Policies Contents

Policy Group 1: Service Philosophy Statement ............... 5
  1.1 Service Goals.......................................................... 6

Policy Group 2: Children ................................................. 7
  2.1 Respect for Children Policy........................................... 8
  2.2 Protection of Children Policy......................................... 9
  2.3 Staffing Ratios Policy.................................................. 11
  2.4 Arrivals and Departures of Children Policy ......................... 12
  2.5 Reporting of Child Abuse Policy .................................... 14
  2.6 Behaviour Support and Management Policy ......................... 16
  2.7 Exclusion for Behavioural Reasons Policy ........................ 18
  2.8 Emergencies endangering children or staff Policy ............... 20
  2.9 Diversity Inclusion Policy........................................... 21
  2.10 Anti-Bias Policy....................................................... 23
  2.11 Anti-Bullying Policy.................................................. 25

Policy Group: Program ......................................................... 27
  3.1 Program (Development and Conduct) Policy ................. 27
  3.2 Program Evaluation Policy........................................... 29
  3.3 Homework Policy....................................................... 30
  3.4 Excursions Policy...................................................... 31
  3.5 Transport for Excursions Policy ................................... 33
  3.6 Physical Activity Policy................................................. 35

Policy Group 4: Health and Wellbeing ............................... 37
  4.1 General Health and Safety Policy................................. 37
  4.2 Infectious Diseases Policy............................................ 38
  4.3 Hygiene Policy.......................................................... 41
  4.4 Preventative Health and Wellbeing Policy ....................... 42
  4.5 Incidents, Illness, Trauma and Injury Policy ..................... 44
<table>
<thead>
<tr>
<th>Group</th>
<th>Policy</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.6</td>
<td>Medication Policy</td>
<td>47</td>
</tr>
<tr>
<td>4.7</td>
<td>Keeping of Animals Policy</td>
<td>49</td>
</tr>
<tr>
<td>4.8</td>
<td>Sun Safety Policy</td>
<td>50</td>
</tr>
<tr>
<td>5.1</td>
<td>Food Handling Policy</td>
<td>51</td>
</tr>
<tr>
<td>5.2</td>
<td>Food and Nutrition Policy</td>
<td>53</td>
</tr>
<tr>
<td>5.3</td>
<td>Space and Facilities Requirement Policy</td>
<td>55</td>
</tr>
<tr>
<td>5.4</td>
<td>Provision of Equipment Policy</td>
<td>55</td>
</tr>
<tr>
<td>5.5</td>
<td>Workplace Health and Safety Policy</td>
<td>57</td>
</tr>
<tr>
<td>5.6</td>
<td>Emergency Equipment and Facilities Policy</td>
<td>60</td>
</tr>
<tr>
<td>5.7</td>
<td>Drills and Evacuation Policy</td>
<td>61</td>
</tr>
<tr>
<td>5.8</td>
<td>Harassment and Lock Down Policy</td>
<td>63</td>
</tr>
<tr>
<td>5.9</td>
<td>Access Policy</td>
<td>72</td>
</tr>
<tr>
<td>5.10</td>
<td>Enrolment Policy</td>
<td>73</td>
</tr>
<tr>
<td>5.11</td>
<td>Communication with Parents Policy</td>
<td>75</td>
</tr>
<tr>
<td>5.12</td>
<td>Communication with Community Policy</td>
<td>76</td>
</tr>
<tr>
<td>5.13</td>
<td>Complaints Handling Policy</td>
<td>78</td>
</tr>
<tr>
<td>5.14</td>
<td>Quality Compliance Policy</td>
<td>80</td>
</tr>
<tr>
<td>5.15</td>
<td>Role and Composition of Management Committee Policy</td>
<td>822</td>
</tr>
</tbody>
</table>
10.3 Budgeting and Planning Policy ........................................... 833
10.4 Fees Policy ........................................................................ 844
10.5 Risk Management and Compliance Policy ......................... 866
10.6 Licensing Requirements under Legislation Policy ............. 888
10.7 Insuring Risks Policy .............................................................. 89
10.8 Information Handling (Privacy and Confidentiality) .......... 90

NB: Where reference is made to the Childcare Act 2002 and Regulations 2003, Amendments have been made within the Education and Care Services National Law Bill (Qld) 2011.
Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (ss.9, 76)
- All Quality Principles (Outside School Hours Care Quality Assurance)

Shorncliffe Outside School Hours Care aims to meet each child’s unique developmental needs by providing a program which adheres to children’s individual physical, social, cognitive and emotional development during middle childhood, whilst ensuring children’s skills, abilities and interests are valued. This will occur in a safe and happy environment that is inclusive of all children and one which values social and cultural diversity by providing a friendly and welcoming atmosphere.

Shorncliffe Outside School Hours Care recognises and values the importance of play through a balance of structured and unstructured play opportunities and real life experiences. These support the development and refinement of a range of skills associated with middle childhood, encouraging curiosity, exploration, inventiveness, imagination, creativity and problem solving. We recognize freedom of choice in experiences, balanced with age-appropriate programming. Children’s ideas and contributions to the program are also valued and used in a collaborative approach to planning the program.

Shorncliffe Outside School Hours Care values and respects the views of all children, parents, staff and relevant community members. Staff are respectful of the cultural backgrounds of all children and families and are actively responsive to any concerns or issues raised by children and/or families. The service encourages and welcomes open discussions and recognises and respects parents as primarily responsible for the upbringing, protection and development of their children. The Service aims to support parents in that role, to the greatest extent reasonably possible (s.9).

The staff and Management Committee of Shorncliffe Outside School Hours Care actively support collaboration with the local community and participate in local community events to strengthen their relationships between children, families and the local community.

The values and objectives which underpin Shorncliffe Outside School Hours Care’s provision of a quality service are:

- Children’s physical, cognitive, emotional and social needs are met in a safe, caring and supportive environment
- The best interests of the child are the paramount concern;
- The Service provides care in a way that –
  *protects the child from harm  *respects the child’s dignity and privacy  *promotes the child’s wellbeing  * provides positive experiences to the child;

This Philosophy Statement provides the foundation for all activities, policies and procedures of the Service. The written policies and procedures of the Service have been developed, and will be monitored and reviewed annually with these values in mind.
At Shorncliffe Outside School Hours Care, we aim to;

- Provide all children with a safe, secure and inclusive environment
- Promote the value of play and recreational activities which meet the developmental needs and interests of all children
- Encourage children to be responsible and show respect to others and their property
- Help children enhance their life skills through appropriate programming and stimulating activities
- Utilise and encourage the use of special skills, expertise and diversity of our families, community and staff members.
- Provide a secure and stimulating environment for staff
- Encourage and provide professional development for staff to enhance their skills, knowledge of OSHC.
- Comply with all legislative requirements by providing ongoing training and regular service reviews
2.1 Respect for Children Policy

The children, and their wellbeing, health and safety, are the main focus of the Shorncliffe OSHC. Children are to be treated by staff at all times as unique and valued individuals and with respect and dignity.

**Relevant Laws and other Provisions**

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (s.9, 75)
- QA Principles: 5.2.3, 5.1.3

**Procedures**

- The children are to be considered and, as far as reasonably possible, actively involved in the ongoing development of:
  - The program (see Policy 3.1)
  - The rules of behaviour of the Shorncliffe State School OSHC (see Policy 2.6)
  - The physical aesthetic environment of the Service (QA Principles 5.4)
  - Their nutrition (see Policy 5.2)
- Staff plan experiences with the children that encourage negotiation and cooperation.
- Staff provide opportunity for the children to build on and extend their personal and group achievements through activities, evaluation and photo documentation.
- Shorncliffe Primary OSHC staff constantly evaluate and refine the strategies they use to assist individual children to build self esteem, confidence and friendships.
- Staff provide children with opportunities to initiate and assume leadership roles. This is demonstrated through programming and journal evaluations.
- Staff respect and value each child as unique and special. (Shorncliffe OSHC Philosophy)
- Staff provide experiences for the children from a variety of social, cultural, linguistic and ability backgrounds.
- Staff obtain and use resources that reflect the diversity of children, families and community.
Staff model appropriate ways to challenge discrimination and prejudice: this is also reflective in the behaviour modification policy; newsletters and verbal interactions with children and families.

Through parent and community participation the children are exposed to many ways that acknowledge and value diversity.

All students and visitors who interact with children are provided with clear information on the services diversity and inclusion policy as provided in the policy documentation.

All policies and practises are reviewed annually.

The service has a range of activities and practises that actively counteract bias or prejudice. Staff avoid making comparisons between children.

Staff are provided with training and resources for staff to extend their abilities in equity and anti bias. Service posters also reflect inclusive backgrounds.

References

- OSHCQA Quality Practices Guide
- Shorncliffe OSHC Philosophy

Date/Version No

Nov '09 / 001
Nov '12 / 002

Forms

- Child observation form
- Child profiles
- Family profiles
- Documentation review record
- Staff induction
- Program evaluation
2.2 Protection of Children Policy

Shorncliffe OSHC regards as of utmost importance its role in the protection of children in its care. This includes Shorncliffe OSHC moral and legal duties to care for children associated with the Service whilst not in the care of their parents or other primary carers.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Quality Area 2
- W H & S Act 5 1995
- Child Care Act, 2002 (see ss. 26, 27, 75, 80 and 81)
- Commission for Children and Young People Act, 2000

Procedures

- Staff employment and training procedures are used to ensure that Shorncliffe OSHC employs suitable staff (see Policy Group 8).
- Staff are directed to ensure that, when setting up for all activities, there is a safe physical environment as far as reasonably foreseeable.
- Children are actively supervised by at least 2 adults at all times or 1 and 1 nearby (Child Care Act, 2002, s.65) to ensure that they are protected from harm caused by:
  - physical injury; or
  - harassment and other non-physical harm to the child, whether caused by other children, staff, parents of other children or any other person.
- Staff members seek to ensure that they are not alone at the Service with a child, except in an emergency.
- Staff will instruct the children to inform them when going to the toilet and will ensure that if they are going to a toilet that is not located in the OSHC building they will ensure:
  - the children will go in two’s when going to the toilet;
  - staff check that the children have returned to play after 3 to 5 minutes. If the children have not returned the staff member will inform the Coordinator, who will check on their safety.
- Staff and volunteers are to comply with legal requirements to apply for, and hold, the appropriate child worker clearances under the Commission for Children and Young People Act, 2002 (see also Child Care Act, 2002, s.27).
- Shorncliffe State School P & C Association, as licensee, will comply with legal requirements to hold a current positive suitability notice under the Commission for Children and Young People Act, 2000 (see also Child Care Act, 2002, s.26). Certified copies of these notices will be kept on file at the service.
- The Coordinator acts as, or has designated an appropriate person to act as, Quality Officer for the Service (see Policy 10.1) and in this capacity:
is to keep a copy of the clearances and suitability notice referred to above; and

ensure that the Service and its staff are aware of all legislative requirements and changes relating to the protection of children, including under the **Child Care Act, Commission for Children and Young People Act** and other relevant Acts & Regulations

*Please also refer to the Shorncliffe OSHC Protection Policy*

**Date/Version No**

Nov ’09 / 001

Nov ’12 / 002

**Forms**

- staff details
- program evaluation
- staff induction
2.3 Staffing Ratios Policy

Staff/child ratios will be in keeping with, or better than, those guidelines set in the Quality Principles and the Child Care Act, 2002 (Qld). In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the children and any special needs that the children may have.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act, 2002 (s.57, 58, 60, 61, 65) and Child Care Regs
- Quality Area 4
- Policies 3.4 - Excursions Policy, 3.5 - Transport Policy, 4.5 - Illness & Injury Policy

Procedures

In setting staff ratios:

- there will be a maximum of 15 school age children to every 1 staff member
- there will be a maximum of 8 school age children to 1 carer for excursions.
- there shall be a maximum of 5 school age children to 1 carer for swimming.
- there shall at all times be at least 2 adult staff members on premises
- Volunteers will not be counted in the staffing ratios while providing care at the service

References

- Child Care Regulation 2003
- Child Care Act 2002

Date/Version No

March '07 / 001
July '09 / 002
Nov '12 / 003

Forms

- Excursion folder checklist
2.4 Arrivals and Departures of Children Policy

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

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- QA 2.3.2, 2.3.4

Procedures

- All Children will be signed in and out by the parent/guardian or other person whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so.

- As from when the child has been duly signed in by the authorised person, the Service takes responsibility for the child until the child is duly signed out by the authorised person collecting her/him.

- Staff will, where it is possible without unreasonably endangering any person, not allow children to leave the Service unaccompanied, or to be released to a person other than the parent or guardian of the child, or to an authorised person as permitted under the above procedure. If in doubt, the Coordinator will contact a parent/guardian immediately to discuss.

- Where no written authority has been received, the parent or guardian may give permission by fax (as the first preference) or by telephone for an alternative person to collect the child or for the child to leave the Service unaccompanied. The parent must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

- No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation of verbal approval) will be kept.

Late Arrivals and Departures

- If children who are booked in to the Service for care have not arrived within ten minutes of expected arrival, parent/guardian will be contacted on the numbers, and if necessary emergency numbers, provided by parents/guardians.

- If at closing time children have not been collected or parents have not made arrangements for collection within fifteen minutes of normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary emergency numbers, provided by the parent/guardian.
In the event there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the police.

Children Leaving Without Permission

- If a child leaves the Service in any other circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.

- Staff will not leave the Service to pursue a child if:
  - it will or may leave the other children in the Service with insufficient supervision (see Policies 2.2 and 2.3); or
  - it will or may expose that staff member to an unacceptable risk of personal harm.

References

- Child Care Regulation 2003
- Child Care Act 2002

Date/Version No

March ‘09 / 001
June ‘12 / 002
2.5 Reporting of Child Abuse Policy

The Service applies the following principles:

The Service recognises the complexity and sensitivity surrounding the issue of suspicion of child abuse, and the decision-making process of whether or not to report it.

Whilst treating the interests of the child as paramount, the Service must respect the reputation of all involved in suspected cases of child abuse.

The Service recognises that relying on any information that is false, exaggerated or unjust can in itself lead to a serious breach of the law.

The responsibility for deciding whether or not to report an incident of suspected child abuse shall rest with the Coordinator acting in conjunction with the Management Committee and professional advice obtained from the Department of Child Safety.

The Coordinator in conjunction with the Management Committee will report immediately any serious injury, death or suspected harm to the Office for Early Childhood Education and care.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- QA 2
- Qld Child Protection Act, 1999
- Child Care Act 2002
- Commission for Children and Young People Act

Procedures

- Quality Officer to ensure that the Service and all staff have appropriate and up to date information regarding legal obligations to report abuse.

- Staff shall report all reasonably suspicious circumstances or allegations of abuse to the Coordinator who, before taking any action must satisfy herself/himself that there are reasonable grounds for the suspicion/allegation and that the motives of those concerned are genuine.

- If the Coordinator is still concerned but is unsure he/she will discuss their concerns with a person skilled in dealing with these situations (eg the Qld Service for the Prevention of Child Abuse or an officer of the Protective Services Division of the Office for Early Childhood Education and Care, Department of Child Safety).

- Before making any final decision as to the appropriate steps, other possible avenues for information and support will be considered, such as the child’s teacher, the School Principal or the school guidance officer.

- All persons involved in a case of suspected child abuse will be treated with sensitivity and respect and all information to the case will remain confidential (see also policy 10.8 - Information Handling).
- The P & C Executive will be contacted immediately. (Principal)

- The Coordinator and representative of the P & C Executive will complete a form 25, Reporting of Harm Form and then this will be forwarded immediately on to the Office for Early Childhood Education and Care

- Relevant staff members will record all details and objective observations immediately. This record is to be kept separate from any incident book and is to remain confidential.

**Date/Version No**

March '07 / 001

July '09 / 002

May '12 / 003

**Forms**

- Child observation form
2.6 Behaviour Support and Management Policy

This Service recognises the wide range of age groups that access School Age Care, as well as the differing developmental needs of individual children. Behaviour support and management is approached by:

- Applying appropriate measures (in keeping with community standards)
- Using consistency and compassion
- Having regard at all times to the respect and dignity and individual uniqueness of the child
- Having regard to the other principles set out in the Philosophy Statement of the Service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act, 2002 (ss.9, 75)
- QA 2
- Policy 5.2 - Food & Nutrition Policy

Procedures

- Staff are trained in the developmental stages of the differing ages of the children who attend the Service, and will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of the Service.
- Staff involve the children as far as reasonably possible in developing Rules of Behaviour for the Service.
- The Rules of Behaviour will be clear, child focused, based on acceptable wider community expectations and easy to understand and will be on display throughout the Service, as well as in the Staff Handbook and in the Parent Handbook issued to all parents/guardians on enrolment.
- Staff are required to discuss the Rules of Behaviour with the children on a regular basis, enforcing why they are necessary.
- Staff are required to:
  - model appropriate behaviour to children
  - constantly and consistently enforce the Rules of Behaviour
  - assist the children to focus on the consequences of the child’s actions and to make suitable choices regarding their actions and behaviour
  - acknowledge when children behave positively and strive to solve problems in keeping with the Rules of Behaviour
  - direct children towards appropriate behaviour, using acceptable behaviour techniques
- Staff are not permitted at any time to humiliate or physically punish (including by withdrawing food or water) children for inappropriate behaviour.
- Supervised timeout will be used where required to allow a cooling off period for the child. This timeout will be no longer than 10 minutes.

References
- Shorncliffe OSHC handbook

Date/Version No
- March 09 / 001
- July ’10 / 002
- Dec ’12 / 003

Forms
- Behaviour management form
- Child observation form
2.7 Exclusion for Behavioural Reasons Policy

The Service has a Duty of Care to all children who attend and staff who work within, the Service. If:

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

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

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (Chapter 2)
- Child Care Act, 2002 (ss.9, 75)
- QA 2

Procedures

- First, second and third instance breach of rules which is unacceptable behaviour:
  - Staff member who was present will write an incident report detailing the incident. Staff member to sign the report and parent/guardian and child requested to do so.

Third incident:

- In addition to the above steps, after a third incident has been recorded a letter will be sent to the parent/guardian from the P & C Executive, stating that the child cannot return to the Service for one week.
- At the end of that week, a meeting will be held between the Coordinator, parent and child to discuss possible strategies for including the child back into the program. If the child is included back and the same behaviour continues upon return, the child will be excluded permanently from the Service.

Physical danger to child or others:

- If a child’s behaviour causes or may reasonably cause physical danger to other children, staff or the child himself or herself, the parent/guardian of that child will be contacted immediately and asked to collect the child.
- The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and the P & C Executive.
References

- Shorncliffe OSHC Handbook
- Shorncliffe OSHC Philosophy

Date/Version No

March '11 / 002

Forms

- Behaviour management form
- Child observation form
2.8 Emergencies endangering children or staff Policy

See Emergencies Policy (Policy Group 7)
2.9 Diversity, Inclusion and Social Justice Policy

Shorncliffe OSHC embraces the concept of social justice that is in line with the understanding of the uniqueness of every individual. This centre recognises the individuality of each child and family and observes a policy of acceptance regardless of race, creed, gender, disability, class or culture. When children enter our service, they bring with them a rich variety of cultural and social backgrounds and experiences that is valued and nurtured.

**Relevant Laws and other Provisions**

The laws and other provisions affecting this policy include:

- QA 1, 5, 6

**Procedures**

Our nation’s culture is one that is based on a set of ethics that arises out of its religious beliefs (or its world view). A multicultural society therefore is a society consisting of a variety of cultural expressions such as dress, foods, customs, language and also religion.

- Our values and beliefs Shorncliffe OSHC are well advertised and parents are kept informed of our ethics. We evaluate our practices on the basis that they are consistent with our stated values and beliefs. Any proposed changes are also evaluated by these standards.

- As staff, we seek to show a positive attitude towards other cultures and acceptance of Australia as a multi-cultural society.

- We believe that our educational programs must support the child’s self esteem and pride in their family, community, ethnic and linguistic heritage.

- We support gender equity but recognise that all individuals are different. Children will be offered the same opportunities and will be treated respectfully regardless of their gender.

To this end it is understood that

- All staff undertake to implement a cross-cultural, anti-discriminatory perspective to the curriculum, encouraging positive attitudes towards gender equity and abilities, and the provision of equal opportunity for all.

- All staff acknowledge and respect the beliefs and feelings of the many cultures represented within the community, and their expectations with regard to their children’s upbringing.

- All staff aspire to be aware of how their own actions, beliefs and backgrounds affect their attitudes and interactions.

- The physical environment of the centre and its programs (including objectives, focus and direction, incidental learning opportunities and group activities) reflect its commitment to a cross-cultural and non-discriminatory perspective.

- The program is recorded, so that parents and visitors can become aware of its objectives and implementation.

- The program is developmentally based and relevant to the children’s life experiences, interests and social skills.
Implementation

- Interactions by staff will consistently demonstrate sensitivity to a wide variety of backgrounds and family structures.
- Staff will consult with families regarding care of their child.
- Staff will encourage parents to participate in the centre and share some aspects of their lifestyles with the children and staff.
- Staff will encourage positive attitudes in all children to the different backgrounds and characteristics of others.

Social Justice

Social justice can be described as promoting equity and fairness. This involves developing concepts and attitudes about:

- Acceptance and respect of all people
- Ensuring resources are available to all requiring them, taking into consideration individual differences
- Acknowledge and respect the different strategies individuals utilise in conflict resolution, child rearing practices, belief systems and life practices.
- Accepting reasonable responsibility for one's actions and how they impact on others.

Related Policies

- Behaviour guidance policy
- Parent participation policy
- Gender equity statement

Date/ Version No

August '07 / 001
October '11 / 002

Forms

- Behaviour management form
- Observation form
- Child & Family profile
2.10 Anti-Bias Policy

Shorncliffe Outside School Hours Care supports the principles of equity through implementing inclusive and anti-bias practices. At our service, the common aim in equal opportunities is to achieve equal relations between nationalities, races, religions, genders and special needs. To cultivate each child's ability to stand up for him/herself, for others and act to promote equity and justice. To develop programs which support the goals of an anti-bias program. For each child to be able to recognise and challenge bias. To regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where appropriate.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act 2002
- Child Care Regulation 2003
- Anti Discrimination Act 1991
- QA 2, 5

Procedures

Parents will:

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

Staff will:

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

Management will:

• Support staff in their professional development opportunities to ensure the provision of inclusive and anti-bias programs.
• Assess centre documents and communications to ensure that it is inclusive and promotes an anti-bias approach.
• Ensure all enrolment policies and practices are inclusive and anti-bias.
• Provide the opportunity for parents and staff to contribute to the review of the policy on an annual basis.
• Ensure that all equipment and resources purchased are inclusive and anti-bias.
• Include in the staff selection criteria the applicant’s ability to accept and implement inclusive practices and an anti-bias approach.
• Include in the staff orientation information in regard to the services commitment to inclusive practices and anti-bias.

Related Policies

• Gender equity statement

Date/ Version No

November ’07 / 001
August ‘12 / 002
2.11 Anti-Bullying Policy

As part of the service’s behaviour management policy, specific details in regard to the service’s approach to issues of bullying are described in the anti-bullying policy. The Service has a Duty of Care to all children who attend and staff who work within the Service.

Shorncliffe OSHC is committed to providing a safe and caring environment, which fosters respect for others. This service will not tolerate bullying. We are committed to providing a supportive program for all stakeholders including targets, bullies and witnesses.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (Chapter 2)
- Child Care Act, 2002 (ss.9, 75)
- QA 2, 4, 6, 7
- Commission for children and Young People and Child Guardian Act 2000

Procedures

Staff will:

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

Children will:

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

Parents will:

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

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

Procedures

Step one: Reported incident of bullying (either by witness, victim or third party e.g parent)

Step two: Incident recorded and appropriate response sought.

Step three: Staff member intervention. Discussion with children involved and witnesses. Mediation between children with the aim to find an appropriate solution to the problem. Children are encouraged to use conflict resolution strategies. A back up plan is considered in the event that the first solution proves unsuccessful.

Step four: Agreed solution implemented. Back up plan implemented if necessary.

Step five: Report of repeat occurrence of incident (either by witness, victim or third party.)


Step seven: Monitoring of implementation of consequences.

Step eight: Further offences may result in suspension from the service followed by intervention/mediation involving school principal. Re-entry may require agreed behaviour contract.

Related Policies

- Behaviour guidance policy
- Parent participation policy

Date/ Version No

August ‘10/ 001

July ‘12 / 002

Forms

- Behaviour management form
- Observation form
3.1 Program (Development and Conduct) Policy

The Service plans, designs and provides tailored programs, catering to the children's age, skill, interests and abilities through a variety of challenging and recreational activities. In developing programs, the Service recognises the importance of an understanding of middle childhood and play in the development of children.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (ss. 89, 76, 9, 75)
- Quality Area 1, 5, 6, 7
- Policy 3.3 - Homework Policy, 9.1 - Access Policy

Procedures

- The Coordinator is responsible to have a written program prepared for each aspect of the Service. This program (or programs) will be on display for everyone’s information.

- The Coordinator shall direct and monitor staff in the planning and development of programs and experiences for the children consistent with this Policy and, in particular, which:
  
  are built around routines i.e. arrival, hand washing, eating, etc
  
  include activities, which would normally be a part of the life of children during hours outside of school (this is particularly relevant during Vacation Care where excursions become an important part of the program – see 3.4 Excursions Policy)
  
  take active account of the individual needs, interests, views and abilities of the children (QP 4.2, QP 4.3)
  
  provide a variety of experiences and resources suited to the age and developmental ranges of all children attending the Service (QP 4.2, QP 5.2)
  
  provide many opportunities for children as individuals and small groups to pursue experiences of their own choosing (QP 4.2)
  
  provide appropriate opportunities in each age group for construction and manipulation play and other physically active play (QP 5.2)
  
  provide appropriate opportunities in each age group for expression through creative and imaginative play, including elements of music, dance, drama etc (QP 5.4)
provide opportunities for encouraging children to develop a range of life skills, including all elements required by the ‘satisfactory’ level of compliance with Quality Area 5.

take account of necessary modifications and enhancements identified through the Program Evaluation Policy (see Policy 3.2 and QP 4.4), as well as spontaneous and improvised child-directed changes when required.

Stimulate and develop each child’s creative, emotional, intellectual, linguistic, physical, recreational and social potential (s.9 and s.89)

Reflects the broad multicultural and multilingual nature of the local community (s.9, QP 4.1, QP 4.2)

egourages and involves appropriate participation by parents, children and other community in the development of programs (s.9, QP 4.3, QP 3.1 and see Policy Area 9).

 The principle of equal opportunity will be applied in this Service’s program. Children, regardless of gender, cultural, racial, religious or other background, will be encouraged to participate in a wide range of activities. (QP1.2, QP 2.2, Quality Area 3, QP 4.2)

 The Coordinator is responsible, in consultation with staff, to ensure that the environment of the Service allows children a choice of being engaged in activities with others or withdrawing to quiet areas and allowing for children’s respective physical abilities (QP 5.2), any cultural barriers which may exist (QP 5.1) and otherwise responding to particular needs of each child as far as reasonably possible (QP4.2).

**Date / Version No**

March ’05 / 001

July ’09 / 002

September ‘12 / 3

**Forms**

- Child observation form
- Child profile
- Family profile
- Weekly program evaluation form
- 6 month program evaluation
3.2 Program Evaluation Policy

In order to ensure that its programs are effective to deliver the values and aims and objectives of the Service as reflected in these policies and procedures, the Service regularly evaluates the structure, process and content of its programs.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (s.89 and regulations issued under this section)
- QA 1

Procedures

- Staff will regularly seek feedback from the children, including their responses to the programs delivered by the Service. (QP 4.3 and 4.4).

- Families are invited at parent information sessions and through the Parent Handbook to contact the Coordinator at any time with any comments, complaints or suggestions relating to the programs provided by the Service. (QP 3.1 and 4.4).

- The Coordinator will, on a monthly basis:
  - seek verbal comments from staff in respect to the effectiveness of the programs delivered by the Service during that month;
  - discuss with staff the ways in which program should be modified or enhanced as a result of any feedback or experience encountered in the delivery of the program over the previous month (QP 2.1 and 4.4).

- The coordinator will at least once every 6 months undertake a full written evaluation of all programs to ensure they fulfil these policies and procedures and any other relevant obligations of the Service.

- Taking into account all feedback received through these procedures, the Coordinator will report in writing to the Licensee every six months on the evaluation of the effectiveness of the Service programs and the ways in which they have been modified or enhanced as a result (QP 4.4).

- In seeking feedback from parents or staff, the coordinator will treat all complaints relating to program respectfully in accordance with the Complaints Handling Policy (see Policy 9.5) and, where necessary, will take appropriate steps to seek to address genuine complaints quickly and effectively.

Date / Version No

March ’05 / 001
July ’07 / 002
Aug ’09 / 003
June ’12 / 004
3.3 Homework Policy

The Service will provide adequate time, quiet space and supervision by staff to enable children to do their homework if they wish. The completion of homework will be encouraged but is not a mandatory component of the program.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- QA 1
- Policy 3.1

Procedures

- Staff will aid the child with projects and homework to the extent possible
- Staff will not take responsibility from parents/guardians eg to check and finalise or sign-off on homework
- Staff will allow for a time slot in which children can carry out Homework with staff supervision

Date / Version No

- March '05 / 001
- July '07 / 002
- August '09 / 003
- April '10 / 004
3.4 Excursions Policy

This Service will include excursions as a valuable part of its overall program. Excursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained, Risk Assessments and parent permission will be obtained before a child is taken on an excursion.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act 2002 Child Care Regs 2003
- QA 1, 2, 3, 4

Procedures

Prior to excursion:

- Children's age, interests and abilities will be taken into consideration when planning excursions. Alternative arrangements should be planned in case of changed weather conditions.
- The Administrator/ Executive will approve all excursions based on a Risk Assessment.
- The Coordinator, or nominated person will contact by phone or visit the excursion venue and perform a risk assessment. The risk assessment will include but not be limited to: - suitability of toilets, hand washing facilities, disabled access and equipment, immediate dangers.
- Parent permission forms detailing dates, destination, method of transport, number of accompanying adults departure and return times and activities undertaken will be required by the Service to be signed and returned by a parent/guardian prior to every excursion. There will be no changes to the notified itinerary except in an emergency and in particular to ensure the well-being and safety of the children.
- Adequate steps need to be taken when selecting transport. (See Policy 3.5 – Transport for Excursions).

During the Excursion

- The following items will be brought on all excursions and be readily accessible to staff at all times:-
  - first aid kit.
  - attendance record/roll
  - emergency contact numbers/enrolment forms
  - telephone or access to one.
- Head counts will be made at regular intervals and when moving from one area to another.
- Staff will supervise children at all times. This includes in toilets and change rooms.
- Staff will satisfy themselves that the environment is safe for use before allowing the children access to it.
- Children will not be left in the sole care and custody of bus drivers or any other persons during excursions; staff ratio policies for the Service will continue to apply during excursions (see Policy 2.3).
- Staff child/ratios will be upheld at all times.
- In the event of injury occurring during an excursion, see Illness and Injury Policy (Policy 4.5)

**Date / Version No**

- March ’05 / 001
- July ’07 / 002
- July ’09 / 003
- Feb ‘10 / 004

**Forms**

- Risk Assessment form
- Excursion Permission slip
- Excursion evaluation form
3.5 Transport for Excursions Policy

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

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Transport Operations (Road Use Management) Act, 1995 (Qld)
- QA 2, 3, 4, 6, 7
- Policy 3.4 - Excursions Policy

Procedures

Selecting Transport

All vehicles used must be registered in Queensland.

- Drivers are to be licensed to carry the required number of passengers for the purpose. The Service will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion.

- Staff generally are not permitted to transport children, but if permitted in any circumstances, the requirements of paragraphs above apply in relation to that staff member and the transport used.

- In selecting transport, the Service will ensure that a communication system is available for use in the event of emergency.

- The Service will in all cases check prior to the excursion what alternative arrangements are available in the event of breakdown.

- "A" Class vehicles will not be used to transport children except in an emergency situation.

- Children will not be left in the sole care and custody of bus drivers or others; staff ratio policies for the Service will continue to apply during transportation (see Policy 2.3).

- Vehicle breakdown/accident:
  - In the event of injury occurring in the course of being transported, see Policy 4.5 - Illness and Injury Policy.
  - While waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities.
- In the event of a late return to the Service, every effort will be made to notify parents eg. to arrange for a notice to be displayed at the Service or to contact parents individually.

- Emergency contacts lists are to be carried and displayed on all modes of transport. This number is displayed with contacts name, phone number, and explanation of who the Emergency contact is and where the group comes from.

**Date / Version No**

- July ’07 / 001
- Nov ’09 / 002
- June ’10 / 003
- Aug ’12 / 004

**Forms**

- Transport Log
3.6 Physical Activity Policy

Shorncliffe Outside School Hours Care aims to provide all children with appropriate, frequent and varied physical activity opportunities, focusing on enjoyment and participation, thereby encouraging positive physical activity habits in all children.

**Relevant Laws and other Provisions**

- QA 1, 2, 3, 5, 6
- Child Care Act 2002
- Child Care Regulations 2003
- Duty of Care

**Procedures**

**Participation**

- Enjoyment of physically active games is encouraged
- Varying levels of ability are catered for
- Every child is provided with equal encouragement to allow them to acquire skills and develop confidence.
- Gender, cultural, age and individual differences are considered when planning activities.
- A sense of fair play and courtesy among children is encouraged to promote a friendly playing environment.
- Staff act as good role models of physically active behaviour.

**Amount and types of Physical Activity**

- OSHC contributes to the recommended daily physical activity for children
- Children are encouraged to participate in at least 30 minutes of moderate intensity physical activity every day, as part of play and games
- Children are encouraged to participate in a least 20 minutes or more of vigorous intensity physical activities on 3 or more days each week
- To decrease sedentary activities, children will be encouraged to play outdoors
- The service will vary activity session to incorporate aspects of endurance, flexibility and strength.

**Safe and supportive environments**

- Grounds and equipment are checked regularly to make sure they are safe to use
- All physical activity sessions must be adequately supervised by a staff member/s
- Warm-up and cool down exercises accompany all physical activities
- In adverse weather conditions, outdoor playing time is substituted with equivalent indoor activities
Students wear hats and apply a 30+ sunscreen on exposed skin at regular intervals when involved in outdoor activities

Regular drinks of water are to be encouraged

A well maintained first aid kit is on hand at each activity session

**Equipment**

- A wide range of safe, adequate and appropriate equipment for physical activity is available for children there a variety of facilities available for children
- All play equipment is regularly maintained and cleaned

**Learning about physical activity**

- Children learn about the importance of physical activity for future health
- The service provides physical activity information and guidelines for parents
- There is an annual budget for staff to attend training specific to physical activity for children
- Appropriate physical activity manuals and other resources are available at the service.

**This policy was adapted from Qld Health Panosh Physical activity policy for OSHC**

**Date / Version No**

July '08 / 001

Sept '09 / 002

Sept '12 / 003
4.1 General Health and Safety Policy

This Service strives, through the following specific policies and procedures, to provide a clean, healthy environment where hygienic procedures are practised at all times to promote and support the health, wellbeing and safety of children, recognising particular needs of children in this respect, and of staff and parents and others coming to the Service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act, 2002 (ss. 76, 9, 75, 66, 59)
- QA 2, 3, 6, 7
- Policy 4.6 - Medication Policy, 4.7 - Keeping of Animals Policy, 9.2 - Enrolment Policy

Procedures

- The enrolment procedures (see Policy 9.2) will include the requirement that parents advise any particular health issues (including medications, medical conditions and special dietary or other requirements) and any other specific needs of their children. (QP 6.1, 6.4)

- The coordinator will ensure that all staff are aware of all such specific notified needs.

- The coordinator will ensure that staff have had appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, allergic reactions, and basic first aid (see further First Aid Procedures under Illness and Injury Policy 4.5) and special dietary requirements. (QP 6.4)

- The Coordinator will ensure that there is present in the Service at all times at least one staff member who has the requisite first aid, Asthma and Anaphylaxis qualifications prescribed under Child Care Regs (ss. 66, 59; QP7.2) (see also Policy 4.5, ‘first aid’ procedures of Illness and Injury Policy)

Date / Version No

March '05 / 001
July '07 / 002
August '08/ 003
Sept '09 / 004
4.2 Infectious Diseases Policy

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

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

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care
- Child Care Act, 2002 (ss. 76, 9, 75)
- QA 2, 3
- Policy 4.7 - Keeping of Animals Policy
- National Health and Medical Research Council recommended periods of exclusion

Procedures

Monitoring

- The Service will subscribe to reasonably available alert services through the Commonwealth Government Department of Health (see www.health.gov.au and Communicable Diseases Network of Australia www.cda.gov.au) and Queensland Health (www.health.qld.gov.au) to keep up to date information on infectious diseases within the community.

Reporting

- It is the responsibility of parents/guardians to inform the coordinator of any infectious disease that their child, or other immediate family members may be suffering.
- Parents/guardians will be advised through the enrolment procedures (see Policy 9.2) and the Parent Handbook (see Policy 9.3) that children who are ill are not to be brought to the Service.
- It is the responsibility of staff to inform the coordinator of any infectious disease that the staff member, or their other immediate family members, may be suffering.
- This Service is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Commonwealth Government Department of Health) and also to report this to parents of other children in this
Service as appropriate, but having regard to the privacy of individuals concerned (see Policy 10.8).

- The Coordinator will notify the Licensee in writing when report of notification have been made to the Department of Health.

- Records in regard to infectious disease will be maintained by the Coordinator. These records will include the child’s name, age, symptoms, date and time staff first noticed the illness and any action taken. This record will not be available to other parents/guardians in view of the sensitive nature of a child’s health information (see Policy 10.8).

- A notice will be posted and attention drawn to it when there has been a report of an infectious disease at this Service.

- The rights of individual privacy will be respected at all times, and in particular the Privacy Policy of the Service (see Policy 10.6) will be observed by all staff implementing these procedures relating to infectious diseases.

Exclusion

- All people, including children and staff, who are suffering from any infectious diseases need to be excluded from the Service to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:-

  for children, their parents/guardians will be asked to immediately collect their child and seek medical advice;

  for staff, they will immediately be released from work in order to seek immediate medical attention and for the period of the infectious disease;

  for parents or other adults, they will be required to leave the premises of the Service immediately and not re-enter the premises unless and until they are no longer suffering from the infectious disease.

- If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/staff shall be excluded for the recommended period (as per Commonwealth Government Department of Health requirements).

- For diseases which are from time to time published as requiring a doctor’s certificate clearing the child/staff, the doctor’s certificate will be required before the child/staff is re-admitted to the Service. Information can be obtained from Department of Health – www.health.gov.au Communicable Diseases Network of Australia – www.cda.gov.au and the National Health and Medical Research Council - www.nhmrc.gov.au

IMMUNISATION

Children who are younger than seven must meet the Australian Federal Governments immunisation requirements, or have an approved exemption from the requirements for the family to be eligible for Child Care Benefit (CCB).

NON IMMUNISATION

Staff and children will be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised. The period of exclusion will be in accordance with the National Health and Medical Research Council’s recommendations. www.nhmrc.gov.au
Date / Version No

July ’08 / 001
Sept ’09 / 002
Sept ’12 /003

Sourced

NSW Health

Staying Health in childcare

Forms

- Infectious disease forms
- Infectious disease log
- Infectious disease signs
4.3 Hygiene Policy

For the ongoing and general health and wellbeing of the children, the Service strives to ensure for its children and staff a standard of general hygiene which complies, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act, 2002 (ss. 76, 9, 75)
- QA 2, 3,
- Policy 4.7 - Keeping of Animals Policy, 5.1 - Food Handling Policy

Procedures

Use of Gloves

- When preparing food and when cleaning, or otherwise having contact with, bodily fluids (e.g. blood, mucus, vomit, urine, faeces etc), staff will wear disposable gloves. See also Policy 5.1 re food preparation and handling.

- Used gloves are to be carefully disposed of, immediately after use, in such a way that they would reasonably be expected to be secure from children or other staff.

- Staff are responsible to advise the Coordinator (or other responsible staff member) to ensure that there is an adequate store of disposable gloves available at all times.

Washing Hands (QP 6.2)

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

- The Service will place noticeable signs/posters around the Service to alert children to the need to wash their hands.

Date / Version No

June '08 / 001
Aug '12 / 003
4.4 Preventative Health and Wellbeing Policy

For the ongoing and general health and wellbeing of the children, the Service strives to ensure for its children and staff a standard of general preventative health and wellbeing which complies, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act, 2002 (ss. 76, 9, 75)
- QA 2
- Policy 4.7 - Keeping of Animals Policy

Procedures

Sun Safety (QP 7.2)

- Children and staff will wear hats and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth.

- Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. This will be reflected in the timing of outdoor activities which will be kept to a minimum during the hours of 10.00am and 3.00pm.

- Staff will encourage children, including by modelling behaviour, to wear a suitable sunscreen (at least SPF 15), which is reapplied according to the manufacturer’s recommendations.

Service Environment

- A quiet area will be provided where children can be quiet and away from other children.

- ‘No smoking’ at or about the Service is a condition of entry for all people, including staff, parents and others, entering the Service (QP 7.2).

- The Service will place reminder notices, for staff and children, around the Service to remind all of the need to maintain a clean and healthy environment in the Service, and of its ‘no smoking policy’.

Cleanliness

- Staff will ensure that premises used for the Service and all toys, dress-up clothes, paint shirts and other materials and resources will be kept clean.

- Tables, benches, floor surfaces and toilets will be cleaned thoroughly each day.

- The refrigerator will be cleaned once a week.
- Cupboards will be kept in a hygienic state to protect against any vermin outbreak.
- The premises will be regularly treated for the control of pests.
- Staff will ensure that all tissues are disposed of immediately after use.
- There will be a suitable area for waste disposal. This is to be covered and emptied daily into outside garbage units that are collected regularly.

**Date / Version No**

July ’07 / 001
June ’08 / 002
May ’10 / 003
March ’12 / 004
4.5 Incidents, Illness, Trauma and Injury Policy

The Service proactively strives to avoid injuries occurring at the Service, and to minimise the impact of injuries, Trauma and illnesses by responding appropriately and as quickly as possible, to all injuries and illnesses. The rights and responsibilities of parents with respect Incidences, Trauma, to injuries to and illnesses of their children is acknowledged and will be taken in to account in administering all procedures. (See also Policy 6.3 – Workplace Health and Safety)

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (See Chapter 3)
- Child Care Act, 2002 (ss. 76, 9, 75, 81, 66, 59)
- QA 2, 3, 5, 6, 7
- Policy 3.5 - Transport Policy, 4.1 - General Health & Safety Policy, 9.2 - Enrolment Policy

Procedures

Parental Permission

- Written permission from the child’s parent/guardian will be sought through the enrolment process (see Policy 9.2) for the Coordinator (or, in absence of the Coordinator, a staff member qualified in first aid) to obtain medical attention, in keeping with the Policies and Procedures of the Service, if required.

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

  - administer care and assistance to the child, including by obtaining emergency or other medical assistance or care for the child in accordance with the Incident, Injury, Trauma and Illness Policy and Procedures of the Service; and
  - report any incidents, injury, trauma or illness as required by law.

First Aid

- At least one staff member with a current first-aid qualification, Asthma and Anaphalaxis and annually updated CPR qualification, as required by the Child Care Regs, will be on duty at all times while children are in attendance at this Service. (ss.66,59; QP7.2)

- Disposable gloves will be worn by staff when administering first-aid, and will be disposed of immediately after use, in a way that they are reasonably secure from children and other staff.

- The Coordinator will delegate a qualified staff member to ensure that the following are kept at the Service at all times, and are accessible to the staff but not to children:
a fully maintained and equipped first aid kit, adequate for the number of children attending the Service;
a recognised and current first-aid manual; and
a cold pack and ice ready for use in the administering of first aid;
a store of disposable gloves.

Immediate procedure upon Incident, injury, trauma or illness

- If a child becomes ill or injured while attending the Service:-

  - staff will comfort and calm the child;
  - a staff member qualified in first aid (qualified staff member) will administer appropriate first aid and assess the child’s condition;
  - no staff member will administer non-prescribed oral medications to any child;
  - if necessary, the Coordinator, or qualified staff member, will ensure that the child is separated from the other children and made as comfortable as possible in quiet, well ventilated area;
  - if necessary, the Coordinator, or qualified staff member, will contact the parents/guardians to collect their child as soon as possible.
  - the child will be kept under adult supervision and their condition monitored until the parent's arrival.
  - where a child requires medication, consent will first be obtained from the parent/guardian. If this is not possible, consent will be obtained from the child’s doctor.

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

  - the Coordinator, or qualified staff member, will direct a staff member to call an ambulance;
  - all attempts will be made to notify the parents; and
  - if parents are unable to accompany the child to the hospital, the Coordinator, or qualified staff member who administered the first aid, will accompany the child provided that they leave at least one staff member who is qualified in first aid at the Service and that the Service staff ratios are still met (see Policy 2.3).

- All costs incurred in obtaining medical attention for a child will be met by the parents/guardians.

Recording and Reporting Injuries and Illness (s.81)

- As soon as reasonably possible after a child suffers an injury, trauma or illness at the Service, a staff member who administered care or first aid to the child must fill out an Accident, Injury, Illness, Trauma form.

- The information contained in the Accident, Injury, trauma, illness record form must not be used for any purpose except strictly in accordance with the Incident, Injury, Trauma and Illness Policy, the Privacy Policy and any other relevant policies of the Service.

- The Coordinator will ensure that the parent of a child who is injured or ill at the Service is informed of the situation, and the treatment given, on collection of the child.
The Coordinator is responsible for the obligation under section 81 of the *Child Care Act, 2002* to report to the relevant State Government Department, the Office of Early Childhood Education and care (or its relevant successor) if a child dies, or suffers an injury at the Service for which treatment from a medical practitioner was obtained, or ought reasonably to have been sought.

**Date / Version No**

- March ‘05 / 001
- July ‘07 / 002
- May ‘09 / 003
- June ‘10 / 004

**Forms**

- Accident form
- Accident log
4.6 Medication Policy

In the interests of health and wellbeing of the children, the Service will only permit medicines to be given to a child if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours.

**Relevant Laws and other Provisions**

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act, 2002 (ss. 76, 9, 75, 81)
- QA 2, 4, 6
- Policy 4.1 - General Health & Safety Policy, 9.2 - Enrolment Policy

**Procedures**

- See procedures under Policy 4.1 regarding obligation for parents to advise the Service of particular health needs, including medication, for their children.

- Parents will be requested, in the Parent Handbook (see Policy 9.3) and in through the initial enrolment procedures (see Policy 9.2), to respect this Medication Policy and, wherever possible, to administer any prescribed medication to their child before or after attending the Service, rather than requesting staff to do so unless absolutely necessary.

- Staff will only be permitted to administer medication to a child if it is:
  - a prescribed oral medication;
  - accompanied by a letter from a medical practitioner stating the time it is to be administered;
  - in its original package with a pharmacist’s label which clearly states the child’s name, dosage, frequency of administration, date of dispensing and expiry date; and
  - Completed medication form

- All medication will be kept by the Coordinator (or her/his nominee) and stored in a locked cupboard or similar storage receptacle. Storage should prevent unsupervised access and damage to medicines eg. some may require refrigeration. (QP 7.2)

- All medication will be administered by the Coordinator (or a staff member nominated by the Coordinator who is duly qualified in first aid) and witnessed by another staff member. The staff member administering the medicine will fill out the Medication log, and the witness must sign

- All unused medication will be returned to the parent on collection of the child.

- For asthma, diabetes or other similar ongoing medications parents will be required to advise the Coordinator in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (ie at what intervals) and by whom all such treatment is to be administered. An Asthma Management Plan is to be filled out by parent.
Date / Version No

March '05 / 001
July '07 / 002
September '08 / 003
July '12 / 004

Forms

- Medication form
- Medication log
4.7 Keeping of Animals Policy

Any animals cared for by this Service will be given adequate care. Children will be given the opportunity to share in the responsibility of looking after any animals in care.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- QA 2, 3, 6
- Policies 4.1 - General Health & Safety Policy, 4.2 - Infectious Diseases Policy, 4.3 - Hygiene Policy, 4.4 - Preventative Health & Wellbeing Policy
- Check local authority regulations, eg Brisbane City Council by-laws on keeping relevant animals

Procedures

- The Service will only keep animals at the Service where they are appropriate to the program of the Service and only if permitted by local authority regulations.
- The Coordinator will ensure that any animal, which poses a health or safety risk to any child in the Service, is safely and responsibly removed immediately.
- Animals cared for by the Service will have plenty of food, water, air, bedding and shelter.
- Under the supervision of staff, the children can help in the care of the animals.

Date / Version No

March '05 / 001
July '12 / 002
4.8 Sun Safety Policy

The service encourages and promotes the need to protect children’s skin and educate them about sun smart behaviour, thus reducing of skin damage from exposure to the sun. The purpose of this Sun Safety policy is to ensure that all children attending our service are protected from the harmful effects of the sun throughout the year.

The service will provide environments that support Sun Safety practices and create an awareness of the need to reschedule outdoor activities to support Sun Safety practices.

Rationale

Exposure to ultraviolet (UV) radiation from the sun causes sunburn, skin damage and increases the risk of skin cancer. Sun exposure in the first 15 years of life contributes significantly to the lifetime risk of skin cancer.

Relevant Laws and other Provisions

- Child Care Act, 2002
- Qld Cancer fund Sun Smart guidelines
- QA 1, 2, 3, 5, 6
- Duty of care

Procedures

Sun safety will be conducted at our service throughout the whole year. Staff will ensure that all children attending our school are protected from the harmful effects of the sun at all times. The Coordinator will:

- Ensure all children and staff wear hats that protect the face, neck and ears, and SPF 30+ broad-spectrum, water-resistant sunscreen when involved in outdoor activities
- Inform Parents of our Sun Safety policy when children are enrolled. The Sun Safety policy will be included in the enrolment package.
- Parents will be asked to provide a Sun Smart hat for their child and encourage them to wear it.
- Parents will be asked to provide appropriate Sun Smart clothing when the service participates in water related activities
- Incorporate education programs that focus on skin cancer prevention into the program
- Ensure all staff to act as positive role models for children in all aspects of Sun Safety behaviour
- Seek ongoing support from parents and the school community for the Sun Smart policy and its implementation, through newsletters, parent meetings etc.
- Ensure all students without adequate sun protection use shaded or covered areas during outside play times
- Ensure that, wherever practicable, outdoor activities take place before 10am or after 2pm
- Ensure that adequate shade is provide during outdoor events including excursions
- Ensure that SPF 30+ broad-spectrum, water-resistant sunscreen is readily available
- Review the Sun Safety policy annually with children, staff, parents and the Licensee

Sourced

Queensland Cancer Council

Victoria Heath

Date / Version No

March ’05 / 001
July ’12 / 002
5.1 Food Handling Policy

All food which is handled (which includes preparing, eating or storing it) at the Service is to be handled using all care to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care
- Child Care Act, 2002 (s. 76)
- QA 2, 5,
- Local Authority (eg Brisbane City Council) food handling by-laws

Procedures

- See also Policy 4.3 regarding general hygiene policies and procedures, including relating to preparation and handling of food.
- The Coordinator will be responsible to ensure that all food preparation and preparation areas comply with all laws and regulations, including Local Council by-laws (or equivalent) where applicable.
- All food preparation surfaces and utensils will be kept clean and, in particular, will be thoroughly clean before use. (QP 6.2)
- Staff will wear gloves whilst handling and preparing food. Staff will ensure that children wash their hands, thoroughly with soap and water before handling, preparing and eating of food. (QP 6.2)
- Perishable items will be covered and refrigerated. Non-refrigerated items will be stored in airtight containers.
- Perishable food brought by staff and children from home will be refrigerated as soon as possible.
- The refrigerator will be cleaned weekly and the stove will be cleaned after use.
- Perishable foods will be labelled with the date of opening. These foods will be checked weekly for freshness.
- Food that is not fit to be eaten is to be immediately disposed of, in an appropriate manner, so that it will not be eaten. (See also Policy 4.3)
- Colour coded cloths and cutting board surfaces will be used to reduce cross contamination.
- Food transported from food stores ie supermarket is transported in appropriate packaging and cold food items are transported in cool bags from venue to service.

References

- Nutrition Australia
- PANOSH
- Heart foundation (eat smart & play smart

Date / Version No

Dec ’09/ 003
May ‘12/ 004
5.2 Food and Nutrition Policy

This Service encourages and promotes the health and wellbeing of children through a healthy nutritious diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (s. 76)
- QP 2.2, 6.1, 6.2, 6.4, 7.2
- Policy 9.2 - Enrolment Policy
- Dietary Guidelines for Children & Adolescents in Australia (NHMRC 2003)

Procedures

Development of Nutrition Policy

A detailed nutrition policy will be developed in consultation with families, staff and the Management Committee.

The policy will be based on information from recognised health authorities, which may include any or all of the Commonwealth or State Government Health Department and non-government organisations with recognised expertise in nutrition (eg Nutrition Australia, Heart Foundation, Queensland Health).

FOOD AND NUTRITION POLICY

Recommended food

- Information about healthy food choices is gathered from recognized authorities i.e. dietary guidelines for children & adolescents in Australia (NHMR) 2003

Provision of healthy and varied food choices

When the Service provides food, staff seek to provide food:

- which is healthy, balanced and varied and age appropriate and consistent with Dietary guidelines for children and adolescents in Australia (NHMR) 2003.
- which includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods;
- which as far as reasonable meets the dietary needs of children with special dietary needs of which the Service has been made aware, or becomes aware;
- menus are planned using a checklist
- children, staff and parents are encouraged to contribute ideas for the menu
• When breakfast and afternoon tea is to be provided, a menu for the week will be displayed. Parents/guardians will be advised when morning tea, lunch and afternoon tea are to be brought from home.

• The Coordinator will discuss with all parents any food allergies and restrictions (including cultural or religious) which are required by the parent to be enforced at the Service. Details of these restrictions will be noted on the enrolment form and passed on to staff. Food allergies or restrictions which are based on health reasons should be accompanied by a letter from a medical practitioner or other health professional (QP 6.4)

• The Coordinator (and staff) will seek to accommodate all such reasonable nutritional needs of a child by giving appropriate directions to staff in relation to that child.

• Where children have special dietary needs which is not reasonable that the Service meet, staff will consult with parents and where necessary the meal will be supplied from home.

• When parents provide food for their child, healthy food and drink choices are encouraged.

• The Coordinator will be responsible to regularly review, and when necessary ensure that the Service obtains formal reviews of this Nutrition Policy from a recognised nutrition authority or a person duly qualified to advise in relation to it.

• The Coordinator will report to the Management Committee at least once a year, and otherwise whenever a change is made to this Nutrition Policy, on the staff, parent and other consultations undertaken by the Coordinator in respect of the Nutrition Policy.

The eating environment

Social interactions will be encouraged during meal/snack times. Staff members will spend this time interacting with the children and model good eating and social habits. (QA 2)

Serving of food

Independence will be fostered by encouraging children to serve themselves food.

If staff need to serve food to the children, tongs will be used.

Staff will encourage children to be seated while eating and drinking.

Involving children

• Children are consulted when planning the menu

• Children are encouraged to be involved in preparing and serving food.

Drinking Water

• The Coordinator will ensure that the children have ready access to cool drinking water. (QA 2)

• Staff will encourage children to drink extra water during the summer months.
• Staff will remind parents to provide children with extra water to take with them on excursions.

Diverse cultural experiences

• Food provided includes food from various cultures especially those represented in the service and local community
• Children’s food awareness activities are chosen from a variety of cultures

Communication with families

• The food provided by the service is planned ahead and menus are displayed in a prominent place for parents and children
• Parents are informed of any changes to the menu
• When parents provide food for their children they are provided with suggestions for healthy food and drink choices
• The service provides relevant nutritional information for parents
• If a child has special food needs eg cultural requirements or food allergies the service will work with parents to develop a plan to meet the child’s needs. Parents will inform the service of any changes.
• Through the Parent Handbook (see Policy 9.3), parents are alerted to the Service’s Nutrition Policy, and invited to contact the Coordinator at any time to discuss any comments or concerns or feedback in relation to the Nutrition Policy, and of their child’s particular dietary requirements for health or other reasons.
• The Coordinator will, in conjunction with staff, arrange at least one opportunity every twelve months for parents to meet in person at the Service to discuss and have input to the Nutrition Policy

Professional development

• Staff are encouraged to attend professional development on food and nutritional related issues.

Food Experiences

Food is not to be used as a punishment or a reward (see also Policy 2.6 Support and Management of Behaviour)

Children will be taught about food and nutrition by:

• food awareness authorities being included in the Service program (see also Policy 3.1 – Program);
• staff discussing healthy food choices to children will be discussed with them.

This policy was adapted from Qld Health Panosh food and nutrition policy for OSHC

Date / Version No

March '05 / 001
June '07 /002
August '12 /003
Policy Group 6: Provision and Safety of Facilities

6.1 Space and Facilities Requirement Policy

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

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act 2002
- Quality Area 2, 3
- Policy 10.3 – Budgeting and Planning

Procedures

- The Management Committee will ensure that the following are provided by the Service:

  indoor space of 3.25 m\(^2\) of useable space per child;
  outdoor space, with adequate shade areas, of 12m\(^2\) of useable space per child;
  toilets and hand washing facilities for children (separate toilets for boys and girls and at least one toilet for every 15 children present) and for staff.

- The Coordinator will, in conjunction with the Management Committee, ensure that the following facilities are available at the Service:

  a telephone located inside the premises or one that is accessible at all times;
  storage space close to play area, with at least one lockable cupboard for valuable equipment;
  office space or designated area, where staff may talk to parents in confidence;
  a lockable drawer or small cupboard for records and personal belongings;
  areas to display children’s work and a notice area for parents;
  a space for children to put their lunch/coats/bags etc;
  adequate lockable storage facilities for equipment, tools, first aid kit, medication, and poisonous and dangerous substances;
  confidential storage facilities for all Workplace Health and Safety, staff and other confidential records.
6.2 Provision of Equipment Policy

This Service will provide safe equipment that is suitable to the developmental and recreational needs of the children in care.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Quality Area 2, 3, 6, 7
- See also Policy 10.3 – Budgeting and Planning
- See relevant Australian Standards on equipment in the Service

Procedures

- Care will be taken when purchasing equipment to ensure it complies with relevant Australian Standards (available from Standards Australia).
- Equipment will be appropriate to the interest and development and cultural needs of the children.
- The Coordinator will ensure that all equipment is regularly checked and maintained in accordance with manufacturer’s instructions and otherwise as reasonably necessary to ensure that it remains in safe and good working order (see also Policy 6.3 Workplace Health and Safety).

Date / Version No

March ‘05 / 001
June ‘07 /002
August ‘12 /003
6.3 Workplace Health and Safety Policy

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

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (ss. 75, 9, 76)
- Workplace Health and Safety Act, 1995
- QA 2
- Policy 6.2 - Provision of Equipment Policy, 7.1 - Emergency Equipment & Facilities Policy

Procedures

The Coordinator shall be responsible to be nominated and to act as Workplace Health and Safety Officer upon registration of the workplace, or to ensure that there is, at all times, a staff member or other appropriate person in relation to the Service who is designated as Workplace Health and Safety Officer, and who shall report direct to the Coordinator.

The designated Workplace Health and Safety Officer shall ensure that the premises in which the Service is operated is registered and continues to be registered, as a workplace under the Workplace Health and Safety Act, 2011 and shall keep and display the Certificate of Registration of a workplace as required by law.

If the Coordinator or a member of staff of the Service is acting in the role of Workplace Health and Safety Officer, the Coordinator shall ensure that person has adequate time, education/training and resources to ensure that she/he is able to fulfil the role as required by the legislation.

The Workplace Health and Safety Officer shall:

- maintain, in a safe and accessible place, up-to-date, all records and materials required by the legislation and shall be required to provide them to the Coordinator on request;
- regularly check the website or other resources of the Queensland Department of Industrial Relations (www.whs.qld.gov.au);
- monitor staff practices and ensure up to date information is distributed
- make recommendations to management on how to improve current systems
ensure stairs and walkways are kept clear of furniture, equipment and clutter
ensure equipment is arranged with consideration to its purpose and in relation to other areas of play space.

The Staff Handbook and staff orientation processes shall contain up-to-date information on the legislative requirements for workplace health and safety (Qld only – other States must identify equivalent Occupational Health and Safety Requirements)

Dangerous Substances

The Coordinator must ensure that at the Service poisons, disinfectants, corrosive substances and other poisonous and dangerous substances and items are marked in their original containers, kept out of reach of children and placed in a child proof storage facility. (QA 2)

Unused or unnecessary substances are disposed of in a safe manner.

All hazardous substances must have a MSDS (Material Safety Data Sheet) obtained from the manufacturer which will be kept close to the storage of the produce. All hazardous substances are recorded in a register, along with a copy of all MSDS’s. A MSDS is to be completed immediately when handling or using a new hazardous substance.

Storage of medication, first aid kit, needs to be locked and accessible to staff but not to children.

Sandpits will be raked prior to use to check for any animal faeces and any potentially dangerous objects.

Maintenance

The Coordinator will be responsible to ensure that the Service has adequate heating, ventilation and lighting at all times.

The Coordinator will ensure that staff remove from use and have repaired or replaced as soon as possible, all equipment that is faulty or broken.

Prior to use each day, staff will check all outdoor equipment to ensure it is safe for use, free from items which may cause injury, and, is free from splinters and spiders.

Hazards identified from these checks will be entered into a WH&S report and give to the Coordinator, who will then inform the school immediately

Facilities and equipment which are assessed to have potential for injury will not be used or action will be taken to allow safe usage. An entry detailing the problem will be entered into the Staff Communication book and all staff will be instructed on any restrictions necessary on use of equipment or areas.

Electrical equipment will be inspected by a qualified and registered electrician annually. Inspection dates will be recorded.

The Coordinator shall ensure that an approved earth leakage device is installed and operational. Staff will be aware of the location of the power board and how to access the circuits used by the Service.
Manual Handling

- The Coordinator will ensure that appropriate lifting and handling techniques are used by staff.
- Information regarding appropriate lifting and handling techniques will be available for staff.

Date / Version No

March '05 / 001
June '07 /002
August '12 /003
7.1 Emergency Equipment and Facilities Policy

Personal safety and security of children, staff and volunteers (all persons on the premises) are of prime importance whilst in attendance at the Service. The Service therefore takes a proactive approach to managing emergencies, developing emergency procedures and equipping staff and children with sound knowledge of them.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act, 2002 (ss. 75, 9, 76)
- Workplace Health and Safety Act, 1995
- Quality Area 2
- Policy 6.3 - Workplace Health & Safety Policy

Procedures

- Smoke alarms are fitted in each room and the Coordinator (or a delegate) will test them regularly in accordance to the manufacturer’s instructions.

- The Workplace Health and Safety Officer (see Policy 6.3) will be responsible to ensure that:
  
  - there is an alarm bell for sounding warnings of an emergency, which is kept in good working order, and tested regularly;
  - the Service has appropriate fire extinguishers that are properly installed and maintained and that staff have basic training in the use of the fire blankets and fire extinguishers kept at the venue; and
  - the Service calls upon the advice of the Queensland Fire Service (or another appropriate Authority) to provide up-to-date information on the appropriate measures which are required to comply with this aspect of this Policy.

Date / Version No

March ‘05 / 001
June ‘07 /002
September ‘12 /003
7.2 Drills and Evacuation Policy

The Service adopts a proactive approach to ensuring that staff and children are aware of, and understand, evacuation and other emergency procedures.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- *Child Care Act, 2002* (ss. 75, 9, 76)
- *Workplace Health and Safety Act, 1995*
- Quality Area 1, 2, 3, 4, 5, 7
- Policy 7.3 - Harassment & Lockdown Policy

Procedures

- Emergency evacuation procedures will be clearly displayed near the entrance of each room at the Service.
- Staff are to ensure that all exits are kept clear and unlocked to enable a quick departure.
- Emergency evacuation procedures and harassment procedures will be carried out at least once a term for Before and After School Care and at the beginning of each Vacation Care program. This drill will occur on different days of the week so that all staff and children are familiar with the procedures.
- Emergency telephone numbers will be clearly displayed within the Service.
- For these emergency situations, staff will have access to a telephone outside of the room.
- A record showing that the above prevention measures have been implemented will be kept stating the date, time, any comments and signed by the Coordinator.
- In an emergency situation, the staff member who first discovers the emergency will sound the alarm bell.
- The Coordinator, or in her/his absence the Workplace Health and Safety Officer will take charge of the situation and delegate staff to:
  - telephone the relevant emergency number;
  - check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
  - collect sign-in sheets and parent contact numbers;
  - close all doors and windows (only if able) to help to contain the fire (if relevant);
  - once at the designated assembly area, check the roll to make sure that all children and staff are accounted for.
Attempts to extinguish fires will occur only when the room is evacuated, if the fire is very small, and the person trained in using the extinguisher is in no immediate danger.

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

Date / Version No

March '05 / 001
June '07 /002
June ‘12 /002
7.3 Harassment and Lock Down Policy

The Service seeks to protect children and staff from harassment by all persons.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Child Care Act, 2002 (ss. 75, 9, 76)
- Workplace Health and Safety Act, 1995
- Quality Area 2

Procedures

- In the event of harassment or unauthorised persons refusing to leave the premises the Coordinator, or in her/his absence, the Workplace Health and Safety Officer will initiate the following drill:-

  the staff member or child (if appropriate) being harassed, or the closest observer of the child or other staff member being harassed, will give a prearranged signal, which is made known to all staff, to begin the drill;
  the Coordinator or the Workplace Health and Safety Officer, or other person who receives the signal, will sound the alarm bell;
  the Coordinator/Workplace Health and Safety Officer, will immediately obtain and if possible record relevant information eg physical descriptions, car registration etc;
  a staff member will witness and provide back-up for the Coordinator/Workplace Health and Safety Officer, but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or to others;
  a staff member will telephone the relevant emergency number (see also Policy 7.2);
  a staff member will check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
  a staff member will collect sign-in sheets and parent contact numbers;
  a staff member will close and lock all doors and windows (only if appropriate and able to do so);
  once at the designated assembly area, a staff member will check the roll to make sure that all children and staff are accounted for.

- During all such drills, staff are to calm the children and provide them with suitable games and activities as far as reasonably possible.

- No one will leave, nor be permitted to leave, the area in such a drill until the Coordinator is satisfied that it is safe to do so.

- At no time will staff try to physically remove an unwanted visitor.
All threatening situations will be evaluated as soon as possible after the event and any necessary modifications or enhancements to these procedures made accordingly.

Date / Version No

March '05 / 001
June '07 /002
August '12 /003
8.1 Role and Expectations of Staff Policy

The Service encourages the building of cohesive, qualified, motivated staff, who are provided with adequate training and knowledge to enable them to discharge their crucial role as the day-to-day carers of children at the Service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- *Child Care Act, 2002* (ss. 27, 77, 84)
- QA 4
- Procedures
- The Service shall require that all persons employed (whether for gain or as volunteers) in the Service are fit and proper to undertake the work for which they are engaged in the Service. It shall be a condition of all employment (including for volunteers) that their employment ceases immediately if they cease to be a fit and proper for any reason.

- A person is considered fit and proper if, in the reasonable opinion of the Coordinator (or other appropriate delegate of the Licensee of the Service) they:-
  
  - are capable of providing an adequate standard of child care in the school age care setting;
  - they are of good character and suitable to be entrusted with the care and protection of children; and
  - they have obtained and given to the Licensee of the Service, as appropriate, a current positive suitability notice under the *Commission for Children and Young People Act, 2000*. (s. 27 and QP 7.1)

- The Coordinator shall ensure that staff are fully informed of the Policies and Procedures of the Service, including all changes to them, by providing a Staff Handbook and appropriate forums for staff to provide feedback and ideas to the Coordinator for the ongoing improvement of the Service. (QP 8.2)

- The Coordinator shall ensure that there is an up-to-date copy of the *Child Care Act, 2002* and the *Child Care Regulations* available at the Service (see [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) to obtain a copy or contact Goprint, Queensland Government Printers) for reference by the staff and that staff are made and kept aware of its relevance and application to them. (s. 84)

- The Coordinator shall convene weekly meetings with all staff to keep them informed of all matters of concern relating to the Service which it is relevant or necessary for staff to know in order to better do their job. (QP 2.1, 8.2)
- Staff will not be permitted to consume alcohol or be affected by it during the hours children are in their care.
- Staff who require regular medication will hold a medical certificate that confirms their ability to care for children.

Date / Version No

March '05 / 001
May '12/ 002
8.2 Employment of Staff Policy

The Service strives to follow its transparent processes to employ staff who are qualified and appropriate for the job. The Service also strives to be an equal opportunity employer.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (s.60, 61, 72, 73, 77) and relevant Child Care Regs
- QA 4, 7
- Policy 10.2 - Role & Composition of Management Policy

Procedures

- Staff will only be employed (including as volunteers) if, after reasonable enquiries by the Coordinator (or the Management Committee in the case of employment of the Coordinator) they are appropriate for the job, as contemplated by the Role and Expectations of Staff Policy (see Policy 8.1).

- The ‘reasonable enquiries’ required for employing staff include:
  - requesting an appropriate resume from the candidate, including three character referees;
  - the Coordinator, one other staff and at least one Management Committee member interviewing the candidate;
  - contacting at least two referees to check the person’s character;
  - making police checks and obtaining other relevant clearances; and
  - obtaining Blue Card, working with children.
  - determining, and obtaining a copy of, the appropriate qualifications of the person for the relevant job. (ss. 60, 61, 72, Child Care Regs)

- Prior to being selected for a job, whether as a paid employee or a volunteer, the person will be given a staff handbook including a written job description and terms of employment (for paid employees) prepared or approved by the Coordinator, and a full copy of these Policies and Procedures. (s.77 and QP 8.4)

- The successful candidate will be required to sign a declaration that they have received and agree to accept the job on the basis of the materials given to the candidate, and agree to observe strictly the Policies and Procedures of the Service, as modified from time to time.

- All new staff (including volunteers) will be given an induction session, of at least 3 hours duration, by the Coordinator or another suitable staff member or members nominated by the Coordinator, to ensure that the new staff member is aware of (and where relevant) obtains copies of:
  - their terms of employment or engagement (including role description);
  - all Policies and Procedures (including grievance procedures);
  - information about the philosophy and goals of the Service;
  - the Staff Handbook;
the basic operation of Quality Assurance for Outside School Hours Care;
the physical facilities of the Service;
the other staff in the Service and their roles;
the Duty of Care owed by staff of a School Age Care Service to children
and others; and
any other matters which are necessary to enable the staff member to
properly do their job within the Service, or which the new staff
member reasonably wishes to know.

- The Coordinator shall, in conjunction with all staff, review their job description
  and any other requirements relating to the job (e.g. job performance indicators
  which have been agreed with the staff member), at the end of their probationary
  period and at least once each year and shall ensure that any resulting changes to
  the job description, performance indicators or terms of employment are
  recorded, and accepted by both parties.

- The Management Committee shall review the job description of the Coordinator
  and any other requirements relating to the job (e.g. job performance indicators
  which have been agreed), at least once each year and shall ensure that any
  resulting changes to the job description, performance indicators or terms of
  employment are recorded, and accepted by both parties.

- The Coordinator and/or the Management Committee shall ensure that
  appropriate expert industrial relations advice is sought and obtained as necessary
  to deal with staffing issues within appropriate legal and industrial standards.

Date / Version No

March '05 / 001
June '07 / 002
Sept '12 / 003
8.3 Staff Training/Professional Development Policy

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

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- QA 4
- *Child Care Act, 2002* (s.60, 61) and relevant *Child Care Regs*
- Policy 10.3 - Budgeting & Planning Policy, 10.5 - Risk Management & Compliance Policy

Procedures

- Provisions for staff training/Professional Development will be included in the services annual budget.

- The Coordinator will facilitate professional development training for staff on a quarterly basis on issues relevant to:
  
  - the operation of the Service and its Policies and Procedures;
  - legal or other regulatory requirements; and
  - other issues of interest or benefit to staff to help them better do their job in the overall interests of the Service and the children.

- The Coordinator will wherever possible, within the resources of the Service, bring in specialist or expert presenters to provide training to staff on technical issues.

- The Coordinator will ask staff on a regular basis to contribute suggestions for training topics.

- The Coordinator will be responsible to ensure that a written record of all professional development of staff is kept and is produced to the Management Committee for information at least once each year.

- Staff who undertake training or study outside the facility to update their qualifications must have regular monitoring and mentoring from coordinator and the licensee to ensure staff remain on track and positive regarding their studies. Regular meetings and realistic goals are to be agreed upon by both parties and updates passed on to and checked off by the licensee.

**Date / Version No**

- March '05 / 001
- June '07 /002
- June ‘12 /003
8.4 Volunteers /Students Policy

Volunteers and students are a valued and integral part of the staffing of the Service and are managed in a consistent and professional manner, in accordance with the other policies of the Service which apply to employed staff, modified only as necessary to reflect the voluntary nature of the role.

 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- see appropriate laws and other provisions relating to each staff policy
- QA 4, 7
- Child Care Regs 2003 (s95)

 Procedures

- All procedures of the Service which are applicable to employed staff apply to voluntary staff and students except where expressly provided otherwise, or with such necessary modifications to reflect the voluntary nature of the role.
- Volunteers and students will not be counted in the staffing ratios while providing care at the service.
- Volunteers and Students must have obtained a Blue Card and copy will be kept on record at the service.
- In no case will any student be left alone with a child from the service. Students are to be supervised by Staff at all times. March 05 / 001

Date / Version No

July '07/002
February '09/ 003
8.5 Staff Grievance Policy

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

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- QA 4, 7

Procedures

- See Policy 9.5 – Complaints Handling

8.5 Staff Study

Staff shall endeavour to undertake in studies to further their understanding and knowledge in the profession of Childcare. Staff that are partaking in studies to further their education in Early childhood shall have records kept in order to maintain on chosen path to completion. The coordinator will be responsible for the collation of course information from each staff member. The Coordinator shall monitor the staff progress and record.

Relevant laws and other provisions

The laws and other provisions affecting this policy include:

- QA 4, 7
Policy Group 9: Parent and Community Relationships

9.1 Access Policy

Shorncliffe Outside School Hours Care is available to all school age children and is primarily for those whose parents work or study. The program is designed to include children from various backgrounds such as cultural, religious, gender, disability, marital status, and income. All sections of the community are respected, valued, catered for, and encouraged to be involved in the operation of the Service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (ss. 75, 9)
- Child Care regulations 2003
- QA 6
- Policy 1 - Service & Philosophy Statement, 2.1 - Respect for Children Policy, 3.1 - Program (Development & Conduct) Policy
- DFACS handbook

Procedures

- If demand for places provided at Shorncliffe Outside School Hours Care exceeds those available, priority of access will be given based on guidelines given by the Department of Education, Employment, and Workplace Relations.

- The program and staff will encourage equal, cultural diversity and will attempt to understand individual children’s backgrounds and provide opportunities that are sensitive to their needs (See also Policy Group 1: Service Philosophy Statement and Policies 2.1 - Respect for Children and 3.1(b) - Program (Development and Conduct))

- To enable children to participate in the range of activities at Shorncliffe Outside School Hours Care, the Coordinator will invite and encourage all parents/guardians and their child to meet with staff regularly to agree how the Service can adequately meet the needs of the particular child. (QP 8.3)

- If emergency care is provided by the service a notice regarding this care will be on display at the service.

Date / Version No

Feb ‘09/002

February ‘12/ 003
9.2 Enrolment Policy

The Service uses enrolment procedures to obtain all appropriate information about the specific needs of each child and to impart appropriate information to parents/guardians.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- Quality Area 3
- QA 1, 3, 6,7
- Policy 4.1 - General Health and Safety Policy, 4.5 - Illness & Injury Policy, 4.6 - Medication Policy, 5.2 - Food & Nutrition Policy, 9.3 - Communication with Parents Policy, 10.6 - Licensing Requirements under Legislation Policy

Procedures

- Enrolment forms will be prepared and regularly updated by the Service to seek all required information in accordance with these policies and procedures
- The Coordinator, or other appropriate staff will explain all enrolment procedures to parents as required
- The enrolment process will commence with an initial meeting between parents/guardians and the Coordinator (see Policy 9.3)
- Strictly for the purposes of enabling the Service to fulfill its Duty of Care responsibilities to the child and comply with these policies and procedures, the following information in relation to children is requested from all parents/guardians, and records are kept in a secure and accessible place:
  - personal details (name, address, and date of birth);
  - relevant medical details;
  - immunization details
  - relevant parental/guardianship and residential details (if any);
  - primary language spoken at home
  - details of people authorised to collect children from the program;
  - copies of relevant court orders
  - permission for the child to leave the program unaccompanied;
  - signing in and out of children at the beginning and/or end of program;
  - name, home and work address and phone numbers of parent/guardian;
  - name, address and phone number of persons who may be contacted in an emergency;
  - name, address and phone number of the child’s doctor;
authorisation to seek emergency medical, hospital and ambulance services;

any special medical, physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child;

medication records; and

excursion permission forms.

- The enrolment form shall also include the written consent of the parent/guardian signing the form to the use of the information by the Service in keeping with this Information Handling Policy and the other Policies and Procedures of the Service from time to time,

- The Service cannot provide its services to a child, and may refuse to do so, if the parent/guardian refuses to give any or all of the above information, as the Service will not be able to discharge its Duty of Care and other responsibilities to the child without this information.

- All information obtained through the enrolment procedures will be kept in strictest confidence and used only for the purposes for which it is obtained (see also Policy 10.8 Information Handling [Privacy & Confidentiality]).

Date / Version No

Feb '09/003

February '12/ 004
9.3 Communication with Parents Policy

The Service encourages communication with and participation by the parents/guardians because it enhances the service we provide. Parents are welcome to attend the Service or talk to staff during operation. We encourage parents to voice any concerns in a way that will assist us to provide a better service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (ss. 75, 9)
- QA 6
- Policy 4.2 - Infectious Diseases Policy, 4.6 - Medication Policy, 5.2 - Food & Nutrition Policy, 9.2 - Enrolment Policy, 9.5 - Complaints Handling Policy

Procedures

- For new families at the Service, the first point of contact will be the Coordinator, who will meet with the parents/guardians and the child to discuss the Service and the child’s needs and to answer any questions.

- A Parent Handbook will be provided, based on the policies and procedures, to all parents/guardians on the first meeting or as soon as reasonably possible after it.

- Parents/guardians will have free access to meet with the Coordinator by appointment, to discuss any issues or concerns with respect to their child and/or the Service. (see also Complaints Handling Policy below).

- Before entering the premises all persons need to be identified and approved by the Coordinator. An approved person is a person who has been given permission by the parent/guardian, staff or Management Committee.

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

- Any deficiencies in the Service which are identified through this process and can be rectified will be taken into account by modifying or enhancing these Policies and Procedures, or the program, as appropriate.

- Information for parents will also be communicated through:
  - regular newsletters distributed by the service;
  - school newsletter;
  - monthly open Management Committee meetings between staff, management committee and parents/guardians; and
  - notices written by the staff, and approved by the Management Committee, being given to parents/guardians when they are matters of changed policy and it is important for the changes to be communicated before the next newsletter or monthly meeting.
9.4 Communication with Community Policy

The Service is part of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- QA 6, 7
- Policy 9.5 - Complaints Handling Policy

Procedures

- The Coordinator is responsible to ensure that the Service holds current contacts and information on relevant community resources, and that staff are made aware of them through regular staff meetings and the Staff Handbook.

- The Parent Handbook makes it clear that families have access to information on relevant community resources for their children, and the Coordinator ensures that they are indeed available on request by parents/guardians.

- The Coordinator ensures that the surrounding neighbours (including businesses) of the Service are invited to attend at the Service on a regular basis to obtain any information, provide any feedback on the operation of the Service as a responsible neighbour, and to explore any ways in which stronger community links can be built.

- Members of the community will have free access to meet with the Coordinator by appointment (provided that parents and children of the Service are the greater priority), to discuss any issues or concerns with respect to the Service. (see also Complaints Handling Policy 9.5).

- The Coordinator will treat all enquiries and concerns, and the people making them, seriously and with respect and confidentiality and will endeavour wherever possible to answer questions and provide required information.

- Any deficiencies in the Service which are identified through this process and can be rectified will be taken in to account by modifying or enhancing these Policies and Procedures, or the program, as appropriate.
9.5 Complaints Handling Policy

Shorncliffe Outside School Hours Care invites comments and complaints from children, parents/guardians, staff and the community, to ensure that the Service is providing its service in keeping with these Policies and Procedures and other applicable requirements. The Service respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Regs
- QA 4, 6, 7
- Policy 8.5 - Staff Grievance Policy, 9.3 - Communication with Parents Policy, 9.4 - Communication with Community Policy

Procedures

- The Coordinator shall be the first contact for all complaints.
- However the complainant will have direct access to the Principal, if unresolved the matter will be passed to the Members of Executives. The Coordinator will permit and, if appropriate, encourage the complainant to do so, if:
  - the complaint is about the conduct of the Coordinator;
  - the complainant is not comfortable to take the complaint to the Coordinator;
  - the complainant is not satisfied with the Coordinator’s handling of the complaint;
  - the complaint is about a matter of Management and Administration Policy.
- For this purpose, parents and others will be informed of the current contact details of the chair of the Principal through the Parent Handbook, newsletter or other appropriate form of communication, and otherwise will be available on request.
- The Coordinator will ensure that another staff member is present when meeting with any person to discuss a complaint. The Coordinator will make and keep a written record of the discussion at the time, or immediately afterwards, and will have the other staff member, and if possible the complainant, sign that record. A copy should be provided to the complainant on request.
- The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.
- Discussions with the complainant are not to be conducted in presence of the children, other staff or parents, and heated discussions are to be avoided as far as possible.
The Coordinator is to promptly log all complaints, the records of relevant discussions, and the resolution of the complaint in a complaints record book, and is to report to the Principal on all entries in this record book at each meeting of the Management Committee.

To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record book is a confidential document, which will not be accessible to any person, provided that the Coordinator will provide copies of relevant entries only to a complainant on request.

Any matters of complaint can be referred to the Principal or the Department of Communities.

Date / Version No

July '07/002

February '12/ 004
10.1 Quality Compliance Policy

The Service strives to obtain at least ‘Satisfactory’ compliance with the Quality Principles and the requirements for licensees of child care services under the Child Care Act, 2002 (Qld) in such a way as to best fulfil its ability to care for children and to carry out the agreed policies and procedures of the Service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (Qld)
- Quality Assurance Guidelines
- Policy 10.5 - Risk Management & Compliance Policy

Procedures

- The Service has developed, and will regularly review and update, written policies for conduct of the Service (including at least the matters required by s. 76, Child Care Act, 2002 (Qld) and the Quality Principles to a 'Satisfactory' compliance level).

- The Management Committee requires the Coordinator, or her/his nominated delegate to act as Quality Officer to:
  - ensure and monitor the implementation of this Quality Compliance Policy;
  - check for, record and act on any non-compliances by the Service or its staff with this Quality Compliance Policy or any Quality Areas; and
  - to monitor changes in the Child Care Act, 2002 and the Quality Areas (or any specific Quality Principles) which may affect or require a change to any of the Policies and Procedures of the Service.

- The Quality Officer (if that role is separate from the Coordinator’s role) is to report on all such matters to the Coordinator, who will, in turn, report to the Management Committee.

- The Service adopts a statement of ‘Service Philosophy’ (see Policy 1), as part of its Policies and Procedures, which reflects ‘Satisfactory’ compliance with the Quality Principles as a minimum, but which truthfully reflects the values promoted by the Board and the Coordinator within the Service.

- Staff are an important part of the Service and:
  - are consulted as appropriate in the development and modification of all Policies and Procedures;
  - are provided with up-to-date Staff Handbook, containing relevant information necessary to enable staff to abide by Service Policies and Procedures;
agree to adhere to all values, Policies and Procedures, through written terms of employment and role statements, including acceptance that material or repeated failure to comply may result in termination of employment.

- The Coordinator is responsible to conduct regular informal assessments, and formal annual performance reviews, of all staff’s adherence to Policies and Procedures and to take immediate appropriate steps to address non-compliances.

- The Statement of ‘Service Philosophy’ is displayed on the wall of the Service, in the Staff Handbook, and in the parent handbook/enrolment materials.

- Children and families are an important part of the Service and:
  
  - are actively invited to participate in decision-making and Policy development wherever appropriate;
  
  - are kept informed of all Policies and Procedures, and their means of communicating with the Service, through a Parent Handbook and regular communications via the Service newsletter.

- In addition to this General Quality Compliance Policy, the Quality Principles and quality requirements of the Qld legislation are incorporated into the specific Policies and Procedures of the Service.

**Date / Version No**

July '07/002

February '09/003
10.2 Role and Composition of Management Committee Policy

The Service Management Committee defines clearly in writing its own role and communicated with the Licensee, parents, the community, staff and other stakeholders to ensure that the Management Committee effectively fulfils its role.

Relevant Laws and other Provisions

- See your Service’s ‘Constitution’ or ‘Rules’ or ‘Memorandum and Articles of Association’ or equivalent for limitations and role of Management Committee or other governing body
- QA 6, 7

Procedures

- The Management Committee has a written Role Statement which will be made available to all interested persons associated with the Service.
- In addition to anything else provided in the Role Statement from time to time, the Management Committee is responsible to:
  - develop and update as appropriate the goals of the Service
  - make the goals available to all through the Parent Handbook, the Staff Handbook and other publications of the Service
  - monitor and review the performance of the Coordinator (see also Policy 8.2)
  - approve and monitor the budgeting and planning processes for the Service (see also Policy 10.3)
- The Service regularly publicises details of the role, operation and composition of the Management Committee and the right of parents and community-members to stand for election/appointment to the Management Committee.
- The Management Committee is responsible to monitor the Coordinator and staff in implementing these policies and procedures.
- The Management Committee also evaluates its own performance of its role at least on an annual basis.

Date / Version No

July ‘07 /003
February ‘12/ 004
10.3 Budgeting and Planning Policy

The Management Committee and the Coordinator work together to develop effective and responsible laws and budgets for the ongoing operation of the Service.

Relevant Laws and other Provisions

- See your Service’s ‘Constitution’ or ‘Rules’ or ‘Memorandum and Articles of Association’ or equivalent for limitations and role of Management Committee or other governing body.

- *Associations Incorporation Act, 1981 (Qld)* or *Corporations Act, 2001* may apply (eg directors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.

- QA 7

- Policy 6.1 - Space & Facilities Requirement Policy, 6.2 - Provision of Equipment Policy, 8.3 - Staff Training Policy, 10.2 - Role & Composition of Management Committee Policy, 10.4 - Fees Policy

Procedures

- Budgets will be prepared by the Coordinator and the treasurer, usually in advance, and submitted to the Management Committee for approval.

- Budgets will take account of the need for appropriate staff, staff training and professional development, facilities, equipment, maintenance and the requirements of the Service Policies and Procedures.

**Date / Version No**

July '07/002

February '12/ 003
10.4 Fees Policy

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget (see Policy 10.3) required for the provision of quality childcare in keeping with the Service’s Philosophy Statement and other goals, and these Policies and Procedures.

Relevant Laws and other Provisions

- QA 6,7

Procedures

- Fees will be paid on the last day of attendance each week to the Coordinator.
- A statement will be issued each week detailing all the requirements according to the Department of Education, Employment and Workplace Relations Child Care Benefit Handbook. (A copy of which is held at the Service for access by parents and other genuinely interested persons).
- Payment by eftpos is preferred.
- All monies will be banked on behalf of the Service as soon as possible after receipt.

Childcare Benefit

- The Coordinator will keep parents informed about the availability of Childcare Benefit (CCB) by:
  - advising all parents in the Parent Handbook, and when the Coordinator initially meets with parents, of the ability to apply for Childcare Benefit through Family Assistance Office; and
  - keeping a stock of information brochures and application forms available for parents.
- Full fees will be charged until the Service receives a CCB assessment notice. Credit for fees already paid will be made in accordance with the Department of education, Employment and Workplace Relations Services CCB Handbook.
- All CCB records will be kept for 3 years from the last entry on the record in accordance with the Commonwealth Department Family and Community Services CCB Handbook.

Late collection fees

- Closing time of this Service is 6.00pm. Parents who collect their children after this time will incur a late fee of $1.00 per minute per staff member to cover staff wages (at award level)

Overdue fees

- Once fees are two weeks overdue, parents/caregivers will have a maximum of three weeks to pay.

  1st Overdue notice will be issued requesting payment within one week.
if no payment has been received within one week of the 1st notice, a 2nd and final overdue notice will be issued requesting payment within one week. This notice will notify parents/caregivers that their child/children will be excluded from the service if payment is not received within one week.

If no payment has been made within one week of the 2nd and final notice, a member of the management committee will make personal contact with the parent/caregiver and the child/children will be excluded from the service until such a time as all fees are paid in full.

The P&C Association and school principal will be notified and a debt collection agency may be used if payment of fees have not been received;

Where a parent/caregiver cites hardship as the reason for non-payment of fees, the parent/caregiver is to make written application to the management committee for a proposed payment plan. The management committee will consider the request (in confidence).

Date / Version No

July '07/002

February '12/ 003
10.5 Risk Management and Compliance Policy

The Service is, like all other enterprises, subject to a number of risks and important legal, regulatory, industry and policy requirements. The Service is a responsible organisation and seeks to act in a risk aware fashion, including by identifying and managing material risks and ensuring compliance as far as reasonably possible with all such requirements, in the interests of better providing the Service and avoiding exposure to breaches which could threaten the delivery of some or all parts of the Service.

* For further assistance with developing this policy see also Australian Standard website (see Appendix 2)

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care (see Chapter 2)
- *Child Care Act, 2002 (s.16)*
- *Associations Incorporation Act, 1981,(Qld) or Corporations Act, 2001 may apply (eg directors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*
- Australian Standard on Risk Management - AS/NZ:4360
- Australian Standard on Compliance - AS/NZ:3806
- QA 2, 3, 4, 5, 6,7
- Policy 10.1 - Quality Compliance Policy, 10.6 - Licensing Requirements under Legislation Policy, 10.7 - Insuring Risks Policy

Procedures

- The Management Committee will, in conjunction with the Coordinator, develop and maintain a risk management program appropriate to the Service, including a method of ensuring that the Service takes appropriate steps to comply with:
  - the Policies and Procedures of the Service;
  - the licence applicable to the Service (see also Policy 10.6); and
  - the laws applicable to the Service.
- The Management Committee will also develop and manage, through its regular meetings, an annual rolling program of reviews of all of the Policies and Procedures of the Service, to ensure that they comply with relevant requirements. Parents at the service will be invited to become a part of this review policy.
- The Coordinator, or his/her delegate, acting as Quality Officer (see also Policy 10.1) is responsible to monitor changes in the Quality Areas, in the law and in other regulatory requirements, especially under legislation and other regulatory requirements. To do this, the Coordinator will proactively and fully inform her/himself, through subscribing to appropriate information services, industry bodies and attending all relevant and appropriate forums for discussing these issues.
- The Coordinator monitors staff on an ongoing basis, and through formal annual performance reviews, to ensure, amongst other things, that they understand and apply these Policies and Procedures.

- The Coordinator informs staff of all such changes and requirements through the staff training program (See Policy 8.3 - Staff Training).

**Date / Version No**

July '07/002

February '12/ 003
10.6 Licensing Requirements under Legislation Policy

As part of the risk management and compliance obligations under the previous policy 10.2, the Management Committee and the Coordinator shall jointly be responsible to ensure that the Service complies with the technical licensing requirements under the Child Care Act, 2002.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (whole Act, but see ss.7, 16, 17, 21, 90)
- QA
- Policy 9.2 - Enrolment Policy, 10.1 - Quality Compliance Policy, 10.5 - Risk Management & Compliance Policy

Procedures

- Whilst the Service is licensed to provide child care, the Management Committee and the Coordinator are jointly responsible to ensure that:
  
  the Service complies at all times with the specific conditions of the licence applicable to the Service (s.17);
  
  the licence is renewed and kept current in accordance with the legislation (s.21);
  
  the relevant current Service Approval for the Service is kept on display at the Service whenever child care is being provided (s. 90).

Date / Version No

July '07/002
February '12/ 003
10.7 Insuring Risks Policy

As part of a responsible approach to identifying and managing risks (see Policy 10.5), this Service will endeavour to have adequate insurance protection at all times. Staff, children, parents and Management committee members will be protected from the financial repercussion of public liability.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Child Care Act*, 2002 (s. 82)

- *Associations Incorporation Act*, 1981, (Qld) or *Corporations Act*, 2001 may apply (eg directors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.

Procedures

- Responsibility rests with the Management Committee to take out and keep current adequate public liability (e.g. ‘for at least $10M’*), building and contents (including loss of cash from premises or in transit) and other insurances.

- All insurance will be purchased through a reputable broker or agent.

- The Management Committee will request the Coordinator each year to gather such information as necessary to enable the Management Committee to make an informed assessment and make decisions on the insurance needs of the Service.

- The Coordinator is responsible to ensure that the Service has adequate Worker’s Compensation Insurance for all staff including volunteers.

- This Service will have Ambulance cover for enrolled children who become sick or injured while in attendance.

Claims

- In the event of a claim being made the Coordinator will notify the Management Committee immediately.

- If directed by the Management Committee, the Coordinator will notify the Insurance Company, ensure that the Service follows all directions of the Insurance Company and in the case of material or significant claims, seek legal advice for the Service.
10.8 Information Handling (Privacy and Confidentiality) Policy

In order to protect children and better provide its services, the Service seeks and deals with personal and sensitive information relating to families, children and others. The Service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- **Child Care Act, 2002** (whole Act, but see ss.7, 16, 17)
- QA 7
- Policy 9.2 - Enrolment Policy

Procedures

- This Service complies with the Privacy Principles under the **Privacy Act, 2000** (Commonwealth) through this policy.
- The Service gathers only the information it needs in order to provide its services and protect and care for children and staff (see also Policy 9.2).
- The Service obtains the written consent of persons to the use of the information by the Service in connection with providing the services, delivering the program and complying with its Duty of Care to children, staff and other persons, including those giving the information. This is done through the enrolment and other related procedures as new information is received.
- The Service protects the rights of the individual’s privacy by ensuring that information collected is stored securely in a locked filing cabinet.
- Records of the Service are only to be accessed by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfil the Service’s Duty of Care and responsibilities to the children.
- All records pertaining to any child injury or illness will be kept until the child reaches the age of 24.
- The Coordinator will ensure that children’s records are reviewed and updated at least twice per year and otherwise immediately after receiving a request from a parent/guardian to update any detail in the child’s record.
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February '12/ 004