

# A-1 Hours of Operation

## NQS

QA. 2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QA. 6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

## National Regulations

Reg. 172	Prescribed information to be displayed
Reg. 175	Prescribed information to be notified to the Regulatory Authority
Reg. 226	Publication of information

## Policy Statement

We will meet the needs of the parents 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 and/or place of study.

## Related Policies

- MELROSE PARK OSHC Policy A-5: Dropping Off and Picking Up
- MELROSE PARK OSHC Policy A-6: Absent and Missing Children

## Procedure

The Centre will operate during government school terms Monday to Friday, between the hours of:

7:00am – 9:00am before school and

2:55pm - 6:00pm after school;

or as agreed by the Management Committee.

No children are to be left unattended at the Centre outside these hours. (Policy A – 5: Dropping Off and Picking Up)

During Before School Care, Melrose Park OSHC educators will ensure a teacher is on duty in the playground to supervise children before releasing children from care. Children are released into the care

of the supervising teacher at 8:40am. If a teacher is not present, the children will remain in the care of Centre Educators until a teacher arrives.

In the afternoon, Melrose Park OSHC educators will await for children at the OSHC building. Children walk themselves from their classrooms to the OSHC room, where roll call is completed promptly. Special consideration will be made for kindergarten children during their initial weeks at Melrose Park Public School. Children not accounted for shortly after this time will be treated as missing and the appropriate procedures will be followed. (Policy A – 6: Absent and Missing children)

Educators will be at the Centre from 2:30pm, to prepare for the afternoon activities.

The Centre will be operational during most Government school holidays and Pupil Free Days between the hours of:

7:00am - 6:00pm

or as agreed by the Management Committee.

The Centre opening dates and times during School Holidays and Pupil Free Days, are subject to the discretion of the Management Committee and Educators.

The Centre does not operate on Public Holidays. All parents will be notified of days of closure through our notice board, website and via email.

All hours of operation will be posted at the Centre in line with Regulation 226 of the Education and Care Services National Regulations and given to parents in the Parent Handbook on the child's initial enrolment.

Please refer to Policy A – 5: Dropping Off and Picking Up for further information regarding these procedures.

Opening hours will be reviewed annually to ensure that they meet the needs of the current parents and families in the community who have access to the service. Any changes to the normal opening hours will be notified to the Regulatory Authority as prescribed in Regulation 175 of the Education and Care Services National Regulations.

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Privacy Act 1988
- Family Law Act (1975)
- Network of Community Activities – Guide to Establishing an Out of School Hours Service in NSW
- DET Licence agreement

Endorsed Date:	October 2018
Review Date:	October 2019

## A-2 Priority of Access

### NQS

QA. 6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing
QA. 7.1	Governance supports the operation of a quality service.

### National Regulations

Reg. 158	Child's attendance record to be kept by approved provider
Reg. 170	Policies and Procedures to be followed
Reg. 192	Co-operation with prescribed classes of bodies

### Policy Statement

We will provide places for school aged children needing care during their time out of school hours. We will not discriminate against any families needing care however, priority of access determined by Government guidelines will affect placement on the waiting list.

### Related Policies

- MELROSE PARK OSHC Policy A-15: Role of Management Committee
- MELROSE PARK OSHC Policy Policy E-4: Cultural Relevance and Anti-Bias
- MELROSE PARK OSHC Policy Policy E-3: Gender Equity and Inclusion

### Procedure

Our Centre will give preference to providing a place for children who currently attend Melrose Park Public School, followed by children attending local primary schools.

Access to attend the service will be available for children up until the age of 14 years old. Once 14 years of age, children will no longer be eligible to attend the service.

Non-school aged children (preschool aged children) are eligible to attend the January summer vacation care program granted they are enrolled to begin school that year.

Where care is being provided for a child outside primary school age, they may be asked to vacate their position first, in line with the “Priority of Access Guidelines”.

No one will be discriminated against on the basis of his or her cultural background, religion, sex, disability, marital status or income.

The Centre will provide notices in various languages, where possible, that reflect the community for schools in the local area regarding the Centre.

The Centre will try to meet any specific needs of the families in the local community.

The Centre will ensure that access is given to children and families with special needs, however; children with specific needs beyond the ability of the Centre will be assessed and may be referred to another service with more appropriate facilities to cater for their needs.

Under conditions attached to Approved Services Eligibility of Child Care Benefit (CCB) Melrose Park OSHC must follow the “Priority of Access Guidelines” if the demand for childcare exceeds the available places. Melrose Park OSHC intends to cater for all families requiring care, and where possible, will source the extra spaces required to enable acceptance of all families. As the centre must abide by the Priority of Access Guidelines, families will be informed about these on enrolment via the family handbook.

**First Priority:** A child at risk of serious abuse or neglect

**Second Priority:** A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'.

**Third Priority:** Any other child

Within these main areas, priority should then first be given to the following:

- A child from an Aboriginal or Torres Strait Islander family.
- A child from a family which includes a disabled person.
- The family includes an individual whose adjusted income does not exceed the lower income threshold of \$44,457 for 2016-2017 or whose partner is on income support.
- A child from a family with a non-English speaking background.
- A child from a socially isolated family.
- A child of a single parent.

A Wait List will be developed and updated regularly, should it be required, which identifies:

- Priority of access eligibility
- Date placed on list
- Required days of care

Preference on the Wait List is also determined by siblings already in care.

Parents are able to access their status on the waiting list upon request.

The Centre may require a child to vacate a place in the service in the event that a child with a higher priority needs care. Families will be first notified of the above Priority of Access Guidelines upon enrolment in the family handbook and then given 14 days' notice of the need for their child to vacate. Where a parent has not been informed of the possibility of a lower priority child being asked to vacate a place on enrolment, the Centre cannot enforce this requirement.

If a child at the Centre does not attend Melrose Park Public School, they may be asked to vacate a place in the service in the event that a child attending Melrose Park Public School requires care.

### Sources

- Education and Care Services National Regulations (2011)
- Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000.
- Australian Government – Department of Education, Employment and Workplace Relations (Priority of Access Guidelines)

Endorsed Date:	October 2018
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## A-3 Philosophy

### NQS

QA. 4.2.2	Professional standards guide practice, interactions and relationships
QA. 5.1.1	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included
QA. 6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA.7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
QA 7.1.1	A statement of philosophy guides all aspects of the service's operations
QA.7.2.1	There is an effective self-assessment and quality improvement process in place

### National Regulations

Reg. 55(c)	Quality Improvement Plans
Reg. 170	Policies and Procedures to be followed

### Policy Statement

Melrose Park OSHC is dedicated to the safety, well-being and development of all children attending the service. The Philosophy will be the core values by which the educators, Management and children will work towards at the Centre. The Philosophy will be reviewed annually by all stakeholders to ensure its relevance to the community.

### Related Policies

- MELROSE PARK OSHC Policy A – 12: Policy Development and Review
- MELROSE PARK OSHC Policy A – 15: Role of the Management Committee
- MELROSE PARK OSHC Policy A – 19: NQF
- MELROSE PARK OSHC Policy E – 1: Programming

### Procedure

The Centre Philosophy is an expression of the purpose, values and beliefs of the service. It states what the service aims to provide for the children and families in the community. It is the foundation on which to build Centre goals, policies and procedures and will direct the focus of everything that happens in the Centre. The Centre Philosophy will be an important part of ongoing learning and reflective practice and

will inform the centre setup of the Indoor and Outdoor Environments and daily routines (My Time, Our Place).

The Centre Philosophy will be reviewed annually as the centre undergoes review of the Quality Improvement Plan. The development and/or review of the Centre Philosophy requires input from key stakeholders including educators and Management.

The Philosophy will be used to inform the development of the Quality Improvement Program in line with Regulation 55.

## **Philosophy**

At Melrose Park OSHC, we recognise each child as an individual with important skills and abilities that they can contribute to our community. Our program is based around the key ideas of belonging, being and becoming, based on a knowledge of the developmental stages of School Age Children and the importance of learning through play.

### **Therefore we aim to:**

- Provide a safe and nurturing environment for every child
- Foster positive self-esteem and a strong sense of identity in each child
- Meet the individual needs of all children and their families as a priority
- Employ staff who will engage children in a range of exciting and stimulating activities whilst caring for the social, physical and emotional well-being of each child;
- Emphasise the development of life skills as well as a sense of enjoyment.

### **We recognise:**

- The child's inherent right to feel safe, protected, content and cared for in their environment.
- The importance of child-centred play as well as more structured activities in a child's development.
- The importance of social and emotional development and communication in learning through play and leisure.

- That involvement of families and community in the development of our programs, is an ongoing partnership based on effective communication, will result in continuous improvement for the Centre.
- The importance of a child being in an environment centred on core values of peace, dignity, tolerance, freedom, equality and solidarity.
- The value of ensuring that staff are given opportunities for professional development and supported so that they grow as leaders and carers and are therefore able to maintain high standards of resources and programs for the children;

**We are committed to:**

- Providing a quality, fun program that allows the children to choose how their time will be spent at OSHC.
- Ensuring that the Management Committee support and communicate effectively with parents, children and staff.
- Providing a stimulating environment where children can be challenged and guided to develop skills in their social, physical and cognitive development.
- Ensuring that children within in our service are engaged in quality experiences for rich learning, personal development and citizenship opportunities.
- Providing activities that will encourage involvement of all children, drawing on the various cultural, ethnic and religious backgrounds.

**Sources**

- National Quality Framework
- Education and Care Services National Regulations (2011)
- 'My Time, Our Place'- Framework for School Age Care in Australia



- United Nations Convention of the Rights of the Child
- Children and Young Persons (Care and Protection) Act (1998)
- Early Childhood Australia's Code of Ethics

Endorsed Date:	October 2018
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# A-4 Enrolment

## NQS

QA. 6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
QA. 6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

## National Regulations

Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

## Policy Statement

We aim to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We will ensure the confidentiality of information provided to us through the practice of secure recording and filing procedures.

## Related Policies

- MELROSE PARK OSHC Policy A-1: Hours of Operation
- MELROSE PARK OSHC Policy A-2: Priority of Access
- MELROSE PARK OSHC Policy A-3: Philosophy
- MELROSE PARK OSHC Policy A-5: New Children Orientation
- MELROSE PARK OSHC Policy A-6: Fees

- MELROSE PARK OSHC Policy A-8: Dropping off and Picking Up
- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-13: Participation and Access
- MELROSE PARK OSHC Policy A-14: Complaints
- MELROSE PARK OSHC Policy A-15: Role of the Management Committee
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality
- MELROSE PARK OSHC Policy D-1: Dealing with Medical Conditions
- MELROSE PARK OSHC Policy D-9: Emergency Procedures
- MELROSE PARK OSHC Policy D-15: Allergies
- MELROSE PARK OSHC Policy D-16: Asthma
- MELROSE PARK OSHC Policy D-17: Anaphylaxis
- MELROSE PARK OSHC Policy D-18: Diabetes
- MELROSE PARK OSHC Policy D-22: Child Protection Policy
- MELROSE PARK OSHC Policy D-23: Child Management

## **Procedure**

An online Enrolment Form must be completed for each family, including a separate details page for each individual child prior to attendance at the centre. The appropriate Membership Fees, as set by Management, will be invoiced on finalisation of the online family Enrolment Form. This is payable by all families before the child/ren can attend the Centre.

The Nominated Supervisor, or authorised representative, will go through the online form prior to the child starting care to ensure all the appropriate fields have been completed and will advise parents of any missing information.

The online Enrolment Form (available on the centre webserver) must be completed in full and contain the following information as prescribed in Regulation 160:

- the full name, date of birth and address of the child
- the name, address and contact details of:

- each known parent of the child; and
  - any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and
  - any person who is an authorised nominee; and
 

**Note: *Authorised nominee*** means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. See section 170(5) of the Law.
  - any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and
  - any person who is authorised to authorise an educator to take the child outside the education and care service premises;
- details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
  - details of any other court orders provided to the approved provider relating to the child’s residence or the child’s contact with a parent or other person;
  - the gender of the child;
  - the language used in the child’s home;
  - the cultural background of the child and, if applicable, the child’s parents;
  - any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;
  - the relevant authorisations set out in regulation 161;
    - an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek—
      - .i. medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
      - .ii. transportation of the child by an ambulance service; and
  - the relevant health information set out in regulation 162;
    - the name, address and telephone number of the child’s registered medical practitioner or medical service; and

- if available, the child’s Medicare number; and
- details of any—
  - .i. specific healthcare needs of the child, including any medical condition; and
  - .ii. allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and
- any medical management plan, ASICA anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy referred to above; and
- details of any dietary restrictions for the child; and
- the immunisation status of the child; and
- if the approved provider or a staff member or family day care educator has sighted a child health record for the child, a notation to that effect; and
- in relation to New South Wales, certificates for immunisation or exemption for the child, as required under section 87(1), (2) and (3) of the Public Health Act 2010 of New South Wales.

If a child is subject to a court order, parenting order or parenting plan, the service must have a copy on record plus any subsequent alteration registered by the court prior to the child first attending the centre. This evidence of court orders or agreements must be provided upon enrolment in order to minimise the likelihood of distressing situations occurring in the future and must include any additional information relating to powers, duties, responsibilities and authorities of any person in relation to either the child or access to the child.

If a child has any specific health care requirements, for example, diagnosis of being at risk of anaphylaxis, a copy of the ASCIA Management Plan as set by the child’s medical practitioner, must be received upon enrolment (or as soon as the child is diagnosed) and kept on record with the child’s enrolment details. Where a child has such a specific health care requirement on enrolment, the paperwork must be received prior to the child first attending the centre.

All enrolment forms are to be kept in a secure file (see A-11 Maintenance of Records Policy) and kept confidential from all but the approved persons who enrolled the child, relevant educators and relevant Management Committee members, the Centre’s Administrative Service Provider and Commonwealth and/or State Department Officers (see A-17 Privacy and Confidentiality Policy).

Online Enrolment forms are to be updated yearly and/or when there are changes to the family’s details or circumstances. Parents will be advised that it is their responsibility to notify educators of any changes to their current details upon enrolment through the Family Handbook.

To confirm re-enrolment for the following year, and to cater for any changes to care required, current families will need to complete online re-enrolment and selection of required bookings during Term 4 in preparation for the commencement of the following year. Families will access the online re-enrolment on the centre webserver via a link from the centre website ([www.melroseparkoshc.com.au](http://www.melroseparkoshc.com.au)).

Information will be communicated to families as enrolment and re-enrolment commences in Term 4. Re-enrolling families (including the addition of a sibling to an already enrolled family) are given a priority period within which to re-enrol, prior to enrolment of new families commencing.

A closing date will be set and advised to all families for when online enrolment and re-enrolment must be completed. Any families failing to complete their online enrolment or re-enrolment prior to this date will be unable to make a booking during Week 1 and 2 of Term 1. This period ensures educators can assist in settling in any new children and provide the highest quality of care as opposed to communicating with new or re-enrolling families regards their enrolment. The Director has the delegated authority to waive this two week booking period in extreme cases only.

Depending on availability of care, and subject to policy decisions above regards the closing date of enrolment and re-enrolment, children may be enrolled at any time throughout the year. Care will be determined by availability and the Priority of Access Guidelines (see A-2 Priority of Access Policy).

On enrolment, families will be provided with a Family Handbook detailing how the centre functions, including:

- Philosophy and goals
- Management structure
- Priority of access and waiting list
- Hours of Operation
- Fee Structure
- Program
- Educator arrangements
- Child Care Benefit (how to apply)
- Quality Standards
- Mandatory reporting
- Grievance and complaints handling
- All policies and procedures that relate to families and children

Completion of the Online Enrolment Forms is considered to be the parent / guardian's acceptance of the Centre's policies and procedures.

All new families will be required to go on Direct Debit for payment of Before and After School Care and Vacation Care fees.

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Putting Children First (NCAC) - 'Ask a Child Care Advisor: Enrolment and Orientation'
- Network of Community Activities Factsheet – 'Orientations'
- Privacy Act 1988
- Public Health Act 2010
- Family Law Act 1975

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# A-5 New Children Orientation

## NQS

QA. 6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
QA. 7.1	Governance supports the operation of a quality service.

## National Regulations

Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

## My Time, Our Place

LO. 1	Children feel safe, secure, and supported
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## Policy Statement

We aim to provide a positive orientation procedure for new children attending the service to welcome all new children and families to the Centre. Families will be made aware of the Centre's policies, aims, goals and procedures and be encouraged to actively participate in their child's involvement at the Centre. We aim to assist children in their transition into a new environment and in doing so actively minimise the distress involved in entering a new Centre.

## Related Policies

- MELROSE PARK OSHC Policy A-1: Hours of Operation
- MELROSE PARK OSHC Policy A-2: Priority of Access
- MELROSE PARK OSHC Policy A-3: Philosophy
- MELROSE PARK OSHC Policy A-4: Enrolment



- MELROSE PARK OSHC Policy A-6: Fees
- MELROSE PARK OSHC Policy A-8: Dropping off and Picking Up
- MELROSE PARK OSHC Policy A-13: Participation and Access
- MELROSE PARK OSHC Policy A-14: Complaints
- MELROSE PARK OSHC Policy A-15: Role of the Management Committee
- MELROSE PARK OSHC Policy D-1: Dealing with Medical Conditions
- MELROSE PARK OSHC Policy D-9: Emergency Procedures
- MELROSE PARK OSHC Policy D-15: Allergies
- MELROSE PARK OSHC Policy D-16: Asthma
- MELROSE PARK OSHC Policy D-17: Anaphylaxis
- MELROSE PARK OSHC Policy D-18: Diabetes
- MELROSE PARK OSHC Policy D-23: Child Management

## **Procedure**

Families (including the child to be enrolled) will be encouraged to visit the Centre prior to attending the service to provide opportunity to:

- Go through the child's enrolment form addressing any allergies or medical conditions (see Enrolment policy)
- Discuss any individual needs of the child, particularly in relation to behaviour and personality
- Learn about the child and family, including any relevant background information pertaining to the care of the child
- Outline the daily routines of the Centre to assist in informing the child as to what they can expect from a normal session of care
- Understand the layout of the centre to assist in making the child familiar and comfortable with their surroundings
- Meet the educators and other children attending the service

For children commencing school in the following year, they will receive Melrose Park OSHC information at the orientation session held by school. The Nominated Supervisor will provide a brief overview of the Centre's and routines and encourage families to come and visit the Centre at a later date.

All families will be encouraged to attend the Management Committee meetings for further involvement in their child's attendance at the Centre. The meeting times and dates will be emailed to families, displayed at the centre and placed on the Centre website.

Families will be provided with information on how to pay their fees through both verbal instruction, email and via the Family Handbook. **New families will be required to pay their fees via direct debit.** For more information, please see the Fees Policy.

On enrolment, families will be notified of the Centre's current policies in regards to the following:

- Emergency Evacuation and Lockdown Procedures and Drills
- Complaints
- Child Management
- Allergies
- Anaphylaxis
- Diabetes
- Asthma
- Fees
- Hours of Operation
- Dropping off and Picking Up Policy (Late Pickup Fee)
- Priority of Access Policy in regards to Wait List

The above may be brought to the attention of families through signage at the Centre, full policies or brief explanations included in the Family Handbook.

Centre Policies and Procedures are available to all families, at the centre and on the centre website.

Once the child is attending the service, educators will:

- Introduce themselves to the child and family
- Ensure the child is actively included in group activities

- Converse with the family and guardians as the child settles in at the centre

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia
- Putting Children First (NCAC) - 'Ask a Child Care Advisor: Enrolment and Orientation'
- Network of Community Activities Factsheet – 'Orientations'
- Privacy Act 1988

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## A-6 Fees

### NQS

QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 171	Policies and procedures to be kept available
Reg. 172	Notification of change to policies or procedures
Reg. 181	Confidentiality of records kept by approved provider

### Policy Statement

We aim to provide a quality service which is affordable to all in the community. Fee levels will be set by Management each year on completion of an annual budget and according to the Centre's required income.

### Related Policies

- MELROSE PARK OSHC Policy A-1: Hours of Operation
- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-8: Dropping off and Picking Up
- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-15: Role of Management Committee
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality

### Procedure

#### Setting Fees

Fees are to be reviewed annually at a minimum by Management who will then set the fees based on numbers of attendance and the annual budget, ensuring that the required income will be received to meet running costs, run the service efficiently and allow for future needs.

Parents will be given at least 14 days' notice of any changes in the fees as per Regulation 172.

An annual 'Membership Fee' as set by Management is charged per family, whether the child is permanent or casual. The service cannot be used without the payment of this fee (see A-4 Enrolment Policy). Enrolment will not be accepted unless the membership fee has been paid and proof of payment has been produced.

A 'Late Pickup Fee' as set by Management, and visible in the fee schedule, will be charged when any parent or authorised person collects their children after the Centre's closing time (see A-8 Dropping Off and Picking Up Policy).

A 'Non-notification Fee' as set by Management, and visible in the fee schedule, is chargeable if:

- the Centre is not notified of absence before the commencement of a permanent or casual booking (the session fee will still be charged), or
- attendance at a session without a booking being made.

### **Fee Payment**

Once a fortnight, parents will receive the previous fortnights' invoice/statement of usage details via email. It is expected that this invoice is paid within seven days of receiving the statement. Parents may also pay in advance if desired.

Melrose Park OSHC requires all families to make their fee payment via Direct Debit with Ezidebit. Families are required to sign up to Ezidebit as a part of their annual Enrolment Application. Details can be updated at any time through the Centre's online system.

Melrose Park OSHC is a cashless Centre and therefore will be unable to accept cash or cheque payments.

Fees will be debited fortnightly and an electronic dated receipt will be provided for each payment. All records will be kept confidential and stored appropriately.

All fees are payable for permanent bookings, regardless of attendance at the session. This includes times when the child is absent due to illness or other circumstances and exclusion from the Centre due to non-immunisation in the event of a vaccine-preventable outbreak.

Child Care Benefits (CCB) are paid for absent days – up to 42 days of allowable absences per financial year. All statements are inclusive of CCB discounts if the child is a 'formal enrolment' for CCMS purposes, and is entitled to any discounts.

Families will not be charged when the Centre is closed on Industrial Action Days and Public Holidays.

To cancel a permanent booking, the changes must be logged online by 9.00am Friday the week prior. Permanent bookings may not be reinstated until two weeks has passed. If a booking,

once cancelled, is then required within two weeks, casual booking charges will apply. If no notice is given, the normal weekly fees are to be paid.

Parents may access particulars of their fees at any time via the centre webserver. If a Parent's enquiry regarding fees is particularly sensitive or complex, then an appointment should be scheduled with the Nominated Supervisor at an arranged time to ensure that proper supervision of the children attending the Centre is not compromised during these discussions.

### **Parent entitlements for Fee Assistance**

The Centre is approved to offer Child Care Benefit (CCB) to eligible families. This benefit is paid to the Centre unless otherwise instructed by the parent (e.g. Lump Sum Payments). Families must apply for CCB assessments through the Family Assistance Office and this can take many weeks. Parents must provide their CRN details to be formally enrolled at the centre. The Coordinator will ensure that all necessary forms are available and notices posted to inform parents of availability of CCB.

Child Care Rebate (CCR) is paid to all families who hold permanent residency in Australia, have been assessed for CCB, are up-to-date with immunisations under the 'No Jab – No Pay' scheme and satisfy Centrelink's Work, Training, Study Test. This can provide a return of 50% on all out-of-pocket childcare expenses up to \$7,500 per child per financial year. Families can only be provided with CCB or CCR once all correct relevant details have been provided to the Centre and once a formal enrolment has been created using the Centre's CCMS software.

### **Overdue Fees**

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Nominated Supervisor or Management Committee, who will discuss and make suitable arrangements for payments as well as informing families of other avenues for financial support if required.

If no previous arrangements have been made regarding overdue fees the following procedure will apply:

- Invoice/Statements for the previous fortnight's usage will be forwarded to all families via their nominated email address on a fortnightly basis. The Centre will not take responsibility for email addresses incorrectly advised, parent email addresses can be changed via the Centre Webserver.
- After receipt of invoice/statements, families are expected to pay the outstanding amount promptly. Any discrepancies or irregularities in their accounts should be brought to the Centre's attention. Parents also have the option of paying in advance should they wish to do so.
- The Centre will pursue outstanding debts through normal commercial and legal means.

- If payment has not been received by the following week, families are contacted via email with a reminder of outstanding fees. If there is no response to this email within a week, a phone call to the family is made. In consultation with the Management Committee and Nominated Supervisor, failure to pay the balance in full by the date requested may result in the child’s booking being cancelled.
- Any cancelled booking will only be reinstated once payment is received in full.
- Should a situation occur in which a booking is cancelled more than twice due to non-payment of fees, the family’s enrolment at the Centre will be terminated. The enrolment may only be reinstated when full payment is received, membership is paid and all documents registering the family with a direct debit payment system are completed.

If children are left at the Centre whilst a booking or enrolment is cancelled, the child/ren will be classified as abandoned and the relevant Authorities advised and Centre policies followed.

### Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Department of Human Services – ‘Assistance with Child Care Fees’

Endorsed Date:	October 2018
Review Date:	October 2019

## A-7 Bookings

### NQS

QA.2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QA.4.1.1	The organisation of educators across the service supports children's learning and development
QA. 4.2.2	Professional standards guide practice, interactions and relationships
QA.6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
QA.6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
Q.A. 7.1	Governance supports the operation of a quality service
QA.7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 145 - 151	Staff and Educator Records
Reg. 158 – 162	Attendance and Enrolment Record
Reg. 167	<a href="#">Record of service's compliance</a>
Reg. 169	Record of Visitors
<a href="#">Reg. 177</a>	<a href="#">Prescribed enrolment and other documents to be kept by approved provider</a>
<a href="#">Reg. 178</a>	<a href="#">Prescribed enrolment and other documents to be kept by family day care educator</a>
Reg. 181 - 184	Confidentiality and storage records

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
LO. 5	Children interact verbally and non-verbally with others for a range of purposes



## **Policy Statement**

We will ensure that appropriate and required records are kept for the specified period of time. We will protect the privacy and confidentiality of all families, educators 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.

## **Related Policies**

- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-6: Fees
- MELROSE PARK OSHC Policy A-8: Dropping off and Picking Up
- MELROSE PARK OSHC Policy A-10: Acceptance and Refusal of Authorisations
- MELROSE PARK OSHC Policy A-16: Financial Management
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality
- MELROSE PARK OSHC Policy C-5: Professional Development
- MELROSE PARK OSHC Policy D-10: First Aid
- MELROSE PARK OSHC Policy D-11: Management of Incident, Injury and Trauma
- MELROSE PARK OSHC Policy D-12: Death of a Child
- MELROSE PARK OSHC Policy D-13: Illness and Infectious Diseases
- MELROSE PARK OSHC Policy D-14: Immunisation
- MELROSE PARK OSHC Policy D-15: Allergies
- MELROSE PARK OSHC Policy D-16: Asthma
- MELROSE PARK OSHC Policy D-17: Anaphylaxis
- MELROSE PARK OSHC Policy D-20: Medication
- MELROSE PARK OSHC Policy: D-23 Occupational Health and Safety
- MELROSE PARK OSHC Policy E-2: Programs
- MELROSE PARK OSHC Policy: E-10 Out of Centre Activities

- MELROSE PARK OSHC Policy: E-11 Excursion

## **Procedure**

Changes to bookings are made through the Centre's webserver using individual log in information. There are three types of bookings; Permanent, Casual and Alternate bookings.

### **Permanent Bookings**

Bookings are considered permanent if they are made for the same session for a minimum of two consecutive weeks, and are chargeable despite attendance.

Changes to permanent bookings, either cancellations or session additions, must be made through the Centre's webserver by 9am of the Friday prior to the week that the changes are to take place. Additions not put through by this time will at the discretion of the Centre Director. Cancellations not put through by this time will be charged.

An "Away" booking change must be entered through the Centre's webserver by 12pm (midday) the day prior to the session the change is to take place for. "Away" notifications after this time must be made to the Centre via email or phone. "Away" Permanent sessions are chargeable. Non-notification of a child's absence from a session may incur additional fees (See Policy A-6: Fees).

Permanent bookings may be transferred from one day to another in the same week (Monday to Friday) providing they are for the same session type (i.e. Morning for Morning, Afternoon for Afternoon). Transfers are subject to availability and must be completed via the Centre's webserver by 12pm (midday) the day prior to the session the change is to take place for.

Permanent bookings falling on a public holiday are non-chargeable.

### **Casual Bookings**

Bookings are considered casual if they are made irregularly or occasionally.

Casual bookings must be made online by 12pm (midday) the day prior to the required booking. After this time, bookings must be confirmed directly with the Centre, and must be made prior to the commencement of the session required.

Casual bookings may be cancelled without charge provided the centre is advised prior to the commencement of the session. If the centre is not informed by this time the casual session will be charged.

Casual bookings will not be accepted if fees are outstanding for prior bookings unless arranged by written agreement.

### **Alternate Bookings**

Where a parent is involved with shift or rostered work the Centre will endeavour to arrange permanent bookings for their children on a week to week basis. Parents should advise the Centre Director of their position and appropriate arrangements will be put in place to accommodate these situations.

Once families have been approved by the Centre Director for alternate bookings, the alternate booking option will be enabled on the online system. Families must then log on to the system to enter in the bookings they require for the term.

Bookings made as alternate bookings are charged at a permanent rate and the same cancellation and booking rules apply as permanent bookings. Bookings must be entered or cancelled by Friday 9am prior to the week that the bookings are to take place. Alternate bookings do not carry over at the end of each school term and must be re-submitted for bookings to occur.

## Sources

- Education and Care Services National Regulations (2011)
- My Time, Our Place
- Australian Tax Office – Legal Requirements for Record Keeping
- Network of Community Activities – “Record Keeping” Factsheet #28
- New Working with Children Check
- Funding Agreement
- Accident records, Insurance requirements
- Child Care and Protection Act

Endorsed Date:	October 2018
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# A-8 Dropping Off and Picking Up

## NQS

QA. 2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QA. 6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
QA. 6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

## National Regulations

Reg. 146	Nominated supervisor
Reg. 157	Access for parents
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

## Policy Statement

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care for their children.

## Related Policies

- MELROSE PARK OSHC Policy A-1: Hours of Operation
- MELROSE PARK OSHC Policy A-5: New Children Orientation
- MELROSE PARK OSHC Policy A-6: Fees

- MELROSE PARK OSHC Policy A-10: Acceptance and Refusal of Authorisations
- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-15: Role of the Management Committee
- MELROSE PARK OSHC Policy C-12: Communication
- MELROSE PARK OSHC Policy D-9: Emergency Procedures
- MELROSE PARK OSHC Policy D-20: Medication
- MELROSE PARK OSHC Policy D-22: Child Protection

## **Procedure**

### **Dropping Off**

Children are not to be left at the Centre at any time prior to the opening hours of the Centre, as stated in the Hours of Operation Policy.

On arrival, the parent / authorised nominee bringing the child is responsible for electronically signing the child in, which electronically indicates the time of arrival. In the event that a parent/guardian has failed to sign their child in on drop off, the Nominated Supervisor or other responsible person may sign a child in, as per regulation 158.

On drop off, children are to place their belongings on hooks on the verandah. Educators will ensure bags are properly placed to ensure the safety of all persons entering the premises.

The parent / authorised nominee dropping the child off must ensure that an educator is aware of the child's presence before leaving the Centre and that any special needs are communicated. Any points of information provided to educators are to be recorded in the communication book, for example, any particular requirements for the day, any changes as to whom will collect the child, any necessary administration of medication, or a child's attendance to an extra-curricular activity. All relevant authorisations must be provided (see A-10 Acceptance and Refusal of Authorisations Policy).

A notification of change to the child's attendance will need to be completed online via the webserver. If a change to attendance is past the online cut-off times, this change can be informed to the centre by phone or email. The Centre Director or Responsible Person will manually make these changes for the family.

Children are released from the centre only once a teacher has been sighted in the playground. Special considerations will be made for Kindergarten children during the first weeks of school.

As a child is released to school grounds during the morning session, the Nominated Supervisor or Responsible Person on duty will electronically sign the child out, indicating time of departure.

## **Picking Up**

Children attending OSHC will make their way to the centre for roll call following the bell, signifying the end of the school day. Educators will be waiting at the centre for the children to arrive.

The parent / authorised nominee who is collecting the child from the Centre must sign the child out, indicating the time of departure.

In the event that a parent/guardian has a pre-discussed arrangement, the Nominated Supervisor or other responsible educator may sign-out a child (this is only on the occasion that a child has an Out-of-Centre, On-School-Premises activity). The parent/guardian must provide written consent prior, outlining the details of the arrangement as well as acknowledgment that the Centre forgoes responsibility of the child as soon as they are signed-out.

If the understanding is that the child will attend their activity then return to OSHC, the Nominated Supervisor or Responsible Person will sign-out the child, before signing the child back in once they return using the "interim in and out" options on the electronic roll. Educators will take each child to their activity and return them to the Centre at the end of the activity. The Centre does not take responsibility for the child until they have returned to the Centre. The Nominated Supervisor reserves the right to refuse an authorisation should it be in the best interest of the child or other children (see A-10 Acceptance and Refusal of Authorisations Policy).

The parent / authorised nominee and children are to ensure that all belongings are collected.

The names and contact numbers of all the people authorised to collect the child must be included in the enrolment form. Any changes to authorised nominees or their information must be advised via the centre webserver as soon as possible. The Centre will not release a child in to the care of anyone not authorised, without prior consent.

If the child is to be collected by anyone other than the parent or authorised nominee on the Enrolment Form, the Centre must be personally informed by the parent/guardian or authorised nominee in writing or by email. In the case of an emergency, a parent may phone the Centre to let them know, indicating who will collect the child and a description of the person. Parents must ensure the person provides the centre with proof of identity e.g. licence or photo identification.

If the Centre has not been notified and someone other than the parent/guardian or authorised person attempts to collect the child, the Centre will ring the parent/guardian to get his/her authorisation. The child will not be released from the Centre until proper authorisation has been received.

To ensure the safety of all children, the person picking up the child will be required to produce photo identification and must be 18 years or over. This includes authorised nominees and parents / guardians if they are unfamiliar to the educators.

In the case of a non-custodial parent/guardian attempting to collect a child from the Centre without written consent, educators will attempt to make immediate contact with the parent/guardian who holds

primary custodial rights. The Centre Coordinator will strongly discourage the person from trying to take the child however if they threaten any violence or harm to the educators, child or themselves, the Nominated Supervisor must be aware of their Duty of Care to all children and educators on the premises and call the police immediately (see Emergency Procedures Policy – Harassment and Threats of Violence).

### **Late pick-up of children**

Educators must be notified if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety.

Children must be collected by the closing time of the Centre, as dictated in the Hours of Operation Policy. Any child collected after closing time may incur a Late Pickup Fee as set by Management.

If a child is not collected by closing time and no contact can be made with parents or emergency contacts, then an educator will contact the Management Committee and inform them of the situation. The Centre reserves the right to contact the police and Community Services if by 6.30pm the child has still not been collected and there remains no contact from the parent/guardian. A notice will be left on the OSHC room door to inform the parent as to where the child has been taken. Contact details (i.e.) phone numbers will also be written on this notice.

If a parent continues to collect their child after closing time, the Centre Coordinator will need to discuss other options with them and suitable arrangements made. Late pick-ups may jeopardise the child's place in the Centre and the enrolment may be cancelled, after a written warning is given, if the Late Pick-ups continue.

### **Sources**

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Privacy Act 1988
- Family Law Act (1975)

Endorsed Date:	October 2018
Review Date:	October 2019

## A-9 Absent and Missing Children

### NQS

QA. 2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QA. 2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QA. 4.1.1	The organisation of educators across the service supports children's learning and development
QA. 5.1.1	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
QA. 5.2.2	Each child is supported to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.
QA. 6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
QA. 6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 76	Information about educational program to be given to parents
Reg. 86	Notification to parents of incident, injury, trauma and illness
Reg. 99	Children leaving the education and care service premises
Reg. 115	Premises designed to facilitate supervision
Reg. 123	Educator to child ratios—centre-based services
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 146	Nominated supervisor
Reg. 165	Record of visitors
Reg. 166	Children not to be alone with visitors
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed
Reg. 174	Time to notify certain circumstances to Regulatory Authority
Reg. 176	Time to notify certain information to Regulatory Authority



## My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
LO. 3	Children become strong in their social and emotional wellbeing

## Policy Statement

We will ensure the safety and welfare of the children by ensuring clear communication and co-operation between the Centre, parents and the school. Children who are missing or absent without notice will be treated with extreme seriousness until educators are assured of their wellbeing.

## Related Policies

- MELROSE PARK OSHC Policy A-1: Hours of Operation
- MELROSE PARK OSHC Policy A-3: Philosophy
- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-5: New Children Orientation
- MELROSE PARK OSHC Policy A-6: Fees
- MELROSE PARK OSHC Policy A-7: Bookings
- MELROSE PARK OSHC Policy A-8: Dropping off and Picking Up
- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-14: Complaints
- MELROSE PARK OSHC Policy A-15: Role of the Management Committee
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality
- MELROSE PARK OSHC Policy C-3: Educator orientation and induction
- MELROSE PARK OSHC Policy C-10: Volunteers/students/visitors
- MELROSE PARK OSHC Policy C-11: Educator Child Ratios
- MELROSE PARK OSHC Policy C-12: Communication
- MELROSE PARK OSHC Policy D-9: Emergency Procedures

- MELROSE PARK OSHC Policy D-11: Management of Incident, Injury, Trauma and Illness
- MELROSE PARK OSHC Policy D-22: Child Protection Policy
- MELROSE PARK OSHC Policy D-23: Child Management
- MELROSE PARK OSHC Policy D-20: Supervision
- MELROSE PARK OSHC Policy E-5: Excursions
- MELROSE PARK OSHC Policy E-9: Out-of-Centre Activities

## **Procedure**

### **Absent Children**

Parents/guardians are to advise the Centre if their child will be absent for a session that they are booked into care, whether it be a before or after school care permanent or casual booking.

If parents/guardians are aware of a future absence prior to the cut-off time for online notifications (midday the working day prior to the absence), they must enter an 'away' notification through the Webserver for the session of the expected absence.

If parents/guardians do not know until the day, they must notify the Centre of their child's absence prior to the start of the session. Parents/guardians must indicate the expected end date of an absence and also advise if this changes. Parents/guardians will be informed of this requirement upon enrolment and through the Parent Handbook detailing the imperative nature of the Centre knowing of a child's absence.

### **Absent Children – Morning Sessions**

If a child is not present at the Centre by 8.40 AM, and the Centre has not been notified of their absence, the educator will telephone all parent/guardian contacts.

Upon making contact, the parents/guardians will be informed of their failure to advise the Centre of the child's absence and of any charges that may apply such as a Search/Non-notification Fee (Policy A-6: Fees). Session fees will apply for all bookings, casual or permanent, where educators have not been informed of an absence. Educators will also ascertain the next expected session that the child will attend.

If parents/guardians are not available, educators will continue to call and send emails to the family until contact is made.

### **Absent Children – Afternoon Sessions**

If a child is not present at the Centre by 3.20 PM, and the Centre has not been notified of their absence, educators will:

- Ask other children of their knowledge of where the child might be.
- Inspect school grounds, ensuring all other children are well supervised during this time.
- Contact the school office and/or class teacher to ask for information regarding the child's attendance at school and possible collection of the child from the school grounds.

If the child cannot be found on school grounds the educators will then telephone all parent/guardian contacts.

Upon making contact, if the child is absent that afternoon, the parents/guardians will be informed of their failure to advise the Centre of the child's absence and of any charges that may apply such as a Search Fee (Policy A-6: Fees). Session fees will apply for all bookings, casual or permanent, where educators have not been informed of an absence. Educators will also ascertain the next expected session that the child will attend.

If contact cannot be made with the parents/guardians, or the parents/guardians believe the child should be at the centre then the educators will:

- Inform the school of the missing child
- Continue to search the school grounds with school staff assistance, ensuring that all the other children are well supervised during this time.

If the child is found, the educators are to ensure that all persons attempting to locate the children are informed. In addition, the parents/guardians should be contacted to advise the child has been located and an Incident, Injury, Trauma and Illness record is to be completed. This will require a signature by the parents/guardians on collection of the child.

If the child is still not found then the educators will:

- Contact the families' authorised nominees.
- Continue to keep in contact with the school.
- Make contact with the Management Committee to inform them of the situation.

If the child's location cannot be confirmed by 3:50pm then the member will:

- Contact the Police.
- Advise the parents/authorised persons that the police have been phoned.

- Advise the Management Committee that the Police have been phoned.

Where the police are called, the Responsible Person on Duty will complete an Incident, Injury, Trauma and Illness record and report this incident to the Department of Education (Early Childhood Education and Care Directorate) using the NQAITS.

In the event of continual failure to notify, a formal letter from the Management Committee, detailing the failure to notify the Centre of absence, will be delivered to the parent/guardian. This may jeopardise the child's bookings at the service.

The Director will ensure that all educators are aware of the policies and procedures relating to a missing child and will display the steps needing to be taken in their absence.

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Family Law Act 1975
- Children (Education and Care Services National Law Application) Act 2010
- My Time, Our Place Framework for School Age Care in Australia

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## A-10 Acceptance and Refusal of Authorisations

### NQS

QA. 7.1	Governance supports the operation of a quality service.
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### National Regulations

Reg. 92	Medication Record
Reg. 93	Administration of medication
Reg. 94	Exception to authorisation requirement—anaphylaxis or asthma emergency
Reg. 99	Children leaving the education and care service premises
Reg. 102	Authorisation for excursions
Reg. 168	Education and care service must have policies and procedures
Reg. 181	Confidentiality of records kept by approved provider

### Policy Statement

Acceptance and Refusal of Authorisations describes the circumstances in which the centre must obtain authorisation from parents/guardian/ another person approved to give authorisations on behalf of the parent. Authorisation is sought to ensure the safety and wellbeing of children. The responsible person on duty may refuse authorisation if they believe the safety or wellbeing of the child may be compromised.

### Related Policies

- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-8: Dropping off and Picking Up
- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality
- MELROSE PARK OSHC Policy A-20: Nominated Supervisor
- MELROSE PARK OSHC Policy D-11: Management of an Incident, Injury or Trauma
- MELROSE PARK OSHC Policy D-16: Asthma

- MELROSE PARK OSHC Policy D-17: Anaphylaxis
- MELROSE PARK OSHC Policy D-20: Medication
- MELROSE PARK OSHC Policy E-5: Excursion
- MELROSE PARK OSHC Policy E-9: Out-Of-Centre Activities

## Procedure

Written authorisation from parents/guardians will be required for the following:

- Administering medication to children (Regulation 92 & 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)
- A child 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.

The authorisation must contain:

- the name of the child enrolled in the service
- the date
- the activity the child will be participating in
- signature of the child's parent / guardian or nominated person who is on the enrolment form

Further to the above, some activities /authorisations may require more information. These are outlined below:

- Administering medication to children (Regulation 92 & 93)
  - the authorisation to administer medication (including, if applicable, self-administration) needs to be signed by a parent or a person named in the child's enrolment record as authorised to consent to administer medication.
  - the name of the medication to be administered

- the time and date the medication was last administered
- the time and date and or the circumstances under which the medication should be next administered
- the dosage of the medication to be administered
- the manner in which the medication is to be administered
- Children being taken on excursions (Regulation 102)
  - the date the child is to be taken on the excursion (unless the authorisation is for a regular outing);
  - a description of the proposed destination for the excursion
  - the method of transport to be used for the excursion
  - the proposed activities to be undertaken by the child during the excursion
  - the period the child will be away from the premises
  - the anticipated number of children likely to be attending the excursion
  - the anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion;
  - the anticipated number of educators and any other adults who will accompany and supervise the children on the excursion;
  - that a risk assessment has been prepared and is available at the service
- A child leaving the service to attend an extra-curricular activity away from the service
  - the approximate time the child will leave the service and the time they will return to the service (if applicable)

Where the authorisation is for administration of medication, the Centre's *Authorisation to Administer Medication* form must be completed and comply with the information outlined in the Centre's *Medication Policy*.

Authorisations will be sighted and signed by the responsible person and a copy will be given back to the parents if they request. The original copy will be kept with the child's enrolment form. Authorisations for extra-curricular activities will also be kept in the Extra Curricular Activity Folder.

In certain circumstances, verbal authorisation may be accepted at the discretion of the responsible person on duty. In this instance, the educator will record in the Communication Book, the time of the

phone call, the name of the parent / guardian whom authorisation was given and what the authorisation is for.

Where verbal authorisation is sought for collection of children, the collectors name and contact details will be recorded in the communication book and the educator will also ask for Photo ID before releasing the child (see A-8 Dropping Off and Picking Up Policy). Where the authorisation is of a non-urgent nature, parents will be requested to put the authorisation in writing before the centre can accept the amendment. A child will not be permitted to leave the service to attend any extra-curricular activity until written authorisation is obtained from the parent/guardian.

The Centre may exercise the right to refuse the request if written or verbal authorisations do not comply with the requirements outlined above. The responsible person on duty also has the right to refuse the authorisation if the child's safety or wellbeing is deemed to be compromised. If refusal of an authorisation is delivered, the child's name, activity and reason as to why authorisation was denied must be recorded in the communication book and parents will be notified via email and/or on collection of the child.

Authorisation may be waived where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered (Regulation 94).

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- "Getting Parents Authorisation" FAQ on ACECQA website 27/02/2012
- Privacy Act 1988

Endorsed Date:	October 2018
Review Date:	October 2019



## A-11 Maintenance of Records

### NQS

Q.A. 1.3.3	Families are informed about the program and their child's progress
QA. 2.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
QA. 4.2	Management, educators and staff are collaborative, respectful and ethical.
Q.A. 7.1	Governance supports the operation of a quality service
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 87	<a href="#">Incident, injury, trauma and illness record</a>
Reg. 92	Medication Record
Reg. 145 - 151	Staff and Educator Records
Reg. 158 – 162	Attendance and Enrolment Record
Reg. 167	<a href="#">Record of service's compliance</a>
Reg. 169	Record of Visitors
<a href="#">Reg. 177</a>	<a href="#">Prescribed enrolment and other documents to be kept by approved provider</a>
<a href="#">Reg. 178</a>	<a href="#">Prescribed enrolment and other documents to be kept by family day care educator</a>
<a href="#">Reg. 179</a>	<a href="#">Family day care educator to provide documents on leaving service</a>
Reg. 181 - 184	Confidentiality and storage records
Reg. 269A	<a href="#">Criminal history clearance—staff members</a>

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
LO. 5	Children interact verbally and non-verbally with others for a range of purposes

### 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 families, educators 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.

## **Related Policies**

- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-6: Fees
- MELROSE PARK OSHC Policy A-8: Dropping off and Picking Up
- MELROSE PARK OSHC Policy A-10: Acceptance and Refusal of Authorisations
- MELROSE PARK OSHC Policy A-16: Financial Management
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality
- MELROSE PARK OSHC Policy C-5: Professional Development
- MELROSE PARK OSHC Policy D-10: First Aid
- MELROSE PARK OSHC Policy D-11: Management of Incident, Injury and Trauma
- MELROSE PARK OSHC Policy D-12: Death of a Child
- MELROSE PARK OSHC Policy D-13: Illness and Infectious Diseases
- MELROSE PARK OSHC Policy D-14: Immunisation
- MELROSE PARK OSHC Policy D-15: Allergies
- MELROSE PARK OSHC Policy D-16: Asthma
- MELROSE PARK OSHC Policy D-17: Anaphylaxis
- MELROSE PARK OSHC Policy D-20: Medication
- MELROSE PARK OSHC Policy: D-23 Occupational Health and Safety
- MELROSE PARK OSHC Policy E-2: Programs
- MELROSE PARK OSHC Policy: E-10 Out of Centre Activities
- MELROSE PARK OSHC Policy: E-11 Excursion

## **Procedure**

Educators and management will ensure that all required information is recorded, properly maintained, updated and kept in the nominated secure place.

All records are to be kept confidential and only made available to authorised persons.

All documents relating to children and parents (including fee payment and CCB information) will only be made available to the parent/guardian or approved persons enrolling the child, educators, Administrative Services Provider and authorised members of the Management Committee who require relevant information, or Commonwealth or State Government officers when requested.

All documents relating to educators will only be made available to the individual educator, the Centre Co-ordinator, Administrative Services Provider, Commonwealth bodies and an authorised member of the Management or police if required, unless otherwise authorised by the educator.

No educator may give out child information to anyone other than to the parents or guardian enrolling the child when this information has been obtained in the course of caring for the child in the Centre. Special care should be taken in the case of Separated Families to ensure the exchange of information does not breach Privacy and Confidentiality Guidelines.

Exceptions are made:

- For normal information exchange among educators, administrative services provider and management for the daily operation of the Centre and wellbeing of the educators and children.
- When required to do so in a court of law when subpoenaed.
- When the welfare of the child is at risk and the appropriate government agencies are be contacted.

No educator may give out educators or management information to anyone except in normal information exchange among educators, administrative services provider and management for the daily operation of the Centre and wellbeing of the educators and children, or when required to do so in a court of law.

### **Records to be kept**

In relation to daily operations:

- Full enrolment forms for each child containing information as required under Regulation 160 of the Education and Care Services National Regulations (2011):
  - a) the full name, date of birth and address of the child
  - b) the name, address and contact details of—
    - (i) each known parent of the child

- (ii) any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted
  - (iii) any person who is an authorised nominee **Note:** *Authorised nominee* means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. See section 170(5) of the Law.
  - (iv) any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child
  - (v) any person who is authorised to authorise an educator to take the child outside the education and care service premises
- c) details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
  - d) details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person;
  - e) the gender of the child;
  - f) the language used in the child's home;
  - g) the cultural background of the child and, if applicable, the child's parents;
  - h) any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;
  - i) the relevant authorisations set out in regulation 161;
    - (i) an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek—
      - a. medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
      - b. transportation of the child by an ambulance service; and
    - (ii) if relevant, an authorisation given under regulation 102 for the education and care service to take the child on regular outings.
  - j) the relevant health information set out in regulation 162

- (j.i) the name, address and telephone number of the child’s registered medical practitioner or medical service; and
- (j.ii) if available, the child’s Medicare number; and
- (j.iii) details of any—
  - specific healthcare needs of the child, including any medical condition; and
  - allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and
- (j.iv) any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy referred to in paragraph (iii); and
- (j.v) details of any dietary restrictions for the child; and
- (j.vi) the immunisation status of the child; and
- (j.vii) if the approved provider or an educator or family day care educator has sighted a child health record for the child, a notation to that effect; and
- (j.viii) in relation to New South Wales, certificates for immunisation or exemption for the child, as required under section 87(1), (2) and (3) of the [Public Health Act 2010](#) of New South Wales.

- Waiting list (when necessary) indicating priority of access status, date placed on list, care required and if a sibling of a child is already in care.
- Daily records of attendance in line with Regulation 158 of the Education and Care Services National Regulations (2011) including a roll taken by the educators and sign in/out records indicating the time of arrival and departure for each child.
- Day book/communication book recording specific information that the educators need to be aware of, to fully cater for the children in their care, along with any verbal authorisations provided to the Responsible Person on Duty (see MELROSE PARK OSHC Policy A-10: Acceptance and Refusal of Authorisations Policy).
- Phone/ message book recording any messages to ensure all educators are fully aware of relevant information. For streamlining communications, the Phone / Message book may form part of the day book / communication book.
- Incident, Injury, Trauma and Illness reports as required under Regulation 87 of the Education and Care Services National Regulations (2011) will be stored with the enrolment documentation.

**Note** : Incident, Injury, Trauma and Illness records are to be kept until the child is 25 years old as required under Regulation 183 of the Education and Care Services National Regulations (2011).

- Medication records, stored with the enrolment documentation, containing details as required under Regulation 92 of the Education and Care Services National Regulations (2011) including,
  - a) the name of the child,
  - b) the authorisation to administer medication (including, if applicable, self-administration), signature by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication,
  - c) the name of the medication to be administered,
  - d) the time and date the medication was last administered,
  - e) the time and date, or the circumstances under which, the medication should be next administered,
  - f) the dosage of the medication to be administered,
  - g) the manner in which the medication is to be administered
  - h) if the medication is administered to the child
    - the dosage that was administered
    - the manner in which the medication was administered
    - the time and date the medication was administered
    - the name and signature of the person who administered the medication
    - the name and signature of the person who checked the dosage and administration of the medication.
  
- Child Protection reports stored in sealed envelopes. These reports should objectively identify details of any beliefs that a child is at risk of harm, including the Mandatory Reporting Guidance report to show educators have gone through a process of checking whether the information should be reported. These records will be stored with the enrolment documentation.
  
- Authorisations for Excursions containing written permission forms from the parents or person nominated to take the child out of the Education and Care Services Premises as per Regulation 102.
  
- Program folder: Indicating daily programmed activities at the Centre and associated program evaluations, and Daily Menu plan including evaluation.
  
- WHS Hazard records, including Risk Assessments of the environment utilised for the program, and of any excursion venues. Hazard Records should also show monthly WHS checklist, daily safety checks and any identified hazards discovered. Reports should contain the name of the person making the report, when the report was made and to whom, the nature of the hazard, immediate action taken and the follow through for Managing / Controlling or Eliminating Identified Hazards. The follow through should identify exact steps taken, when these must be done by and by whom.

- Medical Conditions Listing including children with Asthma / Anaphylaxis and Allergies and applicable Medical Conditions. This is to be stored in a confidential area of the service, that is easily accessible to all educators. Medical Management Plans will be stored with the enrolment documentation.
- Emergency Evacuation Records identifying when the evacuation took place, the Educators in attendance and an evaluation of the evacuation.
- Material Safety Data sheet register for all chemicals used in the service.
- First Aid Contents listing and termly check off list to ensure the first aid kit is continually stocked with items which are in date.
- Record of Suggestions, Comments or concerns- detailing the information provided, educators / committee feedback and proof of reporting to the Regulatory Authority, if applicable.
- The Responsible Person on Duty Record identifying the name of the responsible person on duty, their signature and the hours on Duty, as per Regulation 150.
- A record of Educators Face to Face hours with children, as per Regulation 152.
- An Individual Behaviour Management Record identifying children with Individual Behaviour Management Plans, specific strategies for dealing with the children and dates for review.
- An Authorisations Register showing all authorisations regarding children, and whether they were accepted or refused. This register should include a section for an Extracurricular Activity / Out of Centre Activity listing identifying children who have authorisations for out of centre activities and all pertinent information for the child to attend such activities.
- Quality Improvement Plan records identifying the current QIP being worked on by the centre and documentation showing the meeting of QIP milestones, and continual revisions of the QIP as these are met.
- Policy Review Timetable identifying when each policy is next up for review.
- Parent Information folder containing updated relevant information such as infectious diseases leaflets, OOSH updates etc.

In relation to fees:

- Fee receipt records containing payment information. Records will be kept for a period of seven years.
- Child Care Benefit records will be kept for a period of three years.
- Amount owing records, indicating fees due, and any outstanding fees, along with procedures undertaken to retrieve outstanding fees.

In relation to educators:

- Educators employment details indicating personal details, date of employment, hours of work (for permanent educators), position title and job description, Supervisory status according to the Education and Care Services National legislation, results of the New Working With Children Check, resume and references, training records, review / appraisal documentation (including date for next

review), and any discipline or grievance procedures. This information should be kept for all employee's regardless of their status as Permanent, Temporary or casual employees.

- Educators wages, Annual Leave, Long service Leave and Sick Leave entitlements.
- Time and wage records are to be kept for a period of seven years.
- Union and Superannuation details.
- Workplace Health and Safety Claim Records

In relation to management:

- Management structure, including position titles and duties and current persons holding the positions.
- Minutes of Committee and Educator Meetings and AGMs.
- Centre Manual, including Constitution, Centre details, Philosophy and policies.
- Accounting documents. All records relating to fees accounting and bank statements are to be kept for a period of seven years.
- Financial Information including Budgets, Termly Accounts, Audited accounts and sending of Dept of Fair Trading Annual Statement Paperwork.
- Workers Compensation and Insurance Documentation showing Policy, Certificate of Currency and Claim Details made against the policy
- BAS information, including GST applicable receipts and BAS transactions
- Insurance documents will be kept for a period of seven years
- Funding and other relevant agreements, such as school/hall usage etc.
- All records relating to funding will be kept for a period of seven years.
- All records are to be kept neat and tidy, updated as required and appropriate information passed on to any new educator or management member.
- All records, which require to be kept for an extended period of time, will be stored securely in the designated place and shall not be removed without the knowledge of the management and only to those who are legally required to obtain the information.

## Sources

- Education and Care Services National Regulations (2011)
- Australian Tax Office – Legal Requirements for Record Keeping
- Network of Community Activities – “Record Keeping” Factsheet #28
- New Working with Children Check



- Funding Agreement
- Accident records, Insurance requirements
- Child Care and Protection Act

Endorsed Date:	October 2018
Review Date:	October 2019

# A-12 Policy Development and Review

## NQS

QA. 6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
QA. 6.1.2	Families are supported from enrolment to be involved in the service and contribute to service decisions.
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
QA. 7.1.1	A statement of philosophy guides all aspects of the service's operations
QA. 7.2.1	There is an effective self-assessment and quality improvement process in place
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

## National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 170	Policies and procedures to be followed
Reg. 171	Policies and procedures to be kept available
Reg. 172	Notification of change to policies or procedures

## Policy Statement

We aim to provide a quality service through the ongoing development and review of policies, which are required to run the service efficiently. The approved provider will ensure that all individuals with an interest in the service are aware of the relevant policies and have access to the policies at all times. We believe the input and feedback from educators, families and children is imperative to ensure a quality service is provided.

## Related Policies

- MELROSE PARK OSHC Policy A-3: Philosophy
- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-6: Fees
- MELROSE PARK OSHC Policy A-15: Role of Management Committee
- MELROSE PARK OSHC Policy A-19: National Quality Framework

- MELROSE PARK OSHC Policy C-3: Educator Orientation and Induction
- MELROSE PARK OSHC Policy C-10: Volunteers/Students/Visitors

## Procedure

Under Regulation 168, the approved provider of an education and care service must ensure that the service has in place policies and procedures in relation to the matters below. Policies and procedures are required in relation to the following—

- health and safety, including matters relating to—
  - nutrition, food and beverages, dietary requirements; and
  - sun protection; and
  - water safety, including safety during any water-based activities; and
  - the administration of first aid;
- incident, injury, trauma and illness procedures complying with regulation 85;
- dealing with infectious diseases, including procedures complying with regulation 88;
- dealing with medical conditions in children, including the matters set out in regulation 90;
- emergency and evacuation, including the matters set out in regulation 97;
- delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99;
- excursions, including procedures complying with regulations 100 to 102;
- providing a child safe environment;
- staffing, including—
  - a code of conduct for educators; and
  - determining the responsible person present at the service; and
  - the participation of volunteers and students on practicum placements;
- interactions with children, including the matters set out in regulations 155 and 156;
- enrolment and orientation;

- governance and management of the service, including confidentiality of records;
- the acceptance and refusal of authorisations;
- payment of fees and provision of a statement of fees charged by the education and care service;
- dealing with complaints.

Other policies are to be developed as deemed necessary by the Management Committee or Director.

Policy development 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 needs of children, families or educators
- Daily operations of the Centre are unclear to educators, parents or management
- Educators, parents or management are unsure what to do if a certain situation arises
- There have been changes due to outside influences (i.e. legislation, regulations etc.)
- Policies must reflect the current philosophy of the Centre

Educators, parents and any other relevant persons will be encouraged to be involved in policy development or review where appropriate.

Policies will be recorded in a loose-leaf policy booklet along with the Centre's Philosophy, date of endorsement and date of review. Policies must be available at the service and readily accessible by families, educators, volunteers, management, and the Regulatory Authority. All policies will be made available on the Centre's website.

All new committee members, educators and families entering the service will be made aware of the policy booklet and any specific policies relevant to them upon enrolment/employment through the Parent Handbook or Educator Handbook.

Under Regulation 172, the approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure referred to in regulation 168 or 169 that may have a significant impact on—

- the service's provision of education and care to any child enrolled at the service; or
- the family's ability to utilise the service.

The approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change that will affect the fees charged or the way in which fees are collected.

If the approved provider considers that the notice period would pose a risk to the safety, health or wellbeing of any child enrolled at the service, the approved provider must ensure that parents of children enrolled at the service are notified as soon as practicable after making a change, as per Regulation 172.

All policies will be reviewed within a 24-month period or more frequently if the need arises or there are changes to legislation or recognised best practice.

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

- Current information, advice and trends
- The effectiveness of current service practices
- Changes to service practice and why these have occurred
- Ideas from other services or organisations
- Practicality of policies for those who implement them
- Changes to the services circumstances, e.g. physical environment, staffing, families etc.
- Appropriateness of responses to individual incidents
- Consistency with current philosophy
- Consistent with current legislation, acts and standards

Policy reviews will include feedback from educators, families and management and must be endorsed by the Approved Provider.

Any changes to existing policies will be distributed immediately to all involved in the service through newsletters, email, personal contact and, if felt necessary, through a group meeting. The date the changes will become effective will be noted.

Specific policies may be highlighted repeatedly to bring attention to particular issues. This may be required if there is a recurring problem or to highlight any specific issues impacting on the effective running of the Centre.

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Network of Community Activities NQF Files – ‘NQF Compliant Policies’
- Network of Community Activities NQF Files – ‘8 Easy Steps for Policy Development’
- Putting Children First (NCAC) – ‘Developing a Policy’
- Australian Children’s Education and Care Quality Authority (ACECQA)

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## A-13 Participation and Access

### NQS

QA.6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
QA.6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA.6.2.1	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
QA.6.2.1	Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities
QA.6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing
QA.6.2.3	The service builds relationships and engages with the local community

### National Regulations

Reg. 73	Educational program
Reg. 74	Documenting of child assessments or evaluations for delivery of educational program
Reg. 75	Information about educational program to be kept available
Reg. 76	Information about educational program to be given to parents
Reg. 86	Notification to parents
Reg. 111	Administrative space
Reg. <a href="#">157</a>	<a href="#">Access for parents</a>

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
LO. 2	Children respond to diversity with respect
LO. 2	Children become aware of fairness
LO. 3	Children become strong in their social and emotional wellbeing

## 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. The Centre actively encourages open communication with parents and welcomes any input or discussions relevant to the operation of the Centre. Participation and involvement of parents in activities run by the Centre is also encouraged.

## Related Policies

- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-8: Dropping Off and Picking Up
- MELROSE PARK OSHC Policy C-12: Communication
- MELROSE PARK OSHC Policy D-27: Custody
- MELROSE PARK OSHC Policy E-2: Written Programs
- MELROSE PARK OSHC Policy E-4: Cultural Relevance and Anti-Bias
- MELROSE PARK OSHC Policy E-10: Community Involvement

## Procedure

Educators will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued. (See Policy A-8: Dropping off and Picking Up).

Educators will establish a pattern of exchange of information, communicating to parents about their child or what they did on that day that may be of interest to them. (See Policy C-12: Communication)

Educators will respect individual differences in the way parents bring up their children. (See Policy E-4: Cultural Relevance and Anti-Bias policy)

Parents will be informed of all relevant issues in the Centre through direct contact, notice boards, newsletters, parent meetings, email or through the Centre website.

Parents are welcome in the Centre at any time their child is attending the service unless they pose a risk to educators and/or children or have a court order preventing their contact with a child at the Centre. Educators will happily explain activities or answer any questions about the Centre to them.

Parents need to be aware however of the educators requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the Centre with the Co-ordinator or another educator, an appointed time suitable to both will be organised.

Parents are requested to communicate politely with the Centre's educators and the Centre Management Committee. On-going instances of inappropriate behaviour on the part of a parent may result in the



child's place at the Centre being terminated.

Parents are encouraged to become involved in the Centre's activities. (See Policy E-2: Written Programs)

We will actively seek this involvement by:

- Keeping them informed and updated on current issues in the Centre
- Asking for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events.
- Informing them of our participation policy through the parent information booklet.
- Inform them of the Management Structure, meeting dates and how they can be involved.
- Invite parents to attend or to read a report of the AGM meeting displayed at the Centre and on the Centre Website.
- Inform them of relevant Management decisions.
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the Centre.
- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the Centre.

#### *Access by Non-Custodial Parent (See Policy D-27: Custody)*

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. (See Policy A-4: Enrolment)

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

- Be polite, firm and clear and remember your primary duty is to the children in your care.
- Clarify the legal position with the non-custodial parent. For example, educators may say: 'I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent.'
- Ask the person politely to leave.
- If they refuse to leave the educators will initiate Lockdown procedures and call the Police (see Policy D-9: Emergency Procedures).

In all cases educators should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible. Educators will be made aware of any custodial agreements which restrict certain persons from being permitted to collect children from the Centre.

## Sources

- Education and Care Services National Regulations (2011)
- Education and Care Services National Law Act (2011)
- Commonwealth Privacy Act 1988
- Children and Young Persons (Care and Protection) Act (1998)
- Health Records and Information Privacy Act (2002)
- Working with Children Check NSW
- Family Law Act
- Jones, N., & Bastion, F. (2002). Creating a Community Vision for the Care and Education of Young Children. *Rattler*, 63, 27-30

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## A-14 Complaints

### NQS

QA. 5.2.2	Each child is supported to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.
QA. 6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
QA. 6.1.2	Families are supported from enrolment to be involved in the service and contribute to service decisions.
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 170	Policies and procedures to be followed
Reg. 171	Policies and procedures to be kept available
Reg. 172	Notification of change to policies or procedures
Reg. 173	Prescribed information to be displayed
Reg. 176	Time to notify certain information to Regulatory Authority

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 5	Children are effective communicators
	Children interact verbally and non-verbally with others for a range of purposes

### Policy Statement

We believe that families play an important role in the Centre and we value their comments. We aim to ensure that families feel free to communicate any concerns they have in relation to the Centre, educators, Management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. The Centre will provide any assistance or information necessary to a family who wishes to air a grievance or make a complaint. All complaints and grievances will be treated with discretion and confidentiality with a view to resolving any concerns and improving the quality of the service.

## Related Policies

- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-12: Policy Development and Review
- MELROSE PARK OSHC Policy A-15: Role of Management Committee Policy
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality
- MELROSE PARK OSHC Policy A-11: Maintenance of Records Policy
- MELROSE PARK OSHC Policy C-12: Communication Policy
- MELROSE PARK OSHC Policy D-22: Child Protection Policy

## Procedure

We understand a family's right to share any concerns they may have. We will work with a family to understand their complaint through effective communication and then resolve the complaint efficiently.

A complaint can be raised informally or formally. It can consist of anything which makes them unhappy with the service provided by the centre.

All complaints and grievances are taken seriously and investigated thoroughly. The Centre ensures all complaints and grievances in regard to the nature of the service are taken into account in relation to policy development and review (see A-12 Policy Development and Review Policy).

Information about complaints handling procedures will be provided to families on enrolment as part of the Parent Handbook and will be made available upon request. The name and telephone number of the person at the Centre, to whom complaints may be addressed (i.e. Nominated Supervisor for minor concerns, or President for complaints of a more serious nature), will be on display as required under Regulation 173.

If a family has a minor complaint or comment about the service, they will discuss this with the Nominated Supervisor in charge who will arrange a time to discuss their concern with the parent aiming to resolve the issue at the time of discussion. Where a resolution is found, the complaint and resolution will be presented to the Management Committee at the next Committee Meeting.

Where the complaint is of a more serious matter, or involves the Nominated Supervisor, the complaint should be directed in writing to the President. Educators will ensure that all confidential conversations with families will take place in a quiet area away from other children, other parents, or educators not involved (see A-17 Privacy and Confidentiality Policy). The outdoor area may be used for these discussions.

All received complaints will be recorded on a Parent Suggestion / Comment / Concern Form, either by the family, or educator notified of the complaint. Parents will be encouraged to make suggestions about strategies or solutions they feel would help to resolve their issue. The form will record resolutions in addition to the complaint, and a copy will be provided to the parent, while the original will be kept at the centre. If the complaint is not handled to the family's satisfaction at this level, then the matter should be put to the Management Committee in writing, addressed to the Honorary Secretary.

The Management Committee will discuss the issue with the Nominated Supervisor and develop a strategy for resolving the problem. The family will receive a written response from the Director of the Centre. If the family is not satisfied with the outcome, a meeting organised with delegated Committee Members, the Nominated Supervisor and parent to resolve the problem. Educators will be informed of any relevant issues they need to address or be aware of.

If any complaint cannot be resolved internally, external options will be offered such as resolution or mediation by an unbiased third party.

Complaints alleging that the safety, health or well-being of a child was, or is, being compromised, or that the law has been breached, must be notified to the Regulatory Authority within 24hrs of receipt. This notification must be made by the Approved Provider, using the Notification Form available on the ACECQA website.

## **Complaints Handling Procedures for Children**

It is important that children have the opportunity to voice their concerns and that these are acknowledged, respected, and considered.

Children will be provided with clear information as to whom they can raise concerns with, and what will happen when they do this. Children will be encouraged to make suggestions and will be provided with opportunities to do so, through both written and verbal avenues to allow for their developmental abilities and skills.

## **Sources**

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Community Services (Complaints, Reviews and Monitoring) Act (1993) No.2
- Australian Children's Education and Care Quality Authority (ACECQA)
- Putting Children First (NCAC) – 'Managing Complaints'

- Network of Community Activities Factsheet – ‘Complaints/Grievance Procedures’
- Network of Community Activities Factsheet – ‘Staying Calm’

Endorsed Date:	October 2018
Review Date:	October 2019

## A-15 Role of Management Committee

### NQS

QA. 6.1.2	Families are supported from enrolment to be involved in the service and contribute to service decisions.
QA. 6.2.3	The service builds relationships and engages with their local community.
QA. 7.1	Governance supports the operation of a quality service
QA. 4.1.2	Effort is made for children to experience continuity of educators at the service
QA. 7.2.2	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
QA. 7.1.1	A statement of philosophy guides all aspects of the service's operations
QA. 7.2.3	Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 170	Policies and Procedures to be followed
Reg. 181	Confidentiality of records kept by approved provider
Reg. <a href="#">229</a>	Register of approved providers
Reg. <a href="#">253</a>	<a href="#">Information kept by approved provider</a>

### My Time, Our Place

L.O 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
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## Policy Statement

We will operate a quality Centre and will ensure that we adhere to the legal requirements of a managing body. The Management will ensure that decisions are made in a proper way, taking into consideration the Centre's philosophy, according to the Centre's constitution and in the best interests of the service.

## Related Policies

- MELROSE PARK OSHC Policy A-3: Philosophy
- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-12: Policy Development and Review
- MELROSE PARK OSHC Policy A-16: Financial Management
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality
- MELROSE PARK OSHC Policy A-19: NQF
- MELROSE PARK OSHC Policy B-1: Facility Management and Security
- MELROSE PARK OSHC Policy B-2: Building Equipment Repairs and Maintenance
- MELROSE PARK OSHC Policy C-11: Educator Recruitment and Selection

## Procedure

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

The management structure will be recorded with the duties clearly described.

Members of the committee will consist of parent users and interested community members.

Office bearers will be elected each year at the Annual General Meeting.

All committee members will know or endeavour to make themselves aware of the requirements regarding:

- Management structure, roles and duties
- Constitution
- Centre's philosophy and goals
- Policies and procedures
- Funding and operational agreements



- Current legislation and regulations
- Meetings
- Financial requirements
- Employment responsibilities
- Maintenance of the premises

Existing members are encouraged to give support to new incoming members.

Membership of the Management Committee will be open to all parents using the service and interested community members.

Parents will be actively encouraged to participate (QA. 6.1.2)

Decisions about the overall operation of the Centre will be made at the management committee level. Parents and educator will be kept informed about the committee's membership, meetings and decisions and have opportunities to have input into the management of the service.

The Co-ordinator will attend meetings of Management and present a written progress report regarding the running of the Centre. This report will provide information to the committee to assist in making decisions.

In addition to this, educators may attend the meeting to raise issues on behalf of the educators and to provide feedback to other educators on the committee's decisions. The attendance of this educator may only be accepted should the information being discussed not breach any Privacy or Confidentiality laws or requirements (Policy A-17: Privacy and Confidentiality). In instances such as these, the Management committee may choose to listen to the educator and discuss the particular issue and, then once resolved or discussed, ask the educator to leave the meeting. Any educator that chooses to attend the meeting should be briefed on this requirement by the Centre coordinator.

### **Role of the committee**

The committee is responsible for the ongoing management of the Centre. Primarily this involves legal, financial and employment responsibilities.

The responsibility for the day- to -day operations of the Centre however is delegated to the Co-ordinator.

The committee meets in accordance with the constitution.

General ongoing tasks of the committee include:

- Ensuring the needs of the parents, children and educators are met.
- Ensuring the smooth daily operation of the Centre.
- Appointing and monitoring the performance of the Centre Coordinator through yearly Educator Appraisal meetings (See QA. 7.2.2)
- Communication of relevant issues.
- Publicity and public relations.
- Development and review of policies (see Policy A-12: Policy Development and Review)

- Ensuring the Centre operates in line with its policies (see Reg. 170)
- Oversee the financial management and administration of the Centre (see Policy A-16: Financial Management)
- Liaise with the Administrative Service Provider.
- Liaison and compliance with funding and licensing bodies.
- Employment, supervision and direction of educators, ensuring appropriate industrial awards are adhered to (see Children's Services Award (2010))
- Continued maintenance and repair of the building and equipment.
- Addressing ongoing issues as they arise.
- Providing a duty of care to educators through a commitment to the current WHS regulations (See Policy A-18: Work, Health, and Safety).
- Medium and long term planning for the perceived best result for the educators, parents and children of the Centre.

Nominated management members may gain access to the services records, etc. but only in accordance with confidentiality guidelines and when necessary to fulfil their management responsibilities. Confidentiality will be maintained at all levels at all times (See Policy A-17: Privacy and Confidentiality).

### **Specific Roles of the Officers**

#### *President*

- Facilitate the smooth running of the Management Committee.
- Ensuring that the Centre constitution, policies and statutory regulations are observed
- Set the meeting agenda, in consultations with the Centre Coordinator which will cover all necessary business.
- See that the meeting is properly convened in accordance with the Centre's constitution.
- Determine if a quorum is present at meetings.
- Chair the meeting, helping to make the meeting enjoyable, efficient and quick.
- Ensure the agenda is adhered to and that all members have a chance to contribute to the discussion.
- Assist the meeting to come to agreement.
- Acting as a final decision maker when votes are tied.
- When decisions are made, clearly state what the decisions were, who will implement these and ensure this is recorded in the minutes.
- Summarise at the end of every meeting so that individuals have a clear understanding of tasks to be performed and decisions made.
- Close the meeting only after the business at hand has been properly conducted.
- Signing the minutes after they have been confirmed.

- Act as a spokesperson for the Committee and Service within the broader community, as required.
- Liaise with the Centre Coordinator as required and be up-to-date with events within the Centre.
- Primary liaison with the Administrative Service Provider.

#### *Vice President*

Perform the above duties in the chairperson's absence and to assist the chairperson in performing their tasks.

#### *Secretary*

- Keep records of all business to do with the committee, including membership records, correspondence and minutes (see Reg. 181)
- Keep a register of all committee members in accordance with Associations Incorporation Act NSW (2009)
- Call meetings giving notice as required under the constitution.
- Read and table for the meeting all relevant incoming and outgoing correspondence.
- Deal with this correspondence as decided by the committee.
- Ensure that all correspondence relevant to the educators is forwarded to them as soon as possible.
- Before each meeting, organise the venue and type and distribute the agenda.
- Take the minutes for the meeting in a professional manner, ensuring there are no breaches of Privacy and Confidentiality by removing names from Minuted discussions (see Policy A-17: Privacy and Confidentiality)
- After each meeting, copy and distribute the minutes to the members of the committee, the Administrative Services Provider and the Centre Coordinator
- Ensure the minute book is kept updated and signed by the Chair at next meeting.

#### *Treasurer*

This role stands in consultation with the Administrative Service Providers and therefore the following tasks may be delegated as appropriate.

- Oversee the financial management of the Centre.
- Ensure that true and proper financial records are kept.
- Assist in the review and approval of budgets in consultation with the management committee and administrative body for financial expenditure.
- Ensure the prompt payment of accounts in conjunction with the administrative body.
- Ensure the safe records of receipts and payments.

- Arrange for the banking of monies as soon as possible.
- Approve educators wages and oversee the maintenance of wage records by the administrative body in compliance with the Children’s Service Award (2010)
- Ensure correct Taxation procedures are followed by the administrative body.
- Ensure Centre follows correct petty cash and card procedures.
- In conjunction with the Management Committee, review the written report and Income and Expenditure Statement provided by the administrative body at Committee meetings.
- Ensure an annual, independent, external audit is carried out.
- Review the annual financial statements and auditors report presented by the administrative body at the AGM.
- Ensure that all government and funding agreement requirements are carried out.

In addition to roles of the Office bearers, the Management Committee may also have several other members who may or may not have delegated specific responsibilities.

#### Public Officer

- To make statements to the press on behalf of the organisation.
- To publicise the activities of the organisation.
- To arrange for promotion material such as posters, pamphlets, newsletters etc.
- The Committee should appoint a Public Officer to be responsible for submitting the Annual Returns.

**Note:** There is no requirement for the Public Officer to be on the Management Committee; however they should attend meetings for consistency.

#### *Liaison Officer*

- To act as the liaison person between the educators, parents, school, the community and the committee (See QA. 6.2.3)
- To be a contact person on the committee, for educators if required, e.g. if need to inform them of their absence, issues or problems that they wish to seek the committees advice on.
- To encourage interaction between educators, parents and the committee.
- To be on the sub-committee to employ educators for the Centre.
- To ensure new educators are oriented to their job (See QA. 7.1.2)
- To encourage educators and committee to participate in appropriate training courses.
- To be involved in educators evaluation and review (See QA. 7.2.2)
- To ensure that educator and parent handbooks are updated and available.

- To participate in the grievance procedure where necessary (see Policy C-7: Grievance Procedures)
- To liaise with the Co-ordinator on the suitability and use of volunteers, work experience or practicum placements.

#### *Fundraising Officer*

- To arrange fundraising activities, either directly or by delegation.
- For co-ordinating and overseeing fundraising efforts
- To be responsible for ensuring that fund raising money is collected and given to the Treasurer for banking.

Other Roles Include:

#### *Assistant Secretary*

Take on some of the responsibility of the Secretary's role such as dealing with the correspondence. Perform the Secretary's duties in their absence.

#### *Assistant Treasurer*

Take on some of the Treasurer's responsibilities, such as educators payments and petty cash as decided by the Treasurer. Perform the Treasurer's duties in their absence.

#### *Financial sub committee*

Assist in all the above duties and to ensure that the financial aspects of the committee are properly maintained and in order.

## **Sources**

- Education and Care Services National Regulations (2011)
- Education and Care Services National Law Act (2011)
- Children's Services Award (2010)
- Commonwealth Privacy Act 1988
- Children's Services Central – Management Committee Responsibilities
- Associations Incorporation Act NSW (2009)
- Office of Fair Trading NSW
- Model Rules for Incorporated Associations

- Safe Work Australia Act (2008)
- Legislative extracts for approval and continued approval under the Family Assistance Law
- Network of Community Activities Factsheet – ‘Approved Provider (Management Committee)’
- Children and Young Persons (Care and Protection) Act (1998)
- Health Records and Information Privacy Act (2002)
- Public Health Act (1991)
- Working with Children Check NSW

Endorsed Date:	October 2018
Review Date:	October 2019

## A-16 Financial Management

### NQS

QA.6.1.2	Families are supported from enrolment to be involved in the service and contribute to service decisions.
QA. 7.1	Governance supports the operation of a quality service
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 171	Policies and procedures to be followed
Reg. 181	Confidentiality of records kept by approved provider
Reg. 183	Storage of records and other documents

### Policy Statement

We aim to provide a quality service that meets the needs of the children by providing them with the resources they need and meet the needs of the parents by providing affordable care.

The Management Committee is responsible for all financial aspects and will ensure that all funding, government legislation and acts are fully followed, and that clear records of all the financial transactions are recorded and stored for the required time in a secure place.

### Related Policies

- MELROSE PARK OSHC Policy A-3: Philosophy
- MELROSE PARK OSHC Policy A-6: Fees
- MELROSE PARK OSHC Policy A-7: Bookings
- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-15: Role of Management Committee
- MELROSE PARK OSHC Policy A-21: Insurance
- MELROSE PARK OSHC Policy C-2: Conditions of Employment

## Procedure

The Administrative Service Providers, in conjunction with the Treasurer, will draw up the draft annual budget.

The Treasurer, Director and Management Committee will review the budget with the Co-ordinator or Administrator clearly identifying relevant issues such as equipment, food etc. The Final Budget will be accepted and ratified by the committee by the end of the first week of December for the following Calendar year.

Fundraising will be encouraged and supported by the committee but will not be a part of the income required in the budget.

The Administrative Service Provider will report each term on the progress of the financial state at the Management Committee meetings. This information will be available to members of the said committee and Centre Coordinator.

New Management members will be provided with a summary of the service's financial position on their election to Management.

The Treasurer will be responsible for ensuring that required financial transactions are recorded properly, and stored in a secure place. (See Policy A-11: Maintenance of Records)

The Treasurer will be aware of when all returns, audits, reports and other financial accountabilities are due and will be responsible for ensuring that all these are carried out by the appropriate time frame.

The Administrative Service Provider in consultation with the Centre director and Management Committee will ensure the payment of educators on an agreed basis, according to the appropriate Award entitlements and that all tax and superannuation deductions are made. Payslips will be sent by the Administrative Services Provider in line with requirement set out by the Fair Work Ombudsmen. The Administrative Service Providers will be responsible for banking, preparation of creditor's payments and providing the Management Committee with timely Financial Reports.

As per Schedule 1 (A) in the Administration Services Contract, the Administrative Service Providers will be responsible for the collection of fees. **We request service provider to follow up outstanding fees 5 weekly intervals.**

A financial audit will be organised following the end of each calendar year and will be made available to the Management Committee at the AGM, as per the Associations Incorporation Act 2009. The Report will then be forwarded, as required, to the NSW Office of Finance and Services, Department of Fair Trading within one month of the AGM.

All financial records will be kept for a period of at least 7 years and will be made available for inspection by the relevant government department officers.



## Sources

- Educational and Care Services National Regulations 2011
- Education and Care Services National Law Act (2011)
- Commonwealth Privacy Act 1988
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia
- Associations Incorporation Act (2009) No.7
- Associations Incorporation Regulation (2010)
- Income Tax Assessment Act 1997
- Superannuation Guarantee (Administration) Act 1992 No 28
- Superannuation Guarantee Charge Act (1992)
- NSW Office of Finance and Services, Department of Fair Trading
- Superannuation Industry (Supervision) Act (1993)
- Superannuation (Resolution of Complaints) act (1993)
- Children’s Services Award 2010

Endorsed Date:	October 2018
Review Date:	October 2019

# A-17 Privacy and Confidentiality

## NQS

QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

## National Regulations

Reg. 111	Administrative space
Reg. 147	Staff members
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents kept by approved provider
Reg. 181	Confidentiality of records kept by approved provider
Reg. 183	Storage of records and other documents

## Policy Statement

We will ensure that all personal information remains confidential. Parents and educators will be informed as to what and how personal information is collected and its use and storage. Information will be disclosed to appropriate persons and bodies as required under legislation only. The privacy of all persons will be respected at all times.

## Related Policies

- MELROSE PARK OSHC Policy A-2: Priority of Access Policy
- MELROSE PARK OSHC Policy A-4: Enrolment Policy
- MELROSE PARK OSHC Policy A-11: Maintenance of Records Policy
- MELROSE PARK OSHC Policy A-11: Acceptance and Refusal of Authorisations
- MELROSE PARK OSHC Policy A-15: Role of Management Committee

- MELROSE PARK OSHC Policy C-8: Disciplinary Action Policy
- MELROSE PARK OSHC Policy D-11: Management of an Incident, Injury or Trauma Policy
- MELROSE PARK OSHC Policy D-20: Medication Policy
- MELROSE PARK OSHC Policy D-16: Asthma Policy
- MELROSE PARK OSHC Policy D-17: Anaphylaxis Policy
- MELROSE PARK OSHC Policy D-22: Child Protection Policy

## **Procedure**

Privacy is to be respected at all times.

Information relating to any child enrolled at the centre will not be disclosed without written authority from the parent or legal guardian. The only exceptions will be for use by the Administrative Service Providers and Management Committee, or Police / Community Services.

Confidential information such as enrolment forms, will be stored in a secure lockable cabinet which is only accessible to educators. These cupboards will be locked during times when the service is not open (including overnight).

Confidential discussions at meetings shall be kept as so, and once the meeting is closed, details should not be discussed with those outside the meeting. Where a confidential matter is raised for discussion, personal details should be omitted where possible. The committee may request any non-committee members who attend the meeting to leave whilst this discussion is had. The matter should be minuted in a way where it does not identify the individual.

Any information given in confidence to an educator should remain between the educator and the Director. If the Director considers that this information will impact on the well-being of any child or educator at the Centre, then the information will be discussed with the President, and action decided upon. Where the matter refers directly to Child Protection, the Director or educator may choose to make the decision to report without consulting the President (see D-22 Child Protection Policy).

Communications between educators and families regarding issues of a personal nature will be treated confidential at all times. If a discussion is required, it should be undertaken in a quiet, private area. The outdoor area may be utilised for such a discussion should there be no appropriate space indoors. Appointments may be made with educators and management to discuss issues if required.

The need for confidentiality will be taken seriously within the Centre. A professional approach will be utilised at all times. This will be discussed with all educators in the Centre on commencement of employment. Any breach of confidentiality will result in disciplinary action.

The contact details for educators or committee members including phone numbers and addresses are not to be given out without their consent. In the event of someone needing to contact an educator or committee member, a message will be taken and the details passed on to the appropriate person for them to respond.

**The following information will be collected on the enrolment of children in the service:**

- Personal information including name of child and parent/guardian, gender, date of birth of child and parent/guardian, residential address, contact names and phone numbers, email address, Medicare number
- Client Reference Number (CRN) of registered parent/guardian and the child/children using the service. Any necessary court order documents regarding custodial arrangements.
- Emergency names and numbers including child's medical practitioner
- Cultural background for translation and cultural understanding
- Pre-existing medical conditions and allergies
- Pertinent information volunteered by parents that they consider is needed for staff to cater for the individual needs of their child
- Individual developmental needs, interests and significant dates for programming purposes from the child's perspective
- Current immunisation status to manage transmittal of infectious diseases (see Illness and Infectious Diseases Policy)
- Permission to photograph children and display these photographs in the Centre
- Personal information relating to the Australian Governments "Priority of Access Guidelines" as to whether families classify under the following:
  - The family has a single parent who satisfies, or two parent family who both satisfy the work/training/study test under Section 14 of the "A New Tax System (Family Assistance) Act 1999"
  - The family is Aboriginal or Torres Strait Islander
  - The family includes a disabled person
  - The family includes an individual whose adjusted income does not exceed the lower income threshold of \$43,727 for 2016-2017 or whose partner is on income support

- The family is from a non-English speaking background
- The family is socially isolated
- The family is run under a single parent

**The following information will be collected during the operation of the Centre:**

- Photographs including personal identification photos for children with severe allergies
- Incident reports which will include accident, injury, illness or trauma (see D-11 Management of Incident, Injury, Trauma Policy)
- Financial records concerning fees collection
- Financial records concerning Child Care Benefit
- Daybook entries noting information helpful to the care of the child
- Medication details for administration and monitoring of side effects
- Court orders restricting access to child

**The following information will be collected at educator induction:**

- Personal information including name, gender, date of birth, residential address, emergency contact names and phone numbers, relevant identification documents and email address.
- Financial information including bank details, superannuation and tax file number (paid educators only)
- Contract of employment (permanent educators only)
- Working with Children Check clearance certificate
- Resume including references
- Certificates with regard to relevant qualifications or courses completed
- Medical Restrictions

**The following information will be collected during employment at the Centre:**

- Educator appraisals for managing educator development

- Grievance information
- Payroll/timekeeping records
- Details of wage and salary earnings (weekly and year to date)
- Annual Payment summaries (previously Group certificates)
- Records of long service leave
- Records of annual leave, personal / carers leave and study leave (permanent educators only)
- Termination records (and final payment details)
- Training records for the planning of educator development

Parents and staff may access their personal records and documentation upon request for the purpose of ascertaining whether the Centre holds accurate personal information relating to them.

As the Centre collects most personal information directly from the individual or their legal guardian, it is reasonable to assume the individual is aware that the information is held by the Centre and that the information is accurate at the time it is collected.

The Centre will not use personal information without taking reasonable steps to ensure that the information proposed to be used is relevant, accurate, up to date, complete and not misleading.

The Centre will not use personal information for a purpose other than for the reason it was collected, unless the individual concerned consents or the new purpose relates to the original purpose. It will not disclose personal information unless it is to prevent a threat to the life or health of an individual and unless otherwise exempted under the Children and Young Persons (Care and Protection) Act (1998) or is required for legal proceedings in progress.

Procedures relating to the storage and maintenance of all records are detailed in the A-11 Maintenance of Records policy.

Where sensitive information is collected or emailed to committee members for discussion pertinent to the running of the centre (e.g. financial hardship), the information will be sealed and stored in a confidential manner, once dealt with. At this point, all committee members and interested parties involved in the discussion will be asked to remove any emails, etc. relating to the situation.

## **Sources**

- Educational and Care Services National Regulations 2011
- National Quality Standard

- Children (Education and Care Services National Law Application) Act 2010
- Children and Young Persons (Care and Protection) Act (1998)
- Privacy Act 1988
- Australian Government – Department of Education, Employment and Workplace Relations (Priority of Access Guidelines)
- Health Records and Information Privacy Act (2002)
- Public Health Act (1991)
- Working with Children Check NSW
- Network of Community Activities OOSH Factsheet – ‘Confidentiality’

Endorsed Date:	October 2018
Review Date:	October 2019

# A-18 National Quality Framework

## NQS

QA. 1.1	The educational program enhances each child’s learning and development.
QA. 4.1.1	The organisation of educators across the service supports children's learning and development
QA. 4.2.2	Professional standards guide practice, interactions and relationships
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 6.3	Collaborative partnerships enhance children’s inclusion, learning and wellbeing.
QA. 7.1	Governance supports the operation of a quality service
QA. 7.2.2	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
QA. 7.2.1	There is an effective self-assessment and quality improvement process in place
QA. 7.1	Governance supports the operation of a quality service.

## National Regulations

Reg. 8	National Quality Standard
Reg. 47	Minimum requirements for qualifications, experience and management capability
Reg. 136	First aid qualifications
Reg. 137	Approval of qualifications
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed

## My Time, Our Place

LO. 1	Children have a strong sense of identity
LO. 2	Children are connected with and contribute to their world
LO. 3	Children have a strong sense of wellbeing
LO. 4	Children are confident and involved learners
LO. 5	Children are effective communicators

## Policy Statement

We aim to provide a high quality service, which is dedicated to enhancing children’s development and wellbeing, through continuous improvement and compliance with the National Quality Framework (NQF). We will conduct regular reviews to maintain compliance and ensure this is reflected in our Centre



policies and practices.

## **Related Policies**

- MELROSE PARK OSHC Policy A-3: Philosophy
- MELROSE PARK OSHC Policy A-12: Policy Development and Review
- MELROSE PARK OSHC Policy A-15: Role of Management Committee
- MELROSE PARK OSHC Policy A-20: Nominated Supervisor
- MELROSE PARK OSHC Policy C-3: Educator Orientation and Induction
- MELROSE PARK OSHC Policy C-5: Professional Development

## **Procedure**

### **National Quality Framework**

The Australian Children's Education and Care Quality Authority (ACECQA) implements and governs the National Quality Framework (NQF). This framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

- A national legislative framework
- A National Quality Standard
- A national quality rating and assessment process

It is the responsibility of Management and the Centre Coordinator to ensure they are familiar with the NQF including the Education and Care Services National Law Act, Education and Care Services National Regulations and National Quality Standard.

The Centre Coordinator is responsible for ensuring that all educators are familiar with the NQF and understand its relevance to the service and any impact it may have on developing Centre practices.

Educators will be offered training in the NQF and its relevance to school aged care services as a part of their professional development. Funds will be set aside for this training in the budget.

### **National Legislative Framework**

The national legislative framework is established through an applied laws system and consists of:

- The Education and Care Services National Law
- The Education and Care Services National Regulations

A Regulatory Authority will be primarily responsible for administering the NQF, including approving, monitoring and quality assessing services. In NSW, the Regulatory Authority is Department of Education- Early Education and Care Directorate.

The Centre Coordinator and Management Committee are responsible for:

- ensuring the service is operating under the appropriate law and regulations
- ensuring educators are familiar with the legislation
- ensuring the Centre is compliant with the law and regulations through their policies, procedures and practices
- reporting to and notifying the Regulatory Authority where required

### **National Quality Standards**

The National Quality Standard (NQS) is divided into seven Quality Areas:

1. Educational Program and Practice
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative partnerships with Families and Communities
7. Leadership and Service Management

The NQS aims to promote:

- the safety, health and wellbeing of children
- a focus on achieving outcomes for children through high-quality educational programs
- families' understanding of what distinguishes a quality service

Management and the Centre Coordinator will ensure that the highest quality of care in the service is achieved by familiarising themselves with the NQS and adhering to each element of the seven Quality Areas.

The Coordinator will establish Centre practices designed to meet the outcomes of the NQS.

The Coordinator will report on the Centre's NQF progress at each committee meeting to keep all involved aware of any changes which may be relevant.

### **Prescribed information to be displayed**

Management and the Centre Coordinator will ensure the prescribed information is displayed at the entrance of the service (as per Regulation 173), including:

- the name of the approved provider and the name of the education and care service
- the provider approval number and service approval number
- any conditions on the provider approval and service approval
- the name of the nominated supervisor or, if the nominated supervisor is a member of a prescribed class, the class
- the service's current rating level for each Quality Area and the overall rating (or rating under previous NCAC system if not yet rated for National Quality Standard)
- details of any waivers held by the service, including elements or regulations waived, duration of the waiver and whether the waiver is a service or temporary waiver
- the hours and days of operation of the service
- the name and telephone number of a person at the service to whom complaints may be addressed
- the name and position of the responsible person in charge at any given time
- the name of the educational leader
- the contact details of the regulatory authority
- a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service, if applicable
- a notice of an occurrence of an infectious disease at the service, if applicable

## Qualifications

Under the NQF, there are currently no qualification requirements for OSHC Coordinators or educators working in NSW. Management will be responsible for ensuring that any qualifications brought in are adhered to at all times.

While there are no formal qualifications for OSHC in NSW, training is required to improve the knowledge and skills of educators under the Law and Regulations and these will be adhered to. Any Certified Supervisor who has the role of Responsible Person must have completed an approved Child Protection Course. There must also be at least one person on every shift who has completed an approved course in First Aid, Asthma and Anaphylaxis (as per Regulation 136).

## Sources

- Educational and Care Services National Regulations 2011
- Education and Care Services National Law Act (2011)
- My Time, Our Place Framework for School Age Care in Australia
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Network of Community Activities NQF Files – ‘NQF Orientation for New Educators’
- Australian Children’s Education and Care Quality Authority (ACECQA)

Endorsed Date:	October 2018
Review Date:	October 2019

## A-19 Nominated Supervisor

### NQS

QA. 2.1	Each child's health and physical activity is supported and promoted.
QA. 2.2	Each child is protected.
QA. 4.1	Staffing arrangements enhance children's learning and development
QA. 4.1.1	The organisation of educators across the service supports children's learning and development
QA. 7.2	Effective leadership builds and promotes a positive organisational culture and professional learning community.
QA. 7.2.2	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 35	Notice of change to nominated supervisor
Reg. 47	Minimum requirements for qualifications, experience and management capability
Reg. 54	Process for certified supervisor to be placed in day to day charge of education and care service
Reg. 77	Health, hygiene and safe food practices
Reg. 78	Food and beverages
Reg. 79	Service providing food and beverages
Reg. 80	Weekly menu
Reg. 81	Sleep and rest
Reg. 83	Staff members not to be affected by alcohol or drugs
Reg. 84	Awareness of child protection law
Reg. 93	Administration of medication
Reg. 94	Exception to authorisation requirement—anaphylaxis or asthma emergency
Reg. 100	Risk assessment must be conducted before excursion
Reg. 146	Nominated supervisor
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed
Reg. 273	Course in child protection
Reg. 358	Working with children check to be read

## My Time, Our Place

LO. 1	Children feel safe, secure, and supported
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### Policy Statement

The Approved Provider (Management Committee) will ensure that the Centre has a Nominated Supervisor to manage the day-to-day running of the service. The Approved Provider will ensure the Nominated Supervisor has the appropriate training, knowledge and experience to enable them to comply with Education and Care Services National Law and Regulations and guide the day-to-day decisions of the service for the well-being of all involved.

### Related Policies

- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-10: Acceptance and Refusal of Authorisations
- MELROSE PARK OSHC Policy D-4: Food Handling and Hygiene
- MELROSE PARK OSHC Policy D-16: Asthma
- MELROSE PARK OSHC Policy D-17: Anaphylaxis
- MELROSE PARK OSHC Policy D-20: Medication
- MELROSE PARK OSHC Policy D-22: Child Protection
- MELROSE PARK OSHC Policy E-5: Excursions

### Procedure

Under the Education and Care Services National Law, all Approved Providers must ensure that there is a Nominated Supervisor in charge of the Centre at all times. The Nominated Supervisor of the Centre is generally the Centre Director. The Nominated Supervisor must accept their position in writing.

The Approved Providers of the Centre may obtain a Supervisors Certificate and become the Nominated Supervisor for their service, or otherwise employ an educator who currently holds a Supervisors Certificate to consent to be the Nominated Supervisor.

The Nominated Supervisor is responsible for the following:

- Developing and implementing educational programs in accordance with the “My Time, Our Place” Framework and National Quality Standards
- Ensuring all children in the service are appropriately supervised, free from inappropriate discipline and free from harm
- Ensuring all policies and procedures within the service are developed, reviewed and implemented in accordance with current legislative requirements, especially the National Regulations, National Law and National Quality Standards
- Ensuring children do not leave the premises of the Centre except in accordance with the National Regulations, for example, with a parent / authorised person, on an authorised excursion, for emergency medical treatment
- Ensuring that a parent of a child enrolled at the Centre may enter the service premises at any time when the child is under the care of the service, except when:
  - entry of the parent would pose a risk to the safety of children and educators or compromise the duty of the supervisor under National Law
  - the parent is prohibited by a court order from having contact with the child
- Ensuring that unauthorised persons at the Centre are under direct supervision while children are present
- Implementing adequate health and hygiene practices including safe practices for preparing, handling and storing food
- Ensuring children have access to safe drinking water at all times, and are offered food and beverages on a regular basis throughout the day
- Ensuring that the food and beverages supplied by the service are nutritious, adequate in quantity, and chosen with consideration of individual children’s dietary requirements
- Ensuring that a weekly menu is displayed on the premises of the service and is accessible to parents, accurately outlining the food and beverages to be provided
- Ensuring medication is not administered to a child unless authorised (with the exception of an anaphylaxis or asthma emergency) and in accordance with the National Regulations. Where medication is administered to a child without authorisation (in the case of an anaphylaxis or asthma emergency), the Nominated Supervisor must ensure the parent of the child and emergency services are notified as soon as practicable.
- Ensuring reasonable steps are taken to meet the sleep and rest needs of children with consideration to all ages, developmental stages and individual needs of children

- Ensuring that a risk assessment is conducted prior to an excursion in accordance with the National Regulations
- Ensuring appropriate staffing including educator / child ratio requirements and ensuring all educators meet the qualification requirements of the service

The Nominated Supervisor must not consume alcohol or be affected by alcohol or drugs (including prescription medication) so as to impair their ability to supervise or provide education and care to children at the Centre.

Approved Centres must display the following at all times:

- The name of the Nominated Supervisor
- If the Nominated Supervisor is a member of a prescribed class, for example, Principal of a school

This must be displayed in a location which is easily visible from the main entrance to the service.

### **Notification of Change**

If the Nominated Supervisor either ceases to be employed at the Centre or withdraws consent to the nomination, the Approved Providers of the Centre must notify the Regulatory Authority prior to the commencement of employment of the new Nominated Supervisor, or as soon as is practicable, but no later than 14 days afterwards.

### **Absence of Nominated Supervisor**

In the event that the Nominated Supervisor is absent, a person at the Centre who holds a Supervisor Certificate is able to take charge of the day-to-day running of the service. The Certified Supervisor does not have the same roles and responsibilities as the Nominated Supervisor and is usually the senior educator working at the Centre.

There is no maximum number of Certified Supervisors allowed at the Centre and a person with a Supervisors Certificate does not need to reapply for a certificate if they change their place of employment. Should a Certified Supervisor be in control of a Centre during a session of care, their details must be on display with the Nominated Supervisor details.

### **Sources**

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010



- National Quality Framework – Nominated Supervisor Information Sheet
- Working with Children Check NSW
- My Time, Our Place Framework for School Age Care in Australia

Endorsed Date:	October 2018
Review Date:	October 2019

# A-20 Insurance

## NQS

QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

## National Regulations

Reg. 29	Condition on service approval—insurance
Reg. 168	Education and care service must have policies and procedures
Reg. 180	Evidence of prescribed insurance
Reg. 183	Storage of records and other documents

## Policy Statement

We recognise that it is the responsibility of the Management Committee and educators to ensure that the Centre is managed and risks are minimised as much as is practicable to protect the service against the financial impacts involved with theft, loss, damage, on-site injury etc. However, we will ensure that the Centre is appropriately covered by insurance in the event that these are unavoidable.

## Related Policies

- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-15: Role of the Management Committee
- MELROSE PARK OSHC Policy B-1: Facility Management
- MELROSE PARK OSHC Policy B-3: Storage
- MELROSE PARK OSHC Policy C-10: Volunteers/Students/Visitors
- MELROSE PARK OSHC Policy D-26: Security

## Procedure

Melrose Park OSHC runs as an independent entity, and as such is required to obtain its own insurance. It is the responsibility of the Management Committee to ensure that the insurance taken out on the Centre is correctly assessed to cover the cost to repair, rebuild or replace the current assets. This will be reassessed annually taking into account increased costs, recently acquired equipment and refurbishments.

It is the responsibility of Management to advise the insurer whenever any changes to the service occur which may affect the replacement costs of the assets.

Original copies of current insurance policies in relation to OSHC will be forwarded to the Administrative Service Provider to be stored, a copy will remain at the Centre and a copy will remain with Management Committee Secretary.

Management and educators will ensure that all proof of ownership documents are forwarded to the Administrative Service Provider and stored in the event that a claim needs to be made.

All copies of insurance policies and claims must be kept for a minimum of 7 years. Any claim involving a child at the Centre must be kept until the child is 25 years of age with the report of the incident.

All contractors at the Centre must be covered by their own public liability insurance.

High school students who wish to gain experience at the Centre, e.g. Duke of Edinburgh Awards Scheme, must have a representative of their school contact the Centre directly and provide verification of insurance covered by the school itself. This is the same in cases of persons undertaking Practical Experience through courses and tertiary education whereby their teaching bodies must provide proof of insurance before said person is able to participate at the service.

Management will ensure the following is covered by insurance:

- Worker's Compensation – when a claim is made by an educator/volunteer who suffers harm while at work
- Public Liability – when a claim is made by their parties (such as families, members of the public, visitors, trespassers etc.) who suffer injury or property damage either from the Centre or by an activity held by the Centre
- Professional Indemnity – when a claim is made in relation to negligence, against an educator, in their professional duty as a child care worker

Under Regulation 29, service approval under the National Quality Framework will only be granted subject to the approved provider holding the following:

- a current policy of insurance providing adequate cover for the education and care service against public liability with a minimum cover of \$10,000,000; or

- a policy of insurance or an indemnity against public liability provided by the Government of a State or Territory in respect of the education and care service

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Work Health and Safety Act 2011
- Network of Community Activities Factsheet – ‘Insurance in the OOSH Centre’
- NSW Government: Workcover NSW [www.workcover.nsw.gov.au/](http://www.workcover.nsw.gov.au/)

Endorsed Date:	October 2018
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## A-21 Determining the Responsible Person

### NQS

QA. 2.2	Each child is protected.
QA. 2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QA. 4.1	Staffing arrangements enhance children's learning and development
QA. 4.1.1	The organisation of educators across the service supports children's learning and development
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 7.2	Effective leadership builds and promotes a positive organisational culture and professional learning community.
QA. 4.1.2	Effort is made for children to experience continuity of educators at the service
QA. 7.2.2	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 46	Application for supervisor certificate
Reg. 47	Minimum requirements for qualifications, experience and management capability
Reg. 54	Process for certified supervisor to be placed in day to day charge of education and care service
Reg. 146	Nominated supervisor
Reg. 150	Responsible person
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed
Reg. 183	Storage of records and other documents

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
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### Policy Statement

The Approved Provider will ensure that the Centre determines a responsible person to be in day-to-day charge of the service and contactable at all times where the service is in operation.

## Related Policies

- MELROSE PARK OSHC Policy A-11: Maintenance of Records
- MELROSE PARK OSHC Policy A-20: Nominated Supervisor
- MELROSE PARK OSHC Policy D-9: Emergency Procedures
- MELROSE PARK OSHC Policy D-30: Supervision

## Procedure

The Centre must always have a Responsible Person physically present at all times whilst the service is in operation.

A responsible person can be:

1. The APPROVED PROVIDER – a member of the Management Committee
2. The NOMINATED SUPERVISOR – a person with a Supervisor Certificate designated by the service as the Nominated Supervisor (generally the Centre Director)
3. A CERTIFIED (OR SERVICE) SUPERVISOR - this is someone qualified to be placed in day-to-day charge of the service

The Nominated Supervisor will be regarded as the Responsible Person each day. In the event that the Nominated Supervisor is absent, a person at the service who holds a Supervisor Certificate is able to be in charge of the day-to-day running of the service. The Certified Supervisor does not have the same roles and responsibilities as the Nominated Supervisor.

Under Regulation 54, a certified supervisor is placed in day to day charge of an education and care service if —

- the approved provider or the nominated supervisor for the service designates the certified supervisor as the certified supervisor in day to day charge; and
- the certified supervisor accepts the designation in writing

There is no maximum number of Service or Certified Supervisors allowed at the service and a person with a Supervisors Certificate does not need to reapply for a certificate if they change their place of employment. Should a Certified Supervisor be in control of a service during a session of care, their details must be displayed with the Nominated supervisor details.

### **The Approved Provider must:**

- ensure Nominated Supervisors and Certified Supervisors have a clear understanding of their roles and responsibilities as the Responsible Person on duty

- ensure the Responsible Person is appropriately skilled and qualified
- ensure the Responsible Person is contactable at all times

**The Nominated Supervisor or delegated authority will:**

- arrange for the keeping of a “Responsible Person Record” which documents the current responsible person on each shift
- ensure the name of the responsible person on duty is displayed on the sign-in desk as you enter the Centre
- develop rosters in accordance with the availability of responsible persons, centre operation and attendance patterns of children

**Sources**

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- National Quality Framework – Nominated Supervisor Information Sheet
- My Time, Our Place Framework for School Age Care in Australia
- Network of Community Activities NQF Files – ‘Nominated Supervisor’

Endorsed Date:	October 2018
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## A-22 Code of Conduct: Parents, Guardians, Authorised Collectors, Visitors

### NQS

QA. 2.2	Each child is protected.
QA. 2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QA. 2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QA. 2.2.3	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
QA. 4.1	Staffing arrangements enhance children’s learning and development
QA. 4.2	Management, educators and staff are collaborative, respectful and ethical.
QA. 6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
QA. 7.2	Effective leadership builds and promotes a positive organisational culture and professional learning community.
QA. 7.1	Governance supports the operation of a quality service.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### National Regulations

Reg. 155	Interactions with children
Reg. 156	Relationships in groups
Reg. 157	Access for parents
Reg. 168	Education and care service must have policies and procedures
Reg. 175	Prescribed information to be notified to Regulatory Authority

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
	Children learn to interact in relation to others with care, empathy and respect
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
	Children respond to diversity with respect
	Children become aware of fairness



LO. 3	Children have a strong sense of wellbeing
LO. 5	Children are effective communicators

## Policy Statement

At Melrose Park OSHC, we aim to provide an open, welcoming, inclusive and safe environment for all. We believe parents play a crucial and valuable role in the effective operation of the Centre and in enriching the children's program. The Centre has a legal responsibility to provide, as far as is practicable, a safe workplace that is free from discrimination, bullying and harassment.

This code of conduct for parents, guardians, authorised collectors, and visitors outlines the type of practice Melrose Park OSHC requires of all adults and reflects the values and beliefs of the Centre. It assists in the safety and wellbeing of children, families and educators.

## Related Policies

- MELROSE PARK OSHC Policy A-3: Philosophy
- MELROSE PARK OSHC Policy A-4: Enrolment
- MELROSE PARK OSHC Policy A-8: Dropping Off and Picking Up
- MELROSE PARK OSHC Policy A-14: Complaints
- MELROSE PARK OSHC Policy A-15: Role of the Management Committee
- MELROSE PARK OSHC Policy A-17: Privacy and Confidentiality
- MELROSE PARK OSHC Policy C-4: Educator Professionalism
- MELROSE PARK OSHC Policy C-7: Grievance Procedures
- MELROSE PARK OSHC Policy C-9: Relief Educators
- MELROSE PARK OSHC Policy C-10: Volunteers/Students/Visitors
- MELROSE PARK OSHC Policy C-12: Communication
- MELROSE PARK OSHC Policy D-9: Emergency Procedures
- MELROSE PARK OSHC Policy D-22: Child Protection
- MELROSE PARK OSHC Policy D-23: Child Management / Behaviour Guidance
- MELROSE PARK OSHC Policy D-24: Exclusion for Unacceptable Behaviour

- MELROSE PARK OSHC Policy D-25: Harassment, Bullying and Violence
- MELROSE PARK OSHC Policy D-30: Supervision

## Procedure

Parents, guardians, authorised collectors and visitors have a responsibility to support the efforts of educators in maintaining a safe and respectful recreational environment for all educators, children and families.

Parents, guardians, authorised collectors and visitors should both display and encourage their children to appreciate the importance of honesty, respect for property and the environment and respect for the rights of others.

### **Code of conduct that parents, guardians, authorised collectors and visitors are to follow at the Centre:**

- To be a positive role model at all times.
- Value the diversity of the Centre and respect the rights, religious beliefs and practices of individuals and refrain from actions and behaviour that constitutes harassment or discrimination.
- Display respect for all people while at the centre and never use raised voices or threatening language which may intimidate or humiliate educators, children or other visitors. This also applies to their own children whilst at the service.
- Use courteous and acceptable written and spoken language in all communications with educators and other parents and members of the centre community. No profane, insulting, harassing, aggressive or otherwise offensive language may be used.
- Ensure that all interactions with children and educators are positive and non-confrontational. All children and educators at the centre are entitled to a safe and happy environment.
- Not reprimand or discipline a child who is not their own; this is the role of the Centre educators. Any issue should be raised with the nominated supervisor or other educators and it is their responsibility to deal with these issues. Those who are volunteering at the Centre are to follow the guidelines set by the Centre's *Child Management / Behaviour Guidance Policy*.
- Not have physical contact with any children, other than their own, or those authorised to be collected.
- Comply with all safety and emergency procedures in place at Melrose Park OSHC and in the event of an emergency while on the Centre grounds follow the instructions given by the educators of the centre.

- Ensure any issues and concerns related to the care of their child are raised in accordance with the guidelines set in the Centre's *Complaints Policy*.
- Abide by the Centre's *Privacy and Confidentiality Policy* in regards to any information gained or witnessed about the Centre and not disclose any information to unauthorised individuals.
- Inform the Nominated Supervisor or responsible person in charge of the Centre of any Work Health and Safety issues witnessed or which they are made aware of.
- Smoking and alcohol is prohibited on school grounds. Any persons found to be smoking or suspected to be under the influence of drugs or alcohol will be asked to leave the School grounds.

### **Emergency situation**

Where it is believed that educators, children or parents/guardians are at immediate risk (for example, violence has been threatened or perpetrated), the educator or those involved will act quickly and decisively. The educators will follow lock down procedures if necessary. The Nominated Supervisor, all educators, and the Management Committee members are authorised to contact the NSW police to advise them of the situation.

### **Consequences of a breach of code of conduct by a Parent, Guardian, Authorised Collector or Visitor**

Any parent, member of the centre, educator or student may notify the Nominated Supervisor or Management Committee Member of a breach of the *Code of Conduct - Parent, Guardian, Authorised Collector and Visitor*. The Nominated Supervisor and/or the Management Committee will investigate the complaint and if satisfied a breach has occurred, the Management committee will take a course of action which may include, but is not limited to the following:

- Provide a warning that a breach of the *Code of Conduct - Parent, Guardian, Authorised Collector and Visitor* has occurred and remind those responsible of their duty to abide by the Code of Conduct, if those persons wish to continue to utilise the services provided by the centre.
- Advise those responsible for breaching the Code of Conduct that future breaches may result in those persons being excluded from attending the centre.
- Where further breaches occur or if a particular breach of the Code of Conduct is determined by the Management Committee to have put the safety of educators, children or families in jeopardy, the Management Committee will seek advice from the NSW Police Force as to the most appropriate course of action and respond accordingly.
- Where continued breaches occur, the person/s responsible may be excluded from attending the Centre by a method determined appropriate in accordance with the circumstances and/or the

enrolment of the child/ren of those responsible may be suspended or cancelled for a period of time determined appropriate by the Management Committee.

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia
- Privacy Act 1988
- Children's and Young Persons (Care and Protection) Act 1998
- Work Health and Safety Act 2011
- Duty of Care
- United Nations Convention on the Rights of the Child
- Disability Discrimination Act 1992
- Child Protection (Working with Children) Act 2012
- Sex Discrimination Act 1984
- Children (Education and Care Services National Law Application) Act 2010

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