

Procedures

Definition

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

- Social networking sites: Facebook and LinkedIn;
 - Video and photo sharing websites: YouTube, Flickr;
 - Blogging and micro blogging sites: Twitter and Bebo;
 - All forums and discussion boards;
 - Wiki’s: Wikipedia;
 - E-learning portals (i.e. www.mytimeourplace.com.au).

Responsibilities

- Good judgement 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.
- 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:
 - Children of the service should not be included as ‘friends’ on social networking sites;
 - 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;
 - The service name shall not be mentioned in online posts and statuses. This is the best way to ensure that the service’s reputation is safeguarded. If it is necessary for an employee to speak about their place of employment online, they are to refer to ‘work’ and not to the service name;
 - 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;
 - Photos of employees in work uniform are not to be placed online;

- 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 dangerous to the image or people of the service is found online, bring this to the attention of the Co-ordinator. This should be done immediately and the information should not be shared with others.

8.15 Children of Employees Policy

The Service strives to provide a supportive environment for all families and children using the service. This is extended to children of employees who attend the service. However, the service also acknowledges the complexities that may arise when children of employees are participating in the service's program and activities. This policy strives to articulate a model for best practice when employees are providing direct care to their own children in the course of their employment 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
- NQS Area: 1.1.5; 4.2.1; 5; 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- Policies: 2.6 - Behaviour Support and Management, 2.7 - Exclusion for Behavioural Reasons, 8.1 - Role and Expectations of Educators,, 8.3 - Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction.

Procedures

- Children of employees shall be permitted to be enrolled in and attend the service using the priority of access guidelines as defined in this policy and procedure document.
- Children of employees must be eligible to attend a school age care program as described by relevant legislative instruments, namely the *Education and Care Services National Law 2010 and Regulations 2011*.
- Employees shall be expected to professionally carry out all duties as expected of them while they are employed in the service regardless of the attendance of their own children.
- Children of employees shall be provided with consistent care, consideration and involvement in the service as any other child participating in the program. The behaviour of children of employees shall be managed as it would any other child participating in the program.
- If the employee's child has been excluded from the school, the Director will:
 - Contact the school to confirm exclusion;
 - Speak with the Principal to confirm if exclusion applies at the OSHC service;
 - Contact the employee to confirm exclusion from the service (in accordance with Principal's direction).

8.16 Employee Immunisation Policy

The Service acknowledges its obligation as an employer under the Work Health and Safety Act 2011, to ensure the workplace health and safety of employees and others. This extends to limiting exposure to health and safety risks that may arise from the incidence of vaccine-preventable diseases in the workplace. Vaccination of employees and volunteers is not a mandatory requirement under relevant legislation, however it is considered by this service to be a best practice approach to avoiding a vaccine-preventable disease outbreak.

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
- Work Health and Safety Act 2011
- Duty of Care
- Staying Healthy in Childcare
- NQS Area: 2.1.1, 2.1.4; 4.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- Policies: 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 4.14 – Infectious Diseases Response Strategy, 8.10 – Employee Orientation and Induction, 8.13 – Employee Health.

Procedures

- All employees and volunteers working with children in the service should be up to date with all the vaccinations that are recommended for adults.
- All employees and volunteers working with children in the service should consider additional/special vaccinations, recommended due to an increased risk of exposure in the workplace.
- Information sheets from Queensland Health and Workplace Health and Safety Qld provide further guidance regarding recommended immunisations for adults, including but not limited to:
 - Hepatitis A;
 - Measles, Mumps and Rubella (MMR);
 - Varicella (Chickenpox);
 - Pertussis (Whooping Cough);
 - Hepatitis B - (May be recommended in specific circumstances, such as when providing child care to populations who have a higher prevalence of Hepatitis B).
- Employees/volunteers will be required to complete an employee immunisation record as part of the service employment process.
- Each record shall be maintained confidentially in the employee/volunteer's file.
- Any expenses associated with completing the immunisation record such as blood tests and medical fees shall be incurred solely by the employee/volunteer.
- Employees/volunteers who regularly work at the service will be eligible to be reimbursed for influenza vaccination annually.
- Any employee or volunteer conscientiously objecting to Vaccination shall articulate their position in writing, accepting responsibility for their own individual choice to do so. This document will be maintained confidentially in the employee/volunteer's file.
- Conscientious objectors may be required to seek further advice from a medical authority to support them to clearly understand such position. In such cases additional procedures will be relevant to those employees/volunteers should an outbreak of any vaccine-preventable disease occur in the workplace, this will include, but not be limited to:
 - Exclusion from the workplace; and/or;
 - Restrictions as advised by the relevant health authority.
- Such exclusion would be without pay if that person is a paid employee of the service.

8.17 Fit for Work Policy

The Service believes that the safety of employees at work and any persons involved within the service (including children) is of paramount importance. In order to ensure the health and safety of all individuals associated with its operations, the service will take all reasonable steps to ensure that employees are in a fit and competent state to work safely.

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
- Work Health and Safety Act 2011
- Duty of Care
- NQS Area: 4.3.1; 7.2.3, 7.3.1, 7.3.2, 7.3.3, 7.3.4 , 7.4.2, 7.5.1
- Policies: 4.4 – Preventative Health and Wellbeing, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction, 8.13 – Employee Health, 10.8 – Information Handling (Privacy and Confidentiality).

Procedures

****PLEASE NOTE**** some content of this policy has been adapted from the Australian Children's Services Employers Association (ACSEA) as best practice.

Interpretation

- 'Fit for Work': an employee is fit for work if they have a blood alcohol level of 0.00 and test negative for drug use.
- An employee is 'fit for work' if physically able to carry out their duties, as per their job description.
- 'On duty': An employee is on duty at any time they are undertaking the duties and responsibilities associated with their contract of employment.

Responsibilities

- The Approved Provider/OSHC Co-ordinator will:
 - Be responsible for assessing the fitness for work of employees under their control, while they are on duty;
 - Immediately stand down any employee suspected to be under the influence of alcohol or other drugs;
 - Immediately stand down any employee that is not physically fit and capable of performing their duties.
- Any such employees must not return to work until they are able to demonstrate that they are fit to work.
- Each employee is responsible for:
 - Ensuring that they are not in an unfit state for any reason, including physical limitations and/or the adverse effects of alcohol or other drugs;
 - Notifying the Director of any concerns that their fitness for work may be impaired;
 - Ensuring that any prescription or non-prescription medication is taken safely and in accordance with the requirements as listed further in this policy;
 - Notifying the Director, or other responsible person, of any situation in which this policy has been breached, including;
 - Any situation in which other individuals are believed to be unfit for work;
 - The unauthorized possession or consumption of alcohol or other drugs on site or during work;
 - Any other apparent breach of this policy.

- All such information will be dealt with in strictest confidence.
- Employees should also be aware that rights to workers compensation or a common law claim may be affected if they are involved in a work related accident while under the influence of alcohol or drugs.

Alcohol

- An employee must not be under the influence of or be affected by alcohol while on duty. This means that all employees are expected to have a 0.00 blood alcohol content at all times they are required to undertake the duties and responsibilities associated with their contract of employment.
- If any employee becomes aware of behaviours from which they might draw the conclusion that another employee is intoxicated, the Co-ordinator or Approved Provider **MUST** be contacted immediately. Such behaviours may include, but not be limited to:
 - Slurred or impaired speech;
 - Possibly aggressive in manner;
 - Staggered, jerky movements, could seem unco-ordinated;
 - Heavy eyes and/or flushed face;
 - Dull, tired appearance
- If the above concerns are raised regarding an employee, the Approved Provider may request a blood alcohol test, at the management expense. If the employee's blood alcohol content is higher than 0.00 they will be considered unfit for work immediately. For the employee to return to work, the Approved Provider/Co-ordinator must be satisfied that they are fit for work and that they have a blood alcohol content of 0.00. Proof of which may include the undergoing of another blood alcohol test, at the employees expense.
- An employee is prohibited from operating any machinery or equipment, including any motor vehicle, if they are under the influence of alcohol.
- Alcohol must not be consumed anywhere within the grounds of the Service, during work time. There may be occasions when alcohol may be consumed as part of a work function, or other recognised work event. Where the consumption of alcohol has been properly approved, employees must continue to act in a sensible and responsible manner and with due care for their own and other people's safety and well-being. Failure to act in a sensible and responsible manner or to follow any directions with regards to the consumption of alcohol may result in disciplinary action as listed further in this policy.
- The unauthorised possession or consumption of alcohol at the workplace will result in disciplinary action as listed further in this policy.

Drugs

- Employees must not consume or be under the influence of any unlawful drug anywhere on the Service premises or grounds or while on duty.
- If any employee becomes aware of behaviours from which they might draw the conclusion that another employee is under the influence of drugs, the Director or Approved Provider **MUST** be contacted immediately.
- If concerns of this nature are raised regarding an employee, the Approved Provider may request a drug test, at the management expense. This means that employees are expected to return a negative urine test for the following substances:
 - Amphetamines;
 - Cannabinoids/THC/Marijuana;
 - Opiates/Barbituates;
 - Benzodiazapimes;
 - Cocaine/Methadone;
 - LSD.

- If an employee tests positive for any other substance, the Approved Provider may obtain relevant expert advice to determine whether the employee will be considered fit for work.
- If an employee tests positive for drugs they will be considered unfit for work immediately. For the employee to return to work, the approved Provider must be satisfied that they are fit for work. Proof of which may include the undergoing of another urine drug test, at the employees expense.
- An employee must not cultivate, sell or have in their possession or control any unlawful drug or drug taking implement anywhere on the Outside School Hours Care premises or grounds or while on duty.
- The use, possession, cultivation, manufacture and distribution of an unlawful drug is illegal. If the Approved Provider becomes aware that you have, or have had, in your possession or control, or are cultivating or supplying unlawful drugs or drug taking implements, whether for profit or otherwise on Outside School Hours Care premises or grounds or while on duty, they will notify the police and actively assist them in their enquiries.
- Any drugs prescribed by a medical practitioner must be used in accordance with medical advice. Any non-prescription drugs must be used in accordance with manufacturers' recommendations. If an employee is taking prescription or non-prescription drugs, which could cause drowsiness or otherwise affect their fitness for work, they must advise the Co-ordinator so that their ability to work safely can be monitored. If necessary, a medical opinion may be obtained.
- The unauthorized possession or consumption of drugs at the workplace will result in disciplinary action and may result in termination of employment.

Alcohol and Drug Testing Requirements

- Testing may be carried out where:
 - An employee is involved in an incident or accident;
 - An employee displays:
 - unsafe behaviour; or
 - causes injury to any other person; or
 - commits an act of negligence or carelessness; or
 - Shows disregard for safety.
 - There is reason to believe that an employee is affected by alcohol or drugs;
 - An employee who previously tested positive is being monitored to ensure safe practice; or
 - Evidence of alcohol or drug use at the workplace is discovered and the employee or employees concerned can be identified with reasonable certainty.
- An employee who does not co-operate fully with the administration of an alcohol or drug test without a legitimate reason will not be able to return to work until they have co-operated and provided a breath and/or urine sample for analysis.
- Employees who refuse will be required to take unpaid leave until they co-operate. Refusal to co-operate may result in disciplinary action.
- Interference with testing – the actual or attempted adulteration, substitution or other interference by a person with a test sample or result, will result in disciplinary action which may include termination of employment.

Disciplinary Procedures

- The Approved Provider may take the following disciplinary action where an employee is found to be under the influence of alcohol or other drug;
 - Immediate termination;
 - Final warning; or
 - Warning.

- The appropriate disciplinary action will depend on the individual circumstances of each matter. In making any decisions, the Approved Provider will take into account factors including, but not limited to:
 - The seriousness of the employees behaviour;
 - The risk posed to the safety of employees and others; and
 - Any previous breaches of this policy.
- An employee who receives a warning will be counselled by the Approved Provider regarding:
 - The 'Fit for Work Policy' and the obligations and responsibilities under it;
 - The serious and unacceptable nature of the person's behaviour;
 - The risk posed for the safety of the employee and others;
 - The employees responsibility to demonstrate that the problem has been effectively addressed;
 - The consequences for future breaches of this policy; and
 - The reasons why the person has used alcohol or other drugs to the extent that they are in an unfit state.
- The employee will be advised that they may be monitored for a period of time to ensure that the problem has been addressed and that during this period they may be subject to periodic alcohol and drug testing.
- The employee will receive a written warning which will reflect the key points covered in this process. A copy of this will be placed on their personnel file.
- Employees will not be paid for the period which they are unfit for work.
- An employee who receives a final written warning will be counselled by the Approved Provider as set out above and will be required to demonstrate that the threat to work performance and/or safety has been effectively addressed before they are permitted to return to work.
- The final written warning will have the effect that any further breaches of this policy may result in termination of their employment. A copy of the warning will be placed on their personnel file.

Fatigue

- Work related fatigue may arise from situations requiring concentration for extended periods during work hours, working in extreme temperatures or working in high-risk situations.
- Non-work related fatigue is generally the result of poor quality or inadequate sleep which may be caused by a number of reasons, including sleep disruption, ill family members, distress, domestic responsibilities or a second job.
- The Director is responsible for ensuring roster cycles are monitored and reviewed to address the potential for fatigue, especially among employees engaged in split shifts and/or potentially hazardous activities.
- The Director is responsible for ensuring shift lengths are monitored to prevent excessive time working. Provision will be made on all shifts for appropriate rest breaks during and between shifts to ensure that employees have adequate opportunity for rest.
- The Director will take all practical steps to assess and manage the work environment to minimise the impact of fatigue.
- The Service will provide appropriate information and education on the causes and management of fatigue and will arrange for all individuals to be made aware of their responsibility to prevent impairment of their fitness for work by fatigue.

Physical Ability

- The Director is responsible for ensuring that all employees are fit and able to perform their duties, when arriving for their shift.
- To be considered physically capable of performing their duties, the employee must be able to move about freely, particularly in the case of emergency or risk of harm to others.

- As per their job description, the employee MUST be able to interact with the children and actively contribute to the activities, experiences and routines of the Service. This may include, but not be limited to physical activities such as walking, running, standing, crouching and kneeling.

Confidentiality

- Confidentiality is vital in promoting the effectiveness of this policy and all reasonable efforts, consistent with safety, legal requirements and common sense, must be made to maintain an individual's privacy.
- Information relating to an employees' fitness for work must be transmitted, used and stored in a confidential manner in accordance with the Information Handling Policy (Policy 10.8).
- The disclosure of confidential information may be required to those persons who have a legitimate 'need to know'. Typically this will be only to those persons who have a responsibility for ensuring the employees' safety and performance. Disclosure will be limited to the information necessary to address the situation. The Approved Provider/OSHC Director will inform the employee as to:
 - The reason or need for disclosure;
 - To whom the disclosure will or has been made; and
 - The extent of information that will or has been disclosed.

Reference:

(ACSEA, 2006) <http://acsea.org/media/Documents/employment%20documents/fitness%20for%20work%20policy.pdf>

8.18 Employee Retention Policy

Fulham North recognises the importance of retaining quality employees who demonstrate ongoing commitment to their work with children and families and use professional standards to guide their practice. The development and retention of quality employees ensures continuity and that the school age care program is responsive to the needs of children as individuals and in groups.

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
- Relevant Industrial Awards
- Education and Care Services National Law Act, 2010 and Regulations 2011
- Relevant Industrial Awards
- NQS Area: 4.1; 4.2; 7.1.2, 7.1.3; 7.2.2; 7.3.1, 7.3.2, 7.3.5.
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 8.12 – Employee Qualifications – Monitoring Progress.

Procedures

- Fulham North OSHC will develop clear policies and procedures in relation to employee vacancies to ensure key values, skills and attributes are identified when advertising vacancies
- The service will ensure policies and procedures are developed and implemented in relation to employee orientation and induction with individual checklists completed to ensure all aspects of the employee's job description are discussed.
- Fulham North OSHC will develop clear policies and procedures in relation to employee performance reviews with identified strategies in place to manage ongoing learning and professional development.

- The service will develop exit interview strategies to ascertain reasons for staff turnover with the intention to develop strategies to promote job satisfaction for existing employees.
- Fulham North OSHC will actively work towards supporting educators to develop professionally through
 - Encouraging attendance at workshops;
 - Supporting networking opportunities;
 - Supporting higher education and qualification attainment;
 - Enabling 'on the job' development and learning through coaching, mentoring and effective leadership
 - Providing regular opportunities for team members to come together and share thoughts and ideas enabling critically reflective practice.
- The service may provide benefits for employees who demonstrate an ongoing commitment to their role and use professional standards effectively to guide their practice through employee acknowledgement programs which may include:
 - Appreciation certificates;
 - Career advancement/promotion;
 - Other rewards as deemed appropriate by management.

8.19 Employee Disciplinary Procedures Policy

The service acknowledges that, from time to time, employee behaviour and performance may fall below the expected standards as detailed in the specific job description and orientation/induction processes. The purpose of this policy is to establish an equitable and consistent approach to addressing unsatisfactory work performance and/or conduct by:

- Ensuring counselling takes place to reinforce the expected performance or conduct standards;
- Establishing a process under which warnings may be issued and discussed; and
- Providing for disciplinary action when performance or conduct does not improve.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care
- Fair Work Act and Regulations 2009
- Prevention of Workplace Harassment Advisory Standard 2004
- Privacy Act 1988 and Regulations 2013
- Relevant Industrial Award or Agreement
- NQS Area: 4.2; 7.1.1, 7.1.2; 7.2.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- Policies: 8.1 – Role and Expectations of Educators, 8.5 – Volunteers, 8.6 – Employee and Volunteer Grievance, 8.8 – Employee Performance Monitoring, Review and Management, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 8.17 – Fit for Work, 10.8 – Information Handling(Privacy and Confidentiality)

Procedures

Definitions

- ‘Counselling’: the discussion and analysis of issues concerning an employee’s misconduct.
- ‘Misconduct’: when an employee breaches their obligations under their contract of employment. Examples of misconduct may include but are not limited to:
 - Breaches of –
 - Policies; or
 - Codes of conduct; or
 - Other reasonable instructions; or
 - Unauthorised absence from work.
- ‘Serious Misconduct’: when an employee breaches their obligations under their contract of employment to an extent that it is reasonable to discontinue their employment. Examples of serious misconduct may include but are not limited to:
 - Dishonesty and fraud;
 - Bullying, fighting or abusive behaviour;
 - Sexual harassment;
 - Drunkenness and drug use;
 - Acting in an unsafe manner;
 - Misusing confidential information;
 - Damage or misuse of service equipment and resources;
 - Breach of any act or legislation relating to their employment.
- ‘Disciplinary action’: action taken by the organisation to deal with misconduct or serious misconduct, including by way of warning, ‘show cause’ meeting or dismissal.

Service responsibilities

- This policy sets out the Service’s counselling and disciplinary action procedures for use in cases of misconduct and serious misconduct by Service employees.
- The principal objective of counselling employees is to draw alleged misconduct to the attention of an employee and, where substantiated, to explain to the employee the consequences of their misconduct and to assist them in achieving and maintaining a standard of behavior that is consistent with the Service’s policies, procedures and practices.
- The disciplinary action procedures are designed to address employee misconduct that impedes the operation of the service whilst ensuring that the employee concerned is accorded procedural fairness in a timely way. Service management reserves the right to amend its procedures depending on the circumstances of each situation and the nature of the misconduct involved.
- The service will take prompt action to address all allegations of misconduct, irrespective of whether they are minor or more serious in nature. If action (counselling or disciplinary action) cannot be taken immediately, the employee concerned should be advised as soon as possible of when and where the action will take place.
- In cases of serious misconduct, the Service Director may, in consultation with the Committee Executive, conduct a workplace investigation. The employee who has been accused of the misconduct will be informed of the matter both verbally and in writing, and will be advised that they may be stood down (on full pay) until the workplace investigation has been completed. The workplace investigation will include the gathering of relevant information, written statements, interviews, documents and records. Other employees may need to be interviewed as part of the investigation. The results of the investigation may be used by management to determine the appropriate course of action.

- Where the Service Director has not observed the alleged misconduct first hand, sufficient facts must be gathered to allow a determination to be made about the seriousness of the conduct and the appropriate action. As part of the process of establishing the facts, the Service Director should:
 - Assess relevant documentation;
 - Interview person/s who may (or should) have knowledge of the employee's behaviour, and
 - Document what has occurred.
- The Service's counselling and disciplinary action procedures have three distinct, but not necessarily sequential, components;
 - Informal counselling (face to face feedback);
 - Formal counselling; and
 - Disciplinary action (including warnings, 'show cause' meetings and dismissal).
- The decision as to which of the three components should apply will depend on the seriousness of the employee's alleged misconduct (based on the facts and circumstances observed by, or reported to, the Service Director)
- The Service Director must notify the Committee Executive of any cases of alleged serious misconduct, and the Committee Executive shall determine the appropriate response having regard to any relevant matters, including advice and information from the Service Director. In such cases, the Committee Executive may, in its discretion, decide to proceed by way of formal counselling or disciplinary action.
- All persons involved in any way with counselling or disciplinary action procedures must maintain confidentiality at all times. The employee who is the subject of the allegation of misconduct may choose to discuss the matter with a nominated support person and may elect to bring that person to any interview, formal counselling session or 'show cause' meeting.

Informal counselling

- Informal counselling (or face to face feedback) will normally occur when, in the Service Director's opinion, the employee's behavior amounts to misconduct rather than serious misconduct. The feedback given during informal counselling must be constructive and designed to encourage the employee to achieve and maintain expected standards of conduct
- The employee should be:
 - Advised of how the behaviour is inconsistent with the Service's expectation and their obligations under their contract of employment;
 - Provided with an opportunity to respond to the concern/s and to raise any other matters that they consider to be relevant; and
 - Invited to participate in devising a corrective action plan to achieve the standard of conduct expected of them.
- After the informal counselling session, the Service Director must make a diary note of the discussion, and, where appropriate, plan a subsequent discussion with the employee to review their conduct.

Formal counselling

Formal counselling will normally occur when:

- The employee has previously been counselled informally but their conduct has not improved to the expected standard; or
- The employee's misconduct is such that, in the opinion of the Service Director, formal counselling is more appropriate than informal counselling; or
- The employee's misconduct is serious misconduct and the Committee Executive has decided to proceed by way of formal counselling.

The formal counselling session will take place as soon as possible after the misconduct is identified with the employee being advised in writing of:

- When and where the session will take place;
- The matter/s that will be discussed (i.e. specific details of the alleged misconduct)
- Their opportunity to respond; and
- The opportunity for them to bring a support person/observer to the session.

Any member of the Committee Executive, or their delegate, may attend the formal counselling session. At the session, the Service Director and employee will review and discuss the allegations and their responses to these allegations as well as additional incidents, information and prior corrective action plans. At the conclusion of the formal counselling session the member of the Committee Executive and the Service Director will complete an Employee Counselling Report (to be signed and dated by the employee as a true and correct record) setting out the general nature of the matters discussed, and the agreed actions and their timeframes. A copy of the report will be provided to the employee with a letter confirming:

- The issue of concern;
- Any assistance/support to be provided (if relevant);
- Date and time for subsequent meeting; and
- The possibility of disciplinary action should there be:
 - Further misconduct; or
 - Any failure to discharge the agreed actions within the requisite timeframes as set out in the Employee Counselling Report.

Disciplinary action

Disciplinary action may be taken where an employee's misconduct continues notwithstanding previous counselling or the misconduct is serious misconduct. Disciplinary action may include written warnings and/or termination of employment. Where, in cases of alleged serious misconduct, the Committee Executive decides to proceed by way of disciplinary action, it may choose, in its discretion, to proceed with disciplinary action by written warning or 'show cause' meeting or instant dismissal.

Written warnings

- A written warning may be given to an employee when:
- The employee has been formally counselled and has not met the required standards or expectations of the Service; or
- The employee's misconduct amounts to serious misconduct.
- The purpose of a written warning is to:
 - Identify and record the nature of the employee's misconduct;
 - Make clear the conduct expected of the employee;
 - Outline the support and/or training to be provided to the employee, if any;
 - Indicate the timeframe for review of the identified issue/s; and
- Advise the employee of the potential for further disciplinary action ('show cause' meeting and/or dismissal) should they fail to meet the standard of conduct required of them.

‘Show cause’ meeting

The purpose of this meeting is to ask the employee to show cause as to why their employment should not be terminated. Depending on the circumstances, the employee may be stood down on full pay until a meeting is scheduled. Employees will be required to respond, in writing, prior to the scheduled meeting, addressing the allegations and stating their reasons why employment should not be terminated. Requests for an employee to attend a ‘show cause’ meeting shall be made in writing outlining:

- When and where the meeting will take place;
- Who else will be involved in the meeting;
- The specific issue that will be discussed (i.e. alleged misconduct);
- Their opportunity to respond; and
- The opportunity for them to bring a support person / observer to the meeting.

A member or their delegate, and a member of the Management Committee Executive, of their delegate, should attend the ‘show cause’ meeting. At the meeting the management representative/s, Service Director and employee will review and discuss the allegations, the employee’s responses to these allegations, as well as any other or additional incidents, information and prior relevant corrective action plans. A decision about the employee’s continued employment will be made at this meeting in the form of a recommendation made on behalf of the Committee Executive to the Association Executive. Employees terminated as a result of misconduct will be given notice as per their Industrial Award and will receive any outstanding leave entitlements. Terminated employees will be issued with a Statement of Service. Management reserves the right to seek independent Industrial Relations advice to assist in the process.

Instant dismissal

- Serious misconduct may result in the instant termination of employment.
- The Committee Executive may decide, in its discretion, whether the serious misconduct is such that instant dismissal is warranted. In any such case, the Committee Executive must make a recommendation to the Association Executive forthwith.
- Management reserves the right to seek independent Industrial Relations advice to assist in this process.

Management responsibilities

Fulham North OSHC and School is responsible for ensuring that:

1. the Service adheres to the disciplinary process;
2. reasonable support is provided to ensure the process is fair; and
3. the employee has every reasonable opportunity to change the unsatisfactory pattern of their behaviour.

At each stage of the disciplinary process, management may obtain advice, particularly in the preparation of written warnings and/or termination. This process shall be implemented within the context of the appropriate industrial awards and in accordance with relevant State and/or Commonwealth legislation.

8.20 Workplace Sexual Harassment Policy

The Approved Provider is committed to ensuring the working environment is free from sexual harassment where all employees are treated with dignity, courtesy and respect. This includes any work-related activities such as conferences, work functions and/or excursions.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Sexual Discrimination Act 1984
- Anti-Discrimination Act 1991
- Work Health and Safety Act 2011 and Regulations 2011
- Fair Work Act and Regulations 2009
- *NQS Area: 4.1; 4.2; 7.1.2, 7.1.3; 7.2.2; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.6 – Employee Volunteer and Grievance 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 8.19 – Employee Counselling and Disciplinary Procedures, 10.8 – Information Handling (Privacy and Confidentiality)*

Procedures

Definition of Sexual Harassment

- ‘Sexual Harassment’ is any unwanted, unwelcome or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended. Sexual harassment in the workplace can take many different forms and may include:
 - Staring, leering or unwelcome touching;
 - Suggestive comments or jokes;
 - Unwanted invitations or requests for sex;
 - Intrusive questions about a person’s private life or body;
 - Insults or taunts based on sex;
 - Sexually offensive communications (phone, email, SMS or other social media).
- Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.
- Sexual harassment doesn’t have to be repeated or continuous to be against the law with some types of sexual harassment being offences under criminal law. These include:
 - Physical molestation or assault;
 - Indecent exposure;
 - Stalking;
 - Obscene communications (telephone calls, letters, etc.).

- The service has a legal responsibility to prevent sexual harassment in the workplace; therefore the Director and other members of management have a particular obligation to:
 - Model appropriate behaviour;
 - Promote this policy;
 - Treat all complaints seriously and attend to them promptly;
 - Monitor the work environment; and
 - Seek expert help for complex or serious matters.
- The service will take disciplinary action against any employee found to have breached this policy, which may include:
 - An official warning and note on the employee's file;
 - A formal apology;
 - Counselling;
 - Demotion; or
 - Dismissal for serious misconduct.
- Complaints of sexual harassment will be dealt with as per the Employee and Volunteer Grievance Policy and the Employee Counselling and Disciplinary Procedures Policy.

8.21 Equal Opportunity and Anti-Discrimination Policy

The service works to ensure that all decisions made promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, and from sexual harassment and certain associated objectionable conduct. This document details the procedures and steps taken to promote both equal opportunity and anti-discrimination in the workplace.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Anti-Discrimination Act 1991*
- *NQS Area: 4*
- *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.5 – Volunteers, 8.7 – Workplace Harassment and Bullying, 8.10 – Employee Orientation and Induction, 8.19 – Employee Counselling and Disciplinary Procedures.*

Procedures

- In accordance with the Anti-Discrimination Act 1991 the prohibited grounds of discrimination on the basis of certain attributes includes discrimination on the basis of the following attributes: (a) sex; (b) relationship status; (c) pregnancy; (d) parental status; (e) breastfeeding; (f) age; (g) race; (h) impairment; (i) religious belief or religious activity; (j) political belief or activity; (k) trade union activity; (l) lawful sexual activity; (m) gender identity; (n) sexuality; (o) family responsibilities; (p) association with, or relation to, a person identified on the basis of any of the above attributes.
- When making decisions in regards to the workplace and workers, the executive and managers will demonstrate thoughtful decision making processes to minimise the potential for discriminatory practices of either a direct or indirect nature. The executive and managers will ensure that all workers are treated on an equal opportunities basis having regard to the need and capacity of the business and any unreasonable hardship that may result as either an intended or unintended outcome of decisions.

9 Policy Group 9: Family and Community

9.1 Access Policy

Fulham North OSHC is available to school age children with a focus on those whose parents work or study. The program is designed to be inclusive of children irrespective of backgrounds e.g. cultural, religious, gender, disability, marital status and income.

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
- Duty of Care
- NQS Area: 1.1.5; 3.1.3; 4.2.1; 6.1.1, 6.1.3; 6.3.1, 6.3.3; 7.1.1; 7.2.1; 7.3.2, 7.3.4, 7.3.5
- Policies: 2.11 – Including children with Special/ Additional Needs, 9.2 – Enrolment, 9.3 – Communication with Families. 9.4 Communication with Community, 9.8 –Parent Conduct, 10.9 – Risk Management and Compliance.

Procedures

The Service and its employees will promote equality, cultural diversity and will be actively encouraged to understand 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 Director 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
- Priority for places at the service is given to primary school age children between Prep and Grade 6
- If demand for places provided at Ithaca Creek OSHC exceeds approved places, priority of access will be given based on guidelines provided by the department of Education, Children's Services Handbook (<https://education.gov.au/priority-allocating-places>)
 - *Priority 1* – A child at risk of serious abuse or neglect
 - *Priority 2* – A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System Family assistance) Act 1999
 - *Priority 3*- Any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents

A priority 3 child will only be asked to vacate a place to make room for a child with a higher priority if:

- The family has been notified of the priority of access requirements and that OSHC followed this policy when the child first entered care; and
- The family is given at least 14 days notice of the need for the child to vacate the place.

9.2 Enrolment Policy

Fulham North OSHC uses enrolment procedures to obtain required information about the specific needs of each child and to impart appropriate information to parents/guardians.

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
- Duty of Care
- NQS Area: 1.1.5; 2.1.1; 2.2.1; 2.3.4; 4.1.1; 4.2.1; 6.1; 6.2.1; 6.3.2, 6.3.3; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- 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

- Enrolment forms are prepared and updated by OSHC to seek all required information in accordance with these policies and procedures.
- The Director, or Administrator, will explain enrolment procedures to parents as required.
- The enrolment process will commence with an initial meeting between parents/guardians and the Director (see Policy 9.3), where the families will be provided with a service enrolment pack, including but not limited to:
 - Child enrolment form
 - Family Information Package.
- Enrolment at this Service is for children who are enrolled at Fulham North School. This may include any child who during the operation of Vacation Care in January of any given year:
 - is of school age as at 1st of January that year; AND
 - is enrolled to commence Fulham North School that year.
- The following information in relation to children is requested from all parents/guardians, and records are kept in a secure and accessible place. This is strictly for the purposes of enabling Fulham North OSHC to fulfil its Duty of Care responsibilities to the child and comply with these policies and procedures,
 - 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 to collect children from the program or who can be contacted for emergency collection;
 - parental/guardianship and/or residential details (if any), including copies of relevant court orders;

- relevant health and medical details including a copy of the child's immunisation history statement
- name, address and phone number of the child's doctor;
- authorization to seek emergency medical, hospital and ambulance services;
- any special medical, physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child;
- acknowledgement of signing in and out of children at the beginning and/or end of program;
- authorisation for the Director (or nominated educator) to:
 - Provide emergency medical treatment;
 - Apply/assist to apply SPF + 30 sunscreen
 - Take and/or display photographs or video footage of the child to be used as part of OSHC displays, promotional material or documentation of events and activities.
- The enrolment form shall also include the written consent of the parent/guardian signing the form to the use of the information by Fulham North OSHC in keeping with its Information Handling Policy (Privacy and Confidentiality), and the other Policies and Procedures of Fulham North OSHC from time to time.
- Fulham North OSHC cannot provide 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 Fulham North OSHC will not be able to discharge its Duty of Care and other responsibilities to the child without this information.
- The Service also requires a new enrolment form to be completed for each calendar year during which a child is to attend the Service. Furthermore, the Service may request families to update their children's enrolment forms during the course of the year to ensure that 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 & Confidentiality]).

9.3 Communication with Families Policy

Fulham North OSHC encourages communication with and participation by families because it enhances the service we provide. Families are welcome to attend the Service or talk to educators during operation. We encourage families to voice any concerns in a way that will assist us to provide a better 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
- NQS Area: 1.1.4, 1.1.5; 2.1.1, 2.1.4; 2.2.1, 2.2.2; 4.1; 4.2.1; 6.1; 6.2; 6.3.2, 6.3.3; 7.1.5; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- 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 - Complaint 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

- For families who are new to Fulham North OSHC, the first point of contact will be the Director, who will meet with the parents/guardians and the child to discuss the service, and the child's needs and to answer any questions.
- A Family Information Package with a summary of key OSHC policies and procedures will be provided to all parents/guardians.
- Parents/guardians will have free access to meet with the Director by appointment, to discuss any issues or concerns with respect to their child at OSHC. (See also Complaints Handling Policy below.)
- All persons entering the OSHC premises need to be identified by the Director. An approved person is a person who has been given permission by the parent/guardian, OSHC staff or Management Committee.
- The Director will treat all enquiries and concerns, and the persons making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information.
- Information for families will also be communicated through:
 - OSHC and school newsletters;
 - parent sign in and notice board area;
 - meetings between Director/educators and parents/guardians;
 - Notices written by the Management Committee or by the Director, and approved by the Management Committee, being given to parents/guardians when they are matters of changed policy and it is important for the changes to be communicated before the next newsletter or monthly meeting.

9.4 Communication with Community Policy

Fulham North OSHC is part 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

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
- NQS Area: 6.2.2, 6.3.1, 6.3.3, 6.3.4; 7.3.1, 7.5.1.
- Policies; 8.14 _ Employee on line Social Networking, 9.5 – Complaints Handling, 9.6 – Communication with families, 9.7 – Community Engagement

Procedures

- It is the responsibility of the Director to ensure that Fulham North OSHC holds current contacts and information on relevant community resources, and that educators are made aware of these through regular team meetings and the Educator Information Package.
- The Family Information Package should make it clear that families may have access to information about relevant community resources for their children, and the Director should ensure that they are indeed available on request by parents/guardians.
- The OSHC Management Committee should ensure that the surrounding neighbours (including businesses) of Fulham North OSHC are invited to attend the Centre on a regular basis to obtain any

information, provide any feedback on the operation of Fulham North OSHC as a responsible neighbour, and to explore any ways in which stronger community links can be built.

- Members of the community should have the opportunity to meet with the Director or Management Committee by appointment to discuss any issues or concerns with respect to the Centre. (See also Complaints Handling Policy 9.5).
- The Director 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.

9.5 Complaints Handling Policy

Fulham North OSHC invites feedback from children, parents/guardians, educators and the community, to ensure that the Centre is providing its service in keeping with these Policies and Procedures. Fulham North OSHC respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

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
- NQS Area: 4.2.1; 4.2.2, 4.2.3; 6.1.1, 6.1.3; 7.1.1, 7.1.3, 7.1.5; 7.2; 7.3
- 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

- The Director shall be the first contact for all comments and/or complaints.
- The complainant will also have direct access to the Management Committee, and the Director will permit and, if appropriate, encourage the complainant to do so, if:
 - the complaint is about the conduct of the Director;
 - the complainant is not comfortable to take the complaint to the Director;
 - the complainant is not satisfied with the Director's handling of the complaint; or
 - the complaint is about a matter of Management and Administration Policy.
- For this purpose, parents and others will be given contact details of the chair of the Management Committee through the Family Handbook, newsletter or other appropriate form of communication, and otherwise will be available on request.
- If appropriate, the Director will ask that another staff member is present when meeting with any person to discuss a complaint. If the complaint is made to the Chair, the Chair may ask that a member of the Management Committee be present.
- The Director or Chair will make and keep a written record of the discussion at the time, or immediately afterwards, and will have all parties present, and if possible the complainant, sign that record. A copy should be provided to the complainant on request. Notification and confirmation by email is acceptable.
- The Director or Chair will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

- Where practical, discussions with the complainant are not to be conducted in presence of the children, other educator parents, and heated discussions are to be avoided.
- Complaints are to be logged, with the records of relevant discussions, and the resolution of the complaint. Any complaints are to be reported to the Management Committee at each meeting of the Management Committee.
- To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record is a confidential document, which will not be accessible to any person, provided that the Director will provide copies of relevant entries only to a complainant on request.
- Any matters of complaint can be referred to the Approved Provider or the relevant Regulatory Authority for further guidance and/or assistance.

9.6 Parent and Community Participation Policy

Fulham North OSHC values the important role that parents and the community have in the overall development, understanding and awareness of children. 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

The laws and other provisions affecting this policy include:

- 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
- NQS Area: 2.2.2; 2.3.3; 4.2.1; 6.1.1, 6.1.2; 6.2.1, 6.2.2; 6.3.1, 6.3.3, 6.3.4; 7.1.5; 7.2.1, , 7.2.3; 7.3.2, 7.3.4, 7.3.5.
- 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 for Parents

- The Service shall develop and implement strategies and processes that identify:
 - Parent skills and interests that may benefit 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 integrated into the program throughout the year.
- Parents are 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 methods 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 utilised throughout the year.

- The Director, Management Committee 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 and/or certified supervisors of the service may need to exercise duty of care in managing particular situations. These occasions as described by such policy 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 and procedure. All persons who are not under the current employee 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
- Work Health and Safety Act 2011
- Family and Child Commission Act 2014
- Child Protection Act 1999 and Regulations 2000
- NQS Area: 2.3.2; 4.2.1, 7.1.1, 7.1.2,;7.3.2, 7.3.4,7.3.5
- 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
- Duty of Care

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 Director 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 parent, guardian or authorised person;
 - If not parent, then make attempt to contact 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, family and/ or Director or staff member 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 Family 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
- Duty of Care
- Child Protection Act 1999 and Regulations 2000
- NQS Area 6.1.1; 7.1.1; 7.3.2, 7.3.4.
- 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 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 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 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 conduct within the service is threatening or violent.

9.9 Acceptance and Refusal of Authorisation 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
- Duty of Care
- Family and Child Commission Act 2014
- Privacy Act 1988 and Regulations 2013
- NQS Area: 1.1.2, 1.1.3, 1.1.4, 1.1.5; 2.1.4; 2.2.2; 2.3.2, 2.3.4; 6.1; 6.2.1; 6.3.1; 6.3.3; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- 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 families 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 OSHC 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;
- OSHC educators to liaise with other health/medical professionals in relation to the care of their child;
- OSHC educators to assist their child to apply a SPF 30+ sunscreen prior to outdoor activities;
- OSHC 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 OSHC Director 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 in the program are contained within the relevant policies of this service (e.g. excursions policy, extra-curricular activities policy, escorting children policy).
- Parents/guardians 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.

Policy Group 10: Management, Governance and Administration

10.1 Managing Compliance with the National Quality Framework

As an education and care service, Fulham North OSHC 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 fulfil its ability to educate and 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
- NQS 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

Fulham North OSHC has developed, and will regularly review and update, written policies for conduct of the Service (including at a minimum the matters required by the Education and Care National Regulations 2011 (168) and the National Quality Standard).

- The Approved Provider appoints the Nominated Supervisor to be responsible for day to day compliance with the NQF through:
 - Establishing systems and processes to ensure compliance with the NQF
 - Providing ongoing training to all service employees on compliance with the NQF
 - Checking for, recording and acting on any non-compliances by Fulham North OSHC or its employees and
 - To monitor changes in the Education and Care 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 Nominated Supervisor is to report on all NQF compliance matters to the Approved Provider
- Fulham North OSHC adopts a statement of 'Service Philosophy' (see Policy 1), as part of its Policies and Procedures, which reflects National Quality Framework compliance as a minimum, and which truthfully reflects the values promoted by the Approved Provider and the Nominated Supervisor Fulham North OSHC. In implementing this policy, the Nominated Supervisor and Approved Provider will ensure that all educators within the service
 - are consulted as appropriate in the development and modification of all relevant Policies and Procedures;
 - are provided with up-to-date Educator Information Packages, containing relevant information necessary to enable employees to abide by Fulham North OSHC Policies and Procedures; and
 - Agree to support the Service's philosophy and adhere to the Policies and Procedures indicated through written terms of employment and position descriptions, including acknowledgement that repeated failure to comply may result in termination of employment.

- The Nominated Supervisor 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 with Policy 10.31
- The Statement of 'Service Philosophy' is displayed on the counter of Fulham North OSHC, in the Educator Information Package, and in the Family Information Package and enrolment materials.
- Children and families are an important part of Fulham North OSHC and:
 - are actively invited to participate in decision-making and Policy development wherever appropriate;
 - Are kept informed of all Policies and Procedures, and their means of communicating with Fulham North OSHC, through a Family Information Package and regular communications via the Service or School newsletter.

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 Approved Provider, Nominated Supervisor, staff members, volunteers and parents of children at the service.

10.2 Role and Composition of Sub Committee Policy

The Approved Provider is required to set out clearly defined guidelines for any sub committees established to support the effective operations of the service

Fulham North OSHC Sub Committee/ Management Committee defines clearly in writing its own role and communicates with the Approved Provider, parents, the community, educators and other stakeholders to ensure that the Management Committee effectively fulfils its role.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Family and Child Commission Act 2014
- NQS Area 7. Governance and Leadership

Procedures

- The Management Committee has a written Role Statement, Code of Conduct and Management Information Package which will be made available to all interested persons associated with Fulham North OSHC In addition to anything else provided in the Role Statement from time to time, the Management Committee is responsible to:
 - develop and update as appropriate the Philosophy and Goals of Fulham North OSHC
 - make the Philosophy and Goals available to all through the Family Information Package, the
 - monitor and review the performance of the Director and other employees that report directly to the Management Committee (see also Policy 8.8)
 - approve and monitor the budgeting and planning processes for Fulham North OSHC (see also Policy 10.3).
- Fulham North OSHC 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 to the Management Committee
- The Management Committee is responsible to monitor the Director and other employees in implementing these policies and procedures.
- The Management Committee also evaluates its own performance of its role at least on an annual basis.

10.3 Budgeting and Financial Planning Policy

To ensure the effective and efficient management of the Service, the Management Committee and the Director will work together to develop effective and responsible plans, budgetary guidelines for the ongoing operation of Fulham North OSHC.

Relevant Laws and other Provisions

Procedures

- Budgets will be prepared by the Management Committee, in collaboration with the Director.
- Budgets will take account of 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.
- 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. Budgets will also be used to inform the setting of appropriate fees.
- The Approved Provider and Nominated Supervisor may seek external expertise to inform budgets using relevant industry standards

10.4 Fees Policy

Fulham North OSHC aims to provide a quality service to families at an affordable price. The Approved Provider will set fees based on the annual budget (see Policy 10.3) required for the provision of quality childcare in keeping with Fulham North OSHC's Philosophy Statement and other goals, and these Policies and Procedures. Child Care Subsidy is available to all families who meet eligibility guidelines (including residency, activity and immunisation)

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 Child Care Provider Handbook
- NQS 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

- Fees will be paid, for all days attended on a weekly or fortnightly basis.
- 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. This state which is intended to help parents understand the relationship between the fees they are charged, the amount of subsidy paid to their child care provider on their behalf, and their out of pocket expenses.
- the Service exclusively uses the Debit success automatic payments system. An additional transaction fee is payable for using Debit success. This is to be paid by the family.
- Payment by cheque, EFTPOS, credit card (Amex not accepted) or internet banking is no longer accepted.
- All monies will be banked on behalf of Ithaca Creek OSHC as soon as possible after receipt.
- If parents/care givers are experiencing financial difficulty paying the fees, application is to be made in writing to the Approved Provider so that a payment arrangement can be considered.

Child Care Subsidy (CCS)

- 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 Information Package; and
 - Making available information for parents in newsletters, on websites, through social media and by email

Families are required to provide all personal information, as requested on the enrolment form, to be eligible for reduced fees

- Full fees will be charged without subsidy until Fulham North OSHC receives a current and correct information form from the family such as CRN's and that information has been acknowledged by Centrelink. 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 7 years from the last entry on the record in accordance with the Australian Child Care Service Handbook.

Late Collection Fees

- Closing time of this Service is 6.00pm. Parents who collect their children after this time will incur a late fee of \$15.00 plus \$1.00 per minute for the first 15 minutes and \$2.00 per minute thereafter.
- The fee will be automatically placed on the family invoice and will not attract childcare subsidy.

Cancellations

- If a parent or carer fails to provide sufficient notice of the absence of their child, normal fees will be charged.
- No fee will be charged if the child is sick and staff have been advised.

Overdue Fees

- If there are outstanding fees of over \$50.00, or where no payment has been made in at least 2 weeks:
 - In the first instance, a statement will be issued and the Administrator will remind the parent in person or by telephone and record when the parent has agreed to pay the account;
 - If no payment has been received as agreed when agreed, the Administrator will issue a letter (Reminder Letter) where the terms of payment are explained and the parents are informed that continued enrolment is dependent upon the payment of the fees outstanding;
 - 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 is dependent on the payment of the fees outstanding

- A debt collection agency may be used if payment of fees has not been received;
- The Approved Provider may, in his/her discretion, exclude the child temporarily or permanently from further attending Fulham North OSHC if the parents have not met the requirements as advised to them by the Approved Provider as above under the previous paragraphs.
- All outstanding fees are to be settled by the end of each school term failing which the Service may refuse to accept bookings from affected families for any forthcoming Vacation Care sessions. The Approved Provider in its discretion may waive this requirement in any case where a family has entered into a payment arrangement in good faith.

Credit balances

- When a family ceases to use the Service any funds held in credit by the Service on their behalf should be refunded to them, subject to the following:
 - In the absence of a specific written request (including remittance details) from the family made within 3 months of their ceasing to use the Service, credit balances of \$15.00 or less will not be refunded and will be transferred instead to the OSHC general or operating account;
 - Credit balances of more the \$15.00 will be refunded to the family unless the family cannot be contacted after all reasonable endeavours have been made to do so by the Service utilising the contact information provided by the family in its most recent Enrolment Form in which case the credit balance will be transferred instead to the OSHC general or operating account.
- The Administrator should provide to the Approved Provider by the end of Term 2 every year a list of the credit balances to be transferred to the OSHC general or operating account under this procedure for approval by the Approved Provider
- Nothing in this procedure prevents the Approved Provider in his/her discretion from authorising the amount of a credit balance to be refunded to a family after it has been transferred to the OSHC general or operating account.

Fee increases

The Approved Provider will review fees annually taking into account CPI increases .Notifications of fee increases will be made in accordance with National Regulation 172 which requires at least 14 days notice.

10.5 Approval Requirements under Legislation Policy

As part of the service risk management and compliance obligations, the Approved Provider and the Nominated Supervisor/ Director shall jointly be responsible to ensure that Ithaca Creek OSHC 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
- NQS 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

- The Fulham North Governing Council is the Approved Provider for the Service. The Regulatory Authority is the Office of Early Childhood Education and Care, South Australian Department of Education, Training and Employment.
- 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 if the Approved Provider is or will be the operator 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;
 - 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;
 - 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 – Supervisor Certificate).
- Whilst the Service provides, or aims to provide, regular child care to school age children, the Approved Provider and the Director 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 Director 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 (by way of payment of annual fee) and kept current in accordance with the legislation;
 - The relevant current Service Approval is kept on display at the Service whenever child care is being provided.

10.6 Nominated Supervisor Policy

The Fulham North Primary Governing Council is the Approved Provider of Fulham North OSHC, 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
- NQS 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 Fulham North OSHC, 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 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);and
- 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>)
- Prohibition history (refer to Prohibition Notice declaration template- <http://files.acecqa.gov.au/files/Templates/ProhibitionNoticeDeclarationForProspectiveStaffMembers>)
- 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.sa/applications , will be completed, and submitted to the Regulatory authority via the National Quality Agenda IT System(NAQ 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 Regulations 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)

10.6.1 Determining the Nominated Supervisor 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 service has a Nominated Supervisor to operate. This is an ongoing obligation.

As the person with responsibility for the day-to-day management of an Approved Service, a Nominated Supervisor has a range of responsibilities.

A Nominated Supervisor'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 Standard;
- Communicate all incidents involving children, educators or visitors to the service to the Approved Provider within a reasonable timeframe;
- Respond to requests and enquiries from parents, educators and management; and
- Manage all aspects of the service's operations in accordance with the Position Description provided.

Qualifications

| Criteria | Details/Evidence | Yes/No |
|--|--|--------|
| Must hold or be actively working towards a relevant qualification as per ACECQA register | <input type="checkbox"/> 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 | <input type="checkbox"/> Attending training <input type="checkbox"/> Completed National Law/Regulation knowledge test/checklist | |
| Understanding of other relevant laws and provisions such as Child Protection, Work Health, Food Handling, etc. | <input type="checkbox"/> Attending training <input type="checkbox"/> Completed knowledge test | |
| Knowledge (extensive) of service policies and procedures including opening/closing procedures | <input type="checkbox"/> Signed staff handbook and/or acknowledgement of service policy | |

Skills

| Criteria | Details/Evidence | Yes/No |
|--|--|--------|
| Capacity to implement emergency and evacuation procedures | <input type="checkbox"/> Emergency procedure rehearsal review | |
| Ability to attend to parent inquiries (either directly or by referral) | <input type="checkbox"/> Training | |
| Capacity to supervise, manage and lead other educators | <input type="checkbox"/> Training | |
| Capacity to ensure the safety and wellbeing of all children being educated and cared for while they are the responsible person | <input type="checkbox"/> Training | |
| Ability to reflect and evaluate their performance as the Nominated Supervisor | <input type="checkbox"/> 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 | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |

| | | |
|---|---|--|
| | | |
| Demonstrated ability to respond to incidents involving the health and safety of educators, volunteers and family members present at the service | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |
| Demonstrated ability to effectively make written records of incidents | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |
| Demonstrated ability to effectively communicate with children, families, staff and management | <input type="checkbox"/> Training <input type="checkbox"/> Practical application <input type="checkbox"/> | |
| Demonstrated ability to effectively communicate with school and relevant authorities | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |
| Demonstrated ability to understand and articulate practice | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |

National Law and Regulation knowledge confirmation

Educational programs

I understand that I am responsible to ensure educational programs are:

- based on and delivered in accordance with The My Time Our Place, Framework For School Age Care
- based on the developmental needs, interests and experiences of each child
- designed to take into account the individual differences of each child

Supervision and safety of children

I understand that I am responsible to ensure children are adequately supervised, are not subject to inappropriate discipline, and are protected from harms and hazards

Entry to and exit from the premises

I understand I am responsible to ensure children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, or for emergency medical treatment)

I understand I am responsible to ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service—except when: — permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Law, or — the supervisor is aware the parent is prohibited by a court order from having contact with the child

I understand I am responsible to ensure an unauthorised person (as defined in the National Law) is not at the service while children are present unless the person is under direct supervision

Food and beverages

I understand I am responsible to ensure adequate health and hygiene practices and safe practices for handling, preparing and storing food are implemented at the service to minimise risks to children

I understand I am responsible to ensure children being cared for by the service have access to safe drinking water at all times and are offered food and beverages on a regular basis throughout the day

I understand I am responsible to ensure that, where food and beverages are supplied by the service, they are: — nutritious and adequate in quantity — chosen with regard to the dietary requirements of individual children and ensuring that, where food and beverages are provided by the service, a weekly menu that accurately describes the food and beverages to be provided is displayed at the premises in a location accessible to parents

Administration of medication

I understand I am responsible to ensure that medication is not administered to a child being cared for by the service unless the administration is authorised (except in the case of anaphylaxis or asthma emergency) and is administered in accordance with the National Regulations.

Where medication is administered to a child without authorisation in a case of an anaphylaxis or asthma emergency, ensuring that a parent of the child and emergency services are notified as soon as practicable (note the discrepancy with the Queensland Drugs and Poisons Act and that the authorisation to administer in the event of an emergency is contained in the enrolment record)

Prescription and non-prescription drugs and alcohol

I understand that while educating and caring for children at the service, I must not consume alcohol or be affected by alcohol or drugs (including prescription medication) so as to impair my capacity to supervise or provide education and care to children

Excursions

I understand my responsibility to ensure that a risk assessment is conducted before an excursion in accordance with the National Regulations, and specifically that the risk assessment is conducted before authorisation is sought to take a child on the excursion

Staffing

I understand my responsibility to ensure the prescribed educator to child ratios are met and each educator at the service meets the qualification requirements relevant to the educator's role

Consent:

Iconsent to
take on the role

of Nominated Supervisor in day to day charge of Fulham North OSHC 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 other compliance actions or disciplinary proceedings under the Education and Care Services National Law Act (2010) and Regulations (2011).

Signature: _____ Date: / /

Designation by Approved Provider:

Name: _____ Position: _____

Signature: _____ Date: / /

10.7 Insuring Risks Policy

As part of a responsible approach to identifying and managing risks (see Policy 10.9), Fulham North OSHC will endeavour to have adequate insurance protection at all times, by way of the Governing Council insurance arrangements, including public liability insurance. Employees, children, parents and the Approved Provider 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
- NQS 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 the responsibility rests with the Approved Provider to ensure it takes out and keeps current adequate public liability (e.g. 'for at least \$10M'), building and contents (including loss of cash from premises or in transit) and other insurances.
- All insurance will be purchased through a reputable broker or agent.
- The Management Committee will request the Director / Administrator each year to gather such information as necessary to enable the Management Committee to make an informed assessment and make decisions on the insurance needs of Fulham North OSHC.
- The Management Committee is responsible to ensure that Fulham North OSHC has adequate Worker's Compensation Insurance for all employees including volunteers.

Claims

- In the event of a claim being made the Director will notify the Management Committee immediately.
- The Management Committee will notify the Insurance Company, ensure that Fulham North OSHC follows all directions of the Insurance Company and in the case of material or significant claims, seek legal advice for Fulham North OSHC.

10.8 Information Handling (Privacy and Confidentiality) Policy

In order to protect children and better provide its services, Fulham North OSHC seeks and deals with personal and sensitive information relating to families, children and others Fulham North OSHC respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements. Our service supports the principles of privacy and confidentiality. The types of information we collect include personal information on employees, children and families which is used in the operation of our service. Personal information collected includes: - names, addresses and contact numbers for family members, children's medical details, qualifications, recognised training and/or positions.

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
- Family and Child Commission Act 2014
- NQS 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 and Policy 10.24 the service complies with the Australian Privacy Principles under the Privacy Act 1988 and Regulations 2013.

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 Customer Reference Numbers, names, addresses and contact details for family members and authorised nominees, and children's medical details
- Fulham North OSHC obtains the written consent of persons to the use of the information by our Service in connection with providing the services, delivering the program and complying with its Duty of Care to children, staff and other persons, including those giving the information. This is done through the enrolment and other related procedures as new information is received.
- Fulham North OSHC protects the rights of the individual's privacy by ensuring that information collected is stored securely in a locked filing cabinet or is password protected if on a computer, device or online
- Records of Ithaca Creek OSHC 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 fulfil Fulham North OSHC Duty of Care and responsibilities to the children.
- All records pertaining to any child injury or illness will be kept until the child reaches the age of 25 in accordance with Policy 10.28

- The Nominated Supervisor 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
 - Limiting the use and accessibility of personal information.

Confidentiality will also be taken into account with the verbal sharing of between the Approved Provider, Nominated Supervisor and employees of the service. Sensitive information will be on a need to know basis taking into account the service's Duty of Care

10.9

Risk Management and Minimisation Policy

Fulham North OSHC is, like all other enterprises, subject to a number of risks and important legal, regulatory, industry and policy requirements. Fulham North OSHC is a responsible organisation and seeks to act in a risk-aware fashion, including 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:

- Duty of Care
- Education and Care Services National Law Act, 2010 and Regulations 2011
- Associations Incorporation Act, 1981, 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
- Work Health and Safety Act 2011 and Regulations 2011
- Australian Standard on Risk Management - AS/NZ: 31000:2009
- Australian Standard on Compliance - AS/NZ: 3806-2006
- NQS Area: 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
- Student Protection Risk Management Strategy

Procedures

- The Approved Provider will, in conjunction with the Director, take responsibility to develop and maintain a risk management program appropriate to Fulham North OSHC, including a method of ensuring that the Service takes appropriate steps to comply with:
 - the Policies and Procedures of Fulham North OSHC;
 - the license applicable to Fulham North OSHC (see also Policy 10.6);
 - Commission for Young People and Child Guardian 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;
 - Maintenance of equipment and facilities.
- The Approved Provider will also develop and manage, through its regular meetings, an annual rolling program of reviews of all the Policies and Procedures of Fulham North OSHC, to ensure that they comply with relevant requirements.
- The Nominated Supervisor, or his/her delegate, is responsible to monitor changes in, current laws and in other regulatory requirements, especially under legislation and other regulatory requirements. To do this, the Nominated Supervisor will proactively and fully inform her/himself, through subscribing to appropriate information services, industry bodies and attending all relevant and appropriate forums for discussing these issues.
- The Educational Leader monitors educators on an ongoing basis, and through formal annual performance reviews, to ensure, amongst other things, that they understand and apply these Policies and Procedures.
- The Nominated Supervisor informs educators of all such changes and requirements through the educator-training program (See Policy 8.8.4 – Educator Professional Development and Learning) and regular team meetings.

High-risk activities and special events

- High-level risks and special events shall be identified from time to time 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

- This may include 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;
 - 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;
 - Accompanying children or others to hospital by ambulance when necessary.
- Follow up actions may include:
 - Seeking access or referral to, appropriate counselling 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. This may involve nominating a media contact to manage the communication to ensure consistency of information and reduction in misinformation and speculation.
 - Notifying the Regulatory Authority
- Ongoing actions may include:
 - Monitoring and supporting children, families, employees, volunteers and students;
 - Evaluating emergency and critical event management plans.
 - Notifying the Regulatory Authority

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 information packages as well as having access to a full copy of the service policies and procedures through borrowing 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.

10.10 Managing Compliance with general laws and regulations Policy

The Service recognises that strategies must be in place to ensure ongoing compliance with relevant 'general' 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 implements and monitors compliance processes.

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
- Privacy Act 1988 and Regulations 2013
- 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
- Australian Government Department of Education Children's Services Handbook
- NQS 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 – Supervisor Certificate 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 Standards for Education and Care Services and School Age Care;
 - Commonwealth Child Care Act 1972 (Child Care Benefit);
 - Working with Children (Risk Management and Screening) Act 2000 and Regulations 2013;
 - 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;
 - 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 information packages as well as having access to a full copy of the service policies and procedures through borrowing from the service.
- Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.
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10.11 Code of Conduct Policy

The Service expects that all members of the OSHC Subcommittee/Management Committee conduct themselves in such way that is professional and in accordance with the Philosophy and Goals of the Service. Management is 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, staff 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
- NQS Area: 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 in accordance with the grievance policy of the Service.

10,12 Information Technology Policy

The Service acknowledges and recognises the significant impact of information technology in society today and aims to have suitable policies and procedures in place to ensure that information technologies are used appropriately and in the best interests of the children, families and employees who use the Service. *In this policy, **information technology (IT)** is defined as the use of any computers, storage, networking and other physical advices, infrastructure and processes to create, process, store, secure and exchange all forms of electronic data.*

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
- Child Protection Act 1999 and Regulations 2000
- Privacy Act 1988 and Regulations 2013
- NQS Area: Are 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 technologies are acknowledged as a valuable learning tool for children attending school age care services school age care services and shall be included as an appropriate part of the overall program when accessible.
- Information technologies may include computer equipment, games, Internet access and other forms of communication technologies including mobile phones and cameras.
- Information technologies 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 for information. This includes educators monitoring access to available information technology.
- Educators shall not be permitted to use personal mobile phone cameras or 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 where appropriate.

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 judgement 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 and volunteers 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;

- Only community members known to the service shall be invited i.e. teachers, school leaders etc.
- Employees and volunteers 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 or volunteer 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 or volunteers 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;
 - 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 dangerous to the image or people of the service is found online, bring this to the attention of the Director.. This should be done immediately and the information should not be shared with others.

10.13 Procurement and Purchasing Policy

The Approved Provider 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:

- NQS 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
- Fulham North Subcommittee Operating Guidelines

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;
 - Ethical behaviour and fair dealing.
- General purchasing for day to day operational items such as groceries, consumables, arts and crafts materials and replaceable items such as sports equipment shall be done in accordance with the approved provider budget overseen by the Director. The Approved Provider shall ensure that the Nominated Supervisor has access to accounts for the efficient purchasing of day to day items
- The responsibility for ordering shall fall upon that person who has made request for the purchase.
- Purchase limits extend to goods over \$500 for one single item and goods over and above 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 can 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.
- Ordering and purchasing authority for employees is restricted to the Director, Coordinator and Educational Leader
- 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 \$300. This may include purchasing through petty cash or the appropriate use of service accounts e.g. grocery account.
- All purchases over \$5000 shall require two quotes and purchases over \$20000 shall require three quotes.
- Management shall ensure that the purchasing policy does not negatively impact on the efficient operations of the service and that all purchases requests are followed up in a timely manner.
- Authorisation for purchases over \$1000 may be approved in events of emergency where two approved members of management have been contacted by phone and agreed to the expense. Documentation of such discussion shall be made and presented at the next approved management committee 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;
 - Purchase total.

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.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Privacy Act 1988 and Regulations 2013
- A New Tax System(Family Assistance) Act 1999
- NQS Area: 7 Governance and Leadership
- Policies: 10.1 – Quality Compliance, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology

Procedures

- The Nominated Supervisor/ Administrator (or other relevant person) shall be responsible for conducting a daily/weekly backup of the entire computer system.
- The backup 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 Administrator (or other relevant person).
- The backup shall be taken off site by the Administrator and returned to site on the following working day.
- The Management Committee shall provide the Administrator with an appropriate lockable box in which to store the backup while off site to ensure information is safe, secure and inaccessible to public.
- Storage of computer data shall be carried out in accordance with any requirements of the organisation's 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 member of staff 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.
- Data storage devices shall be checked weekly to ensure appropriate functioning.

10.15 Asset Management Policy

The service recognises the necessity of maintaining a record of the financial and physical assets of the service in order to meet audit and insurance requirements and for future planning.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Accounting Manual for P&C associations
- Support guide for P&C's
- NQS 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
 - 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
 - Warranty terms (if applicable)
- Items may be disposed of during the year for many reasons including:
 - Damage
 - Age
 - Other
- In the event that items are disposed of or written off, such items shall be reported to the Management Committee using appropriate formats such as financial report or Administrator'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.

10,16 Intellectual Property and Copyright Policy

Fulham North OSHC recognises that for the purposes of operating an OSHC 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
- Information Packages
- Operational Documents and Forms

All materials written by employees, volunteers or other agents for the OSHC shall be the Intellectual property Fulham North School.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Copyright Act 1968
- Education and care Services National law Act, 2010 and Regulations 2011
- NQS Area: Area 7 Governance and Leadership
- Policies: 8.2 – Educational Leader, 10.1 – Quality Compliance

Procedures

- 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 the Management Committee.
- 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.

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. Accordingly, 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
- NQS Area: 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 Director shall be involved in the process of strategic planning and may 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;
 - Others as required.
- Service management may seek external support and advice in the process as required.
- The process for planning strategically shall be guided by the resource "Growing Children, Growing Business"

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 Law Act 1975
- Family and Child Commission Act 2014
- Privacy Act 1988 and Regulations 2013
- Child Protection Act 1999 and Regulations 2000
- NQS Area: 2.3.2; 4.2.1; 6.1.1, 6.1.3; 6.2.2; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- 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, current copies of any parenting plans 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 parenting plans and/or court orders whereas it applies to them or impact upon their capacity to manage their own duty of care or 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 work with families to support them in the provision of care for their children.
- Families with children attending Fulham North OSHC who have custodial or parenting plans in place are responsible for ensuring they comply with these requirements. The Service shall endeavour to release children within the conditions as outlined in these documents and 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 laws and as reflected in Policies 10.8 and 10.24
- 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.

10.19 Policy Development, Sourcing and Review Policy

The service acknowledges the need for ongoing policy development and review. This includes recognising and 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
- NQS 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 modified 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.
- The Approved Provider will ensure that parents of children enrolled at the service are notified at least 14 days before any policy or procedure referred to in National Regulations 168 takes effect.

10.10 Environmental Responsibility Policy

Fulham North OSHC takes a proactive approach to Environmental Management in order to minimize the impact of its activities on the environment. This is demonstrated through a commitment to developing and implementing practices which support, 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
- NQS Area: 7 – Governance and Leadership
- 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

The Approved Provider, in consultation with the Nominated Supervisor, will develop and implement practices to minimise the impact of the service a 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 educators, families and the management committee in regards to issues affecting the way the service is dealing with environmental issues. The service will encourage links and networking with families 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.

10.21 Service Closures Policy

The Service acknowledges that there may be times when the service is required to close due to planned or unforeseen circumstances. The service recognises that effective communication procedures must be in place to ensure all families are notified if closure of the service is expected.

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 Child Care Provider Handbook
 - NQS Area: Area 7 – Governance and Leadership
 - Policies: 9.3 – Communication with Families, 9.3 – Communication with Community.

Procedures

- The service will operate according to the approved and advertised opening hours for each session of care where Child Care Subsidy is claimed unless approval to the contrary is given by the regulatory authority (Early Childhood Education and Care (ECEC)) and the and the Australian Government Department of Education and Training
- The service will not close early due to children being collected prior to the approved and advertised closing time, unless prior approval to the contrary has been granted by the regulatory authority (ECEC) 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 in such circumstances will be made in consultation with the Approved Provider and/or emergency services personnel, if relevant. In the case of closure of the service, the Nominated Supervisor 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.

10.22 Determining the Responsible Person Policy

The Approved Provider must ensure that the education and care service have 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
- NQS 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).

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 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 and/or Nominated Supervisor 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 2010 and Regulations 2011 and compliance
- Understanding of other relevant laws, regulations and provisions such as Child protection, Confidentiality, Grievance Management, Work Health, Food Handling etc
- Capacity to supervise, manage and lead other educators
- Ability to attend to parent enquiries (either directly by or by referral)
- Capacity to implement emergency and evacuation procedures
- 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 eg 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) will maintain a staff record including the name of the responsible person at the service for each time that the 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. (Regulation 173)
-

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 | <input type="checkbox"/> 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 | <input type="checkbox"/> Attending training <input type="checkbox"/> Completed knowledge test | |
| Understanding of other relevant laws and provisions such as Child Protection, Work Health, Food Handling, etc. | <input type="checkbox"/> Attending training <input type="checkbox"/> Completed knowledge test | |

Skills

| Criteria | Details/Evidence | Yes/No |
|--|--|--------|
| Capacity to implement emergency and evacuation procedures | <input type="checkbox"/> Emergency procedure rehearsal review | |
| Ability to attend to parent inquiries (either directly or by referral) | <input type="checkbox"/> Training | |
| Capacity to supervise, manage and lead other educators | <input type="checkbox"/> Training | |
| Capacity to ensure the safety and wellbeing of all children being educated and cared for while they are the responsible person | <input type="checkbox"/> Training | |
| Ability to reflect and evaluate their performance as the responsible person | <input type="checkbox"/> 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 | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |
| Demonstrated ability to respond to incidents involving the health and safety of educators, volunteers and family members present at the service | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |
| Demonstrated ability to effectively make written records of incidents | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |
| Demonstrated ability to effectively communicate with children, families, staff and management | <input type="checkbox"/> Training <input type="checkbox"/> Practical application <input type="checkbox"/> | |
| Demonstrated ability to effectively communicate with school and relevant authorities | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |
| Demonstrated ability to understand and articulate practice | <input type="checkbox"/> Training <input type="checkbox"/> Practical application | |

Consent: Iconsent to take on the role of Responsible Person in day to day charge of **(insert name of service)** 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: _____

10.23 Managing Requests for Information Policy

The Approved Provider recognises the importance of making available to parents regarding children's enrolment, 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*
- *NQS Area; 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

Families may request information from the Approved Provider with regard to their child/ren's participation and attendance at the service. This information may include (but is not limited to):

- The enrolment record
- Information about the educational program (National Regulation 76)
- Dietary requirements and menus (National Regulation 80)
- Attendances
- Fee payments
- Records of child care subsidies
- Incident/accident reports (National Regulation 86) and
- Medical Conditions policy (National Regulation 91) and
- Risk Assessments (National Regulations 100 and 102)

Sources of information such as those identified may be requested either in person or in writing to the Nominated Supervisor and/or 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 access to 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.

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 areas and practices for improvement.

Relevant Laws and other Provisions

Education and Care Services National Law Act, 2010 and Regulations 2011

- 'My Time, Our Place' Framework for School Age Care in Australia
- NQS 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.

10.25 Managing Compliance

Fulham North OSHC 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

- 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
- NQS Area 6.1; 7.1, 7.2, 7.3.
- Policies: 8.2 – Educational Leader Policy, 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation Policy, 10.6 – Supervisor Certificate 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);*
- *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.

10.26 Managing Notifications

Fulham North OSHC 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

- 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
- NQS 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 – Supervisor Certificate 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 South Australia (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.

The Australian Government require that Providers must notify the Department of Education and Training of any of the following changes to their service, within the timeframe specified. Penalties may apply if providers fail to make required notifications.

- Fees
- Operating hours
- Vacancies
- Ceasing to operate
- Change of physical or postal address
- Change to name
- Change to contact details such as email. Website, telephone number or fax
- Change to name or contact details for person with management and control
- Specific information revealed in background checks

- An event or circumstance indicating a person with management and control not likely to be fit and proper person for the purpose of administering CCS
- A person stops having management and control
- The provider enters into administration, receivership, liquidation or bankruptcy, and the details of the event
- Change in the status of a working with children card for each individual who is required to have such a card under section 195D of the Family Assistance Administration Act 1999
- Unexpected closure of any of the of the approved provider's child care services due to unforeseen circumstances
- A serious conviction or finding of guilt of a person with management or control of the provider.(including a person who becomes responsible for the day to day operation of any of the provider's approved child care services

All of these notifications can be made through third-party software of the Provider Entry Point. Specific detail, additional matters for notification and timeframes for notification can be accessed <https://www.education.gov.au/child-care-provider-handbook/notifications-providers-must-give-about-their-services>

Providers must notify the Department at least 42 days before they stop operating a service.

10.27 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*
- *Privacy Amendment (Notifiable Data Breaches) Act 2017*
- *National Quality Standard, Quality Area 7 – Governance and leadership*

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 and online in the services Child Care Subsidy software. The Approved Provider, the Nominated Supervisor or Responsible Person in Charge shall have access to this confidential information. Information will be also be shared amongst the educator team as required to support children's health, safety and wellbeing.

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 Nominated Supervisor and/or 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, it is understood that personal and private information will be shared with government departments and other health and/or medical professionals, as required by law, 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.

10.28 Hardship and Administration of Additional Child Care Subsidy Policy

The service is committed to ensuring that Additional Child Care Subsidy (ACCS) 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 ACCS.

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development, and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

1. Additional Child Care Subsidy (child wellbeing) — to help children who are at risk of serious abuse or neglect
2. Additional Child Care Subsidy (grandparent) — to help grandparents on income support who are the principal caregiver of their grandchildren
3. Additional Child Care Subsidy (temporary financial hardship) — to help families experiencing financial hardship
4. Additional Child Care Subsidy (transition to work) — to help low-income families transitioning from income support to work.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Australian Government Child Care Provider Handbook, July 2018*
- *National Quality Standard, Quality Area 7 – Governance and leadership*
- *Policies: 10.4 - Fees 10.30 - Conflict of Interest*

Procedures

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

Additional Child Care Subsidy

Providers are centrally involved in identifying children who require extra support through Additional Child Care Subsidy (child wellbeing).

Providers are not involved in making applications for the other types of Additional Child Care Subsidy, although they may wish to help families who they think may be eligible by encouraging them to contact Centrelink and apply for additional assistance. Providers will be advised of individuals using their service who are receiving these other payments. An overview of these types of Additional Child Care Subsidy is available in the Australian Government Child Care Provider Handbook.

Additional Child Care Subsidy (child wellbeing) provides additional child care fee assistance to an individual (or provider) in respect of children at risk of serious abuse or neglect. It helps to address cost barriers families may experience, so that children can either enter or remain engaged with child care.

For the purposes of Additional Child Care Subsidy (child wellbeing), a child is taken to be at risk of serious abuse or neglect if the child is at risk of experiencing harm, as a result of current or past circumstances or events that resulted in the child being subject to, or exposed to, any of the following:

- serious physical, emotional or psychological abuse, or
- sexual abuse, or
- domestic or family violence, or
- neglect.

The Minister's Rule sets out in detail the circumstances when a child is taken to be at risk of serious abuse or neglect for the purposes of Additional Child Care Subsidy (child wellbeing).

The definition of 'at risk' includes situations where the child is likely to experience those circumstances in the future (for example, the future risk is 'real and apparent'). This allows families to be eligible for the subsidy at the appropriate earliest point and potentially before they are known to a child protection agency.

Any child who is identified as being at risk under state or territory child protection law will meet the definition of at risk and the individual (or provider) will therefore be eligible to receive the payment.

There are two ways for the service to access Additional Child Care Subsidy (child wellbeing):

- A. Giving an Additional Child Care Subsidy (child wellbeing) certificate
- B. Additional Child Care Subsidy (child wellbeing) determination.

Services should refer to the Australian Government Child Care Provider Handbook, July 2018 for further information on how to access ACCS.

Other Hardship

On a case by case basis, the Approved Provider may consider written requests for support from the Approved Provider when the hardship does not meet the threshold for ACCS, however under Family Assistance Law the service is unable to waive the gap/parent's co-contribution.

10.29 Appropriate Governance Policy

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

Governance (as defined by the Australian Institute of Company Directors" includes the management, rules. Relationships, policies, systems and processes whereby authority within an organization is exercised and maintained. Simply put, an organisation's governance controls the manner in which its business is organised, managed and operated. Governance defines who makes the decisions what policies or processes are adopted, how risks are managed and how the organization remains financially viable.

Relevant Laws and other Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family Assistance Law*
- *The organisation or entity's constitution (insert specific details as required)*
- *Policy 10.2 Role and Composition of Sub-Committee/Parent Advisory Group*
- *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 organization's governance framework (conceptual structure and set of rules) as articulated in the organization's constitution which outlines how the organization is managed and controlled.

- *Accounting Manual for Parents and Citizens' Associations*
- *Education and Care Services National Law Act, 2010 and regulations 2011*
- *Family Assistance Law*

Succession planning and handover

A governance, management and operations handbook will be developed to form an important part of the organization's succession planning and to support effective handover. This manual will be used to provide information and training during the handover period.

Management Capability

The executive members of the Approved Provider will be required to demonstrate 'Management Capability' as well as fitness and propriety.

Management Capability includes (but is not limited to) the individuals qualifications, knowledge, skills and experience in the areas of:

- Governance
- Human Resource Management
- Legislation and compliance
- Risk management and minimization
- Delivering quality programs and services

Refer also to Policy 10.34 Administration of Child Care Subsidy and Policy 10.10 Managing compliance with other laws and relevant provisions

References

www.education.gov.au/applying-child-care-subsidy-ccs-approval

Australian Government Child Care Provider Handbook

Australian Government Department of Education and Training: Child Care Provider Governance Requirements (December, 2018)

10.30 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 (2010)*
- *Commonwealth Child Care Act 1972 (Child Care Benefit)*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *Australian Child Care Provider Handbook*
- *National Quality Standard Areas 1-7*

-  **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 Child Care Subsidy:

To maintain approval, providers must keep certain records and notify the Department of Education and Training of certain events. Failure to keep these records and provide the required notifications can result in suspension or cancellation of provider or service approvals, or other penalties. All providers must keep and maintain the following records:

- complaints made to the provider, or to any of the services of the provider, relating to compliance with the Family Assistance Law
- record of attendance for each child for whom care is provided (regardless of eligibility for Child Care Subsidy and/or Additional Child Care Subsidy, including records of any absences from care)
- statements or documents demonstrating that [Additional absence days in excess of the initial 42 absence days](#) meet the criteria
- copies of invoices and receipts issued in relation to the payment of child care fees
- copies of all Statements of Entitlement issued and any statements issued to advise of a change of entitlement.

Providers must also keep a written record of the following, even if they would not otherwise record them in writing:

- any notice given to a state or territory body about a child at risk of abuse or neglect
- copies of the evidence and information provided with an application for approval about persons with management or control of a provider and persons responsible for the day-to-day operation of a service
- any evidence or information produced to obtain police checks and working with children checks for personnel and to support any statements about these checks in an application for provider or service approval.
- Written records include records that are made and stored electronically, as long as they are stored safely and any changes, apart from incidental changes related to their storage and display, are also recorded.
- Providers must keep written records of all required background checks for all specified personnel.
- Records must be kept for seven years.

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

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 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:

10.31 Managing instances of Non-Compliance and Policy/Procedure breaches within the Service

The service recognises that strategies must be in place to remedy any breaches with relevant legislation. This policy is designed to identify the various legislation and government authorities where compliance is required and clear strategies for steps to be taken when non-compliance is identified.

Relevant Laws and other Provisions

- 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 DET Child Care Provider 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*

Procedures

The service will take immediate action to remedy any non-compliance and policy/procedure breaches identified through:

- Internal compliance monitoring activities (in accordance with Policies 10.1 & 10.10)
- External compliance monitoring activities such as:
 - Spot checks undertaken by the Regulatory Authority
 - External audits

In accordance with Regulation 167, the service will keep a record of its compliance history and make it accessible upon request. The history must include:

- Details of any amendment of the service approval made by the Regulatory Authority under section 55 of the Law;
- Details of any suspension of the service approval (other than voluntary suspension); and
- Details of any compliance direction or compliance notice issued to the approved provider in respect of the service.

The information in the service's compliance record must not include any information that identifies any person other than the approved provider.

Policy and Procedure breaches

Any action undertaken by employees, volunteers and management that is inconsistent with service policy and procedure shall be considered a breach.

The action taken to remedy breaches may include:

- Reviewing the policy and procedure and updating as required
- Retraining in the policy and procedure
- Undertaking disciplinary action in accordance with policy 8.19

Policy and procedure breaches resulting in non-compliance with the law will be reported in accordance with policy 10.33 Managing Notifications

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

Any breaches to these obligations will be reported to the Approved Provider and immediate action taken to remedy the breach.