

# Community OOSH Services Policies in Practice

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## Nutrition, food and beverages, dietary requirements Policy

### Policy Statement and Considerations

The Education and Care Service aims to provide nutritious and varied food of good quality. Children will be encouraged to develop good eating habits through good examples and education. Parents/carers will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout all food preparation and food storage procedures to ensure children will not be subjected to food borne illnesses. The National Law Act 2010 requires that approved provider/nominated supervisor/coordinators take reasonable care to protect children from foreseeable risk of harm, injury and infection. Consequently, the service will follow safe food storage and preparation guidelines obtained through initiatives such as Eat Smart Play Smart, the Australian Healthy Eating Guide, and the Dietary Guidelines for Children and Adolescents in Australia.

### Legislation and Government Requirements / National Quality Framework Considerations

[Food Act 2003 \(NSW\)](#)

[Food Regulation 2015](#)

[Food Standards Code](#) including:

- [Standard 3.2.2 - Food Safety Practices and General Requirements](#)
- [Standard 3.2.3 - Food Premises and Equipment](#)

*Education and Care Services National Law 2010 s51(1)(a), s166*

National Regulations: 77-80; 90-92 (see Policy: Dealing with medical conditions in children, including the matters set out in regulation 90); 168

National Quality Framework: Standard 2.1

### Strategies for Policy Implementation

- Educators will be provided with ongoing professional development opportunities on children's dietary needs, and food handling and hygiene practices
- Food will be prepared, served and stored hygienically. Educators follow government recommended procedures for the safe storage and heating of food and drink
- Food preparation areas will be kept in a hygienic condition in accordance to National Regulation 77
- The service will provide children with balanced snacks and meals in reference to Policy Considerations and the recommended nutritional needs of children
- Snacks and mealtimes will be treated as social situations. Educators will engage with the children to encourage healthy eating habits and appreciation of variety of food
- Children will be encouraged and supervised to assist in preparation, serving and cleaning up
- The menu will be varied and nutritious with fresh fruit and vegetables served with afternoon tea meals. Menus will be planned in collaboration with children, families and educators
- Food and drink will be provided during breakfast and afternoon tea, with small nutritious snacks available as necessary
- Fresh drinking water will be available at all times for the children and educators
- During vacation care, parents/carers are requested to supply nutritious, morning and afternoon tea snacks and drinks and a healthy lunch, unless otherwise stated on the program
- Where possible local fresh produce will be used
- The majority of food will be from the five food groups (grains, cereals, fruit and vegetables) with sweets and treats available only occasionally. Parents/carers will be informed if treats are being programmed into the day's activities, they then decide if they wish their children to partake
- Food will be stored in tightly sealed containers and dated when opened, away from any chemicals
- Food requiring refrigeration will be stored in the refrigerator. During excursions this may not be possible, so parents need to pack items in cooler bags if requiring refrigeration eg medications
- Due to the large number of children attending, parents are required to pack children's food in cooler bags if they have packed items which require refrigeration

- Children should be seated while eating or drinking. This is in line with Department of Education and Community guidelines and is age appropriate
- Parents will be encouraged to share family and multicultural values, ideas and recipes
- All family and multicultural practices will be acknowledged and addressed in the provision of food
- All children's individual needs such as allergies etc will be addressed in menus. Educators will keep a list of all children's allergies or food restrictions near the food preparation area to ensure all educators follow these. All ingredients are checked by educators to ensure food is safe to be consumed by children with allergies. When required educators will prepare safe food options for children with allergies, in accordance to medical conditions and parent/guardian requests. The menu is displayed weekly to allow parents to pack additional food if your child has food allergies or sensitivities
- Education of healthy eating habits will be developed through ongoing examples, specific activities, notices, posters and information sheets to parents
- The denial of food will never be used as a punishment
- Children will be encouraged to get the water themselves when required, using separate drinking containers. Meal/snack times will be scheduled according to activities programmed. eg: excursion sessions
- Containers are to be cleaned and stored appropriately

### **Diabetes Program**

The service acknowledges that students with diabetes can do everything their peers can do, but due to their diabetes they may require:

- Special consideration
- Extra consideration if unwell
- Special provisions when sitting for long periods of time
- Special provisions for privacy if testing blood glucose levels and injecting insulin at school
- Extra toilet privileges
- Close supervision
- To eat at additional times, especially with physical activity

If a child becomes unwell after consuming food/beverage at the service, the service will:

- Put the child in an isolated area
- Notify the parent/guardian and ask if the parent/guardian would collect the child
- Advise the parent/guardian of the severity of the illness
- Advise whether the educators member's course of action would be to call an ambulance or seek medical assistance
- Remove and package the food/beverage
- Supervise the child/children until action has been taken
- Ensure the kitchen area is hygienically dealt with
- Fill in appropriate documentation and advise Director/s

### **Pest Control:**

The service aims to provide a clean and safe environment by ensuring that every effort is made to maintain a vermin free centre. The service will endeavour to do this with the minimum use of chemicals. Procedures followed will include:

- Equipment and especially food items will be properly stored so as not to attract pests and vermin.
- Refuse bins and disposal areas will be emptied and cleaned daily.
- Kitchen and food preparation areas and storage will be cleaned and maintained daily.
- All areas will be checked daily for any signs of pests or vermin.

Should any pests or vermin be identified then action should be taken to rid the service of the problem by:

- Initially using non-chemical methods such as physical removal, maintaining a clean environment, and use of any non-chemical products
- Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation and preferably not in the presence of the children

- Other methods such as the employment of a pest control company if deemed necessary by management Where the above methods have failed
- Any use of chemical products should only be conducted outside the hours of the children's and educators presence in the building.
- All action will be taken to remove the children, educators and parents from the environment for as long as is safe and viable.

### **Links to other policies**

*Dealing with medical conditions in children, including the matters set out in regulation 90 Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

## Sun Protection Policy

### Policy Statement and Considerations

The service aims to ensure that all children, employees and volunteers attending the service will be protected from harmful rays of the sun. All educators are to model appropriate sun protection behaviour and encourage the sun protection policy where appropriate. The Education and Care Services National Law Act 2010 requires that approved provider/nominated supervisor/coordinators take reasonable care to protect children from foreseeable risk of harm, injury and infection. Employers and employees have a responsibility to reduce the risk of all types of injuries and risks to health in the workplace. Ultraviolet radiation exposure from the sun is a hazard, and as such, employers and employees both have roles and responsibilities to ensure appropriate measures are taken to prevent over exposure. Therefore, Cancer Council recommendations regarding protection from the sun are endorsed.

### Legislation and Government Requirements / National Quality Framework Considerations

*Work Health and Safety (WHS) Act 2011*

*Education and Care Services National Law 2010 s165, s167*

*National Regulations: 77 (1) (a) (2) (a) (3) (a), 114, 168*

*National Quality Framework: Standard 2.2*

### Strategies for Policy Implementation

- Individual allergies, cultural differences and special needs regarding sunscreen application and outdoor play environment (*Reg 114 Outdoor space -shade*) to be considered. Children will not be discriminated against regarding their cultural norms
- Educators will be provided with education about sun protection strategies, including: use of effective shade, appropriate clothing, application of sunscreen, hygiene considerations and importance of modelling sun smart behaviours
- Management will continue to keep educated and informed in regard to requirements and legislation, best practice and current trends
- Children, educators and volunteers should wear protective clothing when outside such as hats that protect their face, ears and neck, and shirts that cover their shoulders and necks
- All children should have appropriate shoes with them at all times. However, some services have a shoes off rule at the service once the area has been deemed clear of potential risks. This policy is at the discretion of the service Director/s
- The wearing of shoes shall be at the discretion of the educators with respect to their relevance to the area or activity involved. (Areas such as beaches, parks and open playing fields should be checked thoroughly before a decision is made). This is in line with our basic ethic "Where kids can be kids"
- Our services endorse sun safe practices; however, at certain times of the year, (the cooler months) the Director/s can use discretion in regards to whether hats are required. At Before School and After School Care outside play is organised out of the peak sun exposure period of 11am – 3pm. The wearing of hats will not be enforced but sunscreen will be made available. Children move inside and out frequently during these periods making it impractical to enforce wearing hats and lost or misplaced hats has become an issue. Although educators will encourage and direct children to wear hats for outdoor play
- Children who do not have a hat will be encouraged to play in a sheltered area. Educators will encourage the 'no hat, limited outside play only'. Spare hats and/or appropriate clothing should be made available before this rule is enforced
- Appropriate clothing will be recommended to protect as much of the skin as possible, including shirts that cover the shoulders
- Children will not share hats (in the event a child forgets a hat they will borrow a clean and washed hat from the service). Where the service's spare hats are used they are to be used only by one child. All spare hats must be washed before use by anyone else

- An SPF 50+ or over, broad spectrum, water resistant sunscreen will be made available in the service and applied to educators and children when exposed to the sun
- Parents/guardians will be informed of the sun protection policy on enrolling their child in the service
- Planned outdoor play and activities will be set up in shaded areas. Permanent play areas such as sandpits will have shade cover provided
- During vacation care parents are encouraged to apply sunscreen to their child prior to attending the service, and reminded to supply a suitable broad brimmed hat
- Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, and the child encouraged to play in the sheltered areas.
- The sun protection message should be reinforced throughout the program
- Where possible, activities will be planned to avoid exposure to the sun between the hours of 11am and 3pm. However, during vacation care this may not be possible due to the excursion sessions
- Where shade is considered inadequate, educators should be approached to provide additional shade cover
- The service will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic
- All sun protection practices will be maintained while walking to and from school and on any excursions
- Educators should respect the wishes of any adult, (parent or educators) who has made a conscientious decision to deviate from the policy due to cultural differences, religious or personal beliefs
- Parents that refuse to allow their children to wear sunscreen are requested to sign a sunscreen waiver

### **Links to other policies**

*Dealing with medical conditions in children, including the matters set out in regulation 90*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

## Water Safety, including safety during any water-based activities Policy

### Policy Statement and Considerations

The service endeavours to ensure that wherever possible all children are safe in and around water including safety during any water-based activities, and when around hot water and drinking water. By supervising children always, educating children about water safety and ensuring experiences are educational, physical and fun, educators will ensure that children's activity is always conducted in a safe environment. The hygienic state of water will be assessed before it is used for children's play. Drinking water will also be accessible, hygienically stored and maintained. The service will adopt all required Water use will be supervised at all times to ensure the safety of children is a priority.

### Legislation and Government Requirements / National Quality Framework Considerations

*Work Health and Safety (WHS) Act 2011*

*Education and Care Services National Law 2010 s165, s167*

*National Regulations: 99, 100, 101, 102, 103, 168*

*National Quality Framework: Standard 2.2*

### Strategies for Policy Implementation

- Encourage safer participation in and around water during weekly swim activity and excursions
- Monitor the level of activity and education of each child
- Ensure key messages such as swim with adults where possible
- All Children to be zinned according to daily swim test before being allowed free play in designated areas
- Fresh drinking water will always be available for children. The usage of drinking water and containers will comply to *Nutrition, food and beverages, dietary requirements* policy guidelines
- Risk assessments are completed prior to all occasions around water safety, including safety during any water-based activities. Upon leaving the centre for any excursion all children must have authorised consent to partake in the proposed water-based activities (see *Excursion Policy*)
- Cleaning buckets will not be left unsupervised near children and will be emptied immediately after use
- Water containers used in activities will be emptied and packed away after usage. Educators will ensure containers used for water play are filled to a safe level. Children will be discouraged from drinking from such water
- Activity risk and assessment checklists (see *Providing a Child Safe Environment policy*) will be completed at the beginning of each shift to ensure the environment is safe for children. If rain occurs during the day, outdoor play areas will be checked for safety prior to the children entering the outdoor environment

The service will endeavour to teach children about water safety including :

- Never swim alone
- Check water conditions if at the beach, ask someone who is familiar with the area, e.g. lifeguard
- Swim between the red and yellow flags when at the beach; and
- Read and obey all safety signs
- Shut the pool gate
- Check for water safety signs
- Beware of slippery rock areas
- Never swim immediately after the consumption of food and/or beverages
- Use sunscreen and wear a shirt and hat. Remember to reapply sunscreen after swimming
- If you feel cold in the water, get out as quickly as you can
- Always swim or surf at places patrolled by lifesavers or lifeguards
- What to do if caught in a rip



If in a river / Beach:

- Always check the water depth before entering - never dive into the water without checking the water depth
- If someone needs help in the water, stay dry. Reach out with a stick or throw a rope
- Beware of fast-flowing water, submerged objects and deep water
- Explain boundaries / safety rules to children
- Two staff members in the water supervising with one staff member on the shoreline supervising

The service is also responsible for ensuring safety in and around other water hazard areas including: Baths/showers; any water troughs; drinking water and hot beverage consumption; throwing of liquid in or around the service.

### **Links to other policies**

*Nutrition, food and beverages, dietary requirements policy*

*Providing a Child Safe Environment policy*

*Excursion policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

## The Administration of First Aid Policy

### Policy Statement and Considerations

The service believes that first aid equipment and facilities should be available to all educators, children and visitors in the service and while on excursions. All educators will be encouraged to undertake first aid training as part of their conditions of employment to ensure full and proper care of all is maintained.

### Legislation and Government Requirements / National Quality Framework Considerations

*Work Health and Safety (WHS) Act 2011*

*Education and Care Services National Law 2010 s51(1)(a), s174)*

*National Regulations: 87, 89, 136, 146, 147, 168*

*National Quality Framework: Standard 2.1*

### Strategies for Policy Implementation

- A minimum of one educator member present at all times will be currently qualified in relevant first aid training and asthma and anaphylaxis management training.
- A current relevant first aid certificate or willingness to undergo training will be advertised for all new positions
- Educators will undergo relevant first aid training as part of their condition of employment. Educators will renew their certificates as required
- The service will budget for the cost of the first aid course or renewal for each educator as part of the training budget
- A fully stocked and updated first aid kit will be kept in the designated locked and secured place in the service. Educators are to ensure that this is easily accessible to all educators and kept inaccessible to the children
- A separate travelling first aid kit will be also maintained and taken on all excursions
- The first aid kit will contain the minimum equipment suggested by the Red Cross or St John's Ambulance
- A first aid manual will also be kept at the service and taken on excursion
- A cold pack will be kept in the freezer for treatment of bruises and strains
- An inventory of the kits will be maintained
- Educators each term will be designated the duty of maintaining the kits to ensure that they are fully stocked, and that all items are within the use by date
- Educators and relief workers will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it in the orientation process
- Qualified first aiders will only administer first aid in minor accidents or to stabilize the victim until expert assistance arrives in more serious accidents
- In the event of an emergency, the educator administering the first aid must not leave the patient until emergency services or the parent arrives. A second educator should make all emergency calls
- Telephone numbers of emergency contacts, local doctor and poisons centre will be located next to the phone
- Where the service has had to administer first aid and the incident is deemed serious as per *Regulation 12*, the Nominated Supervisor will ensure that the steps outlined in the *Management of Incident, Injury, Illness and Trauma* policy are followed, and the Regulatory Authority is notified within 24 hours of either the incident or them becoming aware of the incident

### Links to other policies

*Management of Incident, Injury, Illness and Trauma Policy*

*Providing a Child Safe Environment Policy*

*Excursion Policy*

*Infectious Disease Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/03/22 ---

Date for Review and Evaluation March 2026

## Sleep and Rest for Children Policy

### Policy Statement and Considerations

Effective rest and sleep strategies are important in ensuring a child feels secure and safe in a child care environment. This environment must be safe and well supervised to ensure children are safe, healthy and secure in their environment.

### Legislation and Government Requirements / National Quality Framework Considerations

*Education and Care Services National Law 2010 s51(1)(a), s166*

*National Regulations: 81, 103, 105, 110, 115, 168*

*National Quality Framework: Standard 2.1*

### Strategies for Policy Implementation

The objectives of the policy are to:

- If a school age child requested a rest then there is a designated area for the child to be inactive and calm, away from the main group of children
- The designated area may be a cushion, mat or seat in a quiet section of the care environment
- Quiet, solitary play experiences are available for those school age children who request the need for a rest or time away from their peers
- Safe resting practices are relevant to school age children because, if they are resting or sleeping they should be monitored at regular intervals and a school aged child's face should be uncovered when they are sleeping
- Light bedding is the preferred option

### Links to other policies

*Providing a Child Safe Environment Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

## Incident, Injury, Trauma and Illness procedures complying with regulation 85 Policy

### Policy Statement and Considerations

The service will ensure the safety and well-being of educators, children and visitors, within the service and on excursions, through proper care and attention in the event of an incident, injury, trauma or illness. The service will make every attempt to ensure sound management of the incident, injury, trauma or illness to prevent any worsening of the situation and complete reports on each event that will be signed by the family of the child involved. Parents or emergency contacts will be informed immediately where the incident, injury, trauma or illness is serious and be reported to the NSW Regulatory Authority as per the National Law and Regulations.

### Legislation and Government Requirements / National Quality Framework Considerations

Work Health and Safety (WHS) Act 2011

Education and Care Services National Law 2010 51(1)(a), s s173 - 174

National Regulations: 85-87, 168, 177, 183

National Quality Framework: Standard 2.1

### Strategies for Policy Implementation

- "The person caring for the child assumes responsibility for acting in the best interests of the child in the event of an incident, injury, trauma or illness. The careful exercise of this discretion is considered part of the nominated supervisors, staff members and volunteers' duty of care
- Parents are required to provide written consent for educators to seek medical attention for their child if required before they start in the service. This will be recorded in the enrolment form
- Parents will be required to supply the contact number of their preferred doctor or dentist, Medicare number and expiry date
- Educators, nominated supervisors and volunteers will be required to supply two contact numbers in case of an incident, injury, trauma or illness
- All children with medical conditions are required to have parents/carers complete risk minimisation forms prior to attendance. All supervisors, staff members and volunteers' are to refer to risk minimisation plans in the event of an incident, injury, trauma or illness
- If a child, educator or visitor is involved in an incident, injury, trauma or illness while at the service they will be attended to immediately by a supervisor, staff member or volunteer member who holds a relevant first aid qualification
- In the case of medication being required in an incident, injury, trauma or illness without prior consent of the parents/guardians, educators are to secure that consent from a registered medical practitioner
- Anyone that is inflicted by an incident, injury, trauma or illness will be kept under adult supervision until they recover, or an authorized person takes charge of them

### In accordance to *Regulation 85* - In the case of an injury the first aid attendant will:

- Assess the injury
- Attend to the person and apply first aid as required – follow DRSABCD
- Ensure that disposable gloves and face masks are used with any contact with blood or bodily fluids
- Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner
- Ensure that anyone who has come in contact with any blood or fluids wash in warm soapy water
- Record the injury and treatment given in the incident, injury, trauma or illness folder, indicating name, date, time, nature of the injury, how occurred, treatment given and by whom, to be signed by supervisor or staff member and witnessed if possible
- Notify the parents/carers either by phone after injury if seen fit or on their arrival to collect the child
- Obtain parent/guardian signature confirming knowledge of the injury

**In accordance to *Regulation 85* - In the case of an illness the first aid attendant will:**

- If a child is unwell at home parents will be asked not to bring the child to the service
- If a staff member is unwell they should not report for work. Educators should contact the service Co-ordinator as soon as possible to inform them that they are unable to attend work
- If a child becomes ill whilst at the service, the parents will be contacted to take the child home. Where the family is unavailable, emergency contacts will be called to ensure the child is removed from the service promptly.
- If a staff member becomes ill or develops symptoms at the service they can return home if able or organize for someone to take them home. The Director/s will organize a suitable replacement as soon as possible
- Assess the illness
- Comfort the child and minimise the risk of cross infection by placing in an isolated area until the child is collected by the family/emergency contact.
- A child or adult will be considered sick if he/she:
  - Sleeps at unusual times, is lethargic
  - Has a fever over 38c
  - Is crying constantly from discomfort
  - Vomits or has diarrhoea
  - Needs constant one to one care
  - Has symptoms of an infectious disease.
- If a child is unwell at home, the family is not permitted to bring the child to the service. Children who appear unwell when being signed in by their parent/ guardian will not be permitted to be left at the service.
- During a fever, natural methods will be employed to bring the child's temperature down until the family arrives or help is sought. Such methods include removing clothing as required, clear fluids given, tepid sponges administered.
- If a child's temperature is very high, cannot be brought down and their family cannot be contacted, the child's enrolment record will be checked for permission to give paracetamol. If the situation becomes serious, the child will be taken to the doctor or an ambulance called.
- If an educator becomes ill or develops symptoms at the service, they can return home if able to or the coordinator will organise for someone to take them home.
- The Coordinator will organise a suitable educator replacement as soon as possible.

**In accordance to *Regulation 85* - In the case a child suffers a trauma the educator will:**

- Assess the trauma and decide whether the child needs to be attended to by a local doctor or whether an ambulance should be called and tell the Director/s of their decision. The child will not be transported to medical assistance in a staff member or volunteers' car
- If the child's trauma is serious the first priority is to get immediate medical attention. Although parents/carers should be contacted straight away. If not possible, there should be no delay in organising proper medical treatment. Keep trying to contact the parents/carers in the meantime
- Apply first aid as required. Follow DRSABCD
- Ensure that disposable gloves and face masks are used with any contact with blood or bodily fluids
- Stay with the traumatised person until suitable help arrives, or further treatment taken
- Try to make the traumatised person comfortable and reassure them
- If an ambulance is called and the child is taken to hospital a supervisor or staff member will accompany the child and take the child's medical records
- Record the trauma and treatment given in the incident, injury, trauma or illness folder, indicating name, date, time, nature of incident, injury, trauma or illness, how it occurred, treatment given and by whom, to be signed by supervisors or staff and witnessed if possible
- Obtain parent/carer signature confirming knowledge of the trauma

**The Director/s will or other responsible staff member will:**

- Notify the parents/carers or emergency contact person immediately regarding what has happened and action that is being taken. Every effort will be made not to panic the parents/carers
- Ensure that all blood or bodily fluids are cleaned up in a safe manner
- Ensure that anyone who has come in contact with any blood or fluids washes in warm soapy water
- Try to reassure the other people and children and keep them calm, keeping them informed about what is happening, and away from the injured, traumatised or ill child

Incident, injury, trauma or illness which result in serious harm to a child must be reported as soon as possible and within 24hrs to:

- Parents/Guardian
- The Directors
- NSW Early Childhood Education & Care Directorate, Department of Education & Communities.  
(regardless if all documentation is not completed)  
Website: [www.det.nsw.edu.au](http://www.det.nsw.edu.au)  
Phone: 1800 619 113

### **Links to other policies**

Enrolment and Orientation Policy  
Dealing with Infectious Policy  
Providing a Child Safe Environment Policy  
Administration of First Aid Policy  
Dealing with Medical Conditions Policy

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

## Dealing with Infectious Diseases, including procedures complying with regulation 88 Policy

### Policy Statement and Considerations

The service aims to provide a safe and hygienic environment that will promote the health of the children. As the care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health, parents/guardians will be asked not to bring sick children to the service and to collect children who are unwell. All care and consideration will be given to the child who becomes ill while at the service. Children with infectious diseases will be excluded from the service for the period recommended by the Department of Health.

*In accordance with Regulation 88 - if there is an occurrence of an infectious disease within our education and care service, all reasonable steps will be taken to prevent the spread of the infectious disease at the service. The service will ensure that a parent or an authorised emergency contact of each child being educated and cared for by the service is notified of the occurrence as soon as practicable.* Educators or child/children with identified infectious illness will not be accepted back into the service without written authorisation from a general practitioner or medical professional.

The service will upon notification from parent, guardian or medical authority including general practitioner, hospital, New South Wales Health Department, a pathology laboratory or registered clinician, comply with the instructions of the New South Wales Health Department "Disease Notification" procedures.

In the event of an outbreak of an infectious disease in the community, we will follow all practices and health advice of our governing bodies, the NSW Dept of Health and the NSW Dept of Education and Care. At times, these recommendations may override and change our services existing policies and practices. We reserve the right to make these changes immediately for the health and wellbeing of all members of the service. (Children, families and employees). Parents will be advised of these changes via updates on our Facebook page and centre media releases.

Parents who attempt to conceal their child/ren's illness and continue to send their child/ren knowing the child is infectious will forfeit their child's enrolment with our service.

### Legislation and Government Requirements / National Quality Framework Considerations

Work Health and Safety (WHS) Act 2011  
Education and Care Services National Law 2010 51(1)(a)  
Public Health Act 2010  
National Regulations: 85, 88, 168, 173  
National Quality Framework: Standard 2.1  
Department of Health guidelines  
Department of Education guidelines  
Staying Healthy – Preventing infectious diseases in early childhood and care services 5th Edition  
NSW Government Health

### Strategies for Policy Implementation

There are 4 steps to the spread of infections:

1. The person with the infection spreads germs into their environment.
2. The germ must survive in the environment.
3. The germ is then passed to another person.
4. The next person becomes infected.

The most effective ways of preventing the spread of infectious disease:

- Effective hand washing
- Exclusion of sick children and educators
- Immunisation

Our service endorses key government guidelines from sources, such as: *Department of Health guidelines, Department of Education guidelines, Staying Healthy – Preventing infectious diseases in early childhood and care services 5th Edition* in ensuring children and families are kept free from infection. If there is an occurrence of an infectious disease within our education and care service, all reasonable steps will be taken to prevent the spread of the infectious disease at the service, such as:

- Children and educators will be excluded from the service if they are ill with any contagious illness. This includes diarrhoea and conjunctivitis
- The period of exclusion will be based on the recommendations outlined by the Department of Health
- The decision to exclude or re-admit a child or staff member will be the responsibility of the Director/s based on the child's symptoms, medical opinion and Department of Health guidelines for children who have an infectious disease or who have been exposed to an infectious disease
- The Director/s or staff members have the right to refuse access if concerned about the child's health
- Children with diarrhoea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool
- A doctor's clearance certificate will be required for all infectious diseases before returning to the service
- Parents/guardians will be informed about the illness and infectious diseases policy on enrolment
- Parents/guardians will be informed about the occurrence of an infectious disease in the service ensuring that the individual rights of educators or children are not infringed upon
- All educators will ensure proper hygiene practices are carried out and adhered to
- Specific diseases/viruses such as Covid -19, Management and staff will seek guidance regularly and directly from NSW Dept of Health and the NSW Dept of Education and Care.


### **Disease notification (NSW Government Health)**

The [Public Health Act 2010](#) requires that certain medical conditions be notified to public health authorities in NSW. This page is primarily concerned with the infectious diseases and conditions (including elevated blood lead levels) which are required to be notified to the relevant [NSW public health unit](#).

A number of other medical conditions are also required to be notified under the [Public Health Act 2010](#). See [Schedule 1 Scheduled medical conditions](#) and [Schedule 2 Notifiable diseases](#) for the full list of notifiable conditions.

There are different requirements for infectious disease notifications from [medical practitioners and hospital chief executives](#), from [pathology laboratories](#), and from [primary and secondary schools and child care centres](#).

The [Public Health Act 2010](#) also allows for medical practitioners and pathology laboratories to make a notification if they believe a patient is suffering from another medical condition or disease that may pose a significant risk to public health.

Notifiers and patients should note that all notifications are kept strictly confidential. Please see the  [Notification of Scheduled Medical Conditions and Australian Privacy Principles](#) factsheet for further information.


[Medical practitioners and hospital chief executives](#)

[Pathology laboratories](#)

[Schools and child care centres](#)



#### *Medical practitioners and hospital chief executives*

Medical practitioners and Hospitals Chief Executives are required to report notifiable conditions to their local public health unit (PHU) on the basis of reasonable clinical suspicion. Case notification should be initiated within 24 hours of diagnosis.

For further information on which conditions are required to be notified to the PHU refer to the  [Disease Notification Guideline for Doctors](#) and  [Disease Notification Guideline for Hospitals](#) .


How to notify





1. Download the  [Doctor/Hospital notification form](#) or a disease-specific notification form (see under Notification Forms)
2. Send in the completed form to the local PHU
3. Also notify the PHU by phone if the notifiable disease is followed by a phone icon  - call 1300 066 055

### *Pathology laboratories*

Laboratories are required to notify a positive result for the specified infectious diseases and medical conditions. Notification allows for public health action to manage these conditions and to control the spread of diseases. Case notification should be initiated within 24 hours of diagnosis.

For further information on which conditions are required to be notified to your Public Health Unit refer to the  [Disease Notification Guideline for Laboratories](#).

### **How to notify**

1. Laboratories should provide information specified in the  [Laboratory notification form](#)
2. Notify the PHU either in writing to the local PHU or by electronic laboratory notification to the Notifiable Conditions Information System (NCIMS).
3. Also notify the PHU by phone if the notifiable disease is followed by a phone icon  - call 1300 066 055

### **Schools and child care centres**

Primary and secondary school principals and directors of child care centres (early childhood education and care services) should notify their local [public health unit](#) (PHU) by phone (call 1300 066 055) as soon as possible after they are made aware that a child enrolled at the school or facility is suffering from one of the following vaccine preventable diseases:

- Diphtheria
- Mumps
- Poliomyelitis
- Haemophilus influenzae Type b (Hib)
- Meningococcal disease
- Rubella ("German measles")
- Measles
- Pertussis ("whooping cough")
- Tetanus

Primary and secondary school principals and directors of child care centres are also encouraged to seek advice from their local PHU when they suspect an infectious disease outbreak is affecting their school or centre, such as outbreaks of a gastrointestinal or respiratory illness. Please visit the NSW Health website for more information for [schools](#) (see p.12) and [child care centres](#) (see p.13).

### **Links to other policies**

Enrolment and Orientation Policy  
 Management of incident, Injury, Illness and Trauma policy  
 Providing a Child Safe Environment Policy  
 Administration of First Aid Policy

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

## Dealing with Medical Conditions in Children, including the matters set out in regulation 90 Policy

### Policy Statement and Considerations

The service is committed to ensuring that any child with a permanent medical condition and/or diagnosis is accommodated, by ensuring that measures are taken to provide a caring, nurturing, and inclusive environment. The service is committed to effectively respond to all medical conditions. Each enrolment will be carefully assessed on case-by-case basis to ensure that the physical environment and educators training are adequate to ensure the health and wellbeing of the child can be guaranteed at all times.

All educators are kept abreast of any new technology or treatment for permanent conditions wherever possible. Educators are notified of each child's specific requirements and educators have access to all medical records kept at the service.

The service is required to keep up to date medical records on each child. Families are reminded each fortnight on their statements to update any changes to medical conditions and/or diagnoses or new medical conditions and/or diagnoses. Updates can be sent to admin by email as outlined on the fortnightly statements or spoken directly to the centre Co-Ordinator.

Children who have Medical Action Plans will be reviewed each term for review dates by the centre Co-Ordinator and families will be advised to provide new Medical Action Plans prior to review date.

In accordance with *National Regulation 94* educators are permitted to administer immediate action in the event of a child/children having anaphylactic shock/attack and an asthma attack. Educators are trained in relevant First Aid and keep this training up to date.

The service will adhere to privacy and confidentiality procedures when dealing with individual health needs.

### Legislation and Government Requirements / National Quality Framework Considerations

Work Health and Safety (WHS) Act 2011

Education and Care Services National Law 2010 s51(1)(a), s166

National Regulations: 77-81, 90, 92-96, 168, 177, 181-184

National Quality Framework: Standard 2.1

### Strategies for Policy Implementation

*Outlined below are strategies in relation to Regulation 90*

(1)

- (a) the management of medical conditions, including asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis;*
- (b) informing nominated supervisors and staff members of, and volunteers at, the service of practices in relation to managing those medical conditions;*
- (c) Requirements arising if a child enrolled at the education and care service has a specific health care need, allergy or relevant medical condition:*

Any child enrolled at the Service with anaphylaxis allergies, diagnosed asthma, seasonal asthma, or required medication will not be able to attend the Service without medication prescribed by their Medical Practitioner.

#### *Information that must be provided on Enrolment Form*

The Service's Enrolment Form provides an opportunity for parents to help the Service effectively meet their child's needs relating to any medical condition or diagnosis. The following information must be completed on the Enrolment Form, and any information will be attached to the Enrolment Form as necessary and kept on file at the Service:

- Asthma
- Diabetes
- Allergies
- Anaphylaxis
- Diagnosed at risk of anaphylaxis
- Any other specific medical condition(s) mentioned by a child's parents or registered medical practitioner using the Enrolment Form
- Any other specific medical condition(s) mentioned by a child's parents or registered medical practitioner at any point during the child's education and care at the service

## ***Responsibilities***

### ***Obligation of the Service***

- Ensure Educators and parents/guardians are aware of their obligations and the best practice of Management of asthma, health care need, allergy, medical condition, diabetes, and anaphylaxis.
- Offer annual training by Royal Lifesaving Association
- The Service is responsible for ensuring management of medical conditions are reviewed and updated every 12 months.
- The service is responsible for ensuring educators have easy access to medical records in the event of an emergency
- The service will ensure that a copy of the medical conditions policy document is provided to the parent of a child enrolled that has a specific health care need, allergy or other relevant medical condition, or diagnosis
- The Service will keep current such information as Medicare Card Number, private health cover details, General Practitioner's details, Dentist details, Religious Requirement in Case of Accident
- Ensure that all necessary information for the effective management of children with asthma, health care need, allergy, medical condition, diabetes, and anaphylaxis is collected and recorded so that these children receive appropriate attention when required. Information is provided daily to Educators utilising an Educator Awareness Sheet.
- All educators will directly adhere to individual medical management plans in the event of an incident relating to the child's specific health care need, allergy, or relevant medical condition
- Identifying children with asthma, health care need, allergy, medical condition, diabetes, and anaphylaxis during the enrolment process by Admin and referred to centre Co-Ordinators to complete relevant forms
- Ensure at least one Educator member is on or has qualifications in first aid, Asthma & Anaphylaxis
- Facilitating communication between management, educators, and parents/guardians regarding the services strategies
- Ensure that all Educators are aware of first aid procedures; Educators are trained on induction in methods of evacuating a child/children experiencing any symptoms of anaphylactic shock including calling an ambulance and ensuring an adult remains with the child and other Educators are containing any element thought to have caused the anaphylaxis and alerting the Director/s who will undertake communication with parents/guardians
- Ensure medication is administered in accordance with the Medical Records of the child and that medication administered is from its original container bearing label with all details and is in date
- Medication/s to be carried by Educators on excursions

### ***The Parents/Guardians***

- Inform the centre and educators on enrolment or as soon as child receives a diagnosis of medical condition or neurodevelopmental disorder.
- If an existing enrolment and the child receives a new diagnosis of medical condition or neurodevelopmental disorder, it will be at the discretion of the Service for a grace period to receive relevant paperwork completed before future bookings will be put on pause
- Provide specific requirements such as Ventolin, EpiPen or medication where necessary daily. The child cannot attend the Service until medication required is received by the centre Co-Ordinator.
- Supply medication that may be required, if prescribed by a registered medical practitioner must be provided in its original container, bearing the original label with the name of the child, and before the expiry or use by date OR a Webster Pack if applicable. Any other medication must be provided in its original container, bearing the original label and instructions and before the expiry or use by date.

- Provide the Service with a medical management plan or communication signed by a Medical Practitioner that clearly outlines procedures to be followed by educators in the event of an incident relating to the child's specific health care need arises OR triggers to be aware of and how the condition is managed
  - o This includes but not limited to: Asthma, Seasonal Asthma, Anaphylaxis, ADHD/ADD, ASD
- Provide a medical action plan with recent photo of the child. From Dec 22, action plans are preferred to be from ASCIA, Asthma Australia, and AS1Diabetes.
  - o Allergy (ASCIA)
  - o Anaphylaxis (ASCIA)
  - o Asthma (Asthma Australia)
  - o Diabetes (AS1Diabetes)
- Complete relevant forms for medical condition or diagnosis prior to commencing care with centre Co-Ordinator
  - o Risk Minimisation Plan and Communication Plan
  - o Medication Record
  - o If applicable, Behaviour Support Plan or Executive Function Behaviour Triggers Profile
- Inform the Nominated supervisor of any changes to their current management and communication plan
- In case of a medical emergency an authorised person may remove a child from the centre without written permission provided they are specified as lawfully authorised person
- Parents are responsible for updating their children's health and medical conditions information and contact details. Families are reminded fortnightly on their statements to update Admin via email of any changes to medical conditions or diagnosis.
- At OOSH we regularly have spontaneous celebrations (birthday's) and occasional food rewards. To ensure your child's participation please supply a "treat box" or safe cupcakes to be stored in the freezer with your child's name
- Parents to be responsible for reading the menu and ingredients in food supplied by the service. Parents to provide alternatives if not suitable

### **Risk Minimisation Plan**

*If your child needs additional strategies (to what is outlined below) to minimise an allergic reaction, please speak to the centre Co-Ordinator or Admin staff. These extra triggers will be placed on our Medical Quick Reference that is used to make our daily Educator Awareness Sheet.*

*Outlined below are strategies in relation to Regulation 90*

*(1)*

*(c) (iii) A risk minimisation plan will be developed in consultation with the parents/guardians of a child:*

- (a) to ensure that the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised; and
- (b) if relevant, to ensure that practices and procedures in relation to the safe handling, preparation, consumption, and service of food are developed and implemented; and
- (c) if relevant, to ensure that practices and procedures to ensure that the parents are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented; and
- (d) to ensure that practices and procedures ensuring that all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented; and
- (e) if relevant, to ensure that practices and procedures ensuring that the child does not attend the service without medication prescribed by the child's medical practitioner in relation to the child's specific health care need, allergy or relevant medical condition are developed and implemented

### **Communication Plan**

*Outlined below are strategies in relation to Regulation 90*

(1)

(c) (iv) *the development of a communications plan to ensure that:*

- (a) relevant staff members and volunteers are informed about the medical conditions policy and the medical management plan and risk minimisation plan for the child; and
- (b) a child's parent can communicate any changes to the medical management plan and risk minimisation plan for the child, setting out how that communication can occur.

A communication plan will be discussed and incorporated into the Induction and Orientation of new and existing staff of the Medical conditions Policy, the medical management plan and risk minimization plan for children. The purpose of the communication plan is to ensure All educators and volunteers have access and are informed of each child's requirements or needs and where necessary, the service will ensure training is undertaken where specific needs are required such as the use of an EpiPen, ventilator for asthmatics. The service will display 'emergency procedures' for incidents such as epilepsy, accidents, and minor incidents. The service retains information on medical conditions such as Asthma and Anaphylaxis guidelines. A DRSABCD chart is actively displayed. Parents are encouraged to provide specific requirements for their child's needs.

The communication plan includes providing several avenues for parents to communicate any changes to the medical management plan or emergency contact details. This can be done via email, phone, verbally to the centre Co-Ordinator. Upon enrolment, parents will be advised of how to and the importance of updating the medical information. Parents record known allergens or triggers on enrolment form. This is used to make the daily Educator Awareness sheet that is viewed by the Educators on shift on the day of the child's attendance.

### **Asthma**

The service will undertake to minimise triggers of asthma by:

- Minimising plants containing pollens and promoting a low allergen garden
- Keep the service as dust free as possible
- Enforcing no smoking rules in accordance with new laws of January 2014
- Keep abreast of back burning operations in the areas
- Ask parents to identify detergents and soaps being used at the service that may cause allergy
- Ensure kitchen/food areas are kept clean and practices are promoted such as washing hands immediately after food preparation and eating

### **Diabetes**

The service acknowledges that students with diabetes can do everything their peers can do, but due to their diabetes they may require:

- Special consideration
- Extra consideration if unwell
- Special provisions when sitting exams
- Special provisions for privacy if testing blood glucose levels and injecting insulin at school □ Extra toilet privileges
- Close supervision
- To eat at additional times, especially with physical activity

### **Anaphylaxis**

The strategies outlined below will only apply to the child/ren that has been identified as suffering from allergies. At least one educator will hold a current approved First Aid, Anaphylaxis and Asthma training certificate.

The service considers obligations for child/ren at risk of anaphylaxis include:

#### *Insect sting allergy*

Strategies that reduce the risk of insect stings vary depending on the insect the person is allergic to. Strategies both at OOSH and on excursions will include:

- Consider plant allergies when gardening or planting
- Where practicable, wear shoes outdoors near ant mounds and wear gloves when involved in outdoor gardening activities

- Parents/guardians are asked to supply and apply insect repellents that contain DEET (Diethyltoluamide, N, N-diethyl-3-methylbenzamide)
- Educators will be aware around bodies of water eg Chlorinated pools attract bees; stagnant water attracts mosquitoes
- Have mounds/nests removed during regular maintenance
- Keep grass mowed
- Educate children about stings, insects and not aggravating mounds or nests and report any found to educators

### **Food/beverages/Canteen practices**

- Practices and procedures in relation to safe food handling, preparation, consumption, and service of food are contained in the Educators Handbook
- Practices promoted with the children on a regular basis
- Parents to be responsible for reading the menu and ingredients in food supplied by the service. Alternatives provided by parent if not suitable
- All medical records are noted where a food allergy is diagnosed and all Educators sight medical records after parents/guardians have updated information to be contained on those records. This Action Plan must include a recent photo of the child, indicate allergy triggers, treatment/medication required and signed by a medical practitioner. ASCIA action plans are the preferred formats.
- Medical Action Plan to be displayed for Educators to recognize the child. To be kept on the service premises and in medication box.
- Ensure that practices and procedures are available to ensure that the parents are notified of any known allergens that pose a risk to a child and strategies for minimizing the risks are developed and implemented

### **Allergies**

- Where allergies are identified by parents/guardians the service will endeavour to remove or contain those elements e.g., peanuts or foods containing peanuts will not be provided and children will be encouraged not to bring into the service and share with other children food/s brought from home.

### **Self-administration of Medication**

- Permission for a child to self-medicate will be administered with the families written permission only, or with the verbal approval of a medical practitioner or parent/guardian in the case of an emergency
- Parents are required to complete a medication record prior to the child self-administering medication
- Parents are required to complete relevant paperwork to medical condition or diagnosis
- Medication must be given directly to an authorised educator and not left in the child's bag
- Where a child intends to self-medicate, they must:
  - o Inform an educator of their intention to take medication
  - o Collect the medication from the educator
- Educators will then:
  - o Supervise the child who is self-administering medication/s
  - o Ask the child when medication was last administered (and record this information)
  - o Record details on Medication Record

### **Administration of Medication**

- Parents who need medication to be administered to their child at the service will complete the medication record providing the following information:
  - Name of medication
  - Date, time, and dosage to be administered
  - Signature.
- Medication must be given directly to an authorized educator and not left in the child's bag.
- Parents and educators are to ensure the details on the form are clear and clarify any questions.
- Educators will store the medication in the designated secure place, clearly labelled
- Educators will ensure that medication is kept out of reach of the children at all times
- Medication will only be administered from its original packaging and by authorised educators

- Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date
- Medication will only be administered in accordance with any instructions attached to the medication or instructions provided by a registered medical practitioner
- Non-prescription medication will not be administered at the service unless authorized by a parent and must be provided in its original container, bearing the original label and instructions and before the expiry or use by date
- Medication will be administered with the parent's written permission only (or verbal over the phone in an emergency) or with the approval of a medical practitioner in the case of an emergency
- Authorisation from anyone other than the parents/guardians cannot be accepted
- If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication
- Before medication is given to a child the authorised educator (usually the educator with First Aid Certificate) who is administering the medication will verify the correct dosage with another educator
- A second educator is to witness the administration of the medication
- After the medication is given the authorised educator will record the details on the medication form including Name of medication, date, time, dosage, name of person who administered and name of person who verified and witnessed
- Where medication of long-term conditions such as asthma, epilepsy, or neurodevelopmental disorders is required, the Service will require a letter from the child's Medical Practitioner or Specialist detailing the medical condition of the child, correct dosage as prescribed and how the condition is to be managed
- If children are receiving medication at home or school but not at the service parents/guardians should inform the service of the nature of the medication and its purpose and of any side effects it may have for the child so that educators can properly care for the child
- If a child is prescribed medication during the school term for the conditions such as ADHD/ADD or ASD or another medical condition, it is expected that medication will be continued to be administered whilst the child is in the Service's care for the safety of the child and others
- Parents will need to supply a letter from the child's Medical Practitioner if medication is to go on pause that outlines the potential side-effects or risk
- Parents will need to supply a letter from the child's Medical Practitioner if medication is no longer required
- Children will be held to the same behaviour management policy standards whether on medication or not
- Where children have medication in their school bags, children will be asked to place the medication in a secure place in the service. Parents are to ensure that the medication is taken home each afternoon

## **Excursions**

While the service aims to provide a range of activities for children of all ages the service is unable to cancel or re-book activities to accommodate one child with, for instance, an allergy. For example, if an activity of horse riding has been planned by the service and a child is allergic to horse hair, the service reserves the right to continue with that activity. Parents/guardians can utilize other services of COOSH to accommodate their child, is to make arrangements to have their child dropped off at another service in the area (e.g., PCYC, Korora, Fun Factory and Woolgoolga). The service apologizes for any inconvenience but endeavours to promote a wide range of activities for all children in accordance with legislation of the Australian Children's Education and Care Quality Authority Framework.

## **Links to other policies**

Enrolment and Orientation Policy

Management of incident, Injury, Illness and Trauma policy

Providing a Child Safe Environment Policy

The acceptance and refusal of authorisations Policy

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/11/22

Date for Review and Evaluation March 2026

## Emergency and Evacuation, including the matters set out in regulation 97 Policy

### Policy Statement and Considerations

The service aims to provide an environment that provides for the safety and wellbeing of the children at all times. All children and educators will be aware of and practiced in emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately undertaken.

### Legislation and Government Requirements / National Quality Framework Considerations

- Work Health and Safety (WHS) **Act** 2011
- Education and Care Services National Law 2010 s51(1)(a)
- National Regulations: 97, 168
- National Quality Framework: Standard 2.1
- Occupational Health and Safety
- Australian Standards
- Network's 'Fire Safety Guidelines'

### Strategies for Policy Implementation

*Outlined below are strategies in relation to Regulation 97*

(1)

- (a) instructions for what must be done in the event of an emergency; and*
- (b) an emergency and evacuation floor plan*

The service will have and follow two sets of emergency procedures:

1. Evacuation Drill for Fire, Flood, Chemical spill or Bomb Threat
  2. Lockdown Drill for Harassment, Threats of Violence, Community Incidents or Emergencies
- All educators, including relief educators, will be informed of the procedure and their specific duties identified in their orientation to the service. Educators will make arrangements as to duties undertaken in the absence of other educators
  - Services with a mezzanine level will include additional orientation for new Educators during their induction to ensure they are aware of the extra safety measures required to minimise risks in this area during an emergency
  - Parents will be informed of the procedure and assembly points in the parent handbook
  - No child or educators is to go to their lockers or bags to collect personal items during an emergency evacuation. This would lead to confusion and delays
  - Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Educators will be instructed in their operation
  - Educators will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety and they feel confident to operate the extinguisher and all the children have been evacuated from the room
  - The service will install and maintain a fire blanket and smoke detectors
  - Educators should be aware of bush fire danger and have appropriate training on the necessary procedures
  - The NSW Fire Brigade Child Safety Unit should be contacted for advice and training on fire safety
  - A copy of the Network's 'Fire Safety Guidelines' should be readily available and recommended procedures followed



*In accordance with advice given from the NSW Fire Brigade, the evacuation plan will include:*

- Routes of leaving the building suitable for all ages and abilities. These should be clearly mapped out.
- Plan of where the fire extinguishers are located displayed in a public place.
- A safe assembly point away from access of emergency services.
- An alternative assembly area in case the first one becomes unsafe.
- List of items to be collected and by whom.
- List of current emergency numbers.
- Educators duties in the emergency.

*In the event of an emergency the responsible person will:*

- Make the announcement to evacuate, identifying where and how.
- Collect children's attendance records and parents' contact numbers.
- Collect emergency services numbers.
- Make the phone call to 000 or other appropriate service, management and parents as required.
- Collect the first aid kit and medication boxes.
- Method of Communication regarding phones.
- Check that the building and playground is empty and that all doors and windows are closed as far as possible, to reduce the spread of a fire.
- Supervise the children at the assembly area and take a roll call of children. Educators and be aware of any visitors.
- When the emergency service arrives the Director/s will inform the officer in charge of the nature and location of the emergency and if there is anyone missing.
- No one should re-enter the building until the officer in charge has said it is safe to do so.
- If the children cannot re-enter the building after an emergency evacuation, the Directors will organise for the children to be transported by bus to the nearest available Community OOSH building. The Admin Office will contact parents as soon as possible to notify them of the evacuation process.
- If services have Qikids Kiosk installed and have unreliable internet connection, a paper copy of the roll will also be printed daily.

*Harassment and threats of violence*

- If a person/s known or unknown to the service harasses or makes threats to children or educators at the service, or on an excursion, educators will:
- Calmly and politely ask them to leave the service or the vicinity of the children.
- Be firm and clear and remember your primary duty is to the children in your care.
- If they refuse to leave, explain that it may be necessary to call the police to remove them.
- If they still do not leave, call the police.
- If the Director/s is unable to make the call another educators member should be directed to do so.
- Where possible educators will calmly move the children away from the person. Children will be moved to a designated evacuation area within the service.
- No educator is to try to physically remove the unwelcome person, but try to remain calm and keep the person calm as far as possible and wait for the police.
- Educators should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try to contain them outside the service.

*Outlined below are strategies in relation to Regulation 97*

*(2) A risk assessment is conducted to identify potential emergencies that are relevant to the service.*

*(3)*

- (a) Emergency and evacuation procedures are rehearsed every 3 months by the staff members, volunteers and children present at the service on the day of the rehearsal and the responsible person in relation to the service who is present at the time of the rehearsal; and*
- (b) the rehearsals of the emergency and evacuation procedures are documented.*

- Children and educators will practice the emergency procedure at least once per term, in all types of care, before school, after school and at the beginning of vacation care.
- Drills will be conducted more regularly when there are new children.

*Outlined below are strategies in relation to Regulation 97*

*(4) A copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit at the education and care service premises*

## **Links to other policies**

*Enrolment and Orientation Policy*

*Management of incident, Injury, Illness and Trauma policy*

*Providing a Child Safe Environment Policy*

*Administration of First Aid Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/03/22 ---**

**Date for Review and Evaluation March 2026**

# **Delivery of Children to, and Collection of Children from, Education and Care Service Premises, including procedures complying with regulation 99 Policy**

## **Policy Statement and Considerations**

The service aims to provide a procedure for the delivery of children to and collection of children from our centres which is clear and ensures the safety and well-being of the children in our care. Parents/guardians are required to follow specific communication procedures to ensure the service can provide appropriate care of their child/children.

## **Legislation and Government Requirements / National Quality Framework Considerations**

*Education and Care Services National Law 2010 s165, s167*

*National Regulations: 99, 158, 161, 168, 176*

*Custodial requirements*

*Children and Young Persons (Care and Protection) Act 1998 No 157: s34*

## **Strategies for Policy Implementation**

### ***Delivery of Children***

- Children are not to be left at the service at any time prior to the opening hours of the service
- On arrival the person bringing the child is responsible to sign the child in on the sign-in sheet next to the child's name, indicating time of arrival or if the centre has QIKKIDS Kiosk they will be signed in on the kiosk terminal.
- Any points of information are to be recorded in the daybook, such as any particular requirements for the day or any changes to who will collect the child. A notification of change will have to be completed in writing
- Children are to place their belongings in the appropriate place
- The person dropping off the child must ensure that an educator is aware of the child's presence before leaving the service, and that any special needs are communicated
- Should a child require medication of any kind, parents must fill in and sign the medication form (See *Dealing with Medical Conditions in Children, including the matters set out in regulation 90 Policy* and Network's Guidelines for Adminstrating Medication)

### ***Collection of Children in accordance with Regulation 99***

*(4) The child may only leave the relevant premises if the child—*

*(a) is given into the care of—*

- i. a parent of the child; or*
- ii. an authorised nominee named in the child's enrolment record; or*
- iii. a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or*

*(b) leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or*

*(c) is taken on an excursion in accordance with this Division; or*

*(d) is given into the care of a person or taken outside the premises—*

- i. because the child requires medical, hospital or ambulance care or treatment; or
- ii. because of another emergency.

(5) In this policy **parent** does not include a parent who is prohibited by a court order from having contact with the child.

### **Further information regarding the collection of children**

- Children must be collected by the closing time of the service
- The authorised person who is collecting the child must sign the sign-out sheet next to the child's name, indicating time of departure or if the centre has QIKKIDS Kiosk they will be signed out on the kiosk terminal.
- Children who have permission to leave the service by themselves will be signed out by the Co-ordinator/s at the agreed time
- The authorised person and children are to ensure that all belongings are collected
- The authorised person must ensure that an educator is aware that they are taking the child from the service
- Educators are to be notified if the persons collecting the child are to be later than usual. The child will be notified to avoid any anxiety
- If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed the appropriate educator prior to pick up. This change should be confirmed in writing and the person picking up the child be asked to bring identification
- The names and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the service as soon as possible
- The authorised person is required to give proof of identification to educators if they have not seen them previously
- The service will not release the child to anyone who is not authorised without prior consent and in line with centre policy
- In the event of an emergency where the parent or an authorised person cannot collect the child, the parent must personally ring the service to let us know. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the service with proof of identity e.g. license or Medicare card
- If the service has not been notified and someone other than the parent or authorised person comes to collect the child, the service will ring the parent to get his or her authorisation. The child will not be released from the service until proper authorisation has been received

### **Custody and Access**

If a parent/guardian is experiencing issues associated with custody and access they are encouraged to discuss this with a Director. A copy of a current Custody Order is required for the service's file to ensure we comply with legal requirements. If there is any likelihood of problems associated with the collection of a child, or any changes to Court orders, the parent/guardian should immediately notify the Director

## ***Removal and assumption of care of a child from the service by Department Communities and Justice DCJ (formerly FaCs)***

The Department Communities and Justice (DCJ) also has authority to assume the care of a child while they are in attendance at a children's service (that is, where it is not in the best interests of the child to be removed from the premises where they are currently living/located), if the child is assessed as being in need of care and protection on returning to the care of parents or carers.

Section 34 of the *Children and Young Persons (Care and Protection) Act 1998* (the Act) authorises Department Communities and Justice to take whatever action is necessary to safeguard or promote the safety, welfare and well-being of a child or young person who is in need of care or protection.

Department Communities and Justice must ensure that the child's parents/carers are kept informed of the whereabouts of the child:

- by disclosing the whereabouts of the child where the disclosure would not prejudice the child's safety, welfare, wellbeing or interests, or
- by not disclosing high level identification information (including name and address of the carer; information that may identify the placement; or contact information) where the disclosure would prejudice the child's safety, welfare, wellbeing or interests

If the parent or carer contacts and/or arrives at the service for information they should be directed to contact the Department Communities and Justice Centre, or to call the Child Protection Helpline on 132 111. Where possible a Department Communities and Justice caseworker should remain at the centre to inform the parent.

Service staff or parents can also contact the Department Communities and Justice Complaints Unit on 1800 000 164 if they have a complaint in relation to the removal.

### **Links to other policies**

*Enrolment and Orientation Policy*

*Administration of Medication Policy*

*Providing a Child Safe Environment Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/03/22 ---**

**Date for Review and Evaluation March 2026**

## Excursions, including procedures complying with regulations 100 to 102 Policy

### Policy Statement and Considerations

All National Standards & Educator/Child ratios will be maintained after a Risk Assessment indicates the risk of the activity and staffing levels required. Parental permission will be sought for all excursions and each excursion will be carefully planned, and the potential risks assessed.

### Legislation and Government Requirements / National Quality Framework Considerations

*Education and Care Services National Law 2010: Section 51(1)(a), 165, 167, 174 (Supervision)*

*National Regulations: 100-102, 168*

*National Quality Framework: Standard 2.1*

*Relevant transport legislation and regulations*

### Strategies for Policy Implementation

*As per Regulation 100, the approved provider and nominated supervisor will ensure a risk assessment is carried out in accordance with regulation 101 before an authorisation is sought under regulation 102 for an excursion. The excursion risk assessment will be planned to identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion and specify how the identified risks will be managed and minimised. Planning will take into consideration (in accordance to Regulation 101):*

- (a) the proposed route and destination for the excursion; and*
- (b) any water hazards; and*
- (c) any risks associated with water-based activities; and*
- (d) the transport to and from the proposed destination for the excursion; and*
- (e) the number of adults and children involved in the excursion; and*
- (f) 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 (Example Specialised skills could include life-saving skills); and*
- (g) the proposed activities; and*
- (h) the proposed duration of the excursion; and*
- (i) the items that should be taken on the excursion.*

*A risk assessment is not required under this regulation for an excursion if—*

- (a) the excursion is a regular outing; and*
- (b) a risk assessment has been conducted for the excursion; and*
- (c) that risk assessment has been conducted not more than 12 months before the excursion is to occur.*

### Authorisation for excursions

*In accordance with Regulation 102 the approved provider and nominated supervisor of the education and care service will ensure that a child being educated and cared for by the service is not taken outside the education and care service premises on an excursion unless written authorisation has been provided.*

A minimum of 24 hours' notice will be given to the parent or person named in the child's enrolment record regarding any excursions (excluding alterations due to inclement weather or venue changes). All excursions will be publicised with details of the destination, times of departure and return, educators and volunteers attending, and items that they children should bring on the Community OOSH Services website and a notice will be prominently displayed at the service which identifies:

- the destination of the excursion
- itinerary and timetable,
- contact phone numbers

*As per Regulation 102 the authorisation must be given by a parent or other person named in the child's enrolment record as having authority to authorise the taking of the child outside the education and care service premises by an educator and will state—*

- (a) the child's name; and*
- (b) the reason the child is to be taken outside the premises; and*
- (c) the date the child is to be taken on the excursion (unless the authorisation is for a regular outing); and*
- (d) a description of the proposed destination for the excursion; and*
- (e) the method of transport to be used for the excursion; and*
- (f) the proposed activities to be undertaken by the child during the excursion; and*
- (g) the period the child will be away from the premises; and*
- (h) the anticipated number of children likely to be attending the excursion; and*
- (i) the anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion; and*
- (j) the anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion; and*
- (k) that a risk assessment has been prepared and is available at the service.*

*If the excursion is a regular outing, the authorisation is only required to be obtained once in a 12 month period.*

## **Transportation**

Steps will be taken to ensure that all excursion comply with transportation legislation and regulations. All educators, including relief educators, volunteers and parents on the excursion will be made aware of transport policy and procedures for supervising and assisting children while travelling in public or private transport or on walking excursions.

Particular attention will be made to assist children when boarding or alighting from public transport and when walking across roads or in crowded areas.

## **Educator Ratios and Supervision:**

A minimum ratio of 1 educator to 15 children will be in place at all times. The risk assessment will determine the ratios for each excursion based on the activities being provided.

Adequate supervision is of utmost importance and must be maintained at all times.

A delegated responsible person will be appointed to oversee each excursion and will have the overall responsibility while on the excursion.

Bush walking excursion will only be undertaken in well-known areas. Children and educators must remain on defined paths and be instructed in bush safety including what to do in case of a fire or if separated from the group.

Swimming excursion will only be undertaken with children over the age of five years and in a well supervised municipal pool or water park and beach and other areas when deemed safe. Children's swimming ability will be collected on the authorisation.

## **Links to other policies**

*Sun Protection Policy*

*Water safety, including safety during any water-based activities Policy*

*Providing a Child Safe Environment Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/03/22 ---

Date for Review and Evaluation March 2026



## Providing a Child Safe Environment Policy

### Policy Statement and Considerations

The service has an obligation to provide an environment that ensures the safety, health and wellbeing of all children. Educators will support the needs of the children to feel safe and the obligation to parents/guardians by developing and maintaining a culture where children feel safe, cared for and respected. The service will ensure the premises and equipment, adhere to safe practices and operate in line with legislative requirements relating to child protective practices and the education and care services National Regulations and Law. Proper and immediate attention to all aspects of building and equipment repairs and maintenance will be adhered to. Legal responsibility for Mandatory Reporting will be adhered to by all educators, ensuring that all necessary action, protection and support is provided to children suspected to be at significant risk of harm. The service will ensure that children are adequately supervised at all times, risk assessments are conducted to minimise risks to children and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma.

### Legislation and Government Requirements / National Quality Framework Considerations

*Education and Care Services National Law 2010: 51(1)(a), 162a, 165-167, 168(2)(h) & (ha) 170-171, 188*

*National Regulations: 77-78, 82-87, 89, 90, 100-101, 103-115, 155, 162, 168, 170*

*National Quality Framework: Standard 2.2, 3.1, 7.1*

*Child Safe Standards*

*Relevant transport legislation and regulations*

*NSW – Regulation 274 Swimming pools*

*Occupational Health and Safety Act*

### Strategies for Policy Implementation

The service will:

- Be responsible for making notifications to the relevant authorities under Child Protection Policy health, safety or wellbeing of a child may have been compromised or at risk or, if a complaint has been received alleging this; including illness, incident, trauma and injury
- Ensure all educators are informed of any contractors entering the service to undertake repairs
- Provide for all educators, educators, contractors, volunteers and students to be kept informed of any relevant changes in legislation and practices in relation to this policy
- Undertake a risk assessment immediately after verification of any issues under this policy
- Ensure that resources and adequate training are made available to maintain the safety of the indoor and outdoor areas, equipment and learning materials; including the areas around fence parameter
- Ensure the physical environment at the service is safe, secure and free from hazards for children by undertaking regular risk assessments
- Ensure that children are adequately supervised at all times
- Ensure indoor and outdoor spaces are adequate, have sufficient ventilation, lighting and temperature
- Ensure that all cupboards/rooms are labelled accordingly, including those that contain chemicals and first aid kits, and that child-proof locks are installed on doors and cupboards where contents may be harmful.
- Display appropriate signage
- Ensure adherence to appropriate procedures are in place for the safe delivery and collection of children
- Conduct a Daily Activity Risk and Safety Checklist of the building, ensuring all children are signed out of the service, doors and windows are closed and locked, and appliances are switched off etc.
- Ensure that all contractors/visitors sign in to the visitor's log book upon arrival at the service when children are on the premises.
- Ensure that parents/guardians attending the service actively supervise children in their care who are not enrolled in the program, including siblings

- Develop risk minimisation strategies, supported by clear policies and procedures for specific areas of child safety
- Provide an environment that does not accept bullying and intimidating behaviours
- Bring to the attention of educators policies such as drug and alcohol refrainment
- Inform parents/guardians as a matter of urgency when an infectious disease notification has been given to the service
- Not use inappropriate means of discipline and refer to policies and procedures
- Parents/guardians complete a risk minimisation form for children with medical conditions
- Emergency and evacuation procedures are conducted calmly and safely in accordance to emergency and evacuations procedures and policies
- Equipment will be chosen to meet the children's developmental needs and interests.
- Buildings and all equipment will be maintained in a safe, clean condition and in good repair at all times.
- There must be no damaged plugs, sockets, power cords or extension cords.
- Electrical appliances shall be in good working order.
- Electrical circuit breakers will be installed and be maintained.
- Provision will be made in the budget for regular maintenance and repair work and for deferred costs of major capital repairs.
- The committee will develop a list of fully licensed and insured trade's persons, which is made available to the Director/s. This list will be reviewed on an annual basis.
- All contractors should have their own public liability insurance.
- The service and equipment will be regularly checked to ensure that they are in a good and safe condition, comply with relevant Australian Standards and have appropriate soft-fall surfacing maintained.
- Equipment will be regularly washed and cleaned.
- Recycled craft materials should be checked for potential hazards.
- Educators should ensure safe handling of all tools, particularly sharp tools, if used as part of any activity.
- Parents will be encouraged to notify the educators of any problems that they might observe.
- Anything that requires maintenance is to be reported to the Director/s as soon as possible.
- Faulty equipment should be removed or protection placed around any dangerous building sites.
- A maintenance/WHS Microsoft Forms Records will be kept that records any maintenance that needs to be addressed.

*The maintenance/WHS Form will record:*

- Type of problem
- Date that it was observed
- Who notified the Director/s and when?
- What was done to rectify the problem?
- Date repaired
- Tradesperson employed to repair the problem

For urgent repairs the Director/s will organize a contractor/repair person to attend to the problem. The contractor will be chosen from a list that has been previously approved by the committee.

Non-urgent repairs will be recorded in the maintenance/WHS Form Database. The Director/s will note this in her report and bring it to the attention of the committee at the next meeting. The committee and Director/s will organize to rectify the problem.

For major repairs, a minimum of three quotes will be sought and reviewed by the committee who will make a decision on further course of action. The Director/s or someone on the committee may obtain the quotes.

Maintenance reviews should be done as part of the Director/s's report at each meeting. The Director/s will also give a review of works completed by any tradesman employed, for future reference. It is the committee's responsibility, once a problem has been raised to ensure that it is rectified in the most efficient manner and that the service is safe for educators and clientele. Should the service be considered unsafe or as being a health risk, then the service will be closed, after notice has been given to all relevant parties, until the problem has been rectified.

*Tobacco, vaping, drug and alcohol-free environment*

- In this policy, vaping is considered as smoking (see policies below).
- Maintain a smoke-free workplace to protect all children, educators and visitors from the effects of ETS
- Ensure the premises, including motor vehicles used by the children and educators are free of ETS
- Provide a clear and consistent message to workers, visitors and the community about the service being a non-smoking environment
- Smoking in the entrances and exits to the service is prohibited
- Ensure all officers comply with the non-smoking policy - this means that if an officer is aware of person or persons smoking inside the service, they have the right to enforce this policy (failure to comply with this policy means they may be personally liable under the WHS Act 2011)
- Ensure that appropriate action will be taken against any educators who are found smoking on the premises
- The service must prominently display NO SMOKING signage in all smoke-free areas
- The service encourages and will assist any personnel who wish to quit smoking by providing them with relevant resources and information such as NSW Health Department Tobacco and Health Unit – 9334 1111.
- Educators must not attend work under the influence of drugs or alcohol under any circumstance

### *Security*

- Only approved educators and management members will be given a key to access the building and equipment areas.
- Extra keys will only be cut after agreement by the management and a record made of where they are.
- Educators will ensure that the building is left in a secure manner before leaving.
- Educators must ensure that all windows are locked; cupboards, safe, and other relevant areas are locked. All heating and lighting is off and all doors properly secured.
- Educators will inform the police and the committee as soon as possible if there has been a break in to the service of any kind.
- Educators will remain at the service until the police arrive or inform them of what to do
- All educators have access to a mobile telephone and facsimile machine (where possible) in the event of an emergency.

### *Hazardous Materials*

- Hazardous machinery, chemicals and activities which are likely to cause potential danger to children, educators or others in the service will not be used or undertaken while the service is in operation.
- Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation, and preferably not in the presence of the children.
- Aerosol cans such as spray paints etc will only be used outside in a well-ventilated area when used for specific activities.
- All educators will be made aware on initial orientation in the service, of any potentially dangerous products, which may pose a danger to the children and where these are stored.
- All relief educators will also be made aware of the products and where they are stored.
- All potentially dangerous products such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment, and medications will be stored in the appropriate containers, clearly labelled and stored in the designated secured area which is inaccessible to the children.
- Educators are responsible to ensure that these areas remain secure and do not to inadvertently provide access to these items by the children.
- Cleaning and hazardous products should not be stored close to foodstuffs or where storage of these food products might contaminate foodstuffs.
- Educators should always read the label before use of any cleaning material, sprays or chemicals and be aware of appropriate first aid measures.
- Education about dangerous products and their storage can be used to enhance both children's and parents' awareness of the topic. Activities, posters or newsletters can be undertaken to highlight the issue.

### *Indoor Environment*

- The service's indoor environment will be smoke free.
- No smoking notices will be prominently displayed.
- The service will only enrol the number of children in the service, which can comfortably fit into the building space and in accordance with the National Standards.
- Where children are indoors for long periods together due to weather conditions, special activities will be planned and other areas sought to disperse the group such as school halls and verandas.
- Separate areas in the indoor environment will be provided for:
  - Parents to sign their children in/out of the service.
  - Children to store their bags and belongings in the correct area
- Access to the area should be available at all times (with respect to appropriate supervision ratios)
- Easy access to areas should be maintained by making clear easily definable passageways and walkways through the building.
- All items obstructing areas are to be removed and placed in the correct storage areas.
- Access for families with disabilities will be maintained ensuring all necessary requirements are considered in the building environment.
- Areas must be set up to ensure that proper supervision can be maintained at all times.
- Access to the outdoor environment should be clear and easily accessible by the children and educators.
- The wearing of shoes shall be at the discretion of the educators with respect to their relevance to the area or activity involved.

### *Outdoor environment*

- The outdoor environment will be smoke free.
- No smoking notices will be prominently displayed.
- The outdoor area shall be easily accessible to the educators and children.
- The outdoor space will be inspected daily for any obstacles or dangerous items.
- Supervision should be properly maintained. Children are only to play in the areas that are clearly visible to the educators, and where proper child/educators ratios are maintained.
- Clear boundaries shall be set and enforced.
- When it is necessary to go outside the boundaries or line of supervision, an educator must accompany children.
- In the event of wide games e.g. such as scavenger hunts, hide and seek etc. the active participation of the Director/s, in the game, is required to ensure that maximum supervision is at a veritable constant.
- Adequate shade via trees and coverings will be maintained.
- As far as possible activities will be set up in shaded areas.
- The wearing of shoes shall be at the discretion of the educators with respect to their relevance to the area or activity involved (areas such as beaches, parks and open playing fields should be checked thoroughly before a decision is made). This is in line with our basic ethic "Where kids can be kids".
- Our services endorse sun safe practices; however at certain times of the year, (the cooler months) the Director/s can use discretion in regards to whether hats are required. This is in line with recent studies which suggest children are lacking vitamin D in the winter months due to minimal exposure to the sun.
- Use of other outdoor venues will be considered where access to the area is safe, adequate supervision can be maintained, the area is considered of value to the children's physical development and personal comfort, and where adequate educators/child ratios can be maintained both indoors and outdoors.
- Access for children and people with a disability will be maintained ensuring all necessary requirements are considered in the building environment.

### *Venues with Shared toilets with the general Public*

Supervision of children attending Before/ After or Vacation care programs in recreation centres or outings where the children's toilets are accessible by the public must follow the following steps:

1. All children have regular scheduled toilet breaks prior to morning snack, lunch and afternoon snack.
2. During all scheduled toilet breaks an Educator will remain outside of the toilet entrance for supervision purposes
3. An Educator may enter the toilets if a situation requires it, which may include but is not limited to emergency situations.
4. Children requiring toileting between the designated toilet breaks must ask a leader, attend the toilet with a buddy, with time limit allocated to return to the leader. If the children do not return within a 5 minute timeframe a staff member will be sent to retrieve the children.

*Other staff or members or the public using the toilet facilities:*

1. Where there is a designated staff toilet at the service Educators are to use those as provided.
2. Where there is not a designated staff toilet, staff must first establish that the main toilets are clear of children or public before entering. This will be managed by enforcing the Toilet Policy where children will be supervised by an Educator who will be present outside of the toilet during these times, or by staff calling out prior to entering.
3. Staff may choose to use the disabled toilet if they prefer.

*When on excursions:*

1. One Educator to be always designated in the general area of the toilet block venue. Where this is not possible, Educators are to accompany children to toilets in small groups at regular intervals.
2. Children are to ask a leader and always adopt the buddy system. They are then to inform that leader of their return to the activity.
3. Regular reminders during mat chat to discuss "Bathroom Safety".

## **Links to other policies**

*Health and Safety policies and procedures*

*Staffing policies*

*Child Safe Standards*

*Child Protection attached as sub policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/03/22 ---**

**Date for Review and Evaluation March 2026**

## Safe Use of Digital Technologies and Online Environments

### Policy Statement and Considerations

Community OOSH Services is committed to fostering a culture that creates and maintains a safe online environment with support and collaboration from staff, families and community. As a child safe organisation, our Services embed the [National Principles for Child Safe Organisations](#) and continuously addresses risks to ensure children are safe in physical and online environments. Digital technologies have become an integral part of many children's daily lives. For this reason, it is important that our educators are not only familiar with the use of digital technologies, but are able to guide children's understanding of, and ability to interact, engage, access and use a range of digital technology in a child safe environment.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations 162A, 165, 167, 168, 170, 181, 183*

*Privacy Act 1988*

*National Quality Area 2 (2.2, 2.2.1, 2.2.3)*

*National Quality Area 7 (7.1.2)*

*NSW Child Safe Standards*

### Strategies for Policy Implementation

Community OOSH Services uses digital technology and electronic devices as a tool for learning with children, documenting their learning and development, communicating with families and the wider community, supporting program planning and administration tasks and enhancing safety and security through systems such as sign in/out platforms and CCTV monitoring. Our educators are diligent in ensuring children are only able to access age-appropriate technology on a Service issued device.

#### *Digital Technology and electronic Devices Used at the Service*

Community OOSH Services follows the [National Model Code](#) and Guidelines for taking images or videos of children.

The use of personal electronic devices used to take photos, record audio or capture video of children who are being educated and cared for at the Service is strictly prohibited. This includes items such as tablets, phones, digital cameras, smart watches, META sunglasses and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage).

Staff and educators are advised that electronic devices belonging to the Service can be used to take photos, record audio or capture video of children who are being cared for at the Service. Service issued devices must not be removed from the premises as they may contain personal details of staff or children, including photos or videos. Except where required for operational activities, for example excursions or transportation.

Children enrolled at our Service are not permitted to bring electronic devices to the OSHC Service, unless an exception has been discussed with the approved provider or nominated supervisor where the device may be required to support a diagnosed medical condition or disability. If a child brings an electronic device to the Service, it will be switched off and stored in a locked cupboard.

#### *Images and Videos*

Community OOSH Services Directors, Coordinators and Educators are authorised to take, use, store and destroy images and videos of children using Service issued digital devices. Images and videos will be stored securely with password protection, with access limited to authorised personnel only. Images and

videos of children must only be taken and used in accordance with Service policies, and careful consideration given to the purpose of the image or video.

### ***Physical Environment and Active Supervision***

The approved provider, nominated supervisor, management and educators will:

- ensure children are always supervised and never left unattended whilst an electronic device is connected to the internet
- provide a child safe environment to children- reminding them if they encounter anything unexpected that makes them feel uncomfortable, scared or upset, they can seek support from staff
- reflect on our Service's physical environment, layout and design to ensure it supports child safe practices when children are engaged in using technology
  - ensure location of digital technology/equipment allows educators to remain in line-of-sight of other staff members when working with children
  - only permit children to use devices in open areas where educators can monitor children's use
  - be aware of high-risk behaviours for children online, including uploading private information or images, engaging with inappropriate content (inadvertently or purposefully), making in-app purchases, and interacting with unsafe individuals
  - ensure all visitors and volunteers are supervised at all times
  - ensure all devices are password protected with access for staff only
- where digital devices are used during transportation and excursions, they must be used in accordance with practices outlined within this policy and associated procedure.

### ***Software Programs and Apps***

Community OOSH Service uses a range of secure software programs and apps on Service-issued devices to support the educational program and administration of the Service. All apps used by staff, educators, visitors and children are carefully selected, regularly checked and kept up to date with the latest available system updates. Access to software programs and apps are password protected to ensure the privacy of children, families and staff. Each user is required to create their own user account and ensure log in, and password information is not shared.

Our educational program software is used by educators to share observations, photos, videos, daily reports, and learning portfolios with families in a secure, closed platform. In addition, our Service use accounting and payroll software such as Xero, HR systems, and compliance tools. These platforms assist in managing the Service's financial, staffing, and operational requirements.

### ***Artificial Intelligence (AI) Interactions and Guidelines***

Educators or staff using AI are to be aware of limitations, privacy risks, and the potential for errors in the information it provides. AI can support and assist staff as a documentation tool; however, it is their responsibility to ensure the information's accuracy and not rely upon it as an authoritative source. Staff and educators should ensure they enter original work into the AI program and are required to monitor, verify, and check information obtained from AI to ensure specific details are contextually relevant. Data and privacy concerns must be addressed, and staff should not enter details which may identify individual children, such as names and date of birth.

### ***Confidential and Privacy Guidelines***

Our *Privacy and Confidentiality Policy* applies to all use of digital technology and online environments. All staff, educators, and visitors must ensure that any information, images, or digital content related to children, families, and the Service is collected, stored, used, and shared in accordance with privacy legislation and Service procedures, to maintain confidentiality and protect the safety and wellbeing of children. The nominated supervisor will advise the approved provider as soon as possible regarding any potential threat to security information and access to data sensitive information.

The approved provider will notify the Office of the Australian Information Commissioner (OAIC) in the event of a possible data breach by using the online [Notifiable Data Breach Form](#). This could include:

- a device containing personal information about children and/or families is lost or stolen (parent names and phone numbers, dates of birth, allergies, parent phone numbers)
- a data base with personal information about children and/or families is hacked
- personal information about a child is mistakenly given to the wrong person (portfolios, child developmental report)
- this applies to any possible breach within the Services or if the device is left behind whilst on an excursion
- ensure educators are aware of their mandatory reporting requirements and report any concerns related to child safety including inappropriate use of digital technology to the approved provider or nominated supervisor.

### ***Identification and Reporting of Online Abuse and Safety Concerns***

Community OOSH Services will implement measures to keep children safe whilst using digital technology and accessing online environments.

The approved provider, nominated supervisor and management will:

- ensure all staff, educators, students and volunteers are aware of their mandatory reporting obligations and promptly report any concerns related to child safety, including inappropriate use of digital technology, to the approved provider or nominated supervisor
- support educators to:
  - encourage children to seek support if they encounter anything unexpected that makes them feel uncomfortable, scared or upset
  - listen sensitively and respond appropriately to any disclosures children may make relating to unsafe online interactions or exposure to inappropriate content, adhering to the *Child Protection Policy*, *Behaviour Management Policy* and reporting procedures
  - respond to and report any breaches and incidents of inappropriate use of digital devices and online services to management
- ensure all concerns are documented and responded to promptly and appropriately, with support provided to the child and their family as required
- report any suspected cases of online abuse to the relevant authorities, including the eSafety Commissioner and Police, in accordance with legal requirements and child protection procedures
- notify the regulatory authority within 24 hours, via NQAITS, if a child is involved in a serious incident, including any unsafe online interactions, exposure to inappropriate content, or suspected online abuse.

### ***Dash Cam Use***

All Service Vehicles are fitted with Dash cameras that point outside of the vehicle but also record internal audio.

### ***Camera Locations***

- Service Vans
- Service Rosas
- Service Buses

### ***The Management Team will ensure:***

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
- new employees, students and volunteers are provided with a copy of the *Safe Use of Digital Technologies and Online Environments Policy* and procedure as part of their induction and are advised on how and where the policy can be accessed
- families are aware of this *Safe Use of Digital Technologies and Online Environments Policy* and procedure and are advised on how and where the policy can be accessed
- they promote and support a child safe environment, ensuring adherence to the *Child Safe Environment and Child Protection Policies*



- the NSW Child Safe Standards is embedded into the organisational structure and operations
- all staff, educators, volunteers and students are aware of current child protection law, National Principles for Child Safe Organisations and their duty of care to ensure that reasonable steps are taken to prevent harm to children
- professional learning is provided to educators and staff relating to the safe use of digital technologies and online environments
- appropriate ratios and adequate supervision are maintained for children at all times including when using digital technology and accessing online environments
- students, volunteers and/or visitors are never left alone with a child whilst at the Service under any circumstances
- all staff, educators, volunteers and students are aware of the National Model Code and [Guidelines](#) and adhere to the following:
  - staff and educators only use electronic devices issued by Community OOSH Services for taking images or videos of children enrolled at the Service
  - Community OOSH Services issued devices are securely configured, monitored and maintained to prevent unauthorised access
- children, educators and parents are aware of our Service's complaints handling process to raise any concerns they may have about the use of digital technologies or any other matter (see *Dealing with Complaints Policy*)
- the Service *Privacy and Confidentiality Policy* is adhered to at all times by staff, educators, families, visitors, volunteers and students
- parents/guardians are informed of how the Service will take, use, store and destroy images and videos of children enrolled at the Service during enrolment and orientation
- written authorisation is requested from families to take, use, store and destroy digital documentation including images and videos of children
- images or videos of children are not taken, used or stored without prior parent/guardian authorisation
- written authorisation is obtained from parents/guardians for children to use electronic devices
- written authorisation is obtained from parents/guardians to collect and share personal information, images or videos of their children online (Website, Facebook, Instagram or Xplor)
- families are informed to withdraw authorisation, a written request is required
- images and videos for individual children are deleted or destroyed and removed from storage when authorisation has been revoked from the parent/guardian
- they review how images and videos are stored on a regular basis and ensure new educators and staff have access to relevant folders and files, if required, in accordance with their role
- policies and procedures reflect a commitment to equity and diversity, protect children's privacy, and empower children to be independent
- a risk assessment is conducted regarding the use of digital technologies by staff and children at the Service, including accessing online environments
- risk assessments for digital technology and online environments are reviewed annually or as soon as possible after becoming aware of any circumstances that may affect the safety, health or wellbeing of children
- policies and procedures are reviewed following an identification of risks following the review of risk assessments relating to the use of digital technologies and online environments
- staff, educators, families and children are informed of updates to policies, procedures or legislation relating to digital technologies and online environments

### ***Educators will:***

- adhere to the *Safe Use of Digital Technologies and Online Environments Policy* and associated procedure
- participate in practical training related to digital safety, privacy protection and responsible use of technology
- understand the critical importance of implementing active supervision strategies when children are accessing online environments to keep children safe

- promote and contribute to a culture of child safety and wellbeing in all aspects of our Service's operations, including when accessing digital technologies and online learning environments
- not use personal mobile phones or smart watches to take images or video of children at the OSHC Service, access social media (Facebook, Instagram or other) or breach children and families' privacy
- keep passwords confidential and log out of computers and software programs after each use
- ensure children's personal information where children can be identified such as name, address, age, date of birth etc. is not shared online
- introduce concepts to children about online safety at age-appropriate levels
- support children's understanding of online safety by providing age-appropriate guidance, discussions and activities that help them to recognise safe and unsafe online behaviours
- consult with children about matters that impact them, including the use of digital technologies and online environments, to ensure their voices are heard and respected in a meaningful way.

### ***Families will:***

- adhere to the *Safe Use of Digital Technologies and Online Environments Policy* and associated procedure
- not use personal electronic devices, such as mobile phones, smart watches or META sunglasses, to take photos, record audio, or capture video of children being educated and cared for at the Service
- be aware that sometimes other children in the Service may feature in the same photos, videos, and/or observations as their children. In these cases, families are never to duplicate or upload them to the internet/social networking sites or share them with anyone other than family members.

### ***Visitors and volunteers will:***

- adhere to the *Safe Use of Digital Technologies and Online Environments Policy* and associated procedure whilst visiting the Service
- not use personal electronic devices, such as mobile phones smart watches or META sunglasses, to take photos, record audio, or capture video of children being educated and cared for at the Service
- report any concerns related to child safety, including inappropriate use of digital technology, to the approved provider or nominated supervisor

### ***Breach of Policy***

Staff members or educators who fail to adhere to this policy may be in breach of their terms of employment and may face disciplinary action. Visitors or volunteers who fail to comply to this policy may face termination of their engagement. Family members who do not comply with this policy may place their child's enrolment at risk and limit the family members access to the Service.

## **Links to other policies**

*Code of Conduct Policy*

*Child Protection Policy*

*Child Safe Environment Policy*

*Photography Policy*

*Social Media Policy*

# Child Protection Policy

## Policy Statement and Considerations

Community OOSH Services believes that it is every child's right to be safe and protected from all forms of abuse, violence or exploitation. It is the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children in our care. All staff, including casual staff, volunteers and students has a duty of care to ensure the safety and protection to all children who access the service's facilities and/ or programs. The safety and welfare of all children is of paramount importance.

Staff and management have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be at significant risk of harm. Our service will carry out the responsibilities of Mandatory Reporters as indicated under legislation. This responsibility involves following the procedures as outlined by Department Communities and Justice and the NSW Commission for Children and Young People.

## Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 84-87, 162, 176*

*Education and Care Services National Law 2010: 51(1)(a)*

*National Quality Framework: Standard 2.2*

*NSW Children and Young Person's (Care and Protection) Act 1998*

*Commission for Children and Young People Act 1998*

*Child Protection (Prohibited Employment) Act 1998*

*Ombudsman Act 1974 (with relevant Child Protection Amendments)*

*NSW Department of Department Communities and Justice Mandatory Reporting Guidelines*

*NSW Child Protection Interagency Guidelines (2006)*

*Child Safe Standards*

## Strategies for Policy Implementation

### *Mandatory Reporting*

- A Mandatory Reporter is anybody who delivers services to children as part of their paid or professional work.
- In OOSH services mandatory reporters are:
  - o Staff that deliver services to children
  - o Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.
- Staff are mandated to report to Department Communities and Justice if they have current concerns about the safety or welfare of a child relating to section 23 of the NSW Children and Young Persons (Care and Protection) Act 1998

### Section 23 (1)

a-b) Child is at significant risk of harm – Neglect

- o a) Basic physical or psychological needs not being met or are at risk of not being met
- o b) Parents/ carers unwilling or unable to provide necessary medical care
- o b1) parents/ carers unwilling or unable to arrange for the child or young person to receive an education

c) Child is at significant risk of harm – Physical / Sexual abuse

d) Child is at significant risk of harm – Domestic violence

e) Child is at significant risk of harm – Serious Psychological harm

f) Child is at significant risk of harm – Prenatal report

- Staff will undergo training in relation to child protection and reporting as part of the training budget. Staff will undertake a refresher every 12 months in term 4 to ensure they understand the current laws.
- Persons in day-to-day charge and nominated supervisors to have child protection training.

- Any staff that forms a belief based on reasonable grounds that a child is at risk of harm should ensure they record the details of the report in a clear objective format.
- Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Policy and Procedures.
- Any staff who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with their coordinator/ nominated supervisor, as he or she may have information the staff member is not aware of. The Coordinator will then assist staff in running the online Mandatory Reporters Guidelines tool (see point below for more information) to determine whether the report meets the threshold for **significant** risk of harm.
- If directed by MRG to report to Department Communities and Justice, staff should report their concerns to the Child Protection Helpline: 132 111
- When reporting to the Helpline it is important to have as much information as possible available to give to the Helpline. This might include child's information, family information, reporter details and outcomes of the MRG.
- If Coordinator/ Nominated Supervisor has been advised to but has not reported to Department Communities and Justice you are legally responsible to do so.
- Once a report is made to the CS Helpline no further report needs to be made unless new information comes to hand.

### *Mandatory Reporting Guidance Tool*

- A Mandatory Reporting Guidance tool has been developed to help frontline mandatory reporters, including OOSH workers determine whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG will guide reporter on what action should be taken. The MRG is an interactive tool and is available online at: <https://reporter.childstory.nsw.gov.au>
- If still in doubt the Department Communities and Justice Helpline will provide feedback about whether or not the report meets the new threshold for statutory intervention.
- If new information presents concerning the child or young person run the MRG tool again
- Where concerns do not meet the significant harm threshold, the MRG tool may guide you to 'Document and continue the relationship'. This requires the service to continue to support, provide services, and coordinate assistance and referral for the child and their family.
- The report page from the MRG should be printed and placed in the child/family file for future reference regardless of whether or not further action is recommended.

*For assistance with referral information.*

Human Services Network [www.hsnet.nsw.gov.au](http://www.hsnet.nsw.gov.au)

Family Services NSW [www.familyservices.nsw.asn.au](http://www.familyservices.nsw.asn.au)

### *Information exchange*

In order to provide effective support and referral it may be necessary to exchange information with other prescribed bodies including government agencies or non-government organisations and services.

- The NSW Children and Young Persons (Care and Protection) Act 1998 has been amended (2009) to include chapter 16A Information Exchange
- Chapter 16A requires prescribed bodies to take reasonable steps to coordinate decision making and the delivery of services regarding children and young people
- Under Chapter 16 A NSW Children and Young Persons (Care and Protection) Act 1998, Staff will exchange information that relates to a child or young persons safety, welfare or wellbeing, whether or not the child or young person is known to Department Communities and Justice and whether or not the child or young person consents to the information exchange.
- The information requested or provided **must** relate to the safety, welfare or wellbeing of the child. Information includes:
  - o A child or young persons history or circumstances
  - o A parent or other family member, significant or relevant relationship
  - o The agency's work now and in the past
- Where information is provided in good faith and according to legal provisions, under section 29 & section 245G NSW Children and Young Persons (Care and Protection) Act 1998; reporters cannot be seen as breaching professional etiquette or ethics or as a breach of professional standards. There can be no liability for court action.

#### *Where a complaint is made about a staff member, or someone in the service*

- Should an incident occur that involves a child being put at risk of harm from a member of staff, volunteer, trainee or person visiting the service, this is regarded as '**reportable conduct**' and necessitates such conduct being reported to the NSW Ombudsman within 30 days.
- Where the allegation is made to a staff member or member of management the facts as stated will be recorded in writing, using an Incident Report template that includes dates, times, names of person/s involved, name of person making allegation and the person making the report. This report should be kept on record and treated as strictly confidential.
- If the Coordinator or person in charge is suspected then the Director should be informed.
- The relevant forms together with information and assistance are available on line at [www.nswombudsman.nsw.gov.au](http://www.nswombudsman.nsw.gov.au)
- The person making the report should follow the advice of the Ombudsman's Departmental Officers.
- Management will also follow this advice.
- The matter will be treated with strict confidentiality.
- For the protection of both the children and the staff member involved, the staff member should be encouraged to take special leave or removed from duties involving direct care and contact with children, until the situation is resolved.
- Support should be provided to all involved. This support can be given in the form of counselling or referral to an appropriate agency.

#### *Recruitment of staff*

- All staff employed by the service including management, full time/ part time carers, volunteers and students will be subject to a Working with Children Check carried out by the NSW Commission for Children and Young People. Written approval from the prospective employee will be sought prior to this check being carried out.
- When the service engages a self-employed individual to provide services, the provider is required to provide a **Certificate for Self-Employed People**. This certificate ensures verification that the person employed is not banned by law from working with children. These certificates are issued through the NSW Commission for Children and Young People. Application form and instructions are available on [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

#### *For further information*

- Child Story <https://reporter.childstory.nsw.gov.au>
- Human Services Network [www.hsnet.nsw.gov.au](http://www.hsnet.nsw.gov.au)
- Ombudsman [www.nswombudsman.nsw.gov.au](http://www.nswombudsman.nsw.gov.au)
- Department Communities and Justice [www.community.nsw.gov.au](http://www.community.nsw.gov.au)
- NSW Commission for Children and Young People [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)
- Child Protection Helpline 132 111

#### *Custody Issues*

Parent/guardian are required to complete on enrolment form section titled 'Special Circumstances' to ensure that educators and educators are aware of any apprehended violence orders taken out on behalf of the child/children by the Director General Department of Family, Department Communities and Justice. A copy of the original apprehended violence order signed by a magistrate, judge or judicial officer. Any documentation regarding custody and/or issues must be lodged with the service on enrolment.

#### **Links to other policies**

##### *Providing a child safe environment Policy*

*Delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99 Policy*

##### *Staffing Policies*

##### *Governance and management of the service, including confidentiality of records Policy*

##### *NSW Child Safe Standards*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/04/22 ---

Date for Review and Evaluation April 2026

# Behaviour Management Policy

## Policy Statement and Considerations

Community OOSH Services recognises that all children have the right to feel safe, respected, and supported in their environment. The service is committed to creating a safe and inclusive setting that fosters positive behaviour and helps children learn to self-regulate, resolve conflicts, and respect the rights of others.

Behaviour guidance is carried out in a positive and constructive manner that respects the dignity, rights, and individual developmental stages of each child. This policy promotes a consistent and trauma-informed approach to behaviour that may be challenging or harmful.

Our approach is grounded in the belief that all behaviour is a form of communication and must be addressed with empathy, boundaries, and support.

## Legislation and Government Requirements / National Quality Framework Considerations

*Education and Care Services National Law Act 2010* – s166, s167

*Education and Care Services National Regulations* – regs 155, 156, 168(2)(j), 155AA

*National Quality Standard* – QA5.1.1, 5.1.2, 5.2.1, 5.2.2

*NSW Child Safe Standards* – Standards 1, 2, 4, 7

*Children and Young Persons (Care and Protection) Act 1998 (NSW)*

*Disability Discrimination Act 1992 (Cth)*

*My Time, Our Place – Framework for School Age Care in Australia (V2)*

## Strategies for Policy Implementation

### *Educators will:*

- Build respectful and trusting relationships with children.
- Use clear, age-appropriate language to guide expected behaviours.
- Support children in resolving conflicts through discussion, reflection, and restorative practice.
- Reinforce positive behaviour using encouragement and acknowledgment.
- Promote self-regulation by providing children with strategies to manage their emotions and behaviour.
- Always model respectful and inclusive behaviour.

### *Environment and Programming:*

- Environments will be arranged to minimise conflict and promote engagement, cooperation, and shared responsibility.
- The program will include activities and learning experiences that support social-emotional development, including empathy, resilience, and communication.

### *Support for Individual Needs:*

- Behaviour guidance strategies will consider each child's age, development, ability, trauma history, and cultural background.
- Where necessary, individual behaviour support plans may be developed in consultation with families, educators, and external professionals.
- The service does not support punitive, exclusionary, or shaming approaches to managing behaviour.

### *Challenging or Unsafe Behaviour:*

- If a child displays behaviour that poses a risk to the safety or wellbeing of others, the child will be supported and supervised in a safe space while educators address the situation calmly and professionally.

- Educators will document the incident, inform the family, and determine appropriate follow-up strategies, which may include referrals to support services.
- In extreme or repeated cases, the Nominated Supervisor may require a risk management plan to be in place before the child returns to care.
- If behaviour involves physical aggression or harmful sexual behaviour, reporting obligations under the Child Protection policy will be followed.

#### *Family Collaboration:*

- Families will be informed of this policy during enrolment and encouraged to contribute to behaviour management approaches.
- Regular communication will occur to ensure consistency and transparency in supporting children's behaviour.

*Prohibited Practices:* In accordance with Regulation 155AA, the following practices are strictly prohibited:

- Corporal punishment
- Isolation or seclusion
- Degrading, shaming, or belittling treatment
- Withholding food, drink, or toileting
- Any behaviour guidance that is harmful, humiliating, or disrespectful

## **Use of Behaviour Sheets**

As part of our behaviour guidance framework, Community OOSH Services uses two levels of structured reflection tools—*half sheets* and *full sheets*—to document and address behavioural incidents respectfully and consistently.

These tools serve as formal opportunities for reflection and communication, not punishment. They are designed to help children understand the impact of their behaviour, make appropriate choices, restore relationships with others and collaborate with child, family and educators to develop strategies to assist the child in the future.

### **Half Sheets**

A *half sheet* is used when a child displays behaviour that:

- Disrupts the learning or safety of others, but
- Does *not* pose an immediate risk of physical or emotional harm, and
- Is a *repeat or escalating behaviour* despite informal guidance and reminders.

Half sheets are recorded by coordinators or responsible persons and may involve a brief restorative conversation with the child. Parents/carers are informed of the incident as part of our collaborative approach to supporting children's behaviour.

### **Full Sheets**

A *full sheet* is used in response to more serious or unsafe behaviour, including:

- Physical aggression or threats
- Intentional damage to property
- Ongoing defiance or bullying
- Behaviour that places the child or others at significant risk
- Harmful Sexualised Behaviour

Full sheets prompt a *comprehensive reflection process*. The child is supported by the coordinator to understand what occurred, why it was unsafe, and how to restore trust. A meeting with parents/carers may be arranged, and a behaviour support plan may be developed if required.

### **Restorative and Reflective Practice**

The purpose of using these sheets is not to punish, but to:

- Encourage accountability



- Support emotional regulation and conflict resolution
- Build skills for managing social interactions

These processes align with our values of respect, inclusion, and safety for all children.

## Critical Incidents & Immediate Risk Management

At Community OOSH Services, we are committed to the safety and wellbeing of every child, educator, and member of our community. While we actively support and guide children through a wide range of behavioural challenges, there may be rare and serious instances—referred to as critical incidents—where a child's behaviour presents an immediate and significant risk to the safety of others.

### Definition of a Critical Incident

A *critical incident* refers to a behavioural event that is:

- Severe in nature, such as sustained physical assault, serious threats of harm, or possession of a weapon
- Deliberately harmful to other children or staff
- Persistently dangerous, despite previous intervention and support
- Beyond the capacity of the service to safely manage, even with additional staffing, planning, or resources
- Harmful sexualised behaviour

### Response to Critical Incidents

When a critical incident occurs:

- The service will act immediately to protect all children and adults present, including safely removing the child from the group if necessary.
- Parents/carers will be contacted and requested to collect the child as soon as practicable.
- The incident will be documented in accordance with Regulation 87 and reviewed by the Nominated Supervisor.
- Where required, the service will make reports to relevant authorities, including:
  - o NSW Child Protection Helpline (if ROSH is identified)
  - o NSW Department of Education (Regulatory Authority)
  - o Police, where necessary

### Termination of Enrolment

In circumstances where the behaviour presents an ongoing and unmanageable safety risk, the service may make the decision to immediately suspend or terminate the child's enrolment.

This decision:

- Is not taken lightly and will follow internal review by the Nominated Supervisor and Management
- Is made in accordance with our duty of care and legal obligations
- Will be communicated to the family, including reference to the incident, actions taken, and support options available.

### Links to Other Policies

Child Protection Policy

Providing a Child Safe Environment Policy

Inclusion, Cultural Relevance and Anti-Bias Policy

Enrolment and Orientation Policy

Educators Training and Development Policy

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 02/05/21

Date for Review and Evaluation May 2026

## NSW Child Safe Standards Integration

### NSW Child Safe Standards Statement of Commitment

Community OOSH Services is committed to safeguarding children and young people by actively implementing and embedding the NSW Child Safe Standards into all areas of service operation. Our policies, procedures, and practices are guided by the following 10 standards:

1. *Child safety is embedded in leadership, governance and culture.*  
Management leads by example, modelling a strong child-safe culture in decision-making, recruitment, and daily practices.
2. *Children participate in decisions affecting them.*  
Children are consulted in service planning, including program content and policy development, using child-friendly tools.
3. *Families and communities are informed and involved.*  
Families are key partners. We provide opportunities for feedback, updates on policy changes, and participation in risk assessments.
4. *Equity is upheld and diverse needs respected.*  
Inclusion strategies ensure culturally safe environments for Aboriginal and Torres Strait Islander children and those from CALD backgrounds.
5. *People working with children are suitable and supported.*  
Rigorous recruitment, Working with Children Checks, training, and performance review systems are in place.
6. *Child-focused complaints processes are in place.*  
Our complaints procedure is accessible, child-friendly, and includes escalation processes.
7. *Staff are equipped with the knowledge, skills, and awareness.*  
Mandatory child protection training is provided on induction and renewed regularly.
8. *Physical and online environments are safe.*  
Risk assessments are conducted for all physical activities and online interactions, and boundaries are clearly communicated to staff and children.
9. *Child safety is continuously reviewed and improved.*  
The Child Safe standards are reviewed annually and incorporated into our Quality Improvement Plan (QIP).
10. *Policies and procedures document child safety.*  
All relevant policies explicitly reference the Child Safe Standards and outline protective strategies.

Date Endorsed 10/08/22

Date for Review and Evaluation May 2026

### Code of Conduct for Staff Members

#### Policy Statement and Considerations

The professional attitude and behaviour of the educators are of utmost importance to the provision of a quality service with a positive reputation in the community and the standard of care provided for the children and families in the service. The service aims to provide clear guidelines to the educators regarding the expectations for their professional behaviour in the service.

#### Legislation and Government Requirements / National Quality Framework Considerations

*Education and Care Services National Law 2010: 51(1)(a), 167*

*National Regulations: 82-83, 168*

*National Quality Framework: Standard 4.2*

*Network's Code of Professional Practice*

#### Strategies for Policy Implementation

- Educators professional code of conduct, duty of care and expectations will be discussed in the initial orientation process of all new educators
- Educators are expected to comply with the law, policies and any reasonable lawful direction
- Educators are expected to provide timely, accurate and impartial assistance and advice; treat everyone with respect, courtesy and fairness and provide quality services and assistance while acting honestly, ethically and with integrity and avoid conflicts of interest
- Educators are required to report instances of fraud, corruption, serious and substantial waste, or maladministration and ensure the service's resources are used in a proper manner
- Educators will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.
- Professional behaviour in all areas will be reviewed as part of the ongoing employment of all educators
- The service in conjunction with the Director/s will immediately address any breach in the professional expectations outlined. If the concern involves the Director/s, two representatives from the Management, will conduct the discussion
- All discussions will be recorded and standard of behaviour and expectations clearly explained
- Any further problems will be addressed as per the discipline procedure
- Educators will be made aware of the service's philosophy and policies and will be expected to follow these. Should educators have any concerns with the policies they are to raise this with the Director/s or committee liaison officer
- Educators will be expected to know, understand and perform their duties as per their job description
- Educators will be expected to maintain and improve their skills through participation in educators training and development opportunities. The committee will ensure that monies are made available in the budget for educators training
- Educators will be expected to start duties on time
- Educators will be expected to dress appropriately for their duties
- Educators must not attend work under the influence of drugs or alcohol
- Educators should not attend work when they are unfit to do so due to injury or sickness and must inform the service as soon as possible
- Educators will use only suitable language that is not offensive to other educators, parents and children
- The service is a smoke free zone. Educators may not smoke in or around the building, or in the sight of the children
- Educators will be expected to have knowledge of the child protection policy and follow the child protection procedures contained within
- Educators will be expected to wear identification tags
- Educators are required to acknowledge and respect cultural diversity

- Educators should have knowledge of and access to policies and procedures, forms and information to carry out their duties to the best of their ability

The quality of the service and positive working environment are dependent on good educators and parent relationships. Educators will follow proper communication procedures as outlined in the policy booklet.

The maintenance of good teamwork will be an expectation outlined in all job descriptions. Educators will be shown Network's 'Code of Professional Practice for OOSH Services'.

Any conflicts that arise must be addressed as outlined in the grievance procedure.

In accordance with the *Providing a Child Safe Environment Policy* any educators identified or reported as acting inappropriately with children, disciplining children outside the *Child Management Policy* guidelines, harassing, bullying, intimidating, segregating, using offensive language towards children will be dealt with by means of notice or immediate discharge pending further investigation. Any behaviours deemed inappropriate will be reported to the judicial authorities for investigation and outcome.

### **Links to other policies**

Providing a Child Safe Environment Policy

Staffing policies and procedures

## **Staffing - determining the responsible person present at the service**

### **Policy Statement and Considerations**

The Education and Care Services National Law determines that a responsible person must be physically present at a centre-based service at all times that an Approved service operates.

### **Legislation and Government Requirements / National Quality Framework Considerations**

*Education and Care Services National Law 2010: 162*

*National Regulations: 97, 117A, 117B, 117C, 150, 168, 173, 177*

### **Strategies for Policy Implementation**

A responsible person will be on the premises at all times, and the details of the responsible person at any time will be clearly displayed for educators, staff and families. The process for determining the responsible person will be clear to all educators and staff and followed at all times. Details of the person responsible are documented and displayed for all users of the service. A service must always have a responsible person physically present at all times.

### **Minimum requirements for persons in day to day charge and nominated supervisors**

#### **117A Placing a person in day-to-day charge**

For the purposes of the definition of a **person in day-to-day charge** in section 5(1) of the Law, a person is in day-to-day charge of an education and care service if—

- the person is placed in day-to-day charge by the approved provider or a nominated supervisor of the education and care service; and
- the person consents to the placement in writing.

#### **117B Minimum requirements for a person in day-to-day charge**

(1) An approved provider or a nominated supervisor of an education and care service must not place a person in day-to-day charge unless—

- the person has attained the age of 18 years; and

- (b) the approved provider or nominated supervisor (as the case requires)—
  - (i) has had regard to the matters set out in subregulation (2); and
  - (ii) has taken reasonable steps to ensure that the person has adequate knowledge and understanding of the provision of education and care to children and an ability to effectively supervise and manage an education and care service.
- (2) For the purposes of subregulation (1)(b)(i), the matters are—
- (a) the person's history of compliance with—
  - (i) the Law as applying in any participating jurisdiction; and
  - (ii) a former education and care services law of a participating jurisdiction; and
  - (iii) a children's services law of a participating jurisdiction; and
  - (iv) an education law of a participating jurisdiction; and
  - (b) any decision under the Law to refuse, refuse to renew, suspend, or cancel a licence, approval, registration, certification or other authorisation granted to the person under—
  - (i) the Law as applying in any participating jurisdiction; and
  - (ii) a former education and care services law of a participating jurisdiction; and
  - (iii) a children's services law of a participating jurisdiction; and
  - (iv) an education law of a participating jurisdiction.

#### **117C Minimum requirements for a nominated supervisor**

- (1) For the purposes of section 161A of the Law, the prescribed minimum requirements for nomination of a person as a nominated supervisor of an education and care service are that the person must—
- (a) have attained the age of 18 years; and
  - (b) have adequate knowledge and understanding of the provision of education and care to children; and
  - (c) have the ability to effectively supervise and manage an education and care service.
- (2) In determining whether to nominate a person as a nominated supervisor, an approved provider of an education and care service must have regard to the following matters—
- (a) the history of the person's compliance with—
  - (i) the Law as applying in any participating jurisdiction; and
  - (ii) a former education and care services law of a participating jurisdiction; and
  - (iii) a children's services law of a participating jurisdiction; and
  - (iv) an education law of a participating jurisdiction;
  - (b) any decision under the Law to refuse, refuse to renew, suspend, or cancel a licence, approval, registration, certification or other authorisation granted to the person under—
  - (i) the Law as applying in any participating jurisdiction; and
  - (ii) a former education and care services law of a participating jurisdiction; and
  - (iii) a children's services law of a participating jurisdiction; and
  - (iv) an education law of a participating jurisdiction.

A responsible person can be:

1. The Approved Provider– if this is an individual. If it is an organisation or company then someone with management and control of the service.
2. The Nominated Supervisor– this is a person with a Supervisor's Certificate designated by the service as the Nominated Supervisor
3. A Responsible Person will be placed in day-to-day charge of the service

The Approved Provider will:

- Ensure Nominated Supervisors and Responsible Person have a clear understanding of the role of the Responsible person
- Ensure the responsible person is appropriately skilled and qualified
- Ensure a responsible person is physically present at the centre. A substitute for the responsible person will be in present where a Waiver is in place.

The Nominated Supervisor or delegated authority will:

- Arrange for the keeping of a "responsible person record". This record will document the current responsible person
- The name of the responsible person will be displayed in the main entrance at the service
- Develop rosters in accordance with the availability of responsible persons, centre operation and attendance patterns of children.

## **Links to other policies**

*Staffing policies and procedures*

## **Staffing - The participation of volunteers and students on practicum placements**

### **Policy Statement and Considerations**

Community OOSH Services values the participation of volunteers and students on practicum placements. Through voluntary workers and students, the service can connect with the community and build strong partnerships within our local districts. During such times the service ensures that children's care and safety is of utmost importance.

### **Legislation and Government Requirements / National Quality Framework Considerations**

*National Law 2010: 51(1)(a)*

*National Regulations: 120, 145, 149, 168*

*Prohibited Employment Legislation*

### **Strategies for Policy Implementation**

#### **Volunteers**

- All volunteers must be interviewed by the Director/s and provide two suitable referees and Where possible references, before they will be able to work in the service. All volunteers will be required to comply with the WWCC guidelines.
- A job description will be drawn up for volunteers, clearly outlining their duties and expectations of the service.

- The Director/s will provide a modified induction to the service, which will include a tour of the service, introductions to educators, job description for volunteers and code of conduct. The Director/s will ensure that they are fully aware of their duties and the service's expectations.
- All volunteers will be required to sign on and off.
- Volunteers will be given a copy of relevant policies such as behaviour management.
- Volunteers are not to discuss children's development or other issues with parents.
- Volunteers must adhere to all areas of confidentiality.
- Volunteers should never be left alone with or in charge of any children.
- Volunteers will not be used to do tasks that the employed educators normally do.
- Volunteers will be supernumerary when calculating basic educators: child ratios, except on excursions.
- Volunteers will be invited to take part in social activities of the service.

## **Students**

Placements will be offered to:

- High school students who wish to gain work experience as part of a school program.
- The participating school must initiate the work experience, identify the students suitability and work with the Director/s in relation to times and expectations. The school must provide written authorisation for the student and a copy of their insurance. This will be kept on file.
- Students attending other registered training organisations and studying a relevant field, such as childcare, teaching, recreation or Department Communities and Justice. The training organization must initiate the placement, identify the students suitability and work with the Director/s in relation to times and expectations. The training organization must provide written authorization for the student and a copy of their insurance. This will be kept on file.
- All placements will be negotiated through the Director/s and placement be only accepted on the discretion of the Director/s based on issues such as educators ability to supervise and be available to help the students.
- After the Director/s sees the placement as worthy they will seek approval for the placement from the Management at the next meeting or if unable to do so prior to the meeting, get approval from the Chairperson or other delegated management member.
- Students will be provided with guidelines identifying their responsibilities, expectations and code of conduct while at the service.
- Students should be made aware of relevant policies such as behaviour management.
- Students are not to discuss a child's development or other issues with the parents.
- Students should adhere to all policies concerning confidentiality.
- Students should never be left alone with or in charge of any children.
- Students will not be used to do tasks that the employed educators normally do.

## **Visitors**

- Visitors may be invited to the service to stimulate the children's program.
- Visitors could include local people or parents with a skill or ability to share with the children or educators or local community resources such as police, fire brigade etc.
- All other visitors must make an appointment to see the Director/s at a convenient time.
- Professional access to the service will be at the discretion of the Director/s or Management or when required by law to do so.
- Professionals include union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police officers.
- Any unwelcome visitor will be calmly asked to leave the service. If they refuse the Director/s or educators member directed by the Director/s will call the police for removal.
- No educator is to try to physically remove the unwelcome person but try to remain calm and keep the person calm as far as possible.

## **Links to other policies**

*Staffing policies*

*Providing a Child Safe Environment Policy*

## Conditions of Employment

### Policy Statement & Considerations

The service aims to provide a flexible, harmonious working environment that ensures the rights of employees are met at all times. All educators will be employed under the appropriate awards and conditions, taking into consideration Equal Employment Act, Income Tax Assessment Act, Superannuation Act, Industrial Dismissal Act, and Health, Safety and welfare Act.

### Legislation and Government Requirements / National Quality Framework Considerations

*Appropriate Awards and Conditions*

*Income Tax Assessment Act*

*Superannuation Act*

*Fair Work Australia*

### Strategies for Policy Implementation

- All relevant conditions set down by the award will apply to all employees
- This includes sick leave, annual leave, rostered days off, overtime, jury duty, study leave, carers leave etc
- Management will ensure they are aware of the appropriate conditions and keep up to date in relation to any changes in the Award
- Educators are encouraged to remain up to date with their appropriate conditions and inform management of any changes
- Appraisals will be conducted on an annual basis
- All educators will maintain professional behaviour at all times
- All grievance issues are to follow the appropriate procedures as outlined in the grievance and discipline and dismissal policies
- Educators will be paid fortnightly in the form as advised by Management
- Annual leave will be taken as negotiated with Management
- Annual Leave when necessary will be rostered to ensure the required educators levels are maintained at all times
- Applications for leave must have 4 weeks prior notice and be approved by the management committee
- The management based on each individual's request will determine applications for leave without pay.

## Grievance Procedures

### Policy Statement & Considerations

The service aims to maintain a positive working environment for educators and for the management team. The service will do this through addressing all work-related problems, complaints or concerns as quickly and effectively as possible. The procedure encourages ownership of issues and participation in the resolution process. The highest standards of confidentiality will be practiced at all times.

### Legislation and Government Requirements / National Quality Framework Considerations

*Relevant industrial agreements*

*Privacy conventions*

### Strategies for Policy Implementation

*General Grievance Procedure*

- On commencement all educators and management team will be given the guidelines for grievance procedure.
- To facilitate communication between educators and management, the management team will annually appoint one person as the Educators Liaison contact.
- Educators will annually be offered the opportunity to participate in some form of conflict resolution training.



- All persons involved in the grievance should attempt to resolve the issue through informal discussion and use of problem solving techniques.
- Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around the service in a professional manner.
- Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate
- Any problem, complaint or concern arising between educators or management should be dealt with by the persons concerned as close to the event as possible in order to avoid an escalation of the issue.
- Meetings of educators and the management team provide regular opportunities to raise and discuss general issues or concerns about the service. All discussions will be conducted in a confidential manner and involve only relevant persons. Only when all parties agree there is a benefit, should the discussion broaden to involve children and/or parents as appropriate.
- Either party may withdraw their grievance at any time. However, where the grievance identifies other
- Issues of concern, management may decide to investigate those other issues
- Confidentiality will be maintained throughout the procedure

### *Formal Grievance Procedure*

Where the resolution of a grievance has not been satisfactorily achieved through the informal procedure, then a more formal approach should be taken.

The investigation will involve:

- Interviews with both parties and/or witnesses
- Assessment of relevant documentation e.g. job descriptions, policies etc
- Preparation of a clear description of the issue
- Arranging a formal meeting between parties

A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, is impartial having no input to the content of the meeting and will prepare a written record of the outcome(s) of the meeting.

Where the service cannot identify a suitably impartial person, management will agree to invite a qualified mediator to assist.

The meeting will:

- Identify the issue(s) of concern and persons who are involved
- Arrange all parties to be involved and to put forward their views
- Identify alternative solutions
- Attempt to reach a mutually satisfactory resolution of the issue(s).

At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting but may offer support and advice to their party during the meeting. A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept with educators files.

The neutral party will inform management of the meeting's outcome(s).

Management will ensure that outcomes are included in job descriptions or centre policies as appropriate.

If one party remains dissatisfied with the meeting's outcome(s) then this should be put in writing to the management committee asking that the process be reviewed or stating that they intend to pursue the grievance further through other suitable avenues.

NOTE: Where the issue of grievance is between management and educators and concerns standard of work performance or work practice, then the Educators Disciplinary Action Policy will be followed.

## Educators Disciplinary Action

### Policy Statement & Considerations

The service aims to provide a quality service through the professional behaviour and high standards of conduct of our educators. The service will encourage educators to maintain good working relationships and have a commitment to maintaining a quality standard of work.

Should educators fall below clearly identified standards then the service will address this in a swift and considerate manner.

### Legislation and Government Requirements / National Quality Framework Considerations

*Relevant industrial agreements.*

### Strategies for Policy Implementation

- It is important that the educators are fully aware of their expectations as an employee in the service and that clear guidelines are given regarding educators duties, code of conduct and professionalism.
- Management will ensure that all educators are given clear job descriptions and orientation into the position with opportunity to clarify any issues.
- Educators are responsible to address any concerns and clarify any issues in the job description or expectations that they are unsure of.
- Educators are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
- Educators will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description.
- Educators has the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appears on their behalf.
- The following steps will be followed to deal with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved however educators should be aware of the whole process.

Should educators fall below clearly identified standards then the Director/s or Management will:

#### **STEP 1: Verbal Warning**

- 1) Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description.
- 2) Indicate what should happen to improve the situation and how the educator can improve their performance.
- 3) Identify any support needed to assist the educator to make the changes and take steps to implement these.
- 4) Indicate how the improvements will be measured, and when a review will take place. (1-4 weeks depending on the circumstances)
- 5) Give an opportunity for the educator to respond to the concerns and seek union representation if required.
- 6) If this resolves the issue then there is no need to go any further.

#### **STEP 2: Written Notice**

- 1) Where the problem continues to occur or is of serious nature the educator will be given a please explain letter of the complaints against them that they will need to reply to in writing.
- 2) A formal documented interview with management will take place. The worker should attend and has the right to reply and discuss any complaints against them, with a representative of their choice.
- 3) The educator will be given at least 48 hours notice of the meeting.
- 4) Minutes will be taken of the meeting and copy put on the educators file and given to the educator. The educator may attach a written reply to the minutes.
- 5) The aim of the meeting is to negotiate how the situation may be improved.

- 6) The educator will again be given specific indication of where their performance standards are not being met, indicate where changes are required and ways of achieving these.
- 7) The educator will be given a formal written notice at the conclusion of this meeting if their response to the complaint is unsatisfactory.
- 8) The educator will be informed at this stage that termination will be considered if no changes occur.

If this resolves the issue then there is no need to go any further.

### ***STEP 3: Final Written Warning***

- 1) If the problem still persists another meeting with management will be called and the educators member given notice to attend.
- 2) The matter should be discussed as per the first meeting and further action considered.
- 3) At this stage the educators member will be given a "final written warning".
- 4) Again, the educator has the right of reply and can discuss the situation.

If this resolves the issue then there is no need to go any further.

### ***STEP 4: Termination of Employment***

- 1) If the problem still continues after the 3 warnings, another special meeting with the management will be called and a decision made as to the employment of the educator.
- 2) If the management believes that the educators performance is unlikely to improve then the educator will be dismissed.
- 3) A written notice will be given indicating date of dismissal (1 week from notice) and reasons for dismissal.
- 4) The educator may be paid out in lieu of such notice.

### ***Procedure for Dealing with Serious Unacceptable Behaviour***

Where an educator in the workplace:

1. Intentionally endangers life.
  2. Is found stealing.
  3. Reports to work under the influence of drugs or alcohol.
  4. Inflicts or threatens physical or sexual abuse or harassment.
- The Director/s or Management will suspend the employee without loss of pay pending an investigation.
  - The investigation is to be completed within 72 hours and an interview date determined.
  - If the employee is a union member the union representative will be informed.
  - The interview is to be attended by the Director/s, a nominated representative of the service, the person reporting the unacceptable behaviour and the union representative if desired. The employee is to be advised formally of the findings of the investigation and the action being taken.
  - When immediate termination is required, a dismissal notice is prepared at the interview.
  - When continued employment is recommended a warning letter will be issued.
  - All the relevant records will be recorded on the employees file.
  - If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file.

## **Educators Orientation**

### **Policy Statement & Considerations**

Educators orientation is an important process to ensure educators are fully equipped to carry out their duties in the best possible way. An orientation process will be developed and carried out for all employees in the service to provide them with a clear understanding about the service and its operations and their expectations within the service.

### **Legislation and Government Requirements / National Quality Framework Considerations**

## **Strategies for Policy Implementation**

An educator of the service and the Director/s will conduct the orientation process as soon as possible, after the applicant has accepted the position.

The orientation process will include:

- Introductions to existing educators and management.
- Guided tour of the service.
- Being shown where all relevant records are kept.
- Discussion about working arrangements and expectations, including professional code of conduct and duty of care.
- Opportunity to ask any questions regarding the service or expectations.

The new educator will be provided with the following information:

- Centre operation and hours.
- The service philosophy and policies.
- The service code of conduct.
- Job description.
- Emergency procedure duties.
- List of current educators and management and their positions.
- Terms and conditions of employment.
- Superannuation information and forms.
- Taxation forms.
- Probation period and review and appraisal procedure
- Appropriate lines of communication with educators and management.

## **Educators Review**

### **Policy Statement & Considerations**

The service aims to provide the best quality care for the children by ensuring that high standards of work performance and job satisfaction are maintained. An appraisal system will be conducted to provide avenues for discussion and improvement

### **Legislation and Government Requirements / National Quality Framework Considerations**

#### *National Quality Framework 7.2.3*

## **Strategies for Policy Implementation**

- All educators will be informed of the appraisal system on acceptance of the position and given details in the orientation process.
- Appraisals will be conducted on an annual basis.
- Educators and management will agree with the format of the appraisal system, which may be updated to more suitable systems after review, discussion and endorsement by the service and educators.
- All educators will be given at least two weeks notification of an upcoming appraisal and a convenient time arranged for both parties.
- The appraisal system shall clearly state the expectations for each position and identify clear performance measures.
- The appraisal system shall ensure two-way communication is maintained and is used as a positive avenue for improving educators performance.
- The appraisal system can be used, as a tool to identify future training needs of the educators.
- At the completion of the appraisal an action plan will be developed identifying areas of training, and action to be taken and goals set for each educator. This will be agreed to and signed by both parties.
- Where it is identified that the educator is not meeting the required performance measures then the following will be undertaken.

- Action plan developed to identify areas for improvement. This will include a time frame for further review.
- Training areas identified and put into place as soon as possible.
- Support and guidance given to the educators to help them through the process and assist them in achieving the required standards.
- The support can be given through the Director or an appointed senior staff member.
- A record made of the above dated and signed by both parties.
- Should no improvement is made by the next review then further action will be taken.
- If the educator is still dissatisfied then they should put their concern in writing asking for the decision to be reviewed or that they wish to pursue the issue via the Grievance Procedures policy.

## Educators Training & Development

### Policy Statement & Considerations

The service believes that the quality of service is developed through continual training and development of the educators. The service aims to provide educators with encouragement and support to further their skills in the out of school hour's field.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Quality Framework 7.2.3*

### Strategies for Policy Implementation

- The service will ensure that sufficient funds are made available in the budget for all in-services training and development including First Aid Certificate
- The Director/s will inform the committee of any specific training and development needs of the educators.
- Educators appraisals and the service requirements will be used to ascertain further training needs.
- The Director/s in conjunction with the committee will access all training available and determine what will be attended and by whom.
- Where possible a yearly plan of training will be made, including dates, educators attending, and costs.
- All educators will be given the opportunity to be involved in some form of training throughout the year.
- All educators will be given opportunities to upgrade their qualifications in line with the National Standards.

A variety of training methods will be used including:

- Internal workshops, which can be conducted by educators or outside presenters.
- External meetings with other services, with exchange of ideas.
- Time allocation made to educators to review any new resources that may be of value.
- External workshops, conferences and seminars.
- Accredited short courses provided by registered training organizations.
- Educators are encouraged to share relevant skills and knowledge they obtained from any training with the other educators in educators' meetings or Where more time is required in an internal workshop.
- All educators will be considered to be at work for the duration of any training activity they attend for the service.
- The service will cover the costs of all authorised training.
- The individual however will cover tertiary study costs.

## Workplace Health and Safety Policy

## Policy Statement and Considerations

The service is committed to ensuring the health, safety and welfare of all its employees, contractors and visitors who may be affected by the service's operations. The service is committed to implementing a systematic risk management approach to WHS to provide and maintain a safe and healthy working environment.

## Legislation and Government Requirements / National Quality Framework Considerations

*National Quality Framework: Standards 2.2, 7.2*

*Work Health and Safety Bill 2011*

*Workers Compensation Act*

[Work Health and Safety Act 2011](#) (WHS Act)

[Work Health and Safety Regulation 2011](#) (WHS Regulation)

*Role of WorkCover NSW*

## Strategies for Policy Implementation

*The objectives of the policy are to:*

- Comply with all legislative requirements related to workplace health and safety
- Ensure a system is in place to facilitate effective consultation regarding workplace health and safety issues
- Incorporate workplace health and safety initiatives into all Business Centre operations and plans, including the corporate and strategic plans and as a standing agenda item at all meetings of educators
- Implement Risk Assessment and Notification Forms throughout the service to effectively and systematically facilitate hazard identification, risk assessment and risk control in order to reduce workplace injuries
- Implement performance targets for controlling accident rates and the ongoing management of these initiatives
- Effectively promote and communicate WHS matters including responsibilities and accountabilities;
- Provide adequate resources, information, instruction and training
- Manage risk within the service by complying with legislation and incorporating risk management WHS with risk management undertaken after an incident and risk assessment checklist of the premises and equipment.
- Comply with all our legal obligations, including notification of incidents to Safe Work NSW when required.

### *Notification:*

- Encourage the early reporting of any symptoms of an injury or disease related to the work we undertake.
- Employee's have 30 days to officially notify of their injury
- Official notification of an injury includes the completion of all appropriate documentation
- Recording the injury in the register of injuries, completion and submission of a hazard and incident identification report (where applicable). Record Register of Injuries When the employee advises of their workplace injury the employee must record the event in the Register of Injuries which is located in the Main Office area. The management is responsible however in ensuring the all information on the Register of Injuries is complete.

*The details recorded in the Register of Injuries must include:*

- The injured workers' name
- The worker's occupation or job title
- Time and date of the injury or illness
- Worker's exact location when he or she was injured or became ill
- Exactly how the injury or illness happened

- The nature of the injury or illness and what parts of the worker's body were affected
- Names of any witness to the injury or illness
- Date the company was notified of the injury or illness
- Name of the educators who may have completed the Register on behalf of the injured employee
- Service Acknowledgement of Injury Notification

The responsibility of the service/Directors:

- It is the responsibility of the supervisor or manager of the injured employee to complete an Incident/Hazard Report.
- To ensure adequate completion of the Incident/Hazard Report
- Workcover Incident Notification. Contact must also be made with (Workcover) within 48 hours of incident occurrence
- A Risk Assessment will be undertaken and all measures to eliminate any risk identified will be performed
- Workplace Health and Safety Incident Investigation
- Comply with any reasonable direction to assist injured workers to remain at work or return to work at the earliest opportunity and develop a Return to Work Program where necessary

### *Participation*

- The service acknowledges that educators have the right to raise health and safety issues
- Are able to contribute to the review and evaluation of an incident or accident and the relevance to their work
- Assist in identify risks
- Are able to manage the review of health and safety systems and procedures
- Work collaboratively with Directors to resolve issues
- That no bias or discrimination will be directed at any educators member on a Return to Work Program or who has been injured within the workplace.

### **Manual Handling:**

It is the service's obligations to identify all manual handling risks. Procedures to follow:

- Assess these risks and introduce appropriate controls
- Investigate the situation and consultation with educators to check posture, work layout, the task and its object and the workplace conditions
- Assess actions and movements required, the duration and frequency, weight and nature of the lift/load, work organisation, educators age, skill and experience of the educators.
- If risk identified then risk control measures should be undertaken such as modification of the object, task or workplace area, introduce mechanical aids, training or a team approach
- All educators are responsible for assessing the manual handling approach and any issues that may be involved as a result of manual handling and assess the situation before approaching Directors of the service.

### **Links to other policies**

*Health and safety Policies*

*Staffing Policies*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/10/2022 ---**

**Date for Review and Evaluation March 2026**



## **Interactions with Children, including the matters set out in regulations 155 and 156 Policy Statement and Considerations (This policy includes behaviour management)**

The service aims to provide an environment where all parents, educators and children feel safe, cared for and comfortable and which encourages co-operation and positive interactions between all persons. Interactions and relationships will be in compliance with *Regulations 155 and 156* to ensure all children develop confidently and autonomously, whilst maintaining the rights and dignity of all children. Grouping of children will ensure reasonable steps are taken for children to develop positive relationships and be in accordance to staffing ratios. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged, and self-discipline skills developed through positive example and direction. Children are encouraged to address their own behaviours and communicate in a clear and concise manner any issues with educators, other children or Directors.

To participate in our adventure-based activities, it is expected that the child/ren shall be physically and emotionally independent. If the child/ren does not meet these criteria, they will be assessed on a case by case basis (Determining a child's Agency & Autonomy)

The service will require the parent to complete a Pre-Enrolment Assessment Consent Form to obtain information from the child's school or professional practitioner. The service will Determine a child's Agency & Autonomy through the information gathered from the sources above. A risk matrix will be utilised in conjunction the information gathered to make a determination on the child's enrolment.

### **Legislation and Government Requirements / National Quality Framework Considerations**

*Education and Care Services National Law 2010: 51(1)(a), 166, 175*

*National Regulations: 73, 74, 76, 155, 156, 168*

*National Quality Framework: Standard 5.1, 5.2*

*Children's and Young Persons (Care and Protection) Act 1998*

*Voluntary Code of Practice, Section 12 (Exclusion for unacceptable behaviour)*

*United Nations Convention on the Rights of the Child.*

*Play - Rights and Responsibilities of children, educators and parents for a co-operative OOSH environment (Network)*

*NSW Child Safe Standards*

### **Strategies for Policy Implementation**

#### ***Interactions with children***

In accordance to *Regulation 155* the service takes reasonable steps to ensure that the education and care service provides education and care to children in a way that—

- (a) encourages the children to express themselves and their opinions; and*
- (b) allows the children to undertake experiences that develop self-reliance and self-esteem; and*
- (c) maintains at all times the dignity and rights of each child; and*
- (d) gives each child positive guidance and encouragement toward acceptable behaviour; and*
- (e) has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for by the service.*

*Additional positive behaviour management strategies adopted by the service include:*

- Basic rules and clear guidelines of acceptable behaviour will be established through consultation with educators and children.
- Rules will encourage respect for the rights of others and help create a caring environment and be based on safety, order, cleanliness.
- Children and parents will have the opportunity to be involved in developing rules and our centre's Code of Behaviour.
- All rules will be clearly expressed in a positive way and reinforced consistently.
- Educators, parents and children will be made aware of the rules on enrolment and on orientation.



- Rules will be displayed.
- Children and parents will have the consequences to breaking the rules explained.
- All consequences shall be relevant to the individual situation and not demeaning to the child.
- No child is to be subjected to, or threatened with, corporal punishment.
- No child is to have food or other basic needs withdrawn as part of a punishment.
- Educators will only use time out for short periods, where children are encouraged to sit and reflect their actions. Educators will follow up all time out situations by discussing the situation with the child and working together on better solutions for future behaviour.
- Positive behaviour will be encouraged by role modelling, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.
- Children are to be given opportunities that enable them to be responsible for their own behaviour through the development of problem-solving skills. There is a "Quiet Area" for children to access to support them when trying to self-manage their behaviour.
- Children will be encouraged to seek support when necessary.
- Educators will have access to training and support in positive approaches to behaviour management. This will be made available as part of the training budget.
- Educators, school and parents should work in partnership in promoting a consistent and positive approach to behaviour management.
- Educators and parents will raise concerns as they arise and discuss ways of working together to assist children to make changes in inappropriate behaviour.

To assist in maintaining a positive, safe and caring environment the educators and children will have the following responsibilities.

*The children will:*

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability
- Treat each other with respect, courtesy and understanding
- Be encouraged to maintain positive communication and relationships between educators, children and other adults
- Ensure that appropriate language is used always
- Know and fulfil their responsibilities.
- Settle their differences in a peaceful manner, try to use communication to resolve difficulties rather than resort to violence
- Develop self-discipline skills through positive example and direction
- Develop an understanding that behaviour results from choice made by the individual and that all behaviour has consequences

*The educators will:*

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability.
- Treat children with respect, courtesy and understanding.
- Maintain positive communication with the children always
- When communicating with children educators will ensure that they are understood and communicate at the child's level in a friendly positive and courteous manner.
- Use voice intonations, facial expressions, and explanations as methods of discipline.
- Shouting at children should be avoided.
- Educators may physically restrain a child if they are in danger of harming him/herself or other children.

To encourage children to take responsibility for their actions, educators will use positive behaviour management:

- Initiate conversations with all children and develop an understanding of the child and their interests.
- Form friendly and warm relationships with the children in their care and be supportive and encouraging.

- Ensure that expectations, relating to the children's behaviour is explicit and clear and consequences are consistently applied.
- Act as a role model for acceptable behaviour
- Encourage and reward acceptable behaviour.
- Focus on the behaviour, not the child.
- Give praise and positive feedback to the children as often as possible.
- Provide an environment, which will foster the child's self-esteem.
- Help children develop self-discipline skills through positive example and direction.
- Introduce older children to simple conflict resolution skills.
- Help children to appreciate and care for each other and their surroundings.
- Ensure that appropriate language is used at all times.
- Never single out any children or make them feel inadequate at any time.
- Avoid threatening or verbally abusing the children in any way.

### **Consistent Unacceptable Behaviour**

Where a child demonstrates consistent unacceptable behaviour the educators will:

- Ensure the child is aware of the limits and what is appropriate behaviour.
- Ensure the expectations are appropriate for the child's level of development and understanding.
- Review the consequences to ensure they are not inadvertently encouraging the behaviour.
- Look for and assess possible causes for the behaviour.
- Discuss the issue with the parents and the child.
- Record all incidents, indicating what happened before and after the incident, time, date and who was involved. Behaviour management notice, colourful word and incident notice half sheet will be used to document consistent unacceptable behaviour. Notice numbers alerting to Formal Behaviour Management report may be given at discretion of Co-Ordinator.
- Develop a plan of action involving behaviour management in discussion with all educators, parents, school, and other professionals as required.
- Record the plan of action, ensuring all are aware of how to implement this and develop
- For the benefit of all the children and the effective operation of the Service, a certain level of behaviour is expected from each child. Staff have the right to exclude a child for unacceptable behaviour.

If the child physically hurts other children or adults the educators will:

- Remove the child from the situation.
- Ensure the other person is all right and given proper attention and care.
- Record the incident, indicating date, time, victim, injury, offender and attendant.
- Ensure a caregiver is notified of the incident.
- A caregiver will be contacted to collect the child as a priority.

### **Exclusion for unacceptable behaviour**

- Should unacceptable behaviour continue, and the above strategies are not working the educators will inform the Directors
- The Directors in consultation with the educators will discuss the issue.
- Where, in the interest of the child and other children at the service, exclusion is seen as the only step to be taken this will be decided by the Directors. It will be considered only after:
  - Adequate support and counselling.
  - Parents have been notified and given the opportunity to discuss their child's behaviour.
  - Parents have been referred to other agencies, where necessary.
  - Careful consideration has been given to the problem by educators and management.
  - Clear procedures have been established for accepting the child back into the service.
  - Strategies outlined in Network's "Play, Rights and Responsibilities" should be followed.

Guidance and Discipline Techniques Used:

- Setting clear and enforceable limits and boundaries
- Modelling acceptable behaviour
- Recognising each child's individual needs
- Structuring the environment and schedules to maximise appropriate behaviour
- Recognising the children's efforts
- Anticipating and eliminating potential problems
- Redirection
- Good timing of educator's intervention
- Teaching with praise and rewarding good behaviour
- Encouraging verbal communication to address issues with other child/children or educators.

Children are to be discouraged from:

- Hitting or harming other children or adults
- Teasing or name-calling
- Bullying and harassing behaviours
- Intimidating behaviours
- Spitting and unsavoury associated behaviours
- Snatching personal property from someone else
- Abusive language
- Encouraging segregation of other child/children

### **Managing Behaviour as a Team**

If the Service has concerns about a child's behaviour, parents will be informed through a constructive meeting when Behaviour Management Reports have been issued. The process outlined on the report will be followed with consultation with families.

### **Return of a child to the service who has been previously excluded**

Re-enrolment will only be considered in special circumstances:

- No other childcare options available for child to access and
- After 12 months of support and/or counselling, the child has demonstrated consistent improvement in the child's own ability to self-manage his/her behaviour. This will involve consultation with the child's school and or Professional Practitioner for their input and guidance tools that are proving successful and a formal meeting with the parent/guardian with the Directors of Community OOSH Services.
- Re-enrolment will not be considered for any reason if a "critical incident" occurs.

e-enrolment after exclusion will only be accepted after the above guidelines have been met. The child's placement will be on a casual basis and subject to day to day feedback on behaviour.

### **Relationships in groups**

*In accordance to Regulation 156 the service takes all reasonable steps to ensure that the service provides children being educated and cared for by the service with opportunities to interact and develop respectful and positive relationships with each other and with staff members of, and volunteers at, the service. This pertains with regard to the size and the composition of the groups in which children are being educated and cared for by the service.*

### **Links to other policies**

*Providing a Child Safe Environment Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/10/2022**

**Date for Review and Evaluation March 2026**

## Enrolment and Orientation Policy

### Policy Statement and Considerations

The service aims to provide an efficient enrolment procedure that is clear and understandable to all in the local community. The service will ensure the confidentiality of our families through provision of secure recording and storing procedures.

### Legislation and Government Requirements / National Quality Framework Considerations

*Education and Care Services National Law 2010: 175*

*National Regulations: 157, 160-162, 168, 177, 183*

*National Quality Framework: Standard 6.1*

*Family Law Act*

*Laws related to privacy*

### Strategies for Policy Implementation

- An enrolment form must be fully completed for each family and CCS confirmed before the child can attend the service. This includes medical conditions and Risk Minimisation and Communication Plans if required
- The Administration checks the form has been completed correctly and requests further details from the parent if necessary
- When a parent is having difficulty in completing the form an enrolment interview should be conducted and if necessary organised in the parent's first language
- The enrolment form must contain all relevant details relating to personal, medical and custodial details for each child, parent or guardian and emergency contacts along with any special requirements relating to that child. Enrolment records for each child will be kept at the service and include all details outlined in *Regulations 160, 161 and 162*
- If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court
- Evidence of court orders or agreements will be considered part of the enrolment in order to minimize the likelihood of distressing situations occurring in the future
- All enrolment forms are to be kept in a locked file and kept confidential from all but the approved persons who enrolled the child, relevant educators, management and Commonwealth and /or State Department Officers (as set out in *Regulations 160, 183*)
- Changes to existing enrolment details are to be communicated in writing to the service by the parent
- Parents will be advised that it is their responsibility to notify educators of any changes to their current details on enrolment and through the parent information booklet
- Depending on availability of care, children may be enrolled at any time throughout the year
- Parents may also place their child on the waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability and priority of access guidelines
- All prescribed documents are available for inspection by an authorised officer in accordance with *National Law 175*
- All Policies and Procedures for the service are found on our website [www.communityoosh.com.au](http://www.communityoosh.com.au)

### Links to other policies

*Providing a Child Safe Environment Policy*

*Confidentiality Policy*

*Dealing with Medical Conditions in children Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/03/2022 ---

Date for Review and Evaluation March 2026

## **Governance and Management of the Service, including confidentiality of records Policy**

### **Policy Statement and Considerations**

The governance of the service relates to processes or systems that are in place to ensure the service has direction, supervision and accountability and complies with Laws and Regulations relating to the service. The Directors of the service have a duty to establish a line of directions, systems and processes to ensure that the philosophy of the service and goals and objectives meet all requirements under the National Laws and Regulations governing the operation of the service. The Directors have an obligation to have in place policies and procedures relating to the governance and management of the service. The Directors have an obligation to have at the service readily available to educators all documents that govern and manage the service including policies and procedures and Laws and Regulations. The Directors are committed to ensuring that there are appropriate measures in place to enable high quality government, management, accountability, compliance with National Regulations and Laws and will comply with financial and human resource requirements. Where possible, the service will endeavour to keep all documentation in relation to governing and management of the service current.

Our Service will make every effort to protect the privacy and confidentiality of all individuals associated with the service by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and is not divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- Family of the child to whom the information relates
- The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
- With the written consent of the person who provided the information.

At times, parents may need to be contacted by the Department of Education & Care. To maintain confidentiality of your personal details we will contact you to seek permission to release your details to the Regulatory Authority.

### **Legislation and Government Requirements / National Quality Framework Considerations**

*Education and Care Services National Law 2010: 21, 55, 56, 56A, 161, 161A, 172-175*

*National Regulations: 103, 168, 171-173, 180-181, 183-185*

*National Quality Framework: Standard 7.1 & 7.2*

*ACECQA – Guide to Developing a Quality Improvement Plan*

### **Strategies for Policy Implementation**

### **Responsibilities**

- The Directors provides strategic direction, leadership and guidance in relation to the governance and management of the service
- The service ensures National Laws and National Regulations are adhered to
- The service ensures appropriate systems are in place to monitor compliance with Laws and Regulations
- The service assures sufficient training of new educators to convey the importance of complying with Laws, Regulations, policies and procedures
- The service will make available copies of policies and procedures, Laws and Regulations to educators and parents/guardians
- The Directors will ensure reasonable care and skill is exercised in fulfilling their roles as part of the governing body of the service
- The Directors are responsible for reviewing the service's budget and monitoring financial performance and management to ensure the service is solvent at all times, and has good financial strength and providing required reports to government agencies as required
- The Directors will ensure adequate policies and procedures are in place to comply with the legislative and regulatory requirements placed on the service
- The Directors are responsible for setting and maintaining appropriate delegations and internal controls
- The development and review of the Philosophy and policies will be an ongoing process. The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and educator handbooks and general service information
- The director will ensure *Regulations 103–115* relating to the physical environment required for an education and care service are maintained at all times. Daily Activity Risk and Safety Checklists will be completed in accordance to this
- Equipment and furniture will meet the needs of the children and educators and will be well maintained and safe. Regular checklists for routine cleaning of toys and equipment will be completed daily
- Continuous review and evaluation of the service and it's practice will involve all stakeholders, including families, children and educators. Annually, a Quality Improvement Plan (QIP) is maintained under **Regulation 55**, informed by staff, families and children. This will review what works well and what needs further development within the service. This will be included weekly into the term programs to ensure ongoing development is implemented.

### ***Confidentiality of records kept by approved provider***

*The service ensures that information kept in a record under Regulation 181 is not divulged or communicated, directly or indirectly, to another person other than—*

- (a) to the extent necessary for the education and care or medical treatment of the child to whom the information relates; or*
- (b) a parent of the child to whom the information relates, except in the case of information kept in a staff record; or*
- (c) the Regulatory Authority or an authorised officer; or*
- (d) as expressly authorised, permitted or required to be given by or under any Act or law; or*
- (e) with the written consent of the person who provided the information.*

*In accordance to Regulation 183 the service ensures that records and documents set out in regulation 177 are stored—*

- (a) in a safe and secure place; and*
- (b) for the relevant period set out in sub regulation 183 (2)*

### ***Disclosure of Information***

- Personal information regarding the children and their families is not to be discussed with anyone outside the service, except in circumstances outlined in Regulation 181.

- Families may seek access to the personal information collected about them and their child by contacting the Nominated Supervisor at the service. Children may also seek access to personal information about themselves. However access may be denied where access would impact on the privacy of others; where access may result in a breach of the service's duty of care to the child; or where the child has provided information in confidence.
- Lists of children's or families names, emails and phone numbers are deemed confidential and are not for public viewing and will not be issued to any other person or organisation without written consent.
- No personal information regarding a staff member is to be given to anyone without his/her written permission.

### *Personal Conversations*

- Personal conversations with families about their children, or other matters that may impact on the child's enrolment, for example, fees, will take place in an area that affords them privacy.
- Personal conversations with educators and staff about matters relating to their performance will take place in an area that affords them privacy.

### *Maintenance of Information*

- The Nominated Supervisor is responsible for maintaining all service records required under the Education and Care Services National Regulations (Regulation 168) and other relevant legislation, for example, Work, Health and Safety, Australian Taxation Office, Family Assistance Office, Department of Education and for ensuring that information is updated regularly.
- The service takes all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up-to-date.
- Individuals will be required to advise the service of any changes that may affect the initial information provided.

### **Links to other policies**

*Providing a Child Safe Environment Policy*

*Child Safety Standards*

*Confidentiality Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

# The Acceptance and Refusal of Authorisations Policy

## Policy Statement and Considerations

The service requires parent/guardian authorisation for actions such as administration of medications, collection of children, medical conditions, excursions and providing access to personal records.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from families in certain situations. For example, the Regulations stipulate an authorisation must be obtained for:

- *Regulation 93 Administration of Medication*
- *Regulation 99 Children leaving the education and care premises* with a person who is not a parent or authorised nominee of the child
- *Regulation 102 Authorisation for excursions*
- *Regulation 181 Confidentiality of records kept by approved provider* where access to personal records is required

Written Authorisation from families may also be required if:

- A child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the service.

## Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 93, 94, 96, 99, 102, 157-158, 161, 168*

*National Quality Framework: Standard 7.1*

## Strategies for Policy Implementation

The service, nominated supervisor, or the person in day-to-day charge will:

- Ensure documentation relating to authorisation (permission) from families contains required details in relation to Regulations 93, 94, 96, 99, 102, 157-158, 161, such as:
  - The name of the child enrolled in the service.
  - The date
  - Signature of the child's parent/guardian or nominated person who is on the enrolment form
  - The approximate time the child will leave the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service (if applicable)
  - The original form/letter provided by the service

## The service is responsible for:

- Ensuring parents/guardians have access to or copies of all service policies
- Ensuring the Nominated Supervisor and all educators follow the policies and procedures
- Ensuring all enrolment forms are completed and signed by parents/guardians
- Ensuring permission forms for excursions are provided to the parent/guardian or authorised nominee prior to the excursion; that child/children participate only in an excursion with the prior written and signed consent of parent/guardian
- Ensuring that a daily attendance record is maintained to account for all children attending the service
- Retaining records of all visitors to the service, including time of arrival and departure
- That children requiring administering of medication is authorised in writing; self-administering medication records are maintained and all medical conditions and medication records are kept up to date; ensuring educators do not administer medication without the authorisation of a parent/guardian or authorised nominee, except in the case of an emergency, including an asthma or anaphylaxis emergency



- Adhering strictly to child/children departing the service with an authorised person/nominee and that there are procedures in place if an inappropriate person attempts to collect a child from the service

#### **The Nominated Supervisor is responsible for:**

- Following the policy and procedures of the service
- Ensuring that medication is not administered to a child without the authorisation of a parent/guardian except in the case of an emergency, including an asthma or anaphylaxis emergency
- Ensuring a child only departs from the service with a person who is the parent/guardian or authorised nominee, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion (refer to Delivery and Collection of Children Policy and Child Safe Environment Policy)
- Ensuring a child is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian

#### **Certified Supervisors are responsible for:**

- Following the policies and procedures of the service
- Checking that parents/guardians sign and date permission forms for excursions
- Checking that parents/guardians or authorised nominees sign the attendance record as their child arrives at and departs from the service
- Administering medication only with the written authorisation of a parent/guardian except in the case of an emergency, including an asthma or anaphylaxis emergency
- Allowing a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised nominee
- Allowing a child to depart from the service only with a person who is the parent/guardian or authorised nominee, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion
- Following procedures if an inappropriate person attempts to collect a child from the service
- Informing the Directors when a written authorisation does not meet the requirements outlined in service policies

#### **Parents/guardians are responsible for:**

- Reading and complying with the policies and procedures of the service
- Completing and signing the authorised nominee section of their child's enrolment form before their child commences at the service
- Signing and dating permission forms for excursions
- Signing the attendance record as their child arrives at and departs from the service
- Providing written authorisation where children require medication to be administered by educators, and signing and dating it for inclusion in the child's medication record

#### **Links to other policies**

*Providing a Child Safe Environment Policy*

*Enrolment and Orientation Policy*

*Dealing with Medical Conditions in Children Policy*

*Delivery of children to, and collection of children from, education and care service premises Policy*

*Excursions Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

# Payment of Fees and Provision of a Statement of Fees Charged by the Education and Care Service Policy

## Policy Statement and Considerations

The service aims to provide a quality service that is affordable. Fee levels will be set by management each year on completion of an annual budget and according to the service's required income.

## Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 168, 172-173*

*National Quality Framework: Standard 7.1*

*Confidentiality and maintenance of records*

## Strategies for Policy Implementation

### Setting fees

Fees are to be set on an annual basis by management, based on the annual budget and ensuring that the required income will be received to run the service efficiently.

Fees will be reviewed each term based on attendance and the service's ability to meet the running costs. Parents will be given at least 2 weeks' notice of any changes in the fees.

Current fee costs as shown on our website under 'Frequently Asked Questions'

### Fee payment

- All customers are required to setup Direct Debit as part of the enrolment process
- The out of pocket cost of care along with any additional fees will be charged weekly in arrears.
- To streamline payments and ensure timely processing, Community OOSH Services utilises a weekly direct debit facility through Debit Success for all applicable fees.
- Payments will be debited from your account on Thursday each week for the total amount of the previous weeks care less any CCS you have received.
- Any changes to the payment schedule will be communicated to you with prior notice.
- If there are insufficient funds in your account to cover a scheduled payment, there will be an additional fee incurred from Debit Success due to failed transaction which will be your responsibility.

### Overdue Accounts

- If the Direct Debit Payment fails it will automatically try again the following week for the total of the 2 weeks care.
- If the direct debit payment fails a second time you will be contacted by our administration office to arrange an immediate payment using the pay now button on the Xplor Home App.
- Failure to pay the account within 24 hours after being contacted by our administration office the account will be put on stop and all bookings will be cancelled until the full debt is paid.
- Accounts that have been stopped and left unpaid will be flagged and sent for debt collection and if the amount is unrecoverable the account will be considered a bad debt and closed. No future access to our service will be provided to account holders that have had a bad debt.

## Late Collection Fees

Any parent who collects their children after 6pm will be charged a late fee as set by management.

Wherever possible the service encourages parents to advise the service if they will be late to collect their child. This fee is currently \$20.00 for the first 15 minute or part thereof. After this time the fee is \$20.00 per 15 minutes until the child is collected.

If a parent continues to collect their child after 6pm, the Director/s will need to discuss other options with them, and suitable arrangements made or the child's place in the service may be cancelled.

## Non-Notification Fee

A \$10.00 Non notification fee will be charged on top of the daily fee for After School Care if a cancellation is not received through the Xplor Home APP by 02:45pm the day of the booking.

## Notice period required for existing bookings

The **minimum notice required** where the session will not be charged for our services is shown below and cancellation requests are to be completed via the Xplor Home APP.

**After School Care** Up to 48 hours notice from the session start time

**Before School Care** Up to 24 hours notice from the session start time

**Vacation Care** Two weeks notice required

**Our policy regarding cancelling a booking for Vacation Care is 2 full weeks' notice. All bookings (Including Sick days) not cancelled by 7:00am 2 weeks prior to the booking will be marked as absent and charged as an absent day.**

All cancellation requests are to be done by the parent through the Xplor Home App.

## Parent entitlements for Fee Assistance

- The service is approved to offer Child Care Subsidy (CCS) to eligible families and this benefit is paid to the service
- Parents and carers need to have a valid MyGov account and their CRN numbers if they are wanting to claim the CCS. More information can be obtained from the government website [education.gov.au/childcare](https://www.education.gov.au/childcare) or on 136150
- Families Eligible for the Child Care Subsidy are to apply online through their MyGov account and the subsidy will be paid on your behalf to your approved child care provider from 2 July 2018. Until the parent has completed this process and the CCS is allocated to the service **full fee will be charged.**
- As part of the enrolment process the parent will need to accept the enrolment within their MyGov account before the Child Care Subsidy is provided to the service. If a parent is not intending on utilising the CCS they need to advise the Service and full fee will be charged where we may request payments in advance.

## Links to other policies

*Enrolment and Orientation Policy*

*Delivery of children to, and collection of children from, education and care service premises Policy*  
*Governance and management of the service, including confidentiality of records Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 06/03/2023 ---

Date for Review and Evaluation March 2026

## Dealing with Complaints Policy

### Policy Statement and Considerations

The service believes that parents and non-educators have an important role in the service and the service value their comments. The service aims to ensure that children and parents feel free to communicate any concerns they have in relation to the service, educators, management, programs or policies without fearing negative consequences and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 168*

*National Quality Framework: Standard 7.1*

*Department Communities and Justice Complaints, Appeals and Monitoring Act, 1994*

*Child Safe Standards*

### Strategies for Policy Implementation

#### *Parents*

- The service will support the rights of non-educators and parents to complain (verbal or written) and will help them to make their complaints clear and try to resolve them
- A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service
- Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook
- All confidential conversations with parents will take place in a quiet place away from children, other parents or educators not involved
- If a parent has a complaint or comment about the service, they will be encouraged to talk to the Coordinator/s who will arrange a time to discuss their concern and come to a resolution to address the issue. Please note: COOSH consider referring to their services, either in a positive or negative manner, on social media as inappropriate and against their communication/grievance protocols. The client's position at the service may be terminated
- If the complaint is not handled to the parent's satisfaction at this level they should discuss the issue with the Directors, either in writing or verbally

- The Directors will discuss the issue with the Co-ordinator/s and develop a strategy for resolving the problem, this would be discussed further with the parent or if necessary, a meeting will be organised with the Director/s and parent to resolve the problem
- The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved
- The Director/s or will inform the parent of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be aware of
- This could be done verbally or if the issue has been dealt with on a more formal basis then the Directors or Co-ordinator/s will write personally to the parent
- If any complaint cannot be resolved internally to the consumer's satisfaction, external options will be offered such as an unbiased third party.

### *Children*

- The service will support the rights of children to complain (verbal or written) and will help them to make their complaints clear and try to resolve them
- Children are encouraged to speak to a trusted educator if they have a problem at the service
- Children are welcome to use their parent as a support person while talking about an issue that is occurring at OOSH
- Coordinators and Educators are trained to identify and respond to child disclosures

## **Links to other policies**

*Providing a Child Safe Environment Policy*

*Governance and management of the service, including confidentiality of records Policy*

## **Dealing with Complaints Policy – Allegations of Harmful Sexual Behaviour by a Child**

### **Policy Statement and Considerations**

Community OOSH Services is committed to ensuring the safety and wellbeing of all children. Where a complaint is made alleging that a child has engaged in harmful sexual behaviour, the service will act *immediately, legally, and sensitively*, prioritising the safety of all involved.

### **Legislation and Government Requirements / National Quality Framework Considerations**

*National Regulations: 168(2)(o)(ii)*

*Mandatory Reporting Obligations (NSW)*

*National Quality Standard 2.2.3 (Child Protection)*

*Department Communities and Justice Complaints, Appeals and Monitoring Act, 1994*

*Children and Young Persons (Care and Protection) Act 1998 (NSW)*

*Child Safe Standards (Standard 6)*

### **Definitions**

- **Harmful Sexual Behaviour (HSB):** Sexual behaviour that is outside developmentally expected norms, coercive, violent, or otherwise poses a risk of harm to the child or others. This is distinct from age-appropriate sexual exploration.
- **ROSH (Risk of Significant Harm):** Defined under the *Children and Young Persons (Care and Protection) Act 1998*, and forms the basis for mandatory reporting

### **Strategies for Policy Implementation**

#### **1. Initial Response**

- All staff must treat the allegation seriously and report immediately to the Nominated Supervisor.
- The child who may have experienced the behaviour must be supported and monitored for distress.

- The alleged child should be supervised and kept separate in a non-punitive way while an initial safety plan is enacted.

## **2. Reporting Obligations**

- The Nominated Supervisor will consult the *Mandatory Reporter Guide (MRG)* and determine if the behaviour constitutes *ROSH*.
- If ROSH is suspected, a report will be made to:
  - o *Child Protection Helpline (132 111)* – within 24 hours
  - o *NSW Department of Education (ECEC Directorate)* – via Incident Notification Form (Reg 176)
- A factual, confidential *incident report* must be documented and retained.

## **3. Immediate Safety Measures**

- Implement a *Supervision and Safety Plan* (e.g., separate play areas, increased supervision ratios).
- Reassure all children that they are safe and being supported.
- Maintain confidentiality and do not label or shame any child.

## **4. Engaging with Families**

- Families of both children must be informed in a *confidential, supportive, and non-blaming* manner.
- Ensure both parties are aware of the steps taken and services involved.
- Provide access to support resources (e.g., New Street Services, NSW Health, Kids Helpline).

## **5. Follow-Up and Support**

- Monitor and document any changes in behaviour, impact on other children, or recurrence.
- Provide educators with debriefing and training if needed.
- Where appropriate, support the family to seek therapeutic services for the child displaying HSB.

## **Links to other policies**

- *Child Protection Policy*
- *Providing a Child Safe Environment*
- *Complaints and Feedback Policy*
- *Code of Conduct*
- *Incident, Injury, Trauma and Illness Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/04/2022 ---

Date for Review and Evaluation May 2026

## Gender Equity, Inclusion, Cultural Relevance, Anti-Bias and Discrimination Policy

### Policy Statement and Considerations

The service aims to help the children develop their full potential regardless of their gender. To participate in our adventure-based activities, it is expected that the child/ren shall be physically and emotionally independent. If the child/ren do not meet these criteria, they will be assessed on a case by case basis. All children will be treated in the same manner and provided with the same access to all materials and equipment. As the service is unique and specialises in adventure-based activities to enhance self-esteem and physical participation and development the educators encourage the self-management of children behaviours to enable safe conduct of activities and programs; Directors also encourage educators to actively involve all children in activities regardless of gender and abilities.

The service aims to recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures within each child, through the thoughtful integration of a variety of cultural activities in the program. All activities and behaviour in the service will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

### Legislation and Government Requirements / National Quality Framework Considerations

*Education and Care Services National Law 2010: 166*

*National Regulations: 155*

*National Quality Framework: Standard 1.2, 5.1*

*Anti-Discrimination Act 1977*

*Cultural Diversity procedures*

### Strategies for Policy Implementation

#### *Gender Equity and Inclusion*

- Educators shall accept and value every parent and child regardless of sex or ability.
- Educators are to be aware of the way in which they treat individual children in regards to language, attitudes, assumption and expectation, and will treat all children in the same manner regardless of sex.



- Educators are to be aware of the way in which they treat individual parents and each other in regards to language, attitudes, assumption and expectation, and will treat all people in the same manner regardless of gender or lifestyle.
- The program will present positive experiences for the children, which are not based on sex role stereotypes.
- All children will be encouraged to try a variety of activities regardless of sex.
- Resource materials used in the service will as far as possible be non-stereotyped.
- Educators will provide a range of equipment, which is non-sexist and meets the needs of the children.
- Educators should act as positive role models encouraging children to be involved in activities commonly stereotyped for the opposite sex.
- Educators will be actively involved in a variety of activities regardless of sex.
- Every effort will be made to employ educators, relief educators and volunteers from both sexes.
- Every effort will be made by management to offer an inclusive service. The success of this outcome will be directly affected by funding available from the Inclusion Support Services (ISS) and funded places available at the service

### *Cultural Relevance, Anti-Bias and Discrimination*

- Educators shall accept and value every parent and child regardless of race, cultural background religion, sex or ability or sexual preference of parents.
- Educators will make themselves aware of the specific cultures represented in the families and general community of the service.
- No discrimination will be made against any family or child due to their culture, race or sexual preference.
- Educators will not be judgmental towards the parents and respect any differences in childcare practices (with the exception of child protection concerns).
- Educators will ensure parents have confidence in the service's quality of care for their child by seeking information regarding their cultural issues.
- Educators will encourage feedback and input from parents in relation to the program, policies or other issues in the service, which are affected by the families' culture or race.
- Parents will be invited and encouraged to contribute knowledge of their own culture to enhance the overall program.
- All educators will undertake training and sharing of information regarding the various cultures and multicultural programming.
- Educators is encouraged to share knowledge of their own cultures with other educators, parents and children and to incorporate this into the program.
- Educators will make themselves aware of any issues or behaviour, which may be offensive to the various cultures and avoid possible offensive behaviour.
- Contact should be made with the ISS team in the local area for support, assistance and ideas.
- All activities and behaviour in the service will be considerate of the cultural and linguistic diversity of the families within the community.
- Where required parent information will be translated into other languages.
- Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.
- Educators shall research and gain ideas regarding appropriate activities to be incorporated in the program.
- Educators should be aware of and ensure that festivals and celebrations of many cultures are included in the program.
- Cultural awareness should be integrated throughout all activities in the program and reflect an attitude of respect and positive appreciation for the differences in our society.
- All activities in the service will be checked to ensure that negative and discriminating images of particular cultures or life-styles are avoided.
- The service shall promote and endorse any Religious Days of Significance with both children and educators and will incorporate any relevant measures taken on those days

- The service will incorporate cultural aspects within their activities such as food, music, and dance and promote cultural awareness within the service.

### **Links to other policies**

*Interactions with children, including the matters set out in regulations 155 and 156 Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

### Policy Statement and Considerations

The service aims to provide a healthy and hygienic environment that will promote the health of the children, educators and parents. All people in the service will follow preventative measures in infection control. Educators will ensure that they maintain and model appropriate hygiene practices. Cleaning products where possible will be biodegradable and environmentally friendly.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 77, 106, 107, 109*

*National Quality Framework: Standards 2.1, 2.2, 3.1, 3.2*

*NSW Health Department – [www.health.nsw.gov.au](http://www.health.nsw.gov.au)*

### Strategies for Policy Implementation

- All toilet facilities will have access to a basin or sink with running water.
- All toilet facilities will have soap and paper towel for washing and drying hands or hand dryer.
- Women and girls will have access to proper feminine hygiene disposal.
- Soap and paper towel will also be available in the kitchen area.
- One educator will be responsible for monitoring the availability of soap and paper towel to ensure they do not run out.
- Toilets, hand basins and kitchen facilities will be cleaned and disinfected daily.
- Hand washing should be practiced by educators and children before preparing or eating food and after all dirty tasks such as toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal.
- Educators should maintain and model appropriate behaviour and encourage the children to adopt - hygiene practices.
- Education in proper practices should be conducted on a regular basis, either individually or as a group at mat chat. Health and hygiene practices can be highlighted to parents/carers, and also through information sheets or posters.
- In the event of an incident, injury, trauma or illness all educators must wear disposable gloves and face masks when in contact with blood, open sores or other bodily substance, clothes contaminated with bodily fluids or cleaning up a contaminated area. Educators must wash hands with soap and water after removing the gloves.
- Educators with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves. Used gloves should be disposed of safely.
- All surfaces will be cleaned with detergent after each activity and at the end of the day.
- All contaminated surfaces will be cleaned using a two-stage cleaning system. The surface will be wiped down with hot soapy water to clear large contaminated particles. The surface will then be sanitised using an antibacterial spray. The surface will be sanitised before and after food preparation.
- All surfaces including chopping boards will be cleaned in this manner.
- All toys should be washed, cleaned and disinfected on a regular basis.
- All material items such as towels, dress ups and cushion covers will be laundered regularly.
- Children should not share hats (in the event a child forgets a hat they will borrow a clean washed hat from the service).
- Each child will be provided with their own drinking and eating facilities.
- Children will be reminded not to share drinks, utensils or used items that have been dropped on the floor.
- All cups, plates and utensils will be washed in hot, soapy water or placed in the dishwasher.
- All rubbish or leftover food is to be disposed of immediately in bins, compost bins or scrap bucket.
- Bins will be emptied daily and washed out weekly. Scrap bins will be wiped down daily.

## Links to other policies

*health and safety Policies*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

## Absent & Missing Children

### Policy Statement and Considerations

The service aims to ensure the safety and welfare of the children by ensuring clear communication and co-operation between the service, parents and the school. The Service is not responsible for children's welfare until they have been placed into their care. Clear procedures on absent children will be followed at all times.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 12, 174*

*National Quality Framework: Standard 7*

### Strategies for Policy Implementation

#### *Absent Children*

Parents/guardians are to advise the service if their child will be absent on a day that they are booked into care.

Parents are required to

- Mark their child absent, on their Xplor Home App
- If marking a child absent after 1:15pm, the Child's Centre needs to be contacted directly to mark the child absent. Centre contact details are on our website.

#### *Missing Children*

Should a child not be present and waiting in the designated area when expected, the educator will:

- Ask the children of their knowledge of where the child might be.
- Approach the school bus lines teacher and ask for information regarding the child's attendance at school.
- Ensure all other children are well supervised during this time.
- Inform the school that the child was expected at OOSH today. Ask them to find out if the teacher is aware of the parent or anyone else collecting the child.
- If the child is still not located, then the educator will Contact the Centre's allocated bus admin educator to try to make contact with the parent or authorised person to inform them and find out any further information
- Take the other children back to the service.
- Ask the school to keep in contact.
- If parents are not available Admin educators will continue to call until a contact is made.

If the child remains missing:

- The parent/authorised persons are to be kept informed.
- The police are to be contacted.
- Contact the Regulatory Authority.

### Links to other policies

#### *Providing a child safe environment Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/10/2024 ---**

**Date for Review and Evaluation March 2026**

## Animals

### Policy Statement and Considerations

Having a pet at the services gives children the opportunity to observe, interact and learn about animals. It can be a valuable part of a child's education and care experience, enriching their learning about nature, ecology and relationships. Although animals are not a necessary part of the program, the service believes that animals can be a valuable source of learning and enjoyment for the children. Any animals that enter the service must be safe and present no danger to the children in any way. Educators will ensure that everyone in the service will treat with respect and in a humane way all animals, at all times. Strict supervision will be maintained.

"Animals as the Fourth Teacher" the animal is a conduit for learning to be human: some propose that it is only through the animal that we recognise our humanity." (Jill Bone)

### Legislation and Government Requirements / National Quality Framework Considerations

#### *Animal Rights*

*National Quality Framework: Standard 2.2, 3.2*

### Strategies for Policy Implementation

- The decision to keep a pet or have an animal visit the service will be made by the Director/s, based on an observed need or value to the children.
- The Director/s must discuss this in their report at a management meeting and have approval of the management prior to any animal being able to enter the service.
- Any animal or bird will only be considered with the clear understanding of them being safe and suitable with children, and an assurance that the animal will be properly cared for.
- No animal, bird or livestock will be allowed in the program area which is likely to be a source of infection or which in any way may be detrimental to the wellbeing of the children.
- Checks need to be made regarding individual children's allergies before considering an animal in the service.
- New Families need to consider risk minimisation strategies if their child has any allergies to animals prior to enrolling.
- All animals, which are kept in the service, shall be maintained in a clean and healthy condition.
- All hygiene procedures will be followed regarding cleaning and disposal of waste.
- All animals will be located away from any food or food preparation areas.
- Everyone in the service will treat with respect and in a humane way all animals, at all times.
- An educator's member will be designated the duty of ensuring that the animal is appropriately fed and looked after. Alternately a roster of educators and children can be made to fulfil this duty.
- Appropriate food and water will be maintained and kept topped up at all times.
- Appropriate arrangements shall be made to ensure the animal is appropriately cared for over weekend and holiday breaks.
- Children will be educated on an ongoing basis on how to properly care for and handle animals.
- Children will be reminded about the hygiene practices required after handling any animal and educators will ensure that this is maintained eg: handwashing after handling.
- Supervision is to be maintained at all times.

### Links to other policies

*Providing a child safe environment Policy*

*Health and safety Policies*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

## Mobile Device Policy for Children

### Policy Statement and Considerations

Community OOSH Services is committed to providing a safe, inclusive, and distraction-free environment for all children. To support this goal, children are not permitted to bring mobile devices, including smartphones, tablets, or smartwatches, to any of the centre. This policy aims to promote social interaction, physical activity, and full participation in our programs.

### Guidelines

#### 1. *Prohibition of Mobile Devices*

- Children are not allowed to bring mobile devices, such as smartphones, tablets, or smartwatches, to the OOSH Service.
- If a child is found with a mobile device, it will be securely stored by staff and returned to the parent or guardian at the end of the day.

#### 2. *Exceptions*

- In cases where a mobile device is required for medical reasons, parents or guardians must provide a written request detailing the need. The OOSH centre will assess and approve exceptions on a case-by-case basis.

#### 3. *Emergency Contact*

- Parents and guardians can contact the OOSH centre directly in case of an emergency. The centre will promptly relay messages to the children as needed.

#### 4. *Responsibility*

- The OOSH centre is not responsible for the loss, damage, or theft of any mobile devices brought to the centre.

#### 5. *Enforcement*

- Staff will regularly remind children and parents of the policy to ensure compliance.
- Any repeated violations of this policy will be discussed with the parents or guardians to reinforce its importance.

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed May 2025**

**Date for Review and Evaluation May 2026**

## Communication policy

### Policy Statement and Considerations

EDUCATORS / MANAGEMENT

EDUCATORS / PARENT

EDUCATORS / CHILD

EDUCATORS / EDUCATORS

The service aims to maintain positive and open communication between all parties involved in the service. Educators, parents and Directors will be made aware of appropriate communication avenues and procedures.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 155-156*

### Strategies for Policy Implementation

#### *Educators / Management*

- Educators and members of Management are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- The Co-ordinator/s is the main line of communication between the educators and Management
- Educators can raise any issues with the Directors through the Co-ordinators. The Co-ordinator/s will ensure that this is drawn to the Directors attention through the monthly report.
- Where necessary educators will be invited to management meetings to discuss their concerns.
- Where the matter is seen as urgent, the Co-ordinator/s may raise the issue with the Directors prior to the meeting and discuss if there is a need for immediate action to be taken at that time.
- If educators have an issue they do not wish to address with the Co-ordinator/s they may personally write to the Directors identifying the problem and asking for the help of Management.
- A copy of this letter must be given to the Co-ordinator/s.
- The issue should be raised at the next management meeting. The educators member involved will be asked to attend the meeting to personally discuss the issue.
- Where there is a distinct conflict between a educators member and the management, the educators member or management can act on this as per the grievance procedures. A mediator can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures
- Confidentiality principles will be maintained by the educators at all times.

#### *Educators/parent*

- Educators will create a comfortable and supportive environment for parents and strive for open communication and good relations with parents.
- Educators and parents will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- Educators will not be judgmental towards the parents and respect their need to use childcare.
- Educators will accept parent's individual differences in raising their children and in all cultural issues.
- Educators will ensure parents are greeted and farewelled in all sessions.
- Educators will maintain regular, open communication with parents. Educators should inform parents personally about anything relating to their children as an ongoing process. This could be praise



about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern and so on.

- Educators will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.
- Educators will regularly talk to parents about the child's cultural needs and celebrations and respond to these.
- When parents contact the service to see how a child is settling in, the educators will provide the parent with information regarding the child's participation and wellbeing.
- Conversations will be maintained at a positive level
- Confidentiality principles will be maintained by the educators at all times.

Communication with parents will be maintained in a variety of ways such as:

- Greeting and fare welling.
- Personal conversations.
- Notice boards.
- Parent handbooks.
- Newsletters alerts via social media and website
- Information from the Management.

Educators will ensure that parents are fully aware of all lines of communication and ensure these are followed.

Educators will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required.

Parents and educators are requested to maintain confidentiality at all times.

#### *Educators / child.*

- Educators and children are to treat each other with respect, courtesy and understanding.
- Educators will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the service.
- Appropriate language is to be maintained at all times.
- Educators will use appropriate voice tone and level when talking to children. Shouting should be avoided.
- Educators will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- Educators will initiate conversations with all children and develop an understanding of the child and their interests.
- Educators will give praise and positive feedback to the children as often as possible.
- Educators will form friendly and warm relationships with the children in their care.
- When communicating with children educators will ensure that they are understood and to communicate at the child's level.
- Children will never be singled out or made to feel inadequate at any time.
- Educators will not threaten or verbally abuse the children in any way
- Confidentiality principles will be maintained by the educators at all times.
- Educators will maintain respect for child/children at all times.

#### *Educators /Educators*

- Educators members are to treat each other with respect, courtesy and empathy.
- Appropriate language is to be used between educators at all times.
- Educators is expected to work together as a team and be supportive of each other in the workplace.
- Educators meetings are appropriate times to raise matters of interest or concern to other educators. The Director/s will arrange for educators contributions to be placed on the meeting Agenda.
- Educators is expected to read minutes of educators meetings and to take notice of changes to Centre policy and procedures.

- Educators is to read the daily communication book prior to the commencement of each roster.
- Educators will familiarize themselves with the content of all notices displayed around the service.
- A educators member with concerns about the work practices or standards of another educators member will firstly approach that educators member to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.
- Educators should not unnecessarily involve parents or other educators member in their matters of grievance or complaint
- Confidentiality principles will be maintained by the educators at all times.
- The principles of respect will be maintained from educators to educators at all times.

### *General Communication*

Several methods of communication are available for educators to utilise to communicate news and information to parents/guardians, children and other stakeholders. There are regular newsletters, notices and signs in the service, parent communication book and photo boards and opportunities for the parents to attend the service for information sessions.

### *Communication Methods*

The various methods of communication can be:

- Internet Website
- Program letters and feedback forms
- Daily information sheets and/or boards in the service
- Verbally in person or by telephone
- Photographs, programs, information regarding topics of interest to parents/families, coming events and items of interest are displayed for parents to view and photo boards.
- Communication books
- Statements

### **Links to other policies**

*Interactions with children, including the matters set out in regulations 155 and 156 Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

## Death of a child, parent, visitor or staff member policy

### Policy Statement and Considerations

Staff at Community OOSH Services must be prepared to handle all incidents in a professional and sensitive manner. In the event of such tragic circumstance as the death of a child, parent, visitor or staff member, the staff will follow guidelines as set out below.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 12, 176, 183*

*Education and Care Services National Law 2010: 39(2), 174(2)(a)*

*National Quality Framework: Standard 7*

### Strategies for Policy Implementation

An approved provider must notify the regulatory authority of any serious incident meaning an incident or class of incidents prescribed by the National Regulations as a serious incident. For more information refer to the Guide to National Law and National Regulations.

The definition of 'serious incidents' was amended on 1 September 2013 for all states and territories except Western Australia.

The definition of serious incidents that must be notified to the regulatory authority is:

(a) The death of a child:

- while being educated and cared for by an education and care service or
- following an incident while being educated and cared for by an education and care service.

(b) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service, which:

- a reasonable person would consider required urgent medical attention from a registered medical practitioner or
- for which the child attended, or ought reasonably to have attended, a hospital. e.g whooping cough, broken limb, anaphylaxis reaction

(c) any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought

(d) any circumstance where a child being educated and cared for by an education and care service

- appears to be missing or cannot be accounted for or
- appears to have been taken or removed from the education and care service premises in a manner that contravenes these regulations or
- is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

The staff must notify the regulatory authority within 24 hours of becoming aware of a serious incident.

The death of a child being educated and cared for at the service, or following an incident while being educated and cared for at the service, is a "serious incident" under the national law (National Law: Section 174 National Regulations: Regulations 85–87, 168, 177–178, 183 and National Law: Section 174 National Regulations: Regulation 12, 87).

The Approved Provider will notify the regulatory authority as soon as practicable and within 24 hours of the death using form SI01 Notification of Serious Incident .

The documentation will be kept until the end of 7 years after the death.

## **Links to other policies**

*Health and safety Policies*

*Incident, injury, trauma and illness procedures complying with regulation 85 Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

## Educational and Practice Programs policy

### Policy Statement and Considerations

The service offers a unique adventure-based program and aims to develop and implement a balanced program that is stimulating, interesting and exciting which allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of all children. The program will reflect the cultural diversity of today's society.

Excursions should be planned to ensure that the purpose of the trip will provide support to the existing educational program for the service and the children. Children and parents are encouraged to be actively involved in the planning and implementation and evaluation of the program.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 73-76*

*National Quality Framework: Standard 1*

### Strategies for Policy Implementation

- The Director/s and Educational Leader will be responsible for the development of a child centred program, which reflects the philosophy of the service and meets the social, physical, recreational, intellectual, creative and emotional developmental needs of the children attending.
- Programs will be developed for all aspects of the service, before school, after school, vacation care and school educators development days.
- The written program will be prepared each week and be displayed for children and parents to see.
- Educators will be allocated time each week to fulfil the task of programming as part of their duties.
- Training in children's programming and activities will constitute part of educators development and be included as an item in the service's budget each year.
- Children and parents are encouraged to incorporate their views, ideas and specific interests into the program.
- Educators will encourage feedback and input from children and parents in relation to the program.
- Educators will regularly talk to parents concerning their child's interests and activities and respond to parents suggestions, requirements and expectations.
- Children will be encouraged to be actively involved in the planning, implementation and evaluation of the program, through discussions, conversations, group meetings and planning.
- All children's opinions will be considered.
- The program will be recorded and clearly displayed for all educators, parents and children to see.
- A written program for vacation care indicating excursions and times will be provided for the parents prior to the vacation care starting.
- The program will be made available to any persons who wish to view it via our website
- The program will be flexible to meet the needs of the children and allow for spontaneity and enjoyment in the service.
- Educators will interact with children and where appropriate participate in activities and encourage children to try new activities.
- The program will be evaluated on an ongoing basis to ensure it is meeting the needs of individual children and the families in the service.
- Special group activities for older children may be organized as part of the program according to need. They should be implemented where there are suitable numbers of older children and adequate educators levels can be maintained.
- Excursions will also be organized as part of the program.
- The program is to:
  - Promote the importance of adventure-based play in the child's life
  - Reflect the cultural and language diversity of the local and wider community.
  - Consider all developmental areas.
  - Consider the age range of children.

- Consider individual and group interests, needs, skills, talents and abilities.
- Be balanced providing a range of indoor/outdoor activities, quiet/active times and areas, structured/unstructured activities.
- Provide a variety and choice of activities for the children.
- Be stimulating, interesting and exciting, to allow for opportunities to explore and develop new skills.
- Provide a variety of toys and equipment available to all children regardless of age or sex.
- Foster children's independence and self-help skills.
- Foster friendships and encourage co-operative and responsible behaviour among children.
- Provide children with opportunities for self-expression and self-direction.
- Provide an environment, which will foster the child's self-esteem.
- Help children develop self-discipline skills through positive example and direction.
- Help children to appreciate and care for each other and their surroundings.
- Make the children feel welcomed and valued in the service.

## **Links to other policies**

*Health and safety Policies*

*Excursions, including procedures complying with regulations 100 to 102 Policy*

*Interactions with children, including the matters set out in regulations 155 and 156 Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/04/2022 ---

Date for Review and Evaluation March 2026

## HIV/AIDS/HEP B and C policy

### Policy Statement and Considerations

The service respects the right for all children to be loved and cared for and aim to provide a safe and secure environment for all children in the service. The service will not discriminate against any child or families' right to achieve that care as outlined in the law.

The service believe that HIV/AIDS and Hepatitis B and C are best dealt with by preventative measures and will ensure that clear guidelines are given to eliminate the risk of spreading the diseases and ensure the safety of all educators and children. Proper confidentiality will also apply.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 88*

*National Quality Framework: Standard 2, 7*

*Federal Disability Discrimination Act.*

*Equal Opportunity Act.*

*Occupational Health and Safety Act.*

### Strategies for Policy Implementation

- Under the Federal Disability Act and the Equal Opportunity Act, no discrimination will take place based on a child's/parent's/educators member's HIV status.
- Discrimination in regard to access to the service is unlawful. A child with HIV or Hepatitis B or C has the right to obtain a position in the service should a position become available and a educators member the right to equal opportunity of employment.
- A child with AIDS shall be treated as any other child, as HIV is not transmitted through casual contact. The child shall be comforted by cuddling, hugs and holding hands.
- Where educators are informed of a child, parent or other educators member who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. A breach of this confidentiality will be considered a breach of discipline.
- Educators will ensure that no discussion is made other than insuring proper care of all children is maintained.
- No conversation is to be undertaken in hearing of any unauthorized adults, or around the children.
- Proper safe and hygienic practices will be followed at all times. (See Hygiene policy for details.)
- No one will ever be denied the right to first aid.
- All children will be considered as infectious. All educators dealing with open sores, cuts and bodily fluids with any child or adult shall wear disposable gloves.
- Educators with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves.
- Disposable gloves will be properly and safely discarded and educators are to wash their hands after doing so.
- If a child has an open wound it will be covered with a waterproof dressing and securely attached.
- If bodily fluids or blood gets on the skin but there is no cut or puncture, wash away with hot soapy water.
- In the event of exposure through cuts or chapped skin, promptly wash away the fluid, encourage bleeding and wash in cold or tepid soapy water.
- In the event of exposure to the mouth, promptly spit it out and rinse mouth with water several times.
- In the event of exposure to the eyes, promptly rinse gently with cold or tepid tap water or saline solution.

- In the event of having to perform CPR, disposable sterile mouth masks are to be used, or if unavailable a piece of cloth. The educators person in charge of the first aid kit will ensure that a mask is available at all times.
- Any exposure should be reported to the Director/s and Management to ensure proper follow up procedures occur.
- Note: Hot water may coagulate the blood and protect the virus from the soap or disinfectant. It is best to use cold or tepid water temperatures in all cleaning processes.
- Any soiled clothing shall be handled using disposable gloves, soaked in disinfectant or hot soapy water. Clothing will be placed and sealed in a plastic bag for the parents to take home.
- Any blood or bodily fluid spills will be cleaned up immediately, using gloves and the area fully disinfected.
- Cloths used in cleaning will be wrapped in plastic bags and properly disposed of.
- Educators and parents will be encouraged to participate in AIDS and Hepatitis education.
- Education can take the form of educators training, educational seminars, brochures, etc.

## **Links to other policies**

*Dealing with infectious diseases, including procedures complying with regulation 88 Policy*

*Dealing with medical conditions in children, including the matters set out in regulation 90 Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022**

**Date for Review and Evaluation March 2026**



## Immunisation policy

### Policy Statement and Considerations

The service will comply with the current legislation of New South Wales Health laws introduced in January 2018. These new requirements do not apply to OOSH services. As per the legislation “The following children are permanently exempt from the new requirements:

- Children who are enrolled in formal schooling (for example, attending before and after school care both on school campuses or externally)

The service does comply with the National Education & Care Regulations (r162) and collate information on the immunisation status of the children enrolled at the service.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 162*

*National Quality Framework: Standard 2*

*Department of Health Recommendations.*

*Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2015*

### Strategies for Policy Implementation

- Parents will provide the service with documented evidence of their child’s immunisation status.
- This information will be recorded in the enrolment form.
- In the event of an outbreak of vaccine-preventable disease at the service or school attended by children at centre, children not immunized will be required to stay at home for the duration of the outbreak, for their own protection.
- The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.
- Payment of fees will be required for children excluded during an outbreak of a vaccine-preventable disease, unless other arrangements, discussed and agreed to by the management committee, have been made.
- All educators should also maintain through immunisation, their immunity to common childhood diseases.
- Educators will be encouraged to undergo immunisation for Hepatitis B if they are not already immunized. The service will arrange for the immunisation of all new educators.
- It is also recommended that all adults receive a booster dose of tetanus and diphtheria vaccine every 10 years
- For further information visit <https://www.health.nsw.gov.au/immunisation/Pages/default.aspx> or visit New South Wales Health government health website.

### *Which documents will be required from parents/guardians*

If a child is immunised, upon enrolment of their child, parents/guardians must provide to the service

- An Australian Childhood Immunisation Register (ACIR) Immunisation History Statement which shows that their child is up to date with their scheduled immunisations.

### Links to other policies

*Governance and management of the service, including confidentiality of records Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/04/2022 ---

Date for Review and Evaluation March 2026

## Participation and access policy

### Policy Statement and Considerations

The service believes that participation by parents/guardians/approved persons in issues relating to their children is important. The service aims to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents in activities will be actively sought and open communication constantly maintained. Parents are encouraged to be involved in issues that relate to them and their children, through participation and discussion about all issues relevant to the running of the service.

To participate in our adventure-based activities, it is expected that the child/ren shall be physically and emotionally independent. If the child/ren do not meet these criteria, they will be assessed on a case by case basis (Determining whether a child poses an unacceptable risk).

The service will require the parent to complete a Pre-Enrolment Assessment Consent Form to obtain information from the child's school or professional practitioner.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Quality Framework: Standard 6*  
*Family Law Act.*

### Strategies for Policy Implementation

- Educators will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued.
- Educators will establish a pattern of exchange of information, communicating to parents about their child or what they did on that day that may be of interest to them.
- Educators will accept individual differences in the way parents bring up their children.
- Parents will be informed of all relevant issues in the service through direct contact, notice boards, or letters home.
- Parents are welcome in the service always and educators will happily explain activities or answer any questions about the service to them.
- Parents need to be aware however of the educators' requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the service with the Director/s or another educators' member, an appointed time suitable to both will be organized.

### *Access by Non-Custodial Parent*

If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.

Evidence of court orders or agreements will be considered part of the enrolment to minimize the likelihood of distressing situations occurring in the future.

When a non-custodial parent attempts to collect a child from the service the educators will:

- Be polite, firm and clear and remember your primary duty is to the children in your care.
- Clarify the legal position with the non-custodial parent. For example, educators may say, 'I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent.'
- Ask the person politely to leave.
- If they refuse to leave, call the police.
- In all cases educators should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible.
- Educators will not be expected to physically remove or restrain a non-custodial parent.
- In the event that they remove their child from the premises without consent, the educators will take the number plate of the car and contact the police and custodial parent.

### **Links to other policies**

*Delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99 Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

## Social Media policy

### Policy Statement and Considerations

To ensure that our service, children, educators or families are not compromised on any form of social networking or related website. A social networking website can be defined as a website used to socialise or communicate. These include but are not limited to Facebook, Instagram and Twitter (including usage on any device such as the internet, mobile telephone or tablet).

### Legislation and Government Requirements / National Quality Framework Considerations

*National Quality Framework: Standard 2, 7*

### Strategies for Policy Implementation

The objectives of the policy are to:

- Our stance on social networking websites is that they are for personal use only and should not be accessed while the educator is at work.
- Educators who can access a social networking website via their mobile phones are not to do so when their OOSH Service is open.
- No information about what happens at the service should be posted on a personal social networking website, nor should any photos taken at the service or on an excursion, be put on a personal social networking website. If an educator does put photos of a child or children enrolled at the service on their social networking website, families will immediately be contacted. If possible, the social networking website will be contacted to delete the photos. The educator will face an inquiry into their actions, and depending on the severity, may receive disciplinary action.
- Educators will not add clients of the Service as contacts on their personal social networking website(s). Educators that have pre-existing relationships with a client where they already have that client as a contact is acceptable.
- Please be aware that social networking websites are not a private means of communication but can be accessed by the public, therefore, it is important not to share private information about service or its clients on social networking websites. Should you do so, the educator will face an inquiry into their action and depending on the severity, may receive disciplinary action.
- Should harassment of any kind take place on a social networking site, such as, but not limited to, sexual or verbal harassment, educators will face an inquiry into their actions and depending on the severity of the situation, may receive disciplinary action.
- Should a family member related to the service harass an educator via a social networking website, management will conduct an inquiry into their actions and depending on the severity of the situation face possible disciplinary action/termination of their child's place at our service.
- This policy also complies with State and National Laws regarding social networking websites. Should an educator break the law on a social networking website, such as, but not limited to, defamation, the service will contact the police and other relevant authorities.

### Links to other policies

*Providing a child safe environment Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/04/2022 ---

Date for Review and Evaluation March 2026

## Transportation policy

### Policy Statement and Considerations

The service believes that children travelling to and from school and excursions have the right to be safe. The service will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 85, 100-102*

*National Quality Framework: Standard 2, 6.2*

*Road and Transport Regulations.*

*Passenger Transport Act 1990*

### Strategies for Policy Implementation

- All children travelling from one place to another must have the written consent of their parents.
- An all-weather meeting place will be established when collecting children from school.
- All vehicles used by the service will comply with the appropriate road and transport regulations, will be mechanically sound, have regular maintenance and have third party and comprehensive insurance.
- Ensure bus drivers and educators have been trained as part of induction on the transport policy and their responsibilities when traveling and or driving, in accordance to regulations 85 and 168.
- The driver will ensure that the fuel level is sufficient to undertake the journey.
- All educators and drivers will hold an appropriate driver's license for the vehicle they are driving. A MINIMUM CLASS "C" IS REQUIRED BY ALL DRIVERS
- All vehicles requiring additional license qualifications to be driven i.e "LR" "MR" or "HEAVY VEHICLE" will be staffed by a driver and 1 or more additional Educators to ensure the adequate supervision and safety of the passengers'
- All educators and drivers will hold appropriate First Aid and "Working With Children" certifications
- All private vehicles can only be used if:
  - o The vehicle is registered and in a safe mechanical condition.
  - o The vehicle is equipped with seat belts according to the Passenger Transport Act 1990.
  - o The vehicle has comprehensive insurance.
  - o The driver has a current driver's license and holds appropriate First Aid and Working With Children certifications
  - o Before travelling in the vehicle, the educators and drivers must ensure that all children wear a seat belt. When in a bus, ensure children wear belts where seat belts are fitted.
- A First Aid Kit will be carried on all vehicles
- A Fire Extinguisher will be carried in vans and buses.
- Children will be required to remain seated and not behave in a dangerous or distracting manner. The driver will stop the vehicle if necessary, in a safe place until the children comply with instructions.
- When picking up children, the vehicle will be parked in a location which does not require children to cross roads.
- The driver will ensure that the vehicle has the appropriate number of passengers for the vehicle and that it is not overloaded.
- All drivers will carry the service's name, address and contact number at all times. An emergency contact number should also be provided.
- Educators will have a list of the children's names and number of children travelling is taken for each regular transportation.
- Have access to the service's name, address and contact numbers with them.
- Sign children in on the roll as they enter the vehicle.
- Assist children in getting on and off the mode of transport.
- Ensure that all children are accounted for before allowing the vehicle to leave.

When transporting children by foot educators will:

- Ensure that the safest route is taken.
- Ensure children cross the road at the crossing or lights where available and obey the road rules.

- Undertake extreme care crossing all roads.
- Keep children together as a group and walk in line on pavements. Educators members are to remain vigilant to ensure that no child runs ahead, lags too far behind the group or acts inappropriately.
- Take appropriate wet weather gear, jackets or sun hats to use as required.
- Children should be made aware of all the rules associated with all the modes of transport. Educators will ensure that these rules are enforced. If children cannot comply with expectations to ensure safe transportation of themselves and other children, they will be excluded from activities that require transportation to these activities.
- If a parent requests for their child to make their own way to the Centre after school or is to be collected from a place other than the school bus lines the request will need to be approved by the director. The parent will be required to complete the request in writing and this request will state "The time from when the child leaves the school ground to the time Community OOSH Services signs in your child on the afternoon roll, will be the parents responsibility." Community OOSH Services will not be responsible for your child until they are in our care.
- Driver to complete vehicle lockdown at the completion of each journey that includes a visual check inside and outside of the vehicle for children, bags and belongings, safety check and lock vehicle.

When transporting children for extra activity or sport drop off the service will:

- Have a written authorisation completed by a parent or other person named in the child's enrolment record, detailing regular outing and regular transportation methods with risk assessments available upon request
- *Regular Outing means a walk, drive, or trip to and from a destination – a. that the service visits regularly as a part of its educational program; and b. where the circumstances relevant to the risk assessment are substantially the same on each outing*
- *Regular Transportation, in relation to an education and care service, means the transportation by the service (other than as part of an excursion) of a child being educated and cared for by the service, where the circumstances relevant to a risk assessment are substantially the same for each occasion on which the child is transported.*
- *If the transportation is 'regular transportation,' the authorisation is only required to be obtained once in a 12-month period*
- Risk assessments identify and assess risks that the transportation of a child may pose to the safety, health or wellbeing of the child, and specify how the identified risks will be managed and minimised.

*In the case of a vehicle breakdown the educator's person in charge or the driver will:*

- Telephone the service to inform the Director/s.
- The Director/s and the educator's member will discuss suitable alternative transport and organize for this to be undertaken.
- Ensure that the children are kept safe at all times.
- The Director/s will inform the parents of the breakdown if necessary.

*In the case of a vehicle accident or other incident, injury, illness or trauma the educator in charge will:*

- Check to see if any children or driver are hurt, conduct first aid and phone for an ambulance if necessary.
- Comfort and calm the children.
- Ensure that the children are safe at all times.
- Take the required details of the other driver involved: name, contact, registration number, driver's license, insurer and any damage made to either vehicle.
- Phone the service to inform the Director/s and organize alternative transport.
- Phone the police if necessary.
- Make an accident report on return to the service.
- A mobile phone will be carried in case of accident or emergency and children should be instructed to stay with the vehicle until assistance arrives. The service's details should always be carried on the vehicle.
- In a situation where there is only one educator's member in attendance a mobile phone will be allocated to take on the journey, so no one needs to leave children unattended.
- The Director/s will inform the parents of the incident and ensure that all the appropriate accident procedures are undertaken.

**Links to other policies**

*Incident, injury, trauma and illness procedures complying with regulation 85 policy*

*Excursions, including procedures complying with regulations 100 to 102 policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/10/2022**

**Date for Review and Evaluation March 2026**

## Videos and Films policy

### Policy Statement and Considerations

Films and videos can be used as part of the program of activities after thoughtful consideration relating to the content and message of the film. Educators will ensure all videos and films are suitable for the children's ages and that parent's permission has been given. Any photographs of children uploaded to Facebook without the express permission of parents/guardians is seen as an offence and person/persons responsible will be dealt with by discharge from the service.

### Legislation and Government Requirements / National Quality Framework Considerations

*Film ratings from Australian Broadcasting Authority*

### Strategies for Policy Implementation

- TV film and video will only be viewed that have a G or PG rating.
- TV and Videos may be used and when used should be planned as part of a balanced program of activities. They could highlight a particular activity or interest in the program. They should not be a daily activity in the service.
- Videos or film may be planned as part of the program during vacation care and advertised in the program to the parents, but again is not to be used as a daily activity.
- Parents should be notified that G and PG rated videos may be shown and permission sought on the enrolment form.
- Educators should preview the film or video where possible.
- Online Streaming Services are locked for G and PG only viewing.

Children should continue to be provided with other activities during the showing of a video and be properly supervised, even if the majority of the children are attending the viewing.

### Links to other policies

*Providing a child safe environment policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**



## Photography policy

### Policy Statement and Considerations

Photographs of children will be taken regularly for parents to view their child's participation in the program and learning outcomes. No child/children will be permitted to be photographed by anyone except Educators or someone authorised by the Coordinator. Should you not wish to have your child photographed at any time please sign a "No Publicity" document. Parents are able to view their children's learning and leisure experience daily via our monitors which has recorded the children participating in a variety of activities throughout the day.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations*

*Education and Care Services National Law 2010*

*National Quality Framework: Standard 1, 5, 6*

### Strategies for Policy Implementation

The objectives of the policy are to:

- In relation to any parent or family member who is visiting the service with the intention to take photographs the service will ensure:
  1. All families are notified in advance of when, why and by whom photographs may be taken in the Service.
  2. All families are given the opportunity to object to their child being involved in any photographs, and that these wishes are respected.
  3. Any parent or family member may only photograph their own child unless given permission by another child's parent.
- The Service accepts that families may want to display photographs of their own child on the internet; however, we do not condone the display of photographs taken of children from other families.
- The Service will respect the wishes of all families who do not wish their child to be photographed and will be responsible for ensuring that the child is not photographed while in attendance at the Service. This may mean however, that the child may be removed from group situations where photos will be taken.
- If a parent has given permission for their child to be photographed by anyone other than an educator, the Service does not accept responsibility for the distribution or use of any photograph taken.

### Links to other policies

*Providing a child safe environment Policy*

*Governance and management of the service, including confidentiality of records Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

### Policy Statement and Considerations

The service believes that the child to educator ratio is an important factor in determining the quality of care that the service provides. The service aims to maintain positive educator, child and parent interactions and quality and safe care by working closely to standards outlined in the National Regulations.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 121-123*

*Education and Care Services National Law 2010: 169*

*National Quality Framework: Standard 4*

### Strategies for Policy Implementation

*Educators: child ratios.*

*The educator to child ratio is 15:1 from 1 October 2018.*

Supervision is a key aspect of ensuring that children's safety is protected in the service and excursion environment. Educators will have a general awareness of where children are playing at all times. The level of supervision in each area will depend on the activities and age of the children participating.

#### *Minimum educators' numbers:*

- There will be a minimum of 2 educators members present at all times, excluding BSC and VC 7:00am - 7:30am.
- Educator-to-child ratios apply at all times that the service is operating.
- Ratios do not have to be met in each individual vehicle and at the service premises, ratios are counted across the service.
- This means that where a service has children under their care across different locations, including in transit, the number of educators required will be calculated by using the total number of children across the service.
- Transport ratios will be subject to an appropriate risk assessment, in circumstances where adequate supervision and compliance with first aid requirements can be demonstrated, a small number of children may be transported in a vehicle classified by the RMS as a car without an additional educator present. The RMS classifies a car as a vehicle under a Class C licence that seats a maximum of 12 people (including the driver).
- The number of children that can be adequately supervised by a sole driver will depend on the circumstances in each case and child protection will be addressed.
- When educators are sick or unable to attend work, appropriate relief educators will be employed to meet the standards.
- For an emergency or if an educator becomes sick, a replacement should be obtained where possible before the educators leaves the service.
- If a relief educator is unable to be obtained, suitable volunteers may be employed on a casual basis to cover the numbers.
- Volunteers will only be counted on excursions to make up the higher number of carers required, or when temporarily employed.
- Junior educators who are employed under our Junior Educators scheme will be included in numbers but will be under direct supervision of experienced Educators.

### Links to other policies

*Providing a child safe environment Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/04/2022 ---



## Notification of change to policies and procedures policy

### Policy Statement and Considerations

The service aims to provide effective management and a quality service through the ongoing development and review of policies, which are required to run the service efficiently. The service will ensure that all individuals are aware of relevant policies and changes and have free access to all policies.

### Legislation and Government Requirements / National Quality Framework Considerations

*National Regulations: 172*

*National Quality Framework: Standard 7*

### Strategies for Policy Implementation

The service will ensure the development of all required policies under the National Standards. Other policies are to be developed as deemed necessary by the service.

*This will be based on the following criteria:*

- *An issue or problem arises that is not addressed in a current policy.*
- *A current policy is not meeting the current need.*
- *Daily operations of the service are unclear to educators, parents or management.*
- *Educators, parents or management is unsure what to do in a certain situation.*
- *There have been changes due to outside influences.*
- *All policies must reflect the current philosophy of the service.*

*The service will ensure its obligations:*

- regularly seek feedback from everyone effected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its
- procedures

The service will ensure that any new service members, educators and families entering the service are made aware of the policy booklet and any specific policies relevant to them.

Any persons involved in the service are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents and educators will be informed of this policy on enrolment/employment and through the service's information booklet.

Educators and parents and any other relevant persons will be encouraged to have input into the development, review or changes to any policies and where appropriate be involved in the development of these policies.

All other policies will be reviewed on an annual basis and more frequently if the need arises. All families will be notified of any changes.

*The review of policies will be based on the following criteria:*

- Is the policy operating effectively?
- Does it include appropriate responses to individual incidents?
- Does it meet the needs of all involved in the service?

- Does it meet the aims and objectives as outlined?
- Is it consistent with current philosophy?
- Is it consistent with current legislation, acts and standards?

Any changes to existing policies will be circulated immediately to all involved in the service through individual notes, notice boards, personal contact and if felt necessary through a group meeting. The date the changes will become effective will be noted.

All changes are to be recorded in the policy booklet with the date of endorsement and review.

As an ongoing practice, specific policies may be mentioned again through notice boards, letters or personal contact to highlight any relevant issues. This may be required if there is a recurrent problem arising or to highlight any specific current issues in the running of the service.

## **Links to other policies**

*Governance and management of the service, including confidentiality of records Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

## Roles of Management

### Policy Statement and Considerations

The service aims to provide a quality centre and will ensure that the service operate according to the legal requirements of an approved provider. The service will ensure that decisions are made in a proper way, according to the service's Policies and Procedures and in the best interests of the service.

### Legislation and Government Requirements / National Quality Framework Considerations

*Service structure.*

*National Law Sections 5, 44, 56, 161: National Regulations 35, 146 (Nominated Supervisor)*

*National Law Sections 169: National Regulations 118, 148 (Educational Leader)*

*National Law Sections 165: National Regulations 119-120 (Age and supervision requirements)*

*National Law Sections 169: National Regulations 125-135 (Qualifications)*

### Strategies for Policy Implementation

The service will ensure that the service is managed according to the funding bodies' requirements and that all relevant guidelines, acts, regulations and the Policies and Procedures are adhered to.

The Directors will know the requirements regarding:

- Service structure, roles and duties
- Constitution
- Service philosophy, Vision and Mission
- Policies and procedures
- Funding and operational agreements
- National Standards
- Meetings
- Financial requirements
- Employment responsibilities

The Director/s will attend meetings of the service and present a written progress report regarding the running of the service and will provide information to the Operations Manager and Coordinators to assist in making decisions.

Coordinators will attend regular meetings with the Directors to raise issues on behalf of the educators and to provide feedback to other educators on the Directors' decisions.

### Role of the Directors

- The Directors is responsible for the ongoing management of the service. Primarily this involves legal, financial and employment responsibilities.
- The responsibility for the day- to -day operations of the service however is delegated to the Coordinators.

General ongoing tasks of the Directors include:

- Ensuring the needs of the parents, children and educators are met
- Ensuring the smooth daily operation of the service
- Communication of relevant issues
- Publicity and public relations
- Development and review of policies
- Planning
- Financial management and administration

- Liaison and compliance with funding and licensing bodies
- Employment, supervision and direction of educators, ensuring appropriate industrial awards are adhered to
- Continued maintenance and repair of the building and equipment
- Addressing ongoing issues as they arise
- Nominated management members may gain access to the services records, etc but only in accordance with confidentiality guidelines and when necessary to fulfil their management responsibilities Confidentiality will be maintained at all levels at all times

Directors are responsible to ensure Our Mission Statement is known and understood by children, parents and Educators.

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

**Date Endorsed 01/04/2022 ---**

**Date for Review and Evaluation March 2026**

## Sustainability Practices

### Policy Statement and Considerations

The service is committed to ensuring policies and procedures developed as part of the program, minimise 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.

### Legislation and Government Requirements / National Quality Framework Considerations

*Environmental Protection Act 1994, Environmental Protection Regulation 2008*  
*National Quality Framework: 3*

### Strategies for Policy Implementation

The Nominated/Certified Supervisor 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 use;
- 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.
- All policies and procedure manuals are found on our website at [www.communityoosh.com.au](http://www.communityoosh.com.au) and at services that have QIKKIDS Kiosk parents can access these policies from the sign-in terminal.

Educators will encourage children to be aware of energy efficiency, particularly in relation to the use of lighting, heating and air conditioners.

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

### Links to other policies

*Nutrition, food and beverages, dietary requirements Policy*

*Animals Policy*

*Providing a Child Safe Environment Policy*

All policies will be reviewed annually or as required due to changes in:

- Legislation
- Regulatory Guidance
- Service Operations

Date Endorsed 01/04/2022 ---

Date for Review and Evaluation March 2026



