



**LINDFIELD ACTIVITY CENTRE**  
*Policies & Procedures- Administration & Management*





Conducted by  
Lindfield Out of Hours Care Centre Incorporated  
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# STATEMENT OF PHILOSOPHY

***Lindfield Activity Centre is an Out of School Hours Care Centre, that strives to cater to the needs of the Lindfield Public School community. Our aim as a not-for-profit organisation is to provide accessible and affordable quality care in a welcoming and nurturing environment. This is achieved through an inclusive child-centered program, quality staffing and the promotion of healthy lifestyle choices.***

***We believe that the children who attend our centre should create a program that reflects their diverse interests. We value play-based learning and the opportunity it creates for children to explore, experiment, and engage with one another in our environments. Our hope is that through our program we can acknowledge our children's ideas, whilst utilising the knowledge of our Educators to create moments of intentional and spontaneous learning.***

***LAC strives for the inclusion of all children who attend our service. We understand that each child has differing needs and that everyone develops in different ways. We are committed to supporting all children to access opportunities regardless of their diverse circumstances and abilities.***

***At LAC we recognise the importance of establishing healthy lifestyle choices with children from a young age. We understand that this is crucial to developing a strong sense of wellbeing and confident identities. We aim to establish this through healthy eating, hygiene modelling and providing ample opportunities for active play. We aim to empower children to cook, prepare and serve their own meals. This provides opportunities for intentionality while cooking to talk about healthy food choices and hygienic practice.***

***As a community centered service, we recognise that every child's sense of being and belonging is shaped by their family's culture and the diversity within our community. Therefore, we encourage families to be involved in***

***ongoing programming and evaluating. We also strive to be active participants within our community by networking with other OSHC services, utilising professional learning and support networks.***

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# ADMINISTRATION & MANAGEMENT

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LINDFIELD ACTIVITY CENTRE  
*Policies & Procedures*

# Absent and Missing Children

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## **POLICY STATEMENT**

We aim to ensure the safety and welfare of the child by ensuring clear communication and cooperation between the service, parent and guardians and the school.

## **CONSIDERATIONS**

- Education & Care Services National Regulations 99, 158-161, 168, 176.
- National Quality Standards 2.3 and 7.3.
- Incident, injury, trauma and illness Policy
- Delivery & Collection of Children Policy
- Emergency & Evacuation Procedures

## **PROCEDURE**

- Parents/guardians are to advise the centre if their child will be absent on a day that they are booked into after school care.
- As soon as parents/guardians are aware that their child will be absent for after school care they should contact the service or notify a staff member when picking up their child on a prior occasion.
- Parents/guardians must indicate how long they expect the absence to be for if more than one afternoon.
- Staff will record any such notice given by parents/guardians in the diary and notify the Nominated Supervisor.
- Any child who has not presented themselves at the centre by 3:15pm will be followed up immediately. If they have not been located by 3:30pm the centre will go into lockdown.
- If the child was confirmed absent from school absentee list, the Responsible Person will call the child's authorised nominees at a suitable time. This is to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.

Staff will:

1. Ask the other children of their knowledge of where the child might be.
2. Consult the school absentee list for that day and contact the school office.
3. If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area.
4. If the child was present at school, then the responsible person will call the parent/guardian or emergency contact to verify the whereabouts of the child.
5. The centre will go into lockdown until the whereabouts of the child is determined.
6. If the child is still unable to be located, educators will return to the service and continue to call the child's authorised nominees until contact has been made. Maintain contact with the authorised nominees until the child has been located.
7. Continue to keep in contact with the school during this time.
8. If the child remains missing, contact the police, and keep the authorised nominees and school informed of the situation.
9. Educators will notify ACECQA within 24 hours of the incident occurring.



# Acceptance and Refusal of Authorisations

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## POLICY STATEMENT

Lindfield Activity Centre will request authorisation from families when required to ensure the safety of the children and staff and may refuse a request unless the appropriate authorisation is provided. Authorisation is required in written format for extra-curricular activities, however in some circumstances the discretion of the Supervisor may be used.

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

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)

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 OSHC service.
- Children are leaving the service to make their own way home.

## CONSIDERATIONS

- Education and Care Services National Regulations 93-94, 99, 102, 157, 158, 161
- National Quality Standard 2.3 & 7.3
- Staff Handbook
- Enrolment & Orientation Policy
- Enrolment Form
- Administration of Medication Policy
- Providing a Child Safe Environment Policy
- Delivery and Collection of Children Policy
- Child Management Policy
- Absent and Missing Children Policy
- Participation and Access Policy

## PROCEDURE

The Nominated Supervisor, or the person in day-to-day charge of the service will:

- Ensure documentation relating to authorisation (permission) from families contains:
  - 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 return to 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
- Apply these authorisations to the collection of children, administration of medication, excursions, and access to records.
- Keep these authorisations in the child's enrolment record.
- Ensure that children are not permitted to sign themselves out or leave the service without an authorised adult, unless written authorisation has been given.
- Obtain written authorisation, if a person other than the parents/guardian or other nominated person cannot collect the child.
- In certain circumstances verbal authorisation, may be accepted at the discretion of the senior staff member on duty. This would be relevant in situations where there has been an emergency situation and no one from the child's authorised list is able to collect the child. An email, fax or text message is suitable as written authorisation.
- Exercise the right to refuse authorisation if written or verbal authorisations do not comply with the requirements outlined above.
- Waive compliance for authorisation where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma. The service can administer medication without authorisation in these cases, provided they contact the family and emergency services as soon as practicable after the medication has been administered. Also, providing that this medication is owned by the centre and not by another individual.

### **Authorisation for extra-curricular activities**

If a child is attending an extra-curricular activity the Nominated Supervisor, or the Responsible Person of the service will:

- Ensure documentation relating to authorisation (permission) from families contains:
  - 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 and return to the service to attend an extra-curricular activity off school grounds (if applicable).
- For extra-curricular activities conducted on school grounds the 'sign in/out sheet for activities' will be used by educator(s) who are delivering and picking up children from the activity.
- Apply these authorisations to the collection of children, administration of medication, excursions, and access to records.
- Ensure that children are not permitted to leave the service to attend any extra-curricular activity until authorisation is approved.

# Complaints

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## POLICY STATEMENT

We believe that parents/guardians have an important role in the centre, and we value their comments. We aim to ensure that parents/guardians feel free to communicate any concerns they have in relation to the centre, staff, management, programs, or policies without fearing negative consequences. The centre will endeavour to make them aware of this. Our priority is to do everything possible to improve the quality of our service.

## CONSIDERATIONS

- Community Services Complaints, Appeals and Monitoring Act, 1994
- Education and Care Services National Regulation 87 & 168
- Professional Code of Conduct
- Grievance Procedures Policy
- Disciplinary Action Policy
- Code of Conduct for Children & Parents/guardians/Guardian Policy

## PROCEDURE

- We will support parent's right to complain and will help them to make their complaints clear and try to resolve them. A complaint can be informal or formal.
- This can include anything that a parent thinks is unfair, or which makes them unhappy with the service. All confidential conversations with parents/guardians will take place in a quiet place away from children, other staff, or parents/guardians not directly involved.
- Parents/guardians can make a written complaint using our 'Complaint Form'.
- The parent has the right to take the complaint directly to the Management Committee by contacting the Committee via email.
- If a parent has a complaint or comment about the service, they will be encouraged to talk to the Centre Manager who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled to the parent's satisfaction at this level, they should discuss the issue with the President or Public Officer of the Management Committee, either in writing or verbally.
- The Management Committee will discuss the issue with the Centre Manager and develop a strategy for resolving the problem.
- The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.
- The Supervisor or Management Committee will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
- If any complaint cannot be resolved internally to the parent's satisfaction external options will be offered such as an unbiased third party.

# Confidentiality

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## POLICY STATEMENT

We aim to maintain the security and confidentiality of personal, family or health related information relating to all employees, volunteers, children, and families.

## CONSIDERATIONS

- Privacy and Personal Information Protection Act 1998 (NSW)
- Education and Care Services National Regulations 94, 95 & 168
- Staff Handbook
- Enrolment & Orientation Policy
- Professional Code of Conduct Policy

## PROCEDURE

To maintain security and confidentiality of personal and health-related information, we will:

- Ensure staff are aware of their obligations in relation to confidentiality of personal and health information of staff and their families, children and the families, and contractors of the service and their families.
- Keep the following information secure and confidential:
  - Personal information, date of birth, address, phone number, work address and phone number, any other personal identifying information.
  - Health, medical or dental information.
  - Social services, legal, financial, child protection information.
- Not disclose information to persons not involved in the normal care or provision of the children's centre, information should only be disclosed to discuss on a "need-to-know" basis.
- Only disclose information for a purpose related to the aim of information collection.
- Be diligent and maintain confidentiality when using records for discussing matters with other carers, staff, families, or any other persons.
- Only keep essential confidential information.
- Inform families about the type of information, the purpose of the information, the provisions in place for maintaining confidentiality and security, and what circumstances required information to be disclosed, for example medical emergency or reporting child abuse.
- Keep information in a secure manner, to prevent accidental or purposeful access by persons not involved in childcare activities or in the administration of the service.
- Ensure computer records contain a password or other mechanisms to prevent unauthorised access.
- Amend incorrect or misleading information, and update records as required for example health records.
- Keep health records for a minimum of six years or in the case of a child until the child turns 25 years old, and disclosed information securely when no longer required to be kept.
- Allow people to raise and respond to concerns about the nature of any information kept or any breach of confidentiality.

# Delivery and Collection of Children

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## POLICY STATEMENT

We aim to ensure that children arrive and leave the service in a manner that safeguards their health, safety, and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families always understand their requirements and responsibilities in accounting for the whereabouts of children whilst in the service's care.

## CONSIDERATIONS

- National Standards Section 5.3, Standards 2.3 & 7.3
- Custodial Requirements
- Education and Care Services National Regulations 99, 158-161, 168 & 176
- Acceptance and Refusal of Authorisation Policy
- Absent & Missing Children Policy
- Enrolment Policy
- Enrolment Form
- Providing a Child Safe Environment Policy

## PROCEDURE

### Delivery of Children to the service for before school care:

- Children are not to be left at the centre at any time prior to the opening hours of the centre.
- On arrival the parent/guardian will mark their name off on the sign in sheets located in the administration area. (During COVID-19 this will be done by educators).
- Children are to place their bags on the bag hooks upon arrival.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services 'Management of Medical Conditions and Administration of Medication' procedures.
- Educators will acknowledge children's arrival at the service during before school care by consulting parent sign-in records, and a responsible person will then sign them out of the service when they leave for school between 8.30am-8.50am.

### Delivery of Children to the service for after school care:

- Kindergarten children will be collected from their classroom by an Educator and marked off the Kindergarten collection list. Kindergarten children will then be escorted down to the centre by that educator, where they will await rollcall.
- Children in Years 1-6 will walk down to the centre by themselves, put their school bag on a hook and sit down for roll call.
- All children will be marked off the role by the Responsible Person for that day, by writing down the time the child was signed in followed by their signature.

- The responsible person will follow steps outlined in the 'Absent & Missing Children' Policy if a child on the list does not arrive at the centre by 3.15pm.

#### **Collection of Children:**

- Children must be collected by the closing time of the centre (note a \$1 fee is charged for each additional minute after 6pm).
- The authorised person who is collecting the child must sign the sign-out sheet next to the child's name and indicate the time of departure.
- Children who have permission to leave the centre by themselves will be signed out by the Responsible Person at the agreed time.
- The authorised collector and child are to make sure that all belongings are collected.
- The authorised person must make sure a staff member is aware that they are taking the child from the centre.
- The centre should be notified if the collector will be late in picking up the child, staff will then notify the child.
- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The Supervisor will also request identification from the person collecting the child.
- The names and contact details of all people authorised to pick up the child must be contained in the enrolment form. Any changes must be advised in writing to the centre as soon as possible.
- The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.
- The centre will not release the child to anyone under the age of 16 years, unless there has been written authorisation from parents/guardians/guardians.
- If the parent/guardian/authorised person has not collected the child by 6.30pm then Chatswood Police Station will be contacted to collect the child.

#### **Authorisations to leave the service:**

- If a child is required to leave the service to attend an extra-curricular activity the parent/guardian is required to complete an 'extra-curricular activities' form and return it to a responsible person at the service.
- After 'extracurricular' form has been completed then the child will be accompanied by an Educator to and from this activity so long as it is on the school grounds. This Educator will sign them in and out of the service during this activity on the 'activities sign-in' sheet. This sheet is attached to the official sign-in sheet at the end of the afternoon.
- If the child will not be returning to the centre after this activity, then the Responsible Person will sign them out of the centre on the official sign-in sheet.
- If a child is attending an extra-curricular activity out of the school grounds, then the Responsible Person will sign them out of the service at the designated time. This is only authorised once the parent has completed the 'extra-curricular activities' form. This form releases the centre of duty of care to the child once the child been signed out of the service at the request of the parent/guardian.

#### **Absent and Missing Children:**

- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in the communication book where other educators will be aware of the information.

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- If families fail to notify the centre before 2pm of an absence on the day care is booked, then families will be fined a \$10 non-notification fee per child.
- Families will be informed of their notifying responsibilities upon enrolment and through the Parent Handbook.
- Families are required to notify the centre of long absences, including the dates the child will be away and the reasons for this absence.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will follow the 'Absent & Missing Children' Policy.

# Enrolment & Orientation

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## POLICY STATEMENT

We aim to provide an efficient enrolment procedure that is clear and understandable to all people who use our service. We aim to acquire all essential health and personal information in order to provide a child safe environment. We will ensure the confidentiality of our families through provision of secure recording and storing procedures.

## CONSIDERATIONS

- National Quality Standard 6.1, 7.3.
- Education and Care Services National Regulations 158, 159, 160, 161, 162, 168, 177, 183.
- Network *Record Keeping* Factsheet
- Child Care Service Handbook (DEEWR)
- A New Tax System (Family Assistance) Act 1999
- Service Enrolment form
- Family Handbook
- Priority of Access Policy
- Fee Policy
- Confidentiality Policy
- Delivery and Collection of Children Policy
- Acceptance & Refusal of Authorisations Policy
- Governance & Management Policy
- CCMS
- Enrolment Form
- Parent Handbook

## PROCEDURE

- An enrolment form must be completed for each child before they can attend the centre.
- The Centre manager will review the form with the parents/guardians prior to starting care to ensure that all details have been completed.
- 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.
- If a child is subject to an access order or agreement, the centre 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 minimise the likelihood of distressing situations occurring in the future.
- All enrolment forms are to be uploaded to 'Hubworks' and kept in a locked file and kept confidential from all but the approved persons who enrolled the child, relevant staff, management, and Commonwealth and or State Department Officers.
- Enrolment forms are to be updated as soon as possible once the centre is notified that it is necessary.
- To confirm re-enrolment in the following year, current parents/guardians are asked to consult with the Centre Manager before the end of term, where they will confirm their child/ren's space for the following term.
- Parents/guardians are advised that it is their responsibility to notify staff of any changes to their current details on enrolment and complete the relevant forms.
- Depending on the availability of care, children may enrol at any time of the year.

- Parents/guardians may also place their child on the waiting list for the current or upcoming year if they do not require care immediately. Acceptance will be determined by availability and priority of access guidelines.

### **Attendance and enrolment records**

- Accurate attendance records will be kept, which:
- Record the full name of each child attending the service
- Record the date and time each child arrives and departs
- Is signed on the child's arrival and departure by either:
  - The person who delivers or collects the child
  - The Nominated Supervisor or a Responsible Person (Regulation 158); and
- Meet the requirements of the Child Care Management System (CCMS)
- An enrolment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.

### **Child's attendance once enrolled**

- The service's responsibility for the child begins when they are delivered to the service by parent or guardian, or when they arrive from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCMS will be followed in relation to all absences.
- If a child is enrolled with the service but is not on the sign-in sheet for a particular day, arrives at the service, the Nominated Supervisor will contact the family immediately.
- If a child has not been formally enrolled at the service, they will not be taken into care under any circumstances. In this case, the Nominated Supervisor will escort the child to the school office.

### **Cancellation of enrolment**

- Cancellation of an enrolment may be initiated in two different situations:
- A parent advises the service that no further care needs to be provided
- The service identifies that care is no longer required or being provided (CCMS Ending Enrolments)
- Cancellation of permanent bookings must be provided in writing to the Nominated Supervisor before the first day of each term. All permanent bookings current on the first day of each term will be booked and payable for the entire term.
- CCMS guidelines will be followed once an enrolment is cancelled.

### **Confidentiality and storage of records**

- Enrolment information will be kept in strict confidence according to the services Confidentiality Policy.
- All enrolment records will be kept in a safe and secure place and kept for the period specified in the Regulations (Regulations 158, 159,160, 183).

### **Orientation**

- Families who are enrolling their child for the first time will have access to the Parent Handbook and the key policies for families prior to the child's first day at the service. Families should read this

handbook so that their child is prepared for their first day at the service and to give them time to complete all relevant forms.

- Parents/guardians should advise the Nominated Supervisor if it is their child's first day at the service and the Educator will introduce themselves and guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the Centre.
- Educators will introduce the child to other children and engage them in an activity. The Educator will remain with the child until they are settled and comfortable in the new environment. Educators will carefully monitor the child whilst in the service to ensure they are settling in.

# Excursions

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## **POLICY STATEMENT**

Excursions are designed to allow children to explore their physical and social environment, including their local community, away from the service’s premises (“My Time, Our Place” Outcome 2.1). Parental permission will be sought for all excursions after carefully planning and assessing the potential risks. When planning excursions, Educators will take into consideration experiences that encourage children to investigate ideas, solve problems and use complex concepts and thinking, reasoning and hypothesising and to transfer and adapt what they have learned from one context to another (“My Time, Our Place” Outcomes 4.2, 4.3).

## **CONSIDERATIONS**

- Education & Care Services National Regulations 100-102 & 168
- National Quality Standard 2.3
- Enrolment Form
- Transportation Policy
- Acceptance of Authorisations Policy
- Health & Safety Policies
- My Time, Our Place

## **PROCEDURES**

Planned excursions will consider:

- Children’s ages, abilities, and interests.
- Ways to maximise the children’s developmental experiences and opportunities to practice new skills.
- Suitability of the venue.
- Clothing and equipment required.
- Travel arrangements.
- Staffing ratios.

### **(a) Risk Management**

A Risk Management Plan (RMP) must be prepared for each excursion. RMPs will include:

- ✓ The proposed route and destination for the excursion.
- ✓ Any water hazards.
- ✓ The transport to and from the proposed destination for the excursion.
- ✓ The number of adults and children involved in the excursion.
- ✓ The number of educators or other responsible adults required to ensure appropriate supervision. This number will be determined by taking into consideration the risks posed by the excursion and whether any adults with specialised skills are required.

- ✓ The proposed activities.
- ✓ The likely length of time of the excursion.
- ✓ The items that should be taken on the excursion, for example, first aid kit, mobile phone and a list of emergency contact numbers.
- ✓ Verbal instructions to children on appropriate behaviour expected whilst on excursions.

**(b) Policies**

- The centre's Health and Safety policies will be taken into consideration and implemented on excursions where appropriate.

**(c) Permission**

- Families' permission must be obtained before any child is taken outside of the centre and specific permission is required for swimming. By signing the excursion permission form, the family member is authorising their child to attend the activities stated.

**(d) Supervision**

- A minimum ratio of 1 educator to every 8 children will be applied for excursions. This must also consider requirements for breaks, as well as children with additional needs or children demonstrating challenging behaviour.
- Children will be orientated to the risk elements and procedures prior to attending any excursion. This would include elements such as what to do if they become separated from the group, toilet procedures, talking to strangers etc.
- Adequate numbers of educators will be rostered to effectively supervise the children. Rostering of educators will take into consideration the ages and developmental stage of the children attending the excursion and be based on a risk assessment of the excursion.
- Head counts must be conducted regularly throughout the duration of the excursion.
- Children will wear a green LAC shirt on excursions that clearly states the name of the service and the contact phone number.
- An educator must inspect all public toilets before children use them. An educator and at least one other child must accompany any child when using a public toilet.
- When walking with the children, one educator must lead the group, another to follow at the back, and the remaining educators spaced along the group, walking on the roadside of the footpath.
- When crossing a road, a pedestrian crossing must be used if possible. If there is no pedestrian crossing, the safest way to cross the road must be determined. One educator must step out onto the road, and if necessary, stop traffic from both directions. The remaining educators then lead children across the road.

### **(e) Information and Equipment**

Information and equipment to be taken on excursions will include:

- A list of all children with relevant personal details and family contact phone numbers.
- A list of emergency procedures and contact numbers.
- A first aid kit, including SPF 30+ broad-spectrum water-resistant sunscreen.
- Any medication for children attending the excursion.
- Action Plan for Asthma & Anaphylaxis, along with their medical packs.
- A fully charged mobile phone.
- Other information/equipment noted on the Risk Management Plan.

### **(f) Lost Child**

In the event that a child is lost during an excursion the wellbeing and safety of the other children in the group will be considered and the supervision requirement will be maintained. If there is a lost child, staff will:

- Inform other Educators in their group.
- Ask the children if they have seen the missing child recently.
- Reassure any child who may be upset and keep children in one location.
- Search the premises.
- Check the agreed meeting points communicated to children and educators.
- Ask the venue staff to begin a search and make an announcement over a loudspeaker if possible.
- Once initial checks have been undertaken and if the lost child has not been found, the Nominated Supervisor or another educator will contact the Police and the family.
- Contact ACECQA within 24 hours.

### **(g) Transporting Children to/from an excursion:**

- Children are permitted to travel to an excursion on any form of transport with written permission from their family.
- If using public transport (such as bus, ferry, taxi, train, etc.) children must always be supervised and never left unattended.
- In some circumstances where the site of the excursion is close to the service, it will be appropriate for children and educators to walk to the site.
- The decision to walk should be preceded by a risk assessment and the route should be determined consistent with the objective of ensuring the safety of educators and children.
- When using public or private transport it is important that each journey is risk assessed, for example, when travelling by bus:

- o Ensure all bus operators hold appropriate licenses and insurance
  - Ensure they provide correct facilities i.e. wheelchair access if applicable
  - Ensure adequate adult supervision
  - Ensure children display appropriate behavior

## **(h) Water Safety**

- The service recognises the risks posed by bodies of water. The service will ensure that every precaution is taken so that children are able to enjoy water-based activities safely. Risk assessments will be carried out for programmed water-based activities.
- The Regulations do not specify a specific educator to child ratio for activities where water is a feature. The number of educator's present is to be determined by a risk assessment of the proposed activity. It must also be noted that in sections 165, 167 and 169 of the National Law there are clear statements about adequate supervision. A range of factors shall determine the adequacy of supervision, including:
  - o Numbers, age, and abilities of the children
  - o Number and positioning of educators
  - o Each child's current activity
  - o Areas where children are playing, particularly the visibility and accessibility of these areas
  - o Risks in the environment and experiences provided to children
  - o Educators' knowledge of each child and each group of children, the
    - o experience, knowledge, and skill of each educator.
- Definition of a body of water:
  - o Swimming pools and /or water fun parks
  - o Wading pools
  - o Lakes
  - o Ponds
  - o The sea / ocean
  - o Creeks
  - o Dams
  - o Rivers
  - o Equipment used by the service that could contain 5cm or more of water and would allow a child to submerge both nose and mouth at the same time.

# Fees

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## POLICY STATEMENT

We aim 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 Centre's required income.

## CONSIDERATIONS

- Child Care Subsidy (CCS)
- Confidentiality and Maintenance of Records.
- Education and Care Services National Regulations 115-116
- Enrolment Form

## PROCEDURE

### Setting Fees

- Fees are reviewed to ensure that the required income will be received to run the service efficiently.

### Fee Payment

- Full Fees are charged for the first child, with second and subsequent children receiving a 10% discount for before and after school care. For this purpose, the child attending for the greatest number of sessions is regarded as the first child, irrespective of position in the family.
- Invoices are emailed in approximately Week 6 of each term.
- Only staff who have been designated the role of 'Responsible Person' at the Centre are authorised to accept payments for fees. Payments can be made by cash, cheque, visa, Mastercard or debit card.
- All permanent bookings current on Week 1 of each term will be charged for the entire term. All fees will be charged regardless of attendance, on a termly basis. Invoices must be paid in full by the due date on the invoice or permanent bookings will be suspended.

### Penalties

- Any parent experiencing financial difficulties is encouraged to contact the Supervisor of the Centre or the Accountant. All such contacts will be handled in the strictest confidence.
- Non-payment of fees may result in the forfeited of a child's place if fees are not paid by the due date on the invoice.

### Child Care Subsidy

- The Centre qualifies for Commonwealth Child Care Subsidy (CCS). This is available to all families in accordance with eligibility and departmental guidelines.

### Other Fees

- **Late pick up fees:** A fee of \$1 per minute is payable in accordance with section 3 for each child collected after 6:00pm.
- **Non-notification Fee:** A fee of \$10 will be charged if the service is not notified of absent children before 2pm on the day of attendance.

# Governance and Management

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## **POLICY STATEMENT**

We aim to provide a quality education and care service and operate according to all legal requirements and recognised best practice in service management. We will ensure there are appropriate governance arrangements in place at all times (as per Quality Area 7.1.1). There will be ongoing process of review and evaluation and all relevant information will be readily available to stakeholders.

The governing document of the organisation will be the Constitution that addresses with the key legal requirements for running the organisation. A copy of the Constitution will be readily available to all committee members to consult. New members will be given a copy of the constitution as part of their orientation.

For the purpose of the National Regulations the Management Committee is the Approved Provider. The Management Committee as the Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement the centre Philosophy. The Management Committee as Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 are available for inspection at the service at all times (as per Regulation 171).

## **CONSIDERATIONS**

- Education and Care Services National Regulations 103,168,171,172,173,177,183-185
- National Quality Standard 7.3
- Constitution
- Service Philosophy
- Quality Improvement Plan
- Confidentiality Policy

## **RESPONSIBILITIES**

The responsibilities of the Approved Provider that cannot be delegated to any other person or body include:

- Compliance monitoring – ensuring compliance with the objects, purposes, and values of the centre, and with its constitution
- Organisational governance – setting or approving policies, plans and budgets to achieve those objectives, and monitoring performance against them
- Strategic planning – reviewing and approving strategic direction and initiatives
- Regulatory monitoring – ensuring that the centre complies with all relevant laws, regulations, and regulatory requirements

- Financial monitoring – establishing and maintaining systems of financial control, internal control, and performance reporting; reviewing the service’s budget; monitoring management and financial performance to ensure the solvency, financial strength, and good performance of the service
- Financial reporting – considering and approving annual financial statements and required reports to government
- Organisational structure – setting and maintaining a framework of delegation and internal control
- Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the staff. Delegate the functions of sub-committees, the Nominated Supervisor, and other staff.
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing or ratifying all policies and decisions on matters which might create significant risk to the service, financial or otherwise
- Dispute management – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between committee members, staff, members, or volunteers
- The **Nominated Supervisor** is responsible for the day-to-day management of the service and to address key management and operational issues under the direction of, and the policies laid down by the Approved Provider, including:
  - Developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives
  - Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff
  - Having input into the annual budget and managing day-to-day operations within the budget
  - Maintaining an effective risk management framework
  - Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation’s performance

## PROCEDURES

### (a) Philosophy and policies

- The development and review of the philosophy and policies will be an ongoing process.
- The philosophy and associated statement of purpose will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework for school age care “My Time, Our Place”. There will be a collaborative and consultative process to support the development of the philosophy that will include children, families, and Educators. The statement of Philosophy will be included in the Quality Improvement Plan for the service. The statement of purpose will define how the statement of philosophy will be implemented in the service.
- Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.
- The Management Committee as Approved Provider will ratify the philosophy and the policies. The Approved Provider can only alter policies and the changes minuted as a record.
- All documents will be dated and include nominated review dates.

- There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice.
- The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and staff handbooks and general service information.

**(b) Financial management**

- The Approved Provider will be responsible for developing and overseeing the budget of the centre and for ensuring that the centre operates within a responsible, sustainable financial framework.
- In line with this responsibility the Management Committee will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Fee Policy.
- Financial reporting including an income and expenditure statement and balance sheet will be presented to the Management Committee on a regular basis and the opportunity provided to ask questions or seek further advice from any Management Committee member.

**(c) Facilities and environment**

- The Management Committee will ensure regulations 103–115 relating to the physical environment required for an OSHC service are maintained at all times.
- In the event of the relocation of the site the Management Committee will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed.
- Work, Health and Safety implications will be considered by the Management committee in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

**(d) Equipment and maintenance**

- Appropriate equipment and furniture, to meet the needs of the children and educators, will be well maintained and safe.
- Processes will be in place for routine cleaning of toys and equipment.

**(e) Review and evaluation of the centre**

- Ongoing review and evaluation will underpin the continuing development of the centre. The Management Committee will ensure that the evaluation involves all stakeholders, especially families, children, and educators.
- The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the service need further development will be included in the QIP and discussed at meetings of the Management Committee.

**(f) Confidentiality**

- All members of the Management Committee will maintain confidentiality. This is addressed in the Confidentiality Policy.

**(h) Work, Health and Safety**

- Policies and procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.
- The Nominated Supervisor will report back to the Management Committee on any Work, Health and Safety issues as they arise.
- All committee members will be provided with information to assist them in meeting their obligations under the legislation

# Hours of Operation

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## POLICY STATEMENT

We aim to meet the needs of the parents/guardians in our local community who either, work, study or have other commitments, by operating for days and hours that allow them to reasonably get to and from work or place of study.

## CONSIDERATIONS

National Standards, section 4.3 (Hours of Operation)

Funding Agreement

Delivery and Collection of Children Policy

## PROCEDURE

- Opening Hours will be reviewed when deemed necessary by the Committee to make sure they are meeting the needs of the current parents/guardians.
- The Centre will operate Monday to Friday, between the hours of:
  - 7:15am -9:00am for before school care
  - 3:00pm – 6:00pm for after school care
  - 7:15am-6:00pm for vacation care & staff development days
- The centre will be closed on public holidays
- All hours of operation will be posted on the noticeboard at the centre, on the website and given to parents/guardians/guardians upon enrolment.
- No children are to be left unattended at the centre outside these hours.

# Information Technology

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## POLICY STATEMENT

We aim to protect the privacy and confidentiality of all children, staff, and management of the centre by ensuring that access to the electronic records is restricted to a limited number of staff and management.

## CONSIDERATIONS

National Standards Section 5.3 (Maintenance of records/confidentiality)  
Information Technology Industry Best Practice

## PROCEDURE

- Access passwords for the account's computer will be known only to a restricted number of staff.
- Access passwords to the general staff computer will be known by all staff and placed in the staff communication book.
- Different levels of access will be established so that confidential information is only visible to staff who have been given authority with administrative access.
- Staff will always lock the terminal whenever they leave their desk for any period of time.
- The computer and peripherals will be maintained regularly to reduce the likelihood of hardware failures that could affect the Centre's ability to operate.
- When a staff member who had I.T access leaves:
  - The staff member will be reminded of their obligations to keep any information obtained at work confidential.
  - The staff member will not be allowed access to the computer after being notified of their termination.
  - Any passwords that the staff member would have had access to will be changed immediately.

## Hardware

- The computer and peripherals will be maintained regularly to reduce the likelihood of hardware failures that could affect the Centre's ability to operate
- Disposal of computer hardware must be conducted with extreme caution with consideration given to the sensitive information that can be retrieved from it long after it has been deleted. **Under no circumstances should storage devices that may have been used to store confidential information be sold, traded, or given away.**
- Hard drives, RAM modules, zipped disks and any other physical data storage pose a serious risk to security of information. Given that soft methods of erasing information can potentially be reversed, the only satisfactory method of disposing of physical storage is through physical destruction. Even when disks may seem inoperable, they must be completely destroyed e.g. hard disks should have their covers removed and the platters shattered through physical force (hammer or other such instrument)

## Software

- Operating systems and any other applications should be updated whenever an update is available to ensure stability and security.
- Anti-virus software and firewalls should be used to protect the security of the IT infrastructure.
- Backups will be taken regularly to ensure that any crashes or failures of technology are only temporary setbacks.
- Installation of any software other than that necessary for the running of the centre may only be installed after consultation with the Supervisor.

# Participation & Access

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## POLICY STATEMENT

We believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents/guardians in activities will be actively sought and open communication constantly maintained.

Parents/guardians 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 centre.

## CONSIDERATIONS

- National Standards Section 5.1(Participation and access)
- Family Law Act
- Acceptance and Refusals of Authorisations Policy
- Enrolment Form

## PROCEDURE

- Staff will greet and farewell parents/guardians on arrival and departure and communicate with parents/guardians in a positive and supportive manner, making the parents/guardians feel welcome and valued.
- Staff will establish a pattern of exchange of information, communicating to parents/guardians about their child.
- Staff will accept individual differences in the way parents/guardians bring up their children.
- Parents/guardians will be informed of all relevant issues in the centre through the website, direct contact, notice boards, or newsletters.
- Parents/guardians are welcome in the centre at all times and staff will happily explain activities or answer any questions about the centre to them. However, parents/guardians need to be aware of Educator's duty to supervise children during activities. If parents/guardians wish to discuss or exchange detailed information about their child or the centre with the Supervisor or another staff member, an appointed time suitable to both will be organised.
- Parents/guardians are encouraged to become involved in the centre's activities.
- **We will actively seek this involvement by:**
  - Keeping them informed and updated on current issues in the centre
  - Asking for their assistance for special events
  - Inform them of the management structure and how they can be involved
  - Invite them to attend or to read a report of the AGM meeting.
  - Inform them of relevant management decisions.
  - Encouraging feedback and input from parents/guardians in relation to the program, policies or other issues relating to the centre.

- Encouraging parents/guardians to contribute whenever they have the desire to do so.

### **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 in order to minimise the likelihood of distressing situations occurring in the future.

#### **When a non-custodial parent attempts to collect a child from the centre the staff 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, staff 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 staff should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible.

# Policy Development & Review

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## POLICY STATEMENT

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

## CONSIDERATIONS

National Standards Section 4.1 (Policy)  
Education and Care Services National Regulations 88-89

## PROCEDURE

- Management will ensure that policies and procedures are developed in consultation with the National Standards.
- Other Policies are to be developed as deemed necessary by the management.
- 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 centre are unclear to staff, parents/guardians, or management.
  - Staff, parents/guardians, or management are 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 centre.
- Policies will be recorded in a policy document along with the centre's philosophy, date of endorsement and date of review. This booklet will be kept in the administration area and made available upon request to those who wish to see it.
- Management will ensure that any new management members, staff, and families entering the service are made aware of the policy document and any specific policies relevant to them.
- Any persons involved in the centre are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents/guardians and staff will be informed of this policy on enrolment/employment and through the centre's handbooks.
- Staff and parents/guardians 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 in these policies.

# Maintenance of Records

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## POLICY STATEMENT

We aim to ensure that all appropriate and required records are kept for the specified period of time. We will protect the privacy and confidentiality of all clients, staff, and management of the centre, by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know.

## CONSIDERATIONS

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"><li>● National Standards Section 5.3 - Maintenance of Records/confidentiality</li><li>● Regulation 177, 183, 184 Education and</li></ul> | <ul style="list-style-type: none"><li>Care Services National Regulations</li><li>● Funding Agreement</li><li>● Child Care Subsidy</li><li>● Accident Records</li></ul> | <ul style="list-style-type: none"><li>● Insurance requirements</li><li>● Child Care and Protection Act</li><li>● Confidentiality Policy</li></ul> |
|--|--|---|

## PROCEDURE

- The centre has a duty to keep adequate records about staff, families, and children in order to operate responsibly and legally. The centre will protect the interests of the children, families, and staff, using procedures to ensure appropriate privacy and confidentiality.
- The Approved Provider assists in determining the process, storage place and timeline for storage of records.
- The service's orientation and induction processes will include the provision of relevant information to educators, children, and families.
- The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:
  - Australian Tax Office (ATO)
  - Family Assistance Office (FAO)
  - Department for Education, Employment and Workplace Relations (DEEWR)
- In the event of ceasing to operate, the service Management Committee will identify where the records will be kept and seek professional advice on the termination of the service.
- A list of nominated contacts for Child Care Management System, Australian Taxation Office, and Superannuation funds, as well as any other accounts, will be maintained and available to all members of the Management Committee. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance.
- Staff and management will ensure that all required records are recorded, properly maintained, updated, and kept in the nominated secure place.
- All documents relating to children and parents/guardians will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the management committee who require relevant information, or Commonwealth or State Government officers when requested.

- All documents relating to fee payment and CCS will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the management or Commonwealth Government officers.
- No member of staff may give information on matters relating to children, to anyone, other than to parents/guardians or guardian enrolling the child when this information has been obtained in the course of employment at the centre.  
Possible exceptions to this are:
  - For normal information exchange among staff and management for the daily operation of the centre and wellbeing of the staff and children.
  - When required to in a court of law when subpoenaed.
  - When the welfare of the child is at risk the appropriate government agencies may be contacted.
- No member of staff may give information on matters relating to staff or management, to anyone except in normal information exchange among staff and management for the daily operation of the centre and wellbeing of the staff and children, or when required to do so in a court of law.

### **Records to be kept**

- Daily Operations
- Medication records
- Illness, injury, incident, and trauma records
- Full enrolment forms: containing information as required by N.S 5.3.1
- Waiting List: indicating priority of access status, date placed on list, care required and if a sibling of a child already in care.
- Daily records of attendance: including roll taken by staff and the sign in/out sheets.
- Communication Book: recording any messages to staff.
- Phone/message book: any messages taken by staff.

# Priority of Access

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## POLICY STATEMENT

We aim to provide care for school aged children out of school hours. We will not discriminate against any families needing care. However, priority of access will be determined by the Government guidelines regarding placement on the waiting list.

## CONSIDERATIONS

National Standards Section 4.6 (Access)  
'Priority of Access' guidelines from Funding Bodies  
Family Assistance Act 1999

## PROCEDURE

- Our centre will be available for before and after school care to children who are currently attending Lindfield Primary School.
- We will provide vacation care to children within the local community.
- No one will be discriminated against on the basis of their cultural background, religion, sex, disability, marital status, or income.
- The centre will try to meet any specific needs of the families in the local community.
- The centre will ensure that access to children and families with special needs is catered for.
- 

## Waiting List Policy

The Centre maintains a Waiting List for morning and afternoon sessions for each day of the week (Monday to Friday). If all available places at the Centre for particular session are filled, any new applicant for that session will be placed on the Waiting List for that session. The Waiting List is maintained in date order in which written applications are received by the Centre.

A place for a session becomes available when a permanent booking is cancelled or a place is forfeited.

When a place for a session becomes available, it will be offered to Waiting List applicants for that session in the order they appear on the Waiting List, but subject to:

- the priorities set out below, and
- a parent or guardian of the relevant child being nominated for, and accepted as, a member of the Association in accordance with the Association's Constitution

The Centre is obliged to offer places in accordance with the following priorities, which will supersede position on the Waiting List. If there are two or more children on the Waiting List who should be given equal priority in accordance with the following rules then, as between those children, position on the Waiting List will determine which child is offered a place.

1. Category 1: A child attending Lindfield Primary School who is at risk of serious abuse or neglect. Within Category 1 priority is to be determined in accordance with the Priority rules in section 8.3.
2. Category 2: A child attending Lindfield Primary School who is a child of a single parent who satisfies, or of parents/guardians who both satisfy, the work/training/study test. Within Category 2 priority is to be determined in accordance with the Priority rules in section 8.3.
  - The "work/training/study" test is set in A New Tax System (Family Assistance) Act 1999. In summary, an individual satisfies the work/training/study test if the individual:
    - has recognised work or work-related commitments – that is, he or she:
    - is in paid work (whether as an employee or not); or
    - receives certain types of career payments or allowances
    - has recognised training commitments – is undertaking a training course for the purpose of improving his or her work skills and/or employment prospects; or
      - has recognised study commitments:
    - is undertaking any course of education for the purposes of improving his or her work skills and/or employment prospects; or
    - receives certain types of allowances, payments, or assistance in relation to study or education.

### **Section 8.3: Priority Rules**

The Priority Rules for determining priority within a Category under Section 8.2 are as follows.

1. Children:
  - of a single parent
  - whose parents/guardians cannot speak English
  - in Aboriginal or Torres Strait Islander families
  - in families which include a disabled person (in the immediate family)
  - in socially isolated families; and/or
  - in families whose CCS percentage for the purposes of tax legislation is 100% but not necessarily in the order listed in this paragraph(a). The Supervisor, after consultation with the management committee, may determine, as between children who are described in this paragraph (a), which children are to have priority.
2. A sibling of a child who already has a place at the Centre for the session for which care has been requested
3. A child of a Foundation member (being a person who proposed and authorised incorporation of the association).
4. A child of a current Management Committee member with a minimum of one year's service on the Management Committee, subject to Management Committee approval
5. A child who already has a place at the Centre where a change of session is requested for a new calendar year and the change is requested by the end of week 5 in term 4.
6. Any other child.

### **Section 8.4**

- A child in Category 3 may need to vacate a place should a child in Category 1 or Category 2 need care.
- Parents/guardians and guardians of a child in Category 3 are on notice that the Centre may require the child to leave the Centre in order to provide a place for a higher priority child provided the Centre gives at least 14 days prior notice.
- By accepting a place at the Centre for a child commencing after 1 January 2003 the parent/guardians of that child acknowledge this policy of the Centre (which is a policy the Centre is required to follow to comply with Commonwealth Government guidelines on priority of access).

### **Section 8.5**

Where a place is offered to a child on the Waiting List for a session, and the place is not required at the time the place is offered, the Waiting List position for that session is retained. However, the child will go to the end of the waitlist. An offer of a place for that session cannot be transferred to another session.

### **Section 8.6**

Offer of a place will be subject to:

- Confirmation by the Supervisor of eligibility for that place in accordance with the priority specified in sections 8.2 and 8.3; and
- A parent or guardian being nominated and accepted as a member of the Association.

In particular, the Supervisor may require evidence of satisfaction of the work/training/study test and/or eligibility under section 8.3(a).

### **Section 8.7**

- Applicants on the waiting list will be contacted by Centre staff on a periodic basis to check details, and that the place applied for is still required.
- If an applicant cannot be contacted after reasonable efforts the Supervisor may, after consulting with the Management Committee remove the child from the waiting list.
- It is the obligation of families with children on a Waiting List to ensure that the Centre is notified of any change of name, address, or other relevant details.

### **Section 8.8**

Membership of the Association does not guarantee a place at the Centre. If a member of the Association with one child at the Centre is seeking a place for another child, the offer of that place for that other child can only be made in accordance with the Waiting List policy in this section 8.

# Social Media

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## POLICY STATEMENT

Our centre is committed to ensuring that technology is integrated into children's play, leisure experiences, projects, and practices. We support the appropriate use of technologies by children and educators and recognise that the children in our care will experience and engage with many forms of electronic media both in and out of the centre. Our aim is to encourage all children to use and access information and communication technologies to express ideas, access images and information, and explore diverse perspectives, engaging these tools for designing, drawing, editing, and composing (My Time, Our Place Outcome 5). We believe that any use of social media must not place at risk the safety, health or wellbeing of children, educators, families, or visitors at the service (My Time, Our Place Outcome 1).

### Definition

Social Media: Interactive platforms and applications through which individuals and communities create and share user-generated content using accessible publishing technologies. Social media is distinct from industrial media, such as newspapers, television, and film.

## CONSIDERATIONS

- Education and Care Services National Regulations 73
- National Quality Standard 1, 2, 4, 5, 6 & 7
- Providing a Child Safe Environment Policy
- Staffing Policies
- Confidentiality Policy
- My Time, Our Place

## PROCEDURE

### Educators will:

- Consider the content and message of movies, television programs, electronic games and other devices and discuss these with children when deciding what is acceptable for them to engage with.
- Not access a social networking site during working hours at the service via mobile phone or any other device.
- Not use a personal camera or mobile phone to take photographs or video at the service or during excursions.
- Not post information about the centre, staff, management, families, visitors, or any matters relating to the service on a social networking site.
- Not post photographs or videos taken at the centre or on an excursion on a social networking site.

- Senior staff responsible for updating the centre's website must not post names or recognisable photographs of staff, children, visitors, or family members on the website without written permission. Staff will also not post details on any social media regarding excursions or upcoming social outings in advance of the event.
- Ensure that pirated DVDs or electronic games must not be used, as this is an illegal activity.
- Ensure that only G or PG rated films are viewed in the service or on excursions.
- Not be responsible for children's lost games or other equipment.

### **Families and Visitors:**

- May not use a personal camera or mobile phone to take photographs at the centre or during excursions unless they are only taking images of their own child.
- Must not post information about the centre, staff, management, families, or any matters relating to the centre on a social networking site.
- Ensure that any DVDs or games brought to the service by their children are rated G only.
- Must not use social media to harass or bully others.

### **Children:**

- May not access a social networking site.
- May only use electronic media provided by the centre when supervised by staff.
- Must leave mobile phones or other electronic equipment either in school bags or with the Nominated Supervisor.
- The centre does not accept responsibility for any electronic devices brought into the centre by the child.

### **Compliance**

- Any breaches of this policy will result in an inquiry, which may lead to termination of employment in the case of educators or termination of child's placement at the centre in case of breaches by families or children.
- Serious breaches may also result in legal action proceedings.

### **Unacceptable use of social media**

Unacceptable social media behaviour refers to anything on social media that:

- Has the potential to bring the centre or the school age care sector into disrepute.
- Discloses or discusses the service's confidential information.
- Could be viewed as derogatory towards, or disparaging of staff, families, management, visitors, children, or support agencies.

# CENTRE PRINCIPLES

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LINDFIELD ACTIVITY CENTRE

*Policies & Procedures*

# Child Protection Policy

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## POLICY STATEMENT

Lindfield Activity Centre 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 Community Services and the NSW Commission for Children and Young People.

## CONSIDERATIONS

- Education and Care Services National Regulations 83, 84-87, 89, 103, 105, 107-110, 114, 115, 155, 170, 176 & 168.
- Quality Area's 2, 3, 4, 5 & 7
- Staff Handbook
- Health & Safety Policies
- Staffing Policies
- Interactions with Children Policy
- NSW Children and Young Person's (Care and Protection) Act 1998
- Commission for Children and Young People Act 1998
- Confidentiality Policy
- Child Protection (Prohibited Employment) Act 1998
- Ombudsman Act 1974 (with relevant Child Protection Amendments)
- NSW Department of Community Services Mandatory Reporting Guidelines
- NSW Child Protection Interagency Guidelines (2006)
- Legislation Amendment (Wood Inquiry Recommendations) Act 2009 No 13
- Keep Them Safe – Information session/ overview participants manual 2009/ 2010
- My Time, Our Place

## PROCEDURE

### 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:
  - Staff that deliver services to children
  - 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 Community Services 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
    - a) Basic physical or psychological needs not being met or are at risk of not being met
    - b) Parents/ carers unwilling or unable to provide necessary medical care
    - 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.
  - 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 Community services, staff should report their concerns to the Child Protection Helpline:  
Mandatory Reporter phone 13 36 27  
Non-Mandatory reporter phone 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 the Nominated Supervisor has been advised to but has not reported to Community Services, 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 Community Services 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)

## 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 person's safety, welfare or wellbeing, whether or not the child or young person is known to Community Services 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:
  - A child or young person's history or circumstances
  - A parent or other family member, significant or relevant relationship
  - 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.

NOTE: It is recommended that services develop a separate policy relating specifically to Information exchange

## 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 chairperson on management committee 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).

# Cultural Relevance/Anti-Bias

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## POLICY STATEMENT

We recognise the diversity of cultures in Australia and help to 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 centre 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.

## CONSIDERATIONS

- Anti- Discrimination Act 1977
- My Time, Our Place Framework

## PROCEDURE

- Staff shall accept and value every parent/guardian and child regardless of race, cultural background, religion, sex or ability or sexual preference of parents/guardians.
- Staff will make themselves aware of the specific cultures represented in the families and general community of the centre.
- No discrimination will be made against any family or child due to their culture, race, or sexual preference.
- Staff will not make judgement towards the parents/guardians and respect any differences in childcare practices (with the exception of child protection concerns).
- Staff will ensure parents/guardians have confidence in the centre's quality of care for their child by seeking information regarding their cultural issues.
- Staff will encourage feedback and input from parents/guardians in relation to the program, policies, or other issues in the centre, which are affected by the families' culture or race.
- Parents/guardians will be invited and encouraged to contribute knowledge of their own culture to enhance the overall program.
- The centre will make information available regarding the various cultures and multicultural programming for the reference purposes of staff.
- Staff are encouraged to share knowledge of their own cultures with other staff, parents/guardians and children and incorporate this into the program.
- Staff will make themselves aware of any issues or behaviour, which may be offensive to various cultures and avoid possible offensive behaviour.
- All activities and behaviour at the centre will be considerate of the cultural and linguistic diversity of the families within the community.
- The centre will maintain contact with appropriate services for any special language needs.
- Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.
- Staff shall research and gain ideas regarding appropriate activities to be incorporated into the

program.

- All activities in the centre will be checked to ensure that negative and discriminating images of particular cultures or lifestyles are avoided.

# Environmental Sustainability

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## POLICY STATEMENT

Lindfield Activity Centre aims to increase the awareness of environmental responsibility within the service. We aim to make our practices eco-friendly and involve all children, families, and Educators so that we are successful. Sustainability is embedded in both our philosophy and program.

## CONSIDERATIONS

- Education and Care Services National Regulation 113
- National Quality Standards 3,5,6 & 7
- My Time, Our Place

## PROCEDURE

- Children, families, and Educators to share and engage in eco-friendly practices, to aim to give children and their families an awareness of the need to protect the planet and its future for the generations to come.
- The Centre will make the following part of their daily routine:
  - Recycling
  - Water Conservation
  - Energy Conservation
  - Gardening
  - Using recycled material for craft
  - Sustainability to be included in newsletters
  - Sustainability to be an item on meeting agendas and relate to the Quality Improvement Plan
  - Maintaining a sustainability plan
  - Saving leftover drinking water to place in the garden.
  - Turn off taps, light switches etc when not in use
- Reduce paper by using Google Drive on centre computers and iPads.
- Keep up to date with your local council and Government departments regarding information on sustainable practices in your local community.
- Look for environmental grants available.
- Coordinate with the school on initiatives to promote environmental sustainability.
- Use recycled materials as containers instead of using new plastic containers.
- Sustainability should be embedded in the program. Discuss it with the children and the families. Ask the children and the families to come up with some ideas to improve the sustainability of the Centre.
- Establish a garden, and a compost bin. Discuss with the children how it all works and why we need to do this.
- Reduce the amount of plastic and disposable equipment at the Centre and aim to purchase materials made from natural fibres.
- “Reduce, re-use and recycle” should be displayed at the Centre and it should be a natural process for all concerned.
- Email information to families about how they can help their children learn about sustainability and what they can do at home, as well as at the Centre.



# Free Play

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## POLICY STATEMENT

We provide an environment in which children are encouraged to use their creativity as well as interact with the environment on their own terms. The Centre will provide a wide variety of planned experiences within which the children may choose their own level of participation and the way in which they participate.

The Centre acknowledges that children come straight from school. We understand that many children would prefer to relax and choose how they spend the rest of the afternoon rather than have it dictated to them. The Free Play policy empowers the children by giving them the freedom to do what they choose.

## CONSIDERATIONS

- United Nations Convention on Rights of the Child
- Centre Philosophy
- My Time, Our Place
- National Quality Standards

## PROCEDURE

The Centre will provide equipment for children, which can choose to utilise in a variety of ways. The intention is to provide equipment that does not exclusively dictate the way in which it must be used.

This will include but is not limited to:

- Raw building blocks
- Varied materials for construction (cardboard, paper, plastic)
- Assorted types of balls (basketball, tennis, soccer)
- Assorted sporting equipment (bats, hoops etc.)
- Materials for expression (paper, coloured pencils)
- Creative expression (musical instruments, dress-ups etc.)

The Centre will also provide a number of different environments in which children can create different sorts of games and activities:

- Indoor areas where blocks, cards and other games can be played.
- Outdoor shaded areas where children can play games such as handball or skipping
- Open outdoor spaces where larger group games can be played (soccer, tip etc.)

# Sex & Gender Equity

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## **POLICY STATEMENT**

We aid to aid children to develop their social, emotional, and physical development regardless of their gender/sex. All children will be treated in the same manner and provided with the same access to all materials and equipment.

## **CONSIDERATIONS**

- National Standards Section 4.4 (range of equipment)
- Sexual Discrimination Laws
- Centre Philosophy
- Grievance Policy
- Providing a Child Safe Environment Policy
- Interactions with Children Policy

## **PROCEDURE**

- Staff and children shall accept and value every parent and child regardless of sex, gender, or ability.
- Staff and children are to be aware of the way in which they treat individual children in regard to language, attitudes, assumptions, and expectations, and will treat all children in the same manner regardless of sex or gender.
- The program will present positive experiences for children, which are not based on gender norms or stereotypes.
- All children will be encouraged to try a variety of activities regardless of sex or gender.
- Resource materials used in the centre will as far as possible be non-stereotyped.
- Staff will provide a range of equipment, which meets the needs of all children.
- Staff should act as positive role models encouraging children to be involved in activities commonly stereotyped for the opposite sex.
- Staff will be actively involved in a variety of activities regardless of sex or gender.
- Every effort will be made to employ staff, relief staff and volunteers from both sexes.
- All complaints are handled in accordance with the Complaints Policy & Procedure in regard to sexual and other forms of discrimination.

# Interactions with Children

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## POLICY STATEMENT

We provide an environment that reflects the principles in 'My Time, Our Place'. We acknowledge that the development of secure, respectful, and reciprocal relationships with children are fostered and encouraged and genuine respect for diversity and a commitment to equity.

We will endeavor through our interactions with children to nurture their optimism, happiness, and sense of fun. We aim to recognise and respond to barriers which may impact on children achieving a positive sense of self identify.

Educators will utilise opportunities in their interactions with children to develop an understanding of each other's expectations, leading to a deeper understanding of each other and the negotiation of clear boundaries regarding safety, respect for others and procedures for creating a caring environment.

## CONSIDERATIONS

- Education and Care Services National Regulations 73, 74, 76, 155, 156 & 68
- Quality Area's 1,5 & 6 in the National Quality Standard
- My Time, Our Place
- Centre Philosophy
- Sex & Gender Equity Policy
- Centre Rules
- Child Safe Environment Policy
- Behaviour Guidelines
- Staff Handbook

## PROCEDURES

### a) **The educators will:**

- Treat children with respect, courtesy and understanding regardless of race, cultural background, religion, sex, or ability.
- Encourage children to listen to others.
- Demonstrate respect, courtesy, and mutual understanding regardless of race, cultural background, religion, sex, or ability.
- Encourage children to share humour and express themselves in a variety of ways.
- Maintain a positive attitude in all interactions with children.
- Listen carefully to children's experiences and perspectives and show interest in their ideas and perspectives.
- Respect children as individuals and encourage each child to voice their opinions, concerns and ideas in a supportive forum that is free from stigmatism.

- Support children in feeling confident in the environment by never using strategies such as threats of corporal punishment or the refusal of food or other basic needs. Educators will always treat children with respect, courtesy and understanding.
- Treat children equally regardless of race, cultural background, religion, sex, or ability and ensure interactions between children and educators exhibit this.
- Sensitively manage children who are having difficulty conveying their message or managing their emotions.
- Ensure children understand what is being communicated to them during interactions and allow them time to question and/or respond.
- Speak to children at the appropriate level and use voice intonations, facial expressions, and body language to assist in conveying messages.
- Engage in one on one conversations with children and develop an understanding of their likes, dislikes, and interests.
- Collaborate with children regarding the daily routines and practices within the centre including programming of experiences, in order to meet their needs, interests and abilities.
- Organise environments and spaces that promote small and large group interactions and meaningful play and leisure.
- Collaborate with children to develop a set of rules or boundaries to guide their behaviour in the centre and discuss clear expectations and consequences of inappropriate behaviours.
- Keep rules simple and only have a small number of concise rules that children understand, focusing on appreciating and caring for each other and the environment. All staff, families and children will be made aware of the rules and the expected consequences. The rules will be clearly displayed.
- Ensure that all educators enforce the rules and consequences consistently at all times. Consequences will be relevant to the situation and never demeaning.
- Follow up all issues that arise by discussing the situation with the child and strategising for solutions in future issues.
- Collaborate with family members and schools regarding appropriate behaviour management practices to ensure there is a consistent approach.
- Access professional development and resources related to positive behaviour management and include this in professional development planning.
- Act as a positive role model for appropriate and expected behaviours in the centre being mindful of respectful language and tone.
- Encourage and reward acceptable behaviour by giving praise and positive feedback to children as often as possible.
- Assist children in developing self-discipline skills and regulating their own behaviours by using simple conflict resolution skills, building self-reliance and self-esteem, role modelling and positive direction.
- Provide children with opportunities to interact and develop respectful and positive relationships with each other, educators, and visitors to the centre.
- Ensure that appropriate physical contact is maintained in regard to comforting children, application of first aid, safety provisions such as holding hands and maintaining respectful bodily space.

- Identify when interactions with a child are not appropriate and refer to the centre 'Providing a Child Safe Environment' policy to address these concerns.
- Maintain defined boundaries in regard to appropriate behaviour with children and engagement with their families.

**b) The children will:**

- Demonstrate respect and courtesy towards staff.
- Practice strategies for problem solving, debating, negotiating, and interacting with others in an appropriate way with the guidance of educators.
- Have opportunities to use and share their home language with other children and educators
- Collaborate with staff in developing service routines and procedures including rules and boundaries and the consequences they should expect if these are not followed.
- Encourage their peers to understand and follow the Centre rules and expectations.
- Have the opportunity to participate in experiences that will build relationships and promote interactions between each other, educators, and visitors to the centre.
- Have the opportunity to assist educators in developing programs and routines for the centre that reflect their individual needs, interests, and abilities.
- Have the opportunity for solitude or quiet time supported and respected by educators and other children.
- Develop an understanding of the choices they make and the responsibility they have to manage their own behaviours in conjunction with educators.

# Providing a Child Safe Environment

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## POLICY STATEMENT

We aim to provide an environment that ensures the safety, health, and wellbeing of children always. The welfare and protection of all children is of paramount importance. Educators will maintain the premises and equipment, adhere to procedures regarding safe practices and operate in line with legislative requirements relating to child protective practices and the Education and Care Services National Regulations and Law. Educators will ensure that children are always supervised and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma (National Quality Standards 2.3.1 & 2.3.2).

## CONSIDERATIONS

- Education and Care Services National Regulations 82, 83, 84-87, 89, 103, 105, 107-110, 114, 115, 155, 170, 176 & 168.
- Quality Area's 2, 3, 4, 5 & 7
- Staff Handbook
- Health & Safety Policies
- Staffing Policies
- Interactions with Children Policy
- NSW Children and Young Person's (Care and Protection) Act 1998
- Commission for Children and Young People Act 1998
- Confidentiality Policy
- Child Protection Policy
- Child Protection (Prohibited Employment) Act 1998
- Ombudsman Act 1974 (with relevant Child Protection Amendments)
- NSW Department of Community Services Mandatory Reporting Guidelines
- NSW Child Protection Interagency Guidelines (2006)
- Legislation Amendment (Wood Inquiry Recommendations) Act 2009 No 13
- Keep Them Safe – Information session/ overview participants manual 2009/ 2010
- My Time, Our Place

## PROCEDURES

### The consumption of drugs, alcohol & smoking

- The centre is to be strictly free of drug, alcohol, and smoking.
- This is specified in staff contracts, as well as in induction and orientation documents.
- The centre posts a no smoking sign on the outside of the building.
- The centre operates in line with the requirements in the operational Licence issued by the Department of Education in regard to smoking and the consumption of drugs and alcohol.

### Managing the Centre

- Only approved staff and management members will be given a key to access the building and equipment areas.
- The Nominated Supervisor will be responsible for maintaining the issuing of keys to Staff. The centre will adhere to key registry requirements of the school.

- Extra keys will only be cut after agreement by the Nominated Supervisor.
- All money and important documents will be kept in a lockable place, and access will only be permitted by approved staff and management members.
- Educators will ensure that the building is left in a secure manner before leaving and all windows, cupboards, safe, and other relevant areas are locked. All heating and lighting are 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 of any kind.
  - Educators will remain at the service until the police arrive or inform them of what to do.

#### **BUILDINGS, EQUIPMENT AND MAINTENANCE:**

- Equipment will be chosen to meet the children's developmental needs and interests. There will be sufficient access to furniture, materials, and developmentally appropriate equipment suitable for the education and care for each child.
- Centre premises, all equipment and furniture will be maintained in a safe, clean condition and in good repair at all times.
- Children will be provided with adequate, developmental, and age-appropriate toilet, hand washing and drying facilities. These will enable safe use and convenient access by children.
- There must be no damaged plugs, sockets, power cords or extension cords.
- All plug sockets shall be maintained as child safe.
- 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.
- Management will develop a list of fully licensed and insured trades person's, which is made available to educators. 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 if used as part of any activity.
- Families will be encouraged to notify educators of any safety issues they observe.
- Anything that requires maintenance is to be reported to the Nominated Supervisor as soon as possible.
- Educators will undertake a building check before a session commences.
- Faulty equipment should be removed, or protection placed around any dangerous building sites.

- A maintenance folder will be kept that records any maintenance that needs to be addressed.
- The maintenance folder will record:
  - Type of problem
  - Date that it was observed
  - The person who notified the Supervisor and when
  - Corrective actions to rectify the issue
  - Contractor employed to repair the problem
  - Date repaired
- For urgent repairs, the Nominated Supervisor will organise a contractor to attend to the problem.
- Non-urgent repairs will be recorded in the maintenance folder. The Nominated Supervisor will note this in their report and bring it to the attention of management at the next meeting. Management and the Nominated Supervisor will organise to rectify the problem.
- It is the responsibility of management, once a problem has been raised, to ensure that it is rectified in the most efficient manner and that the centre is safe for educators and clientele.
- The centre will have an appropriate number of first aid kits that are suitable to the ages and needs of the children attending. The first aid kits will be audited, well stocked and be easily recognised and accessible at all times.

#### **STORAGE:**

- Storage areas will be cleaned and tidied at least twice a year or when seen, as necessary.
- Play equipment and toys are easily accessible to all children during the operating hours of the centre.
- Children are encouraged to respect for the equipment and pack it away when not in use to avoid trip hazards.
- Craft equipment is stored in a separate area, children ask permission before removing any craft equipment, such as paints and glues etc. which has not been set up by the staff.
- All craft equipment is properly washed and cleaned before storage.
- All items such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment, and medications are stored in the designated secured area which is inaccessible to the children. Educators are responsible for ensuring that these areas remain secure and that they do not inadvertently provide access to these items.
- Educators and management ensure that all family records are kept in a nominated secure place, ensuring that records are kept confidential and not left accessible to others during the course of the daily operations.

#### **VENTILATION, TEMPERATURE AND NATURAL LIGHT:**

- All heating and cooling systems will be of good quality and checked regularly to ensure safety and reliability.
- All heating and cooling systems and power cords will be kept in a safe area and away from children.
- Educators will take individual needs and specific activities into account when ensuring that heating, ventilation levels are comfortable.
- Should educators, children or families complain about the temperature in the service not being at a comfortable level, this matter will be drawn to the attention of management and steps will be made to address the problem.
- Adequate ventilation will be provided at all times. Windows will be properly maintained to ensure easy opening and protection from bugs and insects.
- Where activities involve toxic materials such as paints and glues, staff are to ensure there is adequate ventilation before undertaking the activity.
- Windows are to be opened during operation of the service unless closed to protect from extreme weather conditions.
- Natural light is considered to be most desirable. Provision of natural light areas will be enhanced as much as possible.
- In areas made available for children's homework or other fine detail, natural light will be made available where possible and good overhead lighting provided.
- Adequate light will be maintained both indoors and outdoors. A security light will be placed at the entrance to the service that clearly provides unobstructed view of the door and surrounding areas.
- Outdoor lighting will be suitable so that families, staff, and children can enter and exit the building without any unsafe dark areas.

#### **PEST CONTROL:**

- Equipment and especially food items will be safely stored so as not to attract pests and vermin.
- Refuse bins and disposal areas will be emptied and cleaned daily.
- Kitchen, 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.
- If urgent, the Nominated Supervisor may obtain a contractor to address the problem.
- If non-urgent, the Nominated Supervisor will make the necessary arrangements, and decide on the appropriate course of action.

- When chemical products are required to be used, all action will be taken to remove the children, educators, families, and visitors from the environment.

### Managing the Indoor and Outdoor Environment:

- **Indoor Environment:**

- The services indoor environment is a smoke free environment.
- The centre only enrolls the authorised number of children, in accordance with the National Regulations.
- Where children are indoors for long periods due to weather conditions, special activities will be planned.
- The indoor environment provides for:
  - Signing children in/out of the service
  - Collection of fees, answering phones, and maintaining daily records
  - Educators and families to talk in confidence
  - Children to store their bags and belongings
  - Storage of equipment, food, dangerous materials, and family records
  - Preparation of food and drinks
  - Kitchen
  - Cleaning of equipment
  - Separate male and female toilet areas and hand washing facilities
  - Creative activities, construction & homework spaces
  - Relaxation
  - Display of children's activities and work
- Staff and children ensure that bags are safely stored on the bag rack, or in the designated area and walkways are kept clear.
- Areas are set up to ensure that proper supervision can be maintained at all times.

- **Outdoor Environment:**

- The outdoor environment provides each child with at least 7 square metres of unencumbered outdoor space in compliance with National Regulation 108.
- The centre is a non-smoking environment, and smoking is strictly forbidden on the school grounds.
- The outdoor space is inspected daily for any obstacles or dangerous items and the hazard check is recorded in the Work Health & Safety Folder.

- o Any hazardous items are disposed of or isolated in a safe and careful manner prior to the children playing in the area.
- o The outdoor space is set up in a variety of ways to encourage participation.
- o The outdoor environment has allocated areas for various age groups and activities.
- o Adequate shade via trees and coverings are maintained.

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# HEALTH & SAFETY

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LINDFIELD ACTIVITY CENTRE

*Policies & Procedures*

# Administration of First Aid

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## POLICY STATEMENT

The service ensures that educators will be suitably qualified in emergency first aid management and that first aid equipment is available to all children, Educators, and visitors to the centre in accordance with best practice.

## CONSIDERATIONS

- Education and Care Services National Regulations 89, 12 & 87
- Education and Care Services National Law s.174
- National Quality Standard 2.1
- Staff Handbook
- Providing a Child Safe Environment Policy
- Excursion Policy
- Incident, Injury, Illness and Trauma Policy
- Infectious Disease Policy
- My Time, Our Place

## PROCEDURE

- The Nominated Supervisor is responsible for ensuring there are sufficient educators qualified in first aid, asthma management and anaphylaxis management. A sufficient number should be present at the service at all times when educating and caring for children.
- The centre will budget for the cost of the first aid course or renewal for each educator as part of the training budget.
- First aid kits will be kept in a designated secure place in the centre. They should be easily accessible to all educators and volunteers and kept inaccessible to the children.
- St John Ambulance will routinely maintain first aid kits.
- A separate travelling first aid kit will be available for all excursions and outdoor activities.
- Cold packs will be kept in the freezer for treatment of bruises and swelling.
- An inventory of the kits will be maintained and checked on a minimum monthly basis and signed off by the Nominated Supervisor. The checklists may be requested for sighting by management or from the NSW Regulatory Authority.
- The Nominated Supervisor is the First Aid Officer and is designated the duty of maintaining the kits to ensure that they are fully stocked, and that all items are within the use by date.
- At orientation, educators and volunteers will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it.
- Only qualified first aiders will administer first aid in minor accidents or to stabilise the child until expert assistance arrives in more serious accidents.

- Telephone numbers of emergency contacts, local doctor and poisons centre will be located next to the phone.
- 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.

**In the case of a minor accident, the first aid attendant will:**

1. Reassure the child
  2. Assess the injury
  3. Attend to the injured person and apply first aid as required.
  4. Ensure that disposable gloves are used with any contact with blood or bodily fluids.
  5. Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner as per the infectious diseases policy.
  6. Ensure that anyone who has come in contact with any blood or fluids washes their hands thoroughly in soapy water.
  7. Record the incident and treatment given on the first aid form.
  8. Notify the Nominated Supervisor, who will notify the parent when they come to collect their child.
- 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. The Regulatory Authority will be notified within 24 hours of either the incident or them becoming aware of the incident.

# Incident, Injury, Illness & Trauma

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## POLICY STATEMENT

We aim to ensure the safety and wellbeing of educators, children, and visitors at our service through proper care and attention in the event of an incident, injury, illness, or trauma. The centre will make every attempt to ensure sound management of the situation.

## CONSIDERATIONS

- National Standards Section 2.1
- Education and Care Services National Regulations 12, 85-88
- Work, Health and Safety Act 2011
- Duty of Care
- Staff Handbook
- Infectious Diseases Policy
- Immunisation Policy
- Acceptance and Refusal of Authorisations Policy
- Enrolment Policy
- Administration of Medication Policy
- Providing a Child Safe Environment Policy
- Administration of First Aid Policy

## PROCEDURE

### Enrolment Information

- Families are required to provide written consent for the centre to seek medical attention for their child as required in the enrolment form.
- Families are required to supply details of their preferred doctor, dentist, health fund and Medicare details.
- Families are required to supply emergency contact numbers in case of an emergency or accident.

### Incident, injury, or trauma to a child whilst in the service

- If a child, Educator, or visitor has an accident while at the service, only an educator who holds a first aid certificate will attend to them.
- Any child who is injured will be kept under adult supervision until they recover, and an authorised person takes charge of them.
- In the case of a major incident, injury, illness, or trauma at the service requiring more than basic first aid, the first aid attendant:
  1. Attend to the injured person and follow first aid procedures.
  2. Assess the injury and liaise with the Nominated Supervisor or Responsible Person to decide whether the injured person needs to be attended to by a doctor or whether an ambulance should be called.
  3. Contact families or emergency contacts at the first available opportunity. If not possible, there should be no delay in organising proper medical treatment.
  4. Remain with the person until suitable help arrives, or further treatment taken.

5. Isolate other children from the incident to maintain a children safe environment.
6. Endeavour to make the child comfortable and reassure them that they will be ok and that their families have been called.
7. Complete a centre 'Incident Report' and a 'Serious Incident Report' for the NSW Regulatory Authority along with the responsible person.

The Nominated Supervisor or Responsible Person will:

1. Notify the parent/guardian/emergency contact person immediately regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g. hospital).
2. Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the child.
3. Notify ACECQA as per reporting requirements.

### Illness

- Families are advised upon enrolment and in regular reminders not to bring sick children to the centre and to arrange prompt collection of children who are unwell.
- Where a child becomes ill at the centre, all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the family/emergency contact.
- A child or adult will be considered sick if they:
  - Sleeps at unusual times, is lethargic.
  - Has a fever over 38<sup>o</sup>C.
  - Is crying constantly from discomfort.
  - Vomits or has diarrhoea.
  - Need constant one to one care.
  - Has symptoms of an infectious disease.
- Children are asked to stay away from the centre for up to 48 hours if they present one of more of the above symptoms, or unless a doctor's certificate is supplied that outlines the child is fit to return to the service.
- If a child is unwell at home, the family is requested not to bring the child to the centre. The centre reserves the right not to accept a child who appears unwell when being signed in by their parent/guardian.
- If a child becomes ill whilst at the service, the parent/guardian/emergency contact will be contacted to collect the child.
- The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's parent/guardian or emergency contact takes them home.

- If a child is unwell and contact cannot be made with the parent/guardian/emergency contact the child will be taken to a doctor or an ambulance will be called.
- Staff members are encouraged not to attend the service if they are ill.

#### **How to decide if an injury, trauma, or illness is a ‘serious incident’**

- An incident, injury, trauma, or illness will be regarded by the service as a ‘serious incident’ if more than basic first aid was needed to manage the incident, injury, trauma, or illness. If medical attention was sought for the child, or should have been sought, including attendance at hospital or medical facility for further treatment then it is also considered a ‘serious incident’.

#### **Reporting of Serious Incident, Injury and Trauma**

- All serious incidents, injury, illness, or trauma will be recorded as soon as possible. The child’s family or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.
- The Nominated Supervisor is responsible for ensuring that, in the event of a serious incident, the NSW Regulatory Authority is advised as well as the Approved Provider (e.g. Management Committee) within 24 hours.
- It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor must notify the NSW Regulatory Authority within 24 hours of becoming aware that the incident was serious.

#### **Death or Serious Injury to a child or educator**

- Centre staff are prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the centre staff will follow guidelines in accordance with this procedure to minimise trauma to the remaining educators and children in the service.
- The centre will notify the family or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency. “Only a qualified medical practitioner can declare a person is deceased”, therefore educators should ensure the parents/guardians are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child or educator has been taken.
- This information should be provided in a calm and extremely sensitive manner.
- The site of the accident should not be cleared, or any blood or fluids cleaned up until after approval from the Police.
- All other children should be removed away from the scene and if necessary, parents/guardians contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.
- The Nominated Supervisor should also contact the NSW Regulatory Authority as soon as possible and within 24 hours to report the incident. The school and Network of Community Activities should be contacted to seek additional support, resources, or advice.
- In the event that a staff member is deceased the centre must contact Work Cover.
- In the event of the death occurring out of service hours, alternate arrangements will be maintained to ensure children are not exposed to the situation.

# Allergies

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## POLICY STATEMENT

We provide safe and effective care of children by ensuring that staff are fully aware of reactions to, and management of, any child's allergies. The centre ensures that a sufficient amount of suitably qualified educators have training in asthma and anaphylaxis management.

## CONSIDERATIONS

- Advice from the Department of Education and Training on managing Allergies and Anaphylaxis
- Relevant Organisations in Australia
- Dealing with Medical Conditions Policy
- Providing a Child Safe Environment Policy
- Incident, Injury, Trauma, and Illness Policy
- Enrolment Form
- Administration of First Aid Policy
- Education and Care Services National Regulations 55-60

## PROCEDURE

- Parents/guardians are required to list all medical information including allergies at the time of the child's enrolment at the centre.
- Parents/guardians must provide a Medical Management Plan developed in consultation with the child's doctor. This plan must explain the effects if the child is exposed to whatever they are allergic to and to explain ways Educators can assist the child if they do become exposed.
- The Nominated Supervisor will develop a risk minimisation plan with parents/guardians/guardians when required, for serious allergies such as anaphylaxis.
- All children with food allergies will be listed on the inside of the kitchen pantry doors.
- Educators endeavour to plan the menu around children attending with food allergies.
- The centre does not carry known allergy triggers.
- Allergies will be discussed with staff on orientation.
- As far as practicable allergens will be excluded from the service. For this reason, the centre is an allergen free service.

# Keeping an Animal at the Centre

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## POLICY STATEMENT

The centre acknowledges that whilst animals are not a necessary part of the program, they can be a great source of enjoyment and stimulation for children. The opportunity for children to engage with animals offers children experiences that will enrich their understanding and appreciation of the natural environment and promote the development of their skills in caring for others. While pets and other animals can prove an effective inclusion into the children's experiences whilst in care, they may also be a risk to children, therefore any animals that enter the service must be housed appropriately to minimise the risk of danger to the children. Strict supervision will be maintained to ensure the health and safety of the children and educators. Staff will ensure that everyone in the service treats all animals humanely and with respect.

## CONSIDERATIONS

- National Quality Standards 1.1, 1.2, 2.1, 2.3, 6.1
- Animal Rights Legislation
- Section 70 Animals Children (Education and Care Services) Supplementary Provisions Regulation 2012.

## PROCEDURE

The decision to keep a pet or have an animal (or animals) visit the service will be made by the Nominated Supervisor, based on an observed interest or value to the children. The Nominated Supervisor will inform families of the benefits and potential risks associated with animals in the service and the procedures relating to pets and children. The Nominated Supervisor will consult with parents/guardians to determine special considerations needed for children whose immunity is compromised, or who have allergies or asthma.

### a) **Educators will:**

- Wash hands after contact with animals, animal products or feed, or animal environments.
- Ensure children do not have direct contact with animals that carry diseases.
- Display animals in enclosed cages or under appropriate restraints.
- Not allow animals to roam, fly free, or have contact with wild animals/birds.
- Not allow food in animal contact areas; do not allow animals in areas where food and drink are prepared or consumed.
- Clean and disinfect all areas where animals have been present.
- Not clean animal cages or enclosures in sinks or other areas used to prepare food and drinks.
- Prepare a weekly roster to ensure the animal is appropriately fed and cared for.
- Ensure that a procedure and care roster is in place for the care of animals over the weekend, public holidays, and school development days and/or during vacation care - particularly if the service does not operate on these days.

- Remind children about the hygiene practices required for handling an animal and ensure the practices are followed.
- Maintain adequate supervision of the children and animals at all times.
- Follow the service's policies in relation to risk assessment, providing a child safe environment and/or any incidents or injuries sustained as a result of an interaction with an animal.

**b) Minimising risk to health and safety of children**

The mouths and claws of all animals carry bacteria that can cause infections in flesh around a bite, and eventually, if untreated, may spread into the bloodstream. The following preventative measures will be followed to help minimise risk to health and safety from contact with animals:

- A Vet should promptly treat animals that are ill or thought to be ill. An animal that is irritable because of pain or illness is more likely to bite or scratch.
- Children will not come into contact with animals that carry diseases.
- Educators must wash their hands thoroughly after touching animals and cleaning their cage/litter trays.

**c) Housing, hygiene, feeding & handling of the animal**

- The animal will be housed in appropriate housing, as recommended by industry professionals.
- The animal's enclosure will be cleaned every week in line with industry guidelines.
- The animal will be fed every day, and a roster for proper care & feeding will be created each week and during holiday periods.
- The animal will not be fed on areas that are used for food preparation. Any surface the animal or it is food or equipment comes into contact with must be disinfected.
- Only the Nominated Supervisor or staff will come into direct contact with the animal and will disinfect their hands after coming into contact with the animal, to prevent the spread of diseases.



# Child Behavioural Management

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## POLICY STATEMENT

We aim to provide an environment where all parents/guardians, staff and children feel safe, cared for and relaxed and we encourage cooperation and positive interactions between all persons. 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.

## CONSIDERATIONS

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

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

United Nations Convention on Rights of the Child

Play – Rights and Responsibilities of children, staff, and parents/guardians for a cooperative OOSH environment (Network)

## PROCEDURE

- Basic rules and clear guidelines of acceptable behaviour will be established through consultation with staff 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/guardians 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.
- Staff, parents/guardians, and children will be made aware of the rules and will be displayed at the centre.
- Consequences for breaking the rules will be 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.
- Staff will only use the "thinking area" for short periods, where children are encouraged to sit and think. Staff will follow up all "thinking area" 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.
- Children will be encouraged to seek support when necessary.
- Staff will have access to training materials and support in positive approaches to behaviour management. Resources will be made available to them in a flexible and convenient way.

- Staff, school, and parents/guardians should work in partnership in promoting a consistent and positive approach to behaviour management.
- Staff and parents/guardians 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 staff 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 staff, children, and other adults.
- Ensure that appropriate language is used at all times.
- 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 a choice made by the individual and that all behaviour has consequences.

#### **The staff 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 at all times.
- When communicating with children staff will ensure 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
- To encourage children to take responsibility for their actions, staff will:
  - 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 staff 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/guardians and the child.
  - Record all incidents, indicating what has happened before and after the incident, time, date and who was involved.
  - Develop a plan of action involving behaviour management in discussion with all staff, parents/guardians, school, and other professionals as required.
  - Record the plan of action, ensuring all are aware of how to implement this and develop an evaluation system and review date.
  - If the child hurts other children or adults the staff 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 that both sets of caregivers are notified of the incident.

### **Exclusion for Unacceptable Behaviour**

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

# Death of a Child

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## **POLICY STATEMENT**

Staff in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of such tragic circumstances, the staff will follow guidelines as set out below. The safety and wellbeing of all children must also be prioritised to maintain a child safe environment.

## **CONSIDERATIONS**

- NSW Department of Community Services Guidelines
- Incidents, injury, trauma, and illness Policy
- Education and Care Services National Regulation 55

## **PROCEDURE**

- The emergency procedure should be enacted for the other children at the centre.
- The centre will notify the parent / guardian that a serious incident has occurred and advise them to contact the relevant medical agency.
- The death of a child must be reported to:
  - Emergency Services.
  - ACECQA.
  - The Management Committee.
- This information should be provided in an extremely sensitive manner
- It is not the role of the centre to inform the parent / guardian that their child has died.
- A detailed report should be given as soon as possible
- Counselling will be made available for all children and staff.

# Emergency and Evacuation Procedures

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## POLICY STATEMENT

We aim to provide an environment that provides for the safety and wellbeing of the children at all times. All children and staff 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. The centre will ensure that a risk assessment and risk register is maintained in accordance with Regulation 97, that will address particular emergencies relevant to the centre.

## CONSIDERATIONS

- National Standards Section 2.3
- Education and Care Services National Regulation 97
- Work, Health and Safety Act 2011
- Australian Standards
- My Time, Our Place
- Providing a Child Safe Environment Policy
- Death of a Child Policy

## PROCEDURE

### Emergency Evacuation

- Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by the centre.
- All staff, including relief staff, will be informed of the procedure and their specific duties identified in their orientation to the centre. Staff will decide as to duties undertaken in the absence of other staff.
- Children and staff will practice the emergency procedure at least once per term, in both before and after school care.
- Drills will be conducted regularly when there are new children.
- No child or staff member 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 are installed and maintained in accordance with Australian Standards. Staff will be instructed and trained on their operation.
- Staff 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 centre will install and maintain a fire blanket and smoke detectors.
- Staff 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.
- The evacuation plan will include
  - Routes of leaving the building suitable for all ages and abilities. These should be clearly

mapped out.

- A 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 point in case the first one becomes unsafe.
- A list of items to be collected and by whom.
- A list of current emergency numbers.
- Staff duties in the emergency
- Staff members will be nominated to:
  - Make the announcement to evacuate, identifying where and how.
  - Collect children's attendance records and parent's contact numbers.
  - Collect emergency services numbers.
  - Make the phone call to 000, management and parents/guardians as required.
  - Collect the first aid kit.
  - 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, staff and be aware of any visitors.
- When the emergency service arrives, the Supervisor 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.

### Harassment and Threats of Violence

- If a person or person's known or unknown to the service makes threats to children or staff at the centre or at other school location such as palm, staff will:
  - Calmly and politely ask them to leave the centre or the vicinity of the children.
  - Be firm and clear and remember that 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 Supervisor is unable to make the call another staff member should be directed to do so.
  - Where possible the staff will calmly move the children away from the person.
  - No staff member is to try to physically remove the unwelcome person, they will remain calm and keep the person calm as far as possible and wait for the police.
  - Staff 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 centre.
- Staff should avoid being aggressive or confrontational, whether supervising children on palm or taking them to swimming or other activities, if there is an unwelcome person who staff feel is a threat in any way to the children, staff should immediately return the children to the centre.

### Lockdown

- Staff member blows whistle 3 times and calls out "Jellyfish" to alert staff and children of the lockdown.
- A staff member nearest to the phone will call 000. One Staff on duty will lead children to the meeting room. A Staff member will collect the sign in sheets to call the roll when all children are assembled.

## **LINDFIELD ACTIVITY CENTRE**

### *Policies & Procedures – Health & Safety*

- If palm is in use, the staff on duty at palm will be radioed to return the children back to the centre's meeting room immediately.
- Staff will pull the blinds on all windows, and lights will be turned off in the Kitchen and TV/Administration Area when all children and staff are in the meeting room
- When staff have made a final check of children on all areas (including toilet block, homework room, ESL building, level 1, level 2, and level 3), the two doors at the entrance must be locked.
- Children and staff will keep quiet and remain in the meeting room until informed by authorities it is safe to do otherwise.

# Food and Nutrition

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## POLICY STATEMENT

We aim to provide nutritious, varied food & healthy, of good quality in the centre. Children will be encouraged to develop healthy eating habits through good examples and education. Parents/guardians and children will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children.

## CONSIDERATIONS

- National Standards Section 2.7 (Food)
- National Standards Section 2.8 (Drinking Water)
- National Standards Section 2.9.3 (Building cleanliness, maintenance, and repair)
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- Public Health Act
- Australian Dietary Guidelines
- Hygiene Policy

## PROCEDURE

- Food and drink will be provided at both the before and after school sessions. In the afternoon, there will be an afternoon tea and a late afternoon tea.
- Fresh drinking water will be available at all times for the children and staff.
- All food provided by the centre will be nutritious and varied.
- Wherever 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.
- All food will be prepared and stored in a hygienic manner.
- Where children are involved in food preparation, this should always be supervised, and hygienic conditions maintained.
- Food will be stored in tightly sealed containers away from any chemicals.
- Food requiring refrigeration will be stored in a refrigerator.
- Snack times are seen as a social event where children and staff can relax, talk about their day, and experience a variety of foods. Staff will demonstrate good healthy and hygienic eating habits while with the children.
- Children should be seated while eating or drinking.
- Children and parents/guardians are encouraged to contribute to the menu.
- Parents/guardians 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 the menus. Staff will keep a list of all children's allergies or food restrictions near the food preparation area to ensure staff follow these.
- Education of healthy eating habits will be developed through ongoing examples, specific activities, notices, posters, and information sheets to parents/guardians & children.

- The denial of food will never be used as a punishment.
- Suitable drinks will be made available as soon as the children require morning or afternoon tea.
- Children’s cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed.

# Hazardous Materials

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## **POLICY STATEMENT**

We aim to provide an environment that is safe with no risk to the health and wellbeing of the children, staff, or parents/guardians. We will ensure that all activities undertaken while the service is in operation will not be potentially hazardous, and that all hazardous materials will be stored appropriately.

## **CONSIDERATIONS**

National Standards Section 2.9.5 (Building Cleanliness, maintenance, and repairs)  
Occupational Health and Safety Act  
Health and Safety Policies  
Providing a Child Safe Environment Policy

## **PROCEDURE**

- Hazardous machinery, chemicals and activities which are likely to cause potential danger to children, staff or others in the centre will not be used or undertaken while the service is in operation.
- Should any pests or vermin be identified action should be taken to rid the centre of the problem. This will be achieved 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 are to be used minimally and only with adequate ventilation, and preferably not in the presence of children.
- Aerosol cans such as spray paints etc. for specific activities will only be used outside in a well-ventilated area.
- All staff will be made aware, on initial orientation to the centre, of any potentially dangerous products, which may pose a danger to the children and where these are stored.
- All relief staff will also be made aware of the products and where they are stored.
- All potentially dangerous products such as cleaning materials, disinfectants, flammables, poisons and other dangerous substances, tools, toiletries, first aid equipment, and medications will be stored in the appropriate containers. This will be clearly labelled and stored in the designated secured area which is inaccessible to the children.
- Staff 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 food or where storage of these products might contaminate food.
- Staff should always read the label before use of any cleaning material, sprays or chemicals and be aware of appropriate first aid measures.
- The centre will keep a folder of all Safety Data Sheets (SDS) for hazardous materials outlining appropriate first aid measures.

# Hygiene

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## POLICY STATEMENT

We aim to provide a healthy and hygienic environment that will promote the health of the children, staff, and parents/guardians. All people in the centre will follow preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practices.

## CONSIDERATIONS

National Standards Section 1.3 (Toilets and hand basins)  
National Standards Section 2.3 (Infectious diseases)  
National Standards Section 2.10 (Health of Staff and children)  
Education and Care Services National Regulations 51, 52

## PROCEDURE

- The centre completes a daily, weekly, monthly, and termly cleaning roster.
- The centre employs a cleaner to clean the centre once a week.
- All toilet facilities will have access to a basin or sink with running hot and cold water.
- The Nominated Supervisor is the Food Safety Supervisor at the service.
- All toilet facilities will have soap and paper towel for washing and drying hands.
- Women and girls will have access to proper feminine hygiene disposal.
- Soap and paper towel will also be available in the kitchen area.
- Toilets, hand basins and kitchen facilities will be cleaned and disinfected daily.
- Hygienic food preparation is followed when handling and storing food. Hand washing is practiced by staff and children before preparing or eating food and after all dirty tasks (toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal).
- Staff 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. Health and hygiene practices can be highlighted to parents/guardians, and also through information sheets or posters.
- All staff must wear disposable gloves when in contact with blood, open sores or other bodily substances, clothes contaminated with bodily fluids or when cleaning up a contaminated area. Staff must wash hands with soap and water after removing the gloves.
- Staff with cuts, open wounds, or skin diseases such as dermatitis should cover their wounds and wear disposable gloves. Used gloves should be disposed of safely.
- All surfaces will be cleaned and disinfected after each activity and at the end of the day.
- All contaminated surfaces will be disinfected.
- 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.

- Children will be reminded not to share drinks, utensils or use items that have been dropped on the floor.
- All cups, plates and utensils will be washed in hot, soapy water.
- Lids must remain on the bins at all times and bins should be emptied daily.
- Bins will be disinfected daily.

# Immunisation

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## **POLICY STATEMENT**

The Activity Centre requires that all children who attend the centre have been immunised as required by the Department of Education.

## **CONSIDERATIONS**

- Lindfield Primary School Immunisation Policy
- Infectious Diseases Policy
- Department of Health Guidelines
- Department of Education Guidelines

## **PROCEDURE**

- It is mandatory for all students at Lindfield Primary School to have been immunised in accordance with School Policy.
- Parents/guardians/guardians are required to provide evidence of immunisation when enrolling their child at the centre or a certificate of exemption.

# Infectious Diseases

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## POLICY STATEMENT

We aim to provide a safe and hygienic environment that will promote the health of the children. All care and consideration will be given to the child who becomes ill while at the centre.

Parents/guardians/guardians will be asked not to bring sick children to the centre and to collect children who are unwell. Children with infectious diseases will be excluded from the centre for the period recommended by the Department of Health, or until they have got clearance from a doctor/medical practitioner.

## CONSIDERATIONS

- National Standards Section 2.1
- Education and Care Services National Regulation 85-88
- Department of Health Guidelines
- Department of Education Guidelines
- Work, Health and Safety act 2011
- Dealing with Medical Conditions Policy
- Incident, injury, trauma, and illness Policy
- First Aid Policy
- Immunisation Policy
- Hygiene Policy

## PROCEDURE

### Prevention

- Universal precautions will be consistently applied across service practices to ensure prevention of the spread of infections is effective.
- A regularly updated copy of the Department of Health guidelines on infectious diseases will be kept at the service for reference by staff, management, and families.
- If a child is showing symptoms of an infectious disease whilst at home, families are not permitted to bring the child to the service. Children who appear unwell when being signed in by their family will not be permitted to be left at the service.
- Hand washing will be practised by all educators and children upon entering the service, before preparing or eating food and after tasks such as toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal. In addition, educators will wash their hands before leaving the service.
- The centre will be cleaned daily, and rosters maintained as evidence of the cleaning tasks being undertaken.
- All toilet facilities will have access to a basin or sink with running hot and cold water, soap, and paper towel for washing and drying hands.
- Women and girls will have access to proper feminine hygiene disposal.
- Soap and paper towel will also be available in the kitchen area.

- All toilets, hand basins and kitchen facilities used by the service will be cleaned and disinfected daily. General surfaces will be cleaned with detergent at the end of the day and all contaminated surfaces will be disinfected.
- Toys will be washed, cleaned, and disinfected on a regular basis with material items such as dress ups and cushion covers will be laundered as required but a minimum of quarterly.
- Educators will maintain and model appropriate hygiene practices and encourage the children to adopt effective hygiene practices. As part of children taking increasing responsibility for their own health and physical wellbeing, educators should acknowledge children who are modelling hygiene practices.
- Informal education in proper hygiene practices will be conducted on a regular basis, either individually or as a group through conversations, planned experiences, inclusion in service routines and reminders. Health and hygiene practices will be highlighted to parents/guardians, and where appropriate information sheets or posters will be used by educators to support these practices.
- Educators will aim to provide a non-judgmental approach to differences in hygiene practices and standards between families in order to support children's developing sense of identity. Where practices differ to standards expected in the service remind children that these are practices to be followed in the service, but they may be different at home.
- All educators will be advised to maintain their immunity to common childhood diseases, tetanus, and Hepatitis B through immunisation with their local health professional.

## **Management**

- Children and staff with infectious diseases will be excluded from the service for the period recommended by the Department of Health or after clearance from a doctor/medical practitioner.
- Where there is an outbreak of an infectious disease, each enrolled child's family/emergency contact will be notified within 24 hours under ordinary circumstances. The service will maintain confidentiality when issuing the notification and ensure it is not prejudicial or identify any children.
- In the event of an outbreak of vaccine-preventable disease at the service parents/guardians & children not immunised will be required to stay at home for the duration of the outbreak for their own protection.
- If a child develops symptoms of a possible infectious disease whilst at the service, their family will be contacted to take the child home immediately. Where they are not available, emergency contacts will be called to ensure the child is removed from the service promptly.
- All staff dealing with open sores, cuts and bodily fluids shall wear disposable gloves and practice universal precautions.
- Staff with cuts, open wounds, or skin diseases such as dermatitis should cover their wounds and wear disposable gloves.
- Disposable gloves will be properly and safely discarded, and staff 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, 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 staff person in charge of the first aid kit will ensure that a mask is available in the kit at all times.
- Any exposure should be reported to the Nominated Supervisor and management to ensure proper follow up procedures occur.
- When assisting children with toileting and nappy changing, staff will ensure that they wear gloves and wash their hands afterwards. They will also encourage the child to wash their hands.
- Any soiled clothing shall be handled using disposable gloves and be placed in a sealed plastic bag for the parents/guardians to take home for laundering. The service will never rinse soiled clothing.
- 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 according to current infection control guidelines.
- The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.
- Payment of fees will be required for children during an outbreak of a vaccine-preventable disease, unless other arrangements discussed and agreed to by the management committee have been made.
- The Nominated Supervisor will at all times follow the recommendations as outlined in the Health Department document.
- The decision to exclude or re-admit a child or staff member will be the responsibility of the Supervisor 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 Supervisor or staff members have the right to refuse access if concerned about the child's health.
- Children and staff 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 such as measles, mumps diphtheria, hepatitis A, polio, tuberculosis, typhoid, and paratyphoid before returning to the service.

### **Management of HIV/AIDS/Hep B and C**

- Under the Federal Disability Act and the Equal Opportunity Act, there will be no discrimination based on a child's/family/educator HIV status.
- A child with AIDS shall be treated as any other child and will have the same level of physical contact with educators as other children in the centre.

- Where educators are informed of a child, family member or another educator who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. The service has no obligation to advise other families attending the service of a child's or educators HIV status.
- Proper safe and hygienic practices will be followed at all times and implementation of procedures to prevent cross infection as identified in this policy will be consistently implemented.
- Educators and families will be encouraged to participate in AIDS and Hepatitis education.

## Administration of Medication

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### POLICY STATEMENT

We aim to ensure the proper care and attention to all children through following specific guidelines regarding all medications given to the children. To ensure the interests of staff, children and parents/guardians are not compromised; medication will only be administered with the explicit permission of the parents/guardians or in the case of an emergency with the permission of a medical practitioner. Specific consideration will also be given to children who are carrying medication in their school bags.

### CONSIDERATIONS

National Standards Section 2.6 (Medication)

'Guidelines for Administering Medication' Network of Community Activities.

Education and Care Services National Regulations 55-60

Dealing with Medical Conditions Policy

### PROCEDURE

- Parents/guardians who wish medication to be administered to their child at the centre will complete the medication form at the time of enrolment or as soon as they become aware of their child's need for medication.
- The centre will require the following information:
  - Name of medication
  - Date, exact time, method, and dosage to be administered. (General time e.g. lunch will not be accepted)
  - Date, time, method & dosage medication was last administered.
  - Signature
- Medication must be given directly to an authorised staff member and not left in the child's bag. (Exceptions will be made in the case of reliever medication that is for emergencies only)
- Parents/guardians and staff are to ensure details on the form are clear and clarify any questions they may have.
- Staff will store the medication in the designated secure place, clearly labelled.
- Staff 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 an authorised staff member
- 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.

- Non-prescription medication will not be administered at the centre unless with a doctor's authorisation.
- Medication will be administered with the parent's written permission only, 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 parents/guardians are bringing the child to the centre, a written permission note from the parent, including the above information, must accompany the medication.
- Before medication is given to a child the authorised staff member (usually the staff member with a first aid certificate) who is administering the medication will verify the correct dosage with another staff member.
- A second staff member is to witness the administration of the medication.
- After the medication is given the authorised staff member will record the details in the Administered Medications folder. Name of medication, date, time, dosage, signature of person who witnessed and person who administered must all be filled in.
- Where a medical practitioner's approval is given staff will complete the administered medication form and write the name of the medical practitioner for the authorization.
- Where medication for treatment of long term conditions such as asthma, epilepsy, or ADHD is required, the centre will receive 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 centre parents/guardians should inform the centre of the nature of the medication and its purpose and of any side effects it may have for the child so that staff can properly care for the child.

# Management of Medical Conditions

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## POLICY STATEMENT

*Lindfield Activity Centre* will work closely with children, families and where relevant schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day to day program in order to promote their sense of wellbeing, connectedness and belonging to the service (*"My Time, Our Place"* 1.2, 3.1). Our educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality (*"My Time, Our Place"* 1.4). Medications will only be administered to children in accordance with the National Law and Regulations.

## CONSIDERATIONS

- Education and Care Services National Regulations 90-91, 92-96, 178, 181-184
- Education and Care Services National Laws 167, s173
- National Quality Standards 2.1, 6.2 & 6.3
- Staff Handbook
- Enrolment Policy
- Administration of Medication Policy
- Providing a Child Safe Environment Policy
- Incident, injury, illness, and trauma Policy
- Administration of First Aid Policy
- Work Health and Safety Act 2011
- Individual Medical Management Plans
- My Time, Our Place

## PROCEDURES

### Dealing with medical conditions

- Families will be asked to inform the service of any medical conditions their child may have at the time of enrolment. This information will be recorded on the child's enrolment form.
- Upon notification of a child's medical condition, the service will provide the family with a copy of this policy in accordance with regulation 91.
- Specific or long-term medical conditions will require the completion of a medical management plan developed in conjunction with the child's doctor and family.
- Where required a risk mitigation plan and communication plan will be developed in consultation with the child's family. The Nominated Supervisor will make the necessary arrangement with the family to discuss the content of the plan to assist in a smooth and safe transition of the child into the service.
- Content of the management plan will include:
  - Identification of any risks to the child or others by their attendance at the service.
  - Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. food preparation procedures.

- o Process and timeline for orientation or training requirements of educators.
- o Methods for communicating between the family and educators if there are any changes to the child's medical management plan.
  
- The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy, or relevant medical condition. All educators including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated regarding the necessary management. In some cases, specific training will be provided to educators to ensure that they are able to effectively implement the medical management plan.
- Where a child has an allergy, the family will be asked to supply information from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the educators can help the child if they do become exposed.
- Where possible the service will endeavour to not have that allergen accessible in the service.
- All medical conditions including food allergies will be placed on the back of the pantry door in the kitchen area out of the sight of general visitors and children. It is deemed the responsibility of every educator at the service to regularly read and refer to the list.
- All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child.
- Where a child has a life-threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service when the child is in attendance and families will be advised not to supply that allergen for their own children. Families of children with an allergy may be asked to supply a particular diet if required (e.g. soy milk, gluten free bread).
- Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy will be seated separately during mealtimes and all children will wash their hands before and after eating.
- Where medication for treatment of long term conditions such as asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.
- In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. The doctor must provide this plan. In one off circumstances, the service will not make an exception to this rule and will require the families to complete the procedure for the educators to administer the medication.

## **Administration of Medication**

- Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorised by a doctor.
- Educators will only administer medication during services operating hours.
- 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 in the case of an emergency.
- In the event that a case of emergency requires verbal consent to approve the administration of medication, the service will provide written notice to the family as soon as practical after administration of the medication.
- An authorisation is not required in the event of an asthma or anaphylaxis emergency however the authorisation must be sought as soon as possible after the time the parent and emergency services are notified
- Families who wish for medication to be administered to their child or have their child self-administer the medication at the service must complete a medication form providing the following information:
  - Name of child
  - Name of medication
  - Details of the date, time, and dosage to be administered. (General time, e.g. lunchtime will not be accepted.)
  - Where required, indicate if the child is allowed to administer the medication themselves, or have an educator do it.
  - Signature of family member
- Medication must be given directly to an educator and not left in the child's bag. Educators will store the medication in a designated secure place, clearly labelled and ensure that medication is kept out of reach of children at all times.
- 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.
- An exception to the procedure is applied for asthma medication for severe asthmatics in which case the child may carry their own medication on their person with parental permission. Where a child carries their own asthma medication, they should be encouraged to report to an educator their use of the puffer as soon as possible after administering and the service maintain a record of this medication administration including time, educator advised and if the symptoms were relieved.
- Before medication is given to a child, the educator (with current First Aid Certificate) who is administering the medication will verify the correct dosage for the correct child with another educator who will also witness the administration of the medication.
- After the medication is given, the educator will record the following details on the medication form: Name of medication, date, time, dosage, name and signature of person who administered and name and signature of person who verified and witnessed.

# Sleep & Rest

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## **POLICY STATEMENT**

All children have individual sleep and rest requirements. Children need a comfortable relaxing environment to enable their bodies to rest. This environment must be safe and well supervised to ensure children are safe, healthy, and secure in their environment.

## **CONSIDERATIONS**

- Education & Care Services National Regulations 81, 103, 105, 110 & 115
- My Time, Our Place
- National Quality Framework: Quality Area 2 & 3

## **PROCEDURE**

Our service defines 'rest' as a period of inactivity, solitude, calmness, or tranquility, and can include a child being in a state of sleep. Considering the busy and energetic nature of children's day, we feel that it is important for children to have access to places that they can rest and sleep if needed.

Our service will consult with families about their child's individual needs, ensuring they are aware of the different values and parenting beliefs, cultural or opinions associated with sleep requirements.

### **Management will ensure:**

- To take reasonable steps to ensure that children's needs are being met but giving them the opportunity to rest, having regard to the ages, developmental stages, and individual needs of each child.
- that there are adequate spaces and furniture to accommodate children's need for rest.

### **A Nominated Supervisor/ Certified Supervisor will:**

- Take reasonable steps to ensure that children's needs are being met but giving them the opportunity to rest, having regard to the ages, developmental stages, and individual needs of each child

### **Educators will:**

- Educators will be sensitive to each child's needs so that rest times are a positive experience.
- Maintain adequate supervision and maintain educator ratios when children are resting.
- Assess each child's circumstances and current health to determine whether higher supervision levels and checks may be required.

# Sun Protection

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## POLICY STATEMENT

Our service aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate Vitamin D levels in our children; we aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing.

We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.

## CONSIDERATIONS

- National Quality Standard 2.3.2
- National Quality Standard 6.3.2
- National Regulation 114
- National Regulation 100
- Work Health Safety Act and Regulations 2012
- NSW Cancer Council

## PROCEDURE

### Scheduling Activities:

The following procedures will be implemented when scheduling activities when the UV Rating is 3 or above.

- Where appropriate, outdoor activities will be scheduled outside of peak UV times or planned shaded areas with sun protection used for all children.
- If non-daylight-saving time (April-September) outdoor activities can take place at any time as long as sun protection is used when the UV index is 3 or above.
- Where the UV index for that day is not known, sun exposure will be minimised between the hours of 10am to 2pm.
- When planning all outdoor activities (including excursions) sun protection will be included in the risk assessment for service participation.
- All sun protection practices will be maintained while staff escorting children to and from school and on any future excursions.

### Shade:

- Structured outdoor activities will be held in shaded areas wherever possible when the UV Index is 3 or above.
- The service will identify shade options at various times of the day and they year within the outdoor space and promote these to the children. Educators will set up activities and play spaces to make best use of the shade.

- Children will be encouraged to use available shade when playing outside during times when the UV Index is high.

#### **Clothing:**

- Educators and children will wear protective clothing when outside during period of time when the UV Index is 3 or above.
- When outdoors children will be encouraged to wear sun-safe clothing with sleeves, collars, or covered necklines.
- Midriff, crop, or singlet tops do not provide adequate protection and are not recommended. The Family Handbook and Staff Handbook will remind staff, families, and children of the appropriate clothing to wear to the service to meet the sun protection policy.
- Children will be encouraged to wear sun-safe hats that protect the face, neck, and ears when outside. Recommended hats are bucket and broad brimmed hats. Baseball caps and visors are not recommended.
- All educators will be required to wear tops with sleeves and collars or covered necklines and longer style skirts, shorts, or trousers.
- Children who do not have a hat must play in a sheltered area. Staff are to enforce the rule that where a child has not got a hat or is wearing clothing that is not recommended as appropriate, they must access shaded areas in which to play.

#### **Sunscreen:**

- SPF 30+ broad-spectrum water-resistant sunscreen will be available at the service for children and educators to use.
- Educators will ensure there are regular reminders (minimum every 2 hours) to apply sunscreen prior to outdoor play during the months of October to March between 11am and 3pm or when the UV Index is 3 or above.
- Permission to apply sunscreen will be included in the service enrolment form. Educators will respect the parents/guardians right to refuse authorisation to apply sunscreen however will require children to wear appropriate clothing or play in the shade.

#### **Role Modelling of Staff:**

- Educators will wear protective clothing and practice a combination of sun protection strategies when in attendance at the service.
- Wherever possible, staff will seek out shade when undertaking outdoor supervision in months where the UV Alert is 3 or above.
- Educators will use opportunities to discuss with children sun protection and demonstrate a positive and proactive approach to the management of sun protection in the service.

#### **Collaboration with Children:**

- Children will be provided with opportunities to take leadership roles in managing sun protection.
- Children will be encouraged to access the internet/newspaper to check the UV ratings for the day and advise educators of the times when the UV Index will be 3 or above.

- Opportunities for children to set alarms for when the UV index increases above or drops below 3 will be provided and children assigned duties regarding UV reminders, hat reminders and management of sunscreen.
- Children will be reminded that they can remove their hats when the UV Index falls below 3.

# Transportation

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## **POLICY STATEMENT**

We believe that children traveling to and from school and on excursions have the right to be safe. The centre operates vacation care services during the school holidays and utilises a variety of transportation services. The centre aims to provide a safe environment for children when utilising transport to and from excursions and other activities.

## **CONSIDERATIONS**

National Standards Section 2.13 (Transport)

- Excursions Policy
- Providing a Child Safe Environment Policy

## **PROCEDURE**

- When possible, the centre will use a chartered bus to transport children to and from excursions.
- Children are only permitted to travel to an excursion on any form of transport with written permission from their families.
- If using public transport (such as bus, ferry, taxi, train, etc.) children must be effectively supervised at all times and never left unattended.
- In some circumstances where the site of the excursion is close to the service, it will be appropriate for children and educators to walk to the site.
- The decision to walk should be preceded by a risk assessment and the route should be determined consistent with the objective of ensuring the safety of educators and children.
- Public transport should be used for excursions, wherever appropriate.
- When using public or private transport it is important that each journey is risk assessed, for example, when travelling by bus:
  - Ensure all bus operators hold appropriate licenses and insurance:
    - Ensure they provide correct facilities i.e. wheelchair access if applicable
    - Ensure adequate adult supervision
    - Ensure children display appropriate behaviour

# Water Safety

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## POLICY STATEMENT

We aim to plan experiences with appropriate levels of challenge where children will be encouraged to explore, experiment and take appropriate risks (“My Time, Our Place”, Outcome 4), including the use of water as a medium for play in both the outdoor and indoor environment and on excursions.

Water use will always be supervised to ensure the safety of children is a priority. The hygienic state of water will be assessed before it is used for children’s play. Drinking water will be accessible, hygienically stored and maintained.

The safety and supervision of children is paramount when in or around water. This relates to water play, excursions near or at bodies of water, hot water, drinking water and hygiene practices with water in the service environment.

## CONSIDERATIONS

- Education and Care Services National Regulations 99-103 & 168
- National Quality Standard 2.3
- Providing a Child Safe Environment Policy
- Excursion Policy
- My Time, Our Place
- Work, Health and Safety Act 2011

## PROCEDURE

### Water Safety in relation to excursions

The centre recognises the risks posed by bodies of water and will ensure that every precaution is taken so that children are able to enjoy water-based excursions safely. The centre may undertake in water-based excursions outside of the school premises, a risk assessment would be carried out for all water-based excursions. Authorisations from families would be sought prior to excursions including those involving water-based activities.

The National Law and Regulations do not specify a specific educator to child ratio for activities where water is a feature. The number of educator’s present is to be determined by a risk assessment of the proposed activity. It must also be noted that in sections 165, 167 and 169 of the National Law there are clear statements about adequate supervision. A range of factors shall determine the adequacy of supervision, including:

- Numbers, ages, and abilities of the children
- Number and positioning of educators

- Each child's current activities
- Areas where children are playing, with particular emphasis on visibility and accessibility of these areas
- Risks in the environment and experiences provided to children
- Educators' knowledge of each child and each group of children,
- The experience, knowledge, and skill of each educator.

### **Definition of a body of water**

The service recognises the following locations as bodies of water:

- Swimming pools and /or water fun parks
- Wading pools
- Lakes
- Ponds
- The sea / ocean
- Creeks
- Dams
- Rivers
- Equipment used by the service that could contain 5cm or more of water and would allow a child to submerge both nose and mouth at the same time.

### **Water safety in relation to water-based activities within the service:**

- Water use within the service will be supervised to ensure that the safety of children, and educators is a priority. The hygienic state of water will be assessed before it is used for children's play.
- At the completion of the activity the water containers will be emptied, and the containers turned upside down or packed away. Educators will ensure water troughs or containers for water play are filled to a safe level. Children will be discouraged from drinking from these water vessels.
- Children will be instructed in the safe use of equipment used during water-based activities, for example, slip and slide, water pistols, bubble machines, etc.
- Any buckets of water that may be used for cleaning or hand washing will not be left unsupervised near the children and will be emptied immediately after use
- The children's play areas will be checked each morning to ensure that no containers or pools of water are accessible to children. If rain occurs during the day, outdoor play areas will be checked for safety prior to the children entering the outdoor environment.

# PROGRAMMING

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LINDFIELD ACTIVITY CENTRE

*Policies & Procedures*

# Daily Routine

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## POLICY STATEMENT

We aim to provide daily routines that contributes to each child's social, physical, intellectual, creative, and emotional development. We aim to give the children as much choice as possible as to how they will spend their time. The daily routine reflects this through a strong emphasis on free play, as well as the opportunity to engage in planned activities.

## CONSIDERATIONS

National Standards Section 4.2  
Education and Care Services National Regulations 50-51  
My Time, Our Place

## PROCEDURE

- A daily routine will be discussed and organized by staff that incorporates plenty of time for children to have free choice as to how they spend their time.
- The routine will reflect the Centre's philosophy of care.
- The routine will set out only the basic necessities (arrival, departure, snack times etc.) leaving the rest up to the children to decide.
- The routine will take into consideration all children's needs in relation to their emotional, social, physical, creative, and developmental areas.
- Developing each child's own creative leisure skills will be of the utmost importance.
- The routine will be flexible to allow for the many Outside of School Hours on School Grounds events that may cause children to arrive late or depart early.
- The routine will be on display so that children, parents/guardians, and staff may see it.
- The routine provides only a broad outline in order to encourage children to be creative with their free time.

# Documentaries, Movies & TV

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## **POLICY STATEMENT**

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. Staff will ensure that all videos and films are suitable for the children's ages and that parent's permission has been given.

## **CONSIDERATIONS**

Film ratings from Australian Broadcasting Authority  
Voluntary Code of Practice Section 12

## **PROCEDURE**

- Documentaries, movies, and TV will only be viewed that have a G or PG rating.
- Documentaries, movies, and TV may be used as part of a balanced program of activities. They should only be used in a limited way to ensure children do not spend time watching when they could be outside playing.
- Parents/guardians should be notified that G & PG rated videos may be shown and permission sought on the enrolment form.
- Staff should preview the film or video where possible.
- Films and television will only be used to a limited extent such as at the end of the day when it is dark outside or during wet weather or for a very brief period in the mornings.



# Written Programs

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## POLICY STATEMENT

We develop and implement a balanced program that is stimulating, interesting and exciting and allows opportunities for children to play, explore and develop new skills. Our Centre's program will reflect the cultural diversity of our community. Children and parents/guardians are encouraged to be actively involved in the planning and implementation and evaluation of the program.

## CONSIDERATIONS

National Standards Section 4.2  
Education and Care Services National Regulations 50 & 51  
My Time, Our Place

## PROCEDURE

- The Educational Leader and other staff members will be responsible for the development of a child-centred program, that reflects the philosophy of the centre and meets the social, physical, recreational, intellectual, creative and emotional developmental needs of the children attending.
- Programs will provide a broad outline of activities that children are free to choose to participate in or not.
- The program will be placed on display so that children and parents/guardians can see it.
- Staff will be encouraged to contribute to the program wherever possible.
- The Centre will have resources on site for staff to use in the developing of a program.
- Staff will encourage feedback from parents/guardians and children in relation to the program.
- Staff will converse with parents/guardians regarding their child's interests and activities and respond to parent's suggestions, requirements, and expectations.
- Children will be encouraged to make their own choices as to how to spend their time at the centre. Whether this means participating in planned activities or creating their own.
- The program will be recorded and evaluated on Google Drive.
- The weekly program will also be displayed on the display board, for parents/guardians to view and comment on.
- The program will form a broad outline allowing children to make the majority of choices as to how they will spend their time at the centre.
- Staff will interact with children and where appropriate participate in activities and encourage children to try new activities.
- The program will be evaluated weekly through verbal and written critical reflection.
- Activities for different age groups will be available for children to take part in.

### The Program will:

- Promote the importance of 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.
- Allow children to make the majority of choices as to how they spend their time at the centre.
- Provide a wide variety of toys that are appealing to the children.
- Provide equipment that encourages creativity
- Encourage children to assert self-discipline and control.
- Provide children with opportunities for creative expression.
- Help children to appreciate and care for each other and their surroundings.
- Make the children feel valued and welcome at the centre.

# STAFF POLICIES

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LINDFIELD ACTIVITY CENTRE

*Policies & Procedures*

# Communication

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## POLICY STATEMENT

We aim to maintain positive and open communication between all stakeholders. Staff, parents/guardians, and committee members will be made aware of important information through regular communication across various channels.

## CONSIDERATIONS

Industry Best Practice

## PROCEDURE

### Staff/Management

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

### Staff/Parent

- Staff will create a comfortable and supportive environment for parents/guardians and strive for open communication and good relations with parents/guardians.
- Staff and parents/guardians will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- Staff will not be judgemental towards the parents/guardians and respect their need to use childcare.
- Staff will accept parent's individual differences in raising their children and in all cultural issues.
- Staff will ensure parents/guardians are greeted and farewelled in all sessions.
- Staff will maintain regular, open communications with parents/guardians. Staff should inform

parents/guardians personally about anything relating to their child as an ongoing process. This could be praise about the child's day activities, any problems the child might have had on the day, issues of behaviour that may have been a concern and so on.

- Staff will regularly talk to parents/guardians about the child's interests and activities and respond to suggestions from parents/guardians.
- When parents/guardians contact the Centre to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and wellbeing.
- Conversations will be maintained at a positive level.
- Communication with parents/guardians will be maintained in a variety of ways such as:
  - Greeting and Farewelling
  - Personal conversations
  - Notice Boards
  - Parent Information Package
  - Information from Management
- Staff will ensure that parents/guardians are fully aware of all lines of communication and ensure these are followed.
- Staff will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required.
- Parents/guardians and staff are requested to maintain confidentiality at all times.

### **Staff/Child**

- Staff and children are to treat each other with respect, courtesy and understanding.
- Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the centre.
- Appropriate language is to be used at all times.
- Staff will use an appropriate tone of voice when talking to children. Shouting should be avoided.
- Staff will be supportive and encouraging and communicate with children in a friendly, positive, and courteous manner.
- Staff will initiate conversations with all children and develop an understanding of the child and their interests.
- Staff will give praise and positive feedback to the children as often as possible.
- Staff will form friendly and warm relationships with the children in their care.
- When communicating with children staff will ensure that they are understood and to communicate at the child's level.
- Staff will not threaten or verbally abuse children in any way.

### **Staff/Staff**

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

procedures.

- Staff are to read the daily communication book prior to the commencement of each roster.
- Staff will familiarise themselves with the content of all the notices displayed around the centre.
- A staff member with concerns about the work practices or standards of another staff member will firstly approach that staff member to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.
- Staff should not unnecessarily involve parents/guardians or other staff members in their matters of grievance.

# Conditions of Employment

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## **POLICY STATEMENT**

We aim to provide a flexible, positive, and respectful working environment that ensures the rights of employees are met at all times. All staff will be employed under appropriate awards and conditions. Taking into consideration Equal Employment Acts, Income Tax Assessment, Superannuation Acts, Industrial Dismissal Acts, and Health, Safety and Welfare Acts.

## **CONSIDERATIONS**

Local Government (State) Award

## **PROCEDURE**

- All staff are bound by an employment contract, that they sign upon employment.
- All relevant conditions set down by the award are supplied to all employees on orientation.
- Staff are encouraged to remain up to date with their appropriate conditions and inform the Supervisor of any changes.
- Written staff evaluations will be undertaken at the discretion of the Supervisor (at least annually).
- Evaluations will be kept on the employee's file and may be viewed upon request at any time.
- Staff are to conduct themselves in accordance with the guidelines specified in the Staff Handbook.
- Staff are to conduct themselves in a professional manner at all times.
- Staff will be paid on a fortnightly basis and will be required to fill out a timesheet each fortnight stating their name and hours worked per day.

# Disciplinary Action

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## POLICY STATEMENT

We aim to provide a quality service demonstrating professional behaviour and following high standards of conduct. We will encourage staff to maintain good working relationships and have a commitment to maintaining a quality standard of work.

## CONSIDERATIONS

- National Standards Section 3.4 (Fit and proper person's)
- Relevant Industrial Agreements
- Grievance Policy
- Professional Code of Conduct Policy
- Miscellaneous Workers' - Kindergartens and Child
- Care Centres, &c. (STATE) Award

## PROCEDURE

- Staff appraisals aim to address any performance issues that occur throughout the year.
- It is important that staff are fully aware of their expectations as an employee in the centre, and that clear guidelines are given regarding staff duties, code of conduct and professionalism.
- Management will ensure that all staff are given clear job descriptions and orientation into the position with opportunity to clarify any issues.
- Staff are required to address any concerns and clarify any issues in the job description or expectations that they are unsure of.
- Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
- Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description.
- Staff have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear 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 staff should be aware of the whole process.

Should staff fall below clearly identified standards then the Supervisor or Management will give a.

### 1. VERBAL WARNING

- a. 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.
- b. Indicate what should happen to improve the situation and how the staff member can improve their performance.
- c. Identify any support needed to assist the staff member to make the changes and take steps to implement these.
- d. Indicate how the improvements will be measured, and when a review will take place (1-4

weeks depending on circumstances).

- e. Give an opportunity for the staff member to respond to the concerns and seek union representation if required.

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

## **2. WRITTEN NOTICE**

- a. Where the problem continues to occur the staff member will be given written notice of the complaints against them.
- b. The Supervisor will discuss the issue with the management committee to decide on an appropriate course of action.
- c. The result of the discussion with the Committee will be recorded and a copy placed IN the employee's file. The staff member may view this and attach a written reply.
- d. The staff member will again be:
  - i. given specific indication of where their performance standards are not being met,
  - ii. indicate where changes are required and ways of achieving these,
  - iii. and told the method and date of review of their performance.
- e. The staff member will be granted another probationary period.
- f. The staff member will be informed at this stage that termination will be considered if no changes occur.

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

## **3. FINAL WRITTEN WARNING**

- a. If the problem persists another meeting of the management committee should be called, and the staff member called to attend.
- b. The matter should be discussed as per the first meeting and further action considered.
- c. At this stage, the staff member will be given a 'final written warning'.
- d. Again, the staff member has the right of reply and can discuss the situation. They also have the right to have a union representative or person of their choice attend the meeting.

*If this resolves the issue, there is no need to go any further*

## **4. TERMINATION OF EMPLOYMENT**

- a. If the problem still continues after the written warning, another special meeting between management will be held and a decision made as to the employment of the staff member at the service.
- b. If the management believe that the staff member's performance is unlikely to improve then the staff member will be dismissed.
- c. The dismissal process will involve
  - i. A written notice will be given to the employee.
  - ii. All shifts for the employee will be cancelled immediately
  - iii. The employee will be required to return any manuals, documentation, or other centre property.
  - iv. The employee will be reminded of their obligation to keep any personal information they may have learnt regarding specific children or families confidential.
  - v. If the employee was given access to the computer then the passwords should be changed.

- vi. A record of the termination of employment should be placed on the employee's file.

# Grievance Procedures

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## POLICY STATEMENT

We aim to maintain a positive working environment for staff and for the Committee. We 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.

## CONSIDERATIONS

- Relevant Industrial Agreements
- Privacy Conventions
- Disciplinary Action Policy
- Code of Conduct Policy

## PROCEDURE

### General Staff Procedure

- On commencement all staff and management committee members will be given the guidelines for grievance procedures.
- Meetings of staff and/or committee members provide regular opportunities to raise and discuss general issues or concerns about the centre. 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/guardians as appropriate.
- Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around the centre in a professional manner.
- Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate. (see Disciplinary Action Policy)
- Any problem, complaint or concern arising between staff or between committee members should be dealt with by the person's concerned as close to the event as possible in order to avoid an escalation of the issue.
- All people involved in the grievance should attempt to resolve the issue through informal discussion and use of problem-solving techniques.
- 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.

### Formal Grievance Procedure

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

In the case of a grievance between staff or parents/guardians/guardians: as appropriate the Supervisor, or the Staff Liaison member of the management committee should be briefed about the grievance and its current status.

- The whole committee should be briefed.
- The grievance(s) will firstly be investigated by the Supervisor or Management Committee as appropriate.
- 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, be 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 centre cannot identify a suitably impartial person, the management will agree to invite a qualified mediator to assist.
- The meeting will:
  - Identify the issues(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 staff files.
- The neutral party will inform the management committee 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 through other suitable avenues.

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

# Relief Staff

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## POLICY STATEMENT

We aim to continue the quality of care in the centre by the employment of fit and proper people for relief staff. A work agreement clearly outlining their duties and expectations will be given to all relief staff employed.

## CONSIDERATIONS

- Relevant Industrial Awards and Agreements
- National Standards Section 3.4 (Fit and proper person's)
- Prohibited Employment Legislation

## PROCEDURE

- The centre will employ relief staff when required to fill short-term vacancies or staff absences.
- The Supervisor will keep a register of relief staff, which will be maintained and updated regularly.
- A file recording experience, qualifications, Prohibited Employment Declaration and completed Working with Children Check will be kept with the register.
- Unsuccessful applicants for positions vacant who seem suitable will be asked if they would like to be placed on the relief staff list.
- Unless in an emergency, all relief staff will need to have been through an interview with the Supervisor, have referees and references checked, and are deemed a fit and proper person to care for the children.
- When no one from the Centre's list is available to fill the position, the Supervisor may contact another OSHC or agency to employ someone they recommend from their relief list.
- When necessary to employ relief staff prior to the checking process being completed, work requirements will be modified to include additional supervision of relief staff or limiting their direct to access to children.
- Job descriptions will be drawn up for all relief staff.
- Relief staff will be asked to fill out a casual work agreement before commencement of duties.
- The Supervisor will, where possible, provide a modified induction to the centre which will include a tour of the centre, introductions to staff, a copy of the staff handbook, job description for relief staff, code of conduct and copies of relevant policies. The Supervisor will ensure that they are fully aware of their duties and the Centre's expectations.
- Relief staff must adhere to all areas of confidentiality
- All relief staff will be paid the appropriate wage and minimum hours as outlined for casual staff under the relevant award.

# Resourcing

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## POLICY STATEMENT

We aim to provide a quality service through the hiring of dedicated, hardworking staff. The activity centre will advertise positions where necessary through local newspapers.

## CONSIDERATIONS

- National Standards Section 3.2 (Staff qualifications and training)
- National Standards Section 3.4 (Fit and proper person's)
- National Standards Section 2.5.2 (First aid facilities and qualifications)
- Equal Opportunities Act
- Anti-Discrimination Laws
- Prohibited Employment Legislation (Working with Children Check)
- Local Government (State) Award
- Local Government Act 1993
- Industrial Relations Act 1996
- NSW Anti-Discrimination Act 1977
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Discrimination Act 1975

## PROCEDURE

When the need arises to employ further casual staff the Nominated Supervisor will advertise in local papers, local universities, Seek & Network of Community Activities.

Advertisements would include:

- Job title
- Specific employment information
- Working with Children Check Clearance number
- Training & certifications
- Closing date for applications

Written applications should include:

- Resume
- Cover Letter
- Contact details
- Minimum of 2 referees

Selection of Employees

- The Committee will form a special group in order to select a new Nominated Supervisor or other contracted positions as required.
- The Nominated Supervisor will be responsible for the hiring of casual staff for the daily running of the Centre.

# Staff Induction

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## POLICY STATEMENT

Staff induction is an important process in ensuring staff are fully equipped to carry out their duties in the best possible way. An induction process will be developed and carried out for all employees, providing them with a clear understanding about the service and its operations and their expectations within the centre.

## CONSIDERATIONS

- Staff Awards and Conditions
- Staff Handbook
- Staffing policies

## PROCEDURE

The Supervisor will conduct the induction after the new employee has signed their contact and payroll information. The induction process will include:

- An Induction checklist that includes work health safety information, daily procedures, emergency procedures and health & hygiene orientation.
- Discussion about working arrangements and expectations, including professional code of conduct and duty of care.
- Information about the review and appraisal system.

The new staff member will be provided with the following information:

- Employment contract
- Payroll information sheet
- LAC Code of Conduct Sheet
- OSHC Code of Standards
- Taxation forms
- Fair Work Information Statement
- Staff Handbook

On the first day of work new staff members will have limited duties and be given an opportunity to observe some of the other staff members at work. The new staff member will also be assigned a 'buddy' who will mentor them over their first couple of shifts.

The Supervisor will maintain effective communication with new staff members so that any problems they may encounter can be resolved quickly.

# Staffing Arrangements

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## POLICY STATEMENT

We aim to provide adequate staffing arrangements at the centre to ensure effective operations. This involves employing a suitable Nominated Supervisor responsible for the running of the service, as well as an Educational Leader to oversee programming practices. Further, the centre will also make sure various other staff members have a Supervisor Certificate to fill the role of Responsible Person shall the need arise.

## CONSIDERATIONS

- Education and Care Services National Regulation 68, 78, 79
- National Quality Standard 4.1 (Staffing arrangements)
- Staff to Child Ratios Policy

## PROCEDURE

- The service's Nominated Supervisor will be responsible for the service at all times regardless of their attendance at the service.
- In the absence of the Nominated Supervisor at any time, a Responsible Person will be selected to be in charge of the daily operation of the service. This person will not adopt the Nominated Supervisor's responsibilities during this time. The service will display the details of the Nominated Supervisor and Responsible Person at all times the service is operating.
- A Responsible Person must hold a Certified Supervisor's Certificate or agree in writing to be placed as the Responsible Person under the centre's Supervisor Certificate.
- The service will appoint an Educational Leader and display the name of this person for families should they wish to discuss the service's programming practices.
- At all times, the service is operating, there will be a minimum of one educator who holds a current approved first aid, anaphylaxis, and asthma management qualification.
- Educators will record their name and the hours they have worked directly with children each time they are working in the service. This record will also include the name of the Responsible Person, the Educational Leader, and the names of any students and visitors.
- The centre will follow industry standards for ratios of educators to children when rostering.

# Determining the Responsible Person

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## POLICY STATEMENT

We understand that we have a duty of care obligation under the National Law and Regulations to ensure that a Responsible Person is on the premises at all times to ensure the health, safety and well-being, learning and development of all children at the service. This is to ensure that all legislative requirements are met.

## CONSIDERATIONS

- Education and Care Services National Regulation 54, 68, 78, 79, 150, 168 & 173
- National Quality Standard 4 & 7
- Staff to Child Ratios Policy
- Staffing Arrangements Policy
- Governance & Management Policy

## PROCEDURE

### Selecting a Responsible Person

- The service must ensure that a person must have signed an 'acceptance of responsible person' document, in line with the Regulatory requirements 54 & 162.
- This person can be an Approved Provider, a Nominated Supervisor, or an Educator in charge of the daily running of the Centre.

### The Approved Provider will ensure:

- The Responsible person must have completed accredited Child Protection training.
- The Responsible person must accept the position in writing.
- The name of the Responsible Person must be displayed clearly at the Centre near the entrance to the Centre.
- A record which includes the name of the responsible person at the service for each time that children are being educated and cared for by the service.
- Understand that a Certified Supervisor placed in day-to-day charge of the Service does not have the same responsibilities under the National Law as the Nominated Supervisor (i.e. Coordinator)
- Notify the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings.
- The Responsible Person must be a Fit and Proper Person.

# Professional Code of Conduct

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## **POLICY STATEMENT**

The professional attitude and behaviour of the staff is of utmost importance to the provision of a quality service. We aim to provide clear guidelines to the staff regarding the expectations for their professional behaviour at the centre.

## **CONSIDERATIONS**

- Staff Handbook
- Duty of Care
- National Quality Standards 4.1 (Staffing Arrangements)

## **PROCEDURE**

- Staff professional code of conduct, duty of care and expectations will be discussed in the initial orientation process of new staff.
- Staff 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 staff.
- Staff will be made aware of the Centre's philosophy and policies and will be expected to follow them. Should staff have any concerns with the policies they are to raise this with the Supervisor or Management Committee.
- Staff will be expected to know, understand, and perform their duties as per their job description.
- Staff will be expected to start duties on time.
- Staff will be expected to dress appropriately for their duties
- Staff must not attend work under the influence of drugs or alcohol.
- Staff should not attend work when they are unfit to do so due to injury or sickness and must inform the centre as soon as possible.
- Staff will use only suitable language that is not offensive to other staff, parents or guardian or children.
- The centre is a smoke free zone. Staff may not smoke in or around the building, or in the sight of children.
- Staff will be expected to know and follow child protection policies.
- The quality of the centre and positive working environment is dependent on good staff and parent relationships.

# Code of Conduct for Children & Parents/guardians/Guardian

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## POLICY STATEMENT

Lindfield Activity Centre strives to provide an environment where everyone feels safe, secure, and supported. This includes staff, children, and parents/guardians. Our Code of Conduct is as follows:

*Everyone at our Centre has the right to feel safe and secure both emotionally and physically. They have the right to have their personal space and property respected. Everyone has responsibility to care for ourselves, other children, parent/guardian, and team members.*

*Everyone must take care of people's belongings, our centres' equipment, and the centre environment.*

*A positive approach to behaviour is desirable to foster a climate within which personal responsibility and self-discipline will be encouraged and developed. The 'Code' governs our daily actions at the centre, at school, out in the community and at home.*

Families are asked to sign the Registration Form as acknowledgement and agreement to support the Code of Behaviour.

## CONSIDERATIONS

- Parent Handbook
- Grievance Policy
- Disciplinary Action Policy

## PROCEDURE

We show care, consideration, and safety through demonstrating respect, responsibility, and rights. Parents/guardians/guardians and children are expected to:

- a) Respect and support others – speak with respect to others; use appropriate language; listen to others; use appropriate body language; be on time; use good manners; make amends by positive act; value each other.
- b) Treat staff at the centre with respect and courtesy
- c) Co-operate so that everyone can enjoy and learn – include others; cooperate; take turns; accept losing; look after each other; encourage others; be honest; think of the feelings of others; try to understand others.

- d) Act in a manner that is safe for ourselves and others – walk with care and safety; put things away carefully and where they ‘live’; assemble where we should with care and consideration; use equipment correctly and safely; follow procedures when walking and travelling by vehicle.
- e) Respect property and the centre environment – care and use games/toys and equipment as intended; care for the property of other and their work; care for the centre and the environment.
- f) Sort out our problems considerately – find solutions which do not involve physical contact; try to work out our problems ourselves; ask a carer or someone else; solve problems in a fair and reasonable manner; negotiate; listen to others; recognise that the problem could look different from another perspective; use ‘stop and think’ time.
- g) Keep ourselves and others safe – play in designated areas of the centre or grounds that are supervised and safe; play on equipment only under supervision and follow rules; play safe games; ;play in a safe manner – balls only are to be thrown (supervised) – natural things from the ground stay on the ground; use games and sports equipment safely – as intended or instructed; use toilets appropriately – they are not a place to play; dangerous items to be left at home; expensive/valuable items to be left at home (or in the safe keeping of the Responsible Person until collected by Parent/guardian/carer) – Walkman’s, computer games, mobile telephones, jewellery etc.

## **SPECIFIC RULES**

- a) The centre has a zero-tolerance approach to bullying and aggressive behaviour. Bullying will not be tolerated under any circumstances, either threatened, verbal or physical
- b) Any person who is seen to be bullying another person at the centre will be excluded from the centre
- c) Violence will be treated very seriously
- d) Children are to remain in view of at least one carer at all times
- e) No one is to leave the grounds – Parent/guardians will be contacted and the Police – this relates to the safety of children and carers
- f) Dangerous items such as knives, bottles, war toys, matches, crackers etc. must not be brought to the centre. If observed by carers these items will be confiscated
- g) We all must be responsible and report when rules or guidelines are broken and when dangerous items are observed

## **BREACH OF CODE OF CONDUCT**

If a parent/guardian or child is considered to have breached the code of conduct then the Nominated Supervisor has the right to exclude them from the service until appropriate resolution steps have been achieved and an agreement on acceptable behaviour has been developed.

The Nominated Supervisor should consult the *Grievance Policy & Disciplinary Action Policy* to established appropriate steps for reconciliation/resolution of the issue.



# Staff Review and Appraisal

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## POLICY STATEMENT

We aim 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.

## CONSIDERATIONS

- National Standards Section 3.4 (Fit and proper person's)
- National Quality Standards 4.1 (Staffing arrangements)
- Grievance Policy
- Disciplinary Action Policy
- Professional Code of Conduct Policy

## PROCEDURE

- All staff will be informed of the appraisal system on acceptance of the position and given details in the orientation process.
- An initial review will be undertaken after a period of one month in the position.
- Appraisals will then be conducted on an annual basis or at the Supervisor's discretion.
- Staff and management will agree on the format of the appraisal system, which may be updated to more suitable systems after review, discussion and endorsement by the management and staff.
- All staff will be given at least a two-week notice, of an upcoming appraisal so that a convenient time for both parties may be arranged.
- 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 staff performance.
- The appraisal system can be used as a tool to identify future training needs of staff.
- 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 staff member. This will be agreed to and signed by both parties.

Where it is identified that the staff member 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 staff to help them through the process and assist them in achieving the required standards
- The support can be given through the Supervisor or the committee
- A record made of the above, dated and signed by both parties
- Should no improvement be made by the next review then further action will be taken.

If the staff member 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 further through other avenues. This could include the union or mediation.

# Staff to Child Ratios

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## **POLICY STATEMENT**

We believe that the child to staff ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive staff, child and parent interactions and quality and safe care through ensuring that we meet the minimum standards outlined in the National Standards.

## **CONSIDERATIONS**

- National Standards, Section 4.1 (Staff: Child ratios)
- National Standards, Section 4.1 (Minimum staff numbers)
- Education and Care Services National Regulations 68-69, 121-124

## **PROCEDURE**

### **Staff to Child ratios**

The staff to child ratios as outlined in the Standards will be met at all times.

- 1.1.1 There will be a minimum of 15 children to 1 staff member
- 1.1.2 There will be a maximum of 8 children to 1 carer for excursions
- 1.1.3 There will be a maximum of 5 children to 1 carer for water-based play

The staff to child ratios as outlined in the Voluntary Code of Practice will be adhered to at all times.

- A child to staff ratio of 1 to 10 for programmes which integrate children with disabilities.
- A child to staff ratio of 1 to 5 for programmes which are specifically for children with disabilities.

### **Minimum Staff Numbers**

- There will be a minimum of 2 staff members present at all times.
- When staff are sick or unable to attend work, appropriate relief staff will be employed to meet standards.
- For an emergency or if a staff member becomes sick, a replacement should be obtained where possible before the staff member leaves the centre.
- If a relief staff member 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.
- Students will not be counted as part of the staff to child ratio, at any time
- Where possible extra carers will be encouraged to participate to assist in providing a higher standard of care.

# Training and Development

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## POLICY STATEMENT

We believe that the quality of the service is developed through continual training and development of the staff. We aim to provide our staff with encouragement and support to further their skills in the out of school hours care field.

## CONSIDERATIONS

National Standards Section 4.1

Education and Care Services National Regulations 125-128, 136

## PROCEDURE

- Management will ensure that sufficient funds are made available in the budget for all in-service training and development.
- The Supervisor will inform the committee of any specific training and development needs of the staff.
- Staff appraisals and the centre requirements will be used to ascertain further training needs.
- The Supervisor in conjunction with the committee will assess what training is available and determine who should attend.
- Where possible a yearly plan of training will be made, including dates, staff attending, and costs.
- All staff will be given the opportunity to be involved in some form of training throughout the year.
- All staff 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 staff or outside presenters
  - External meetings with other centres, with exchange of ideas
  - External workshops, conferences, and seminars
  - Accredited short courses provided by registered training organisations
- Due to the majority of workers at the centre being university students there will have to be flexibility in terms of staff training & development.
- Whenever possible the Supervisor will share information from courses or meetings attended where other staff were unable to attend.
- All staff will be considered to be at work for the duration of any training they attend for the centre.

# Volunteers/Students/Visitors

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## POLICY STATEMENT

We aim to ensure the safe and proper care of the children in the Centre by having clear guidelines for any person who enters the centre or is involved with the children in any way.

Specific guidelines will be developed for all volunteers, students, and visitors in the Centre.

## CONSIDERATIONS

National Standards Section 3.4 (Fit and proper person's)  
Prohibited Employment Legislation

## PROCEDURE

### Volunteers

- All volunteers will be required to undertake appropriate employment screening including a Working with Children Check.
- The Supervisor will provide a modified introduction to the centre, which will include a tour of the centre, introductions to staff and information regarding the operations of the centre.
- Volunteers will be provided with access to relevant policies such as behaviour management.
- Volunteers are not to discuss children's development or other issues with parents/guardians.
- 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 employees normally do.
- Volunteers will not be included when calculating basic staff to child ratios.
- Volunteers will need to provide proof of insurance.

### 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 student's suitability and work with the Supervisor in relation to times and expectations. The school must provide written authorization for the student and a copy of their insurance. This will be kept on file.
- **Students attending other registered training organizations** and studying a relevant field, such as childcare, teaching, recreation, or community services. The training organization must initiate the placement, identify the student's suitability and work with the Supervisor in relation to times and expectations. The training organization must provide written authorisation for the student and a copy of their insurance. This will be kept on file.
  - Students will be provided with guidelines identifying their responsibilities, expectations, and code of conduct while at the centre.

- 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/guardians.
- Students should adhere to all policies concerning confidentiality.
- Students should never be left alone or in charge of any children.
- Students will not be used to do tasks that the employed staff normally do.
- **All placements will be negotiated through the Supervisor and placement only be accepted on the discretion of the Supervisor based on issues such as staff and ability to supervise and be available to help the students.**

## Visitors

- Visitors must sign in and out of the service.
- All visitors must have a valid 'Working with Children Check' clearance number.
- Visitors may be invited to the centre to stimulate the program
- Visitors could include entertainers or community members or local organisations such as police, fire brigade etc.
- Professional access to the Centre will be at the discretion of the Supervisor or when required by law to do so.
- Professionals including 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 Centre. If they refuse the Supervisor or a staff member directed by the Supervisor will call the police for assistance.
- No staff member is to try to physically remove the unwelcome person but try to remain calm and keep the person calm as far as possible.

# Endorsements

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Endorsement by:	Position	Signature	Date for Review
	Nominated Supervisor		January 2019
	Assistant Director		January 2019
	President		January 2019
	Vice President		January 2019
	Accountant		January 2019