CLUB HOUSE BOOT CAMP
Policy Manual

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Section 1 – Service Philosophy

Philosophy

Club House Boot Camp (Club House) is a Vacation Care program that operates independently of St Paul's Anglican Grammar School Traralgon and Warragul campuses.

We are guided by Our Values of kindness, resilience, and social connection as we work together to foster independence and a 'can-do' mindset. We achieve this by providing opportunities to each person to be safe, happy, and connected.

Our Children's Services are approved by Australian Children's Education and Care Quality Authority (ACECQA) and licensed with the Department of Education, skills and Employment (DESE).

We operate under the Education and Care Services National Law Act and Education and Care Services National Regulations. This handbook should provide you with all the information you need to know about the Club House Boot Camp vacation care program.

Our Job

Children will be reminded of our CLUB HOUSE BOOT CAMP expectations on commencement of the program. We refer to these as YOUR JOB (child), OUR JOB (child & Instructor) & MY JOB (Instructor).

1. Respect – yourself, other people and their creations.
2. Be Kind
3. Listen to each other
4. Take care of property.
5. Keep our hands and feet to ourselves.
6. Listen to the instructors and each other.
7. Pack up when you're finished.
8. Have fun!

Signs displayed at our service:

Service Goals

To provide an environment that promotes optimum development of each child holistically and carefully nurtures each child's sense of self by:

- Providing time to explore, practice and develop.
- Assisting children to extend upon current knowledge and make sense of new learning.
- Treating children as conversation partners, having meaningful discussions with them at all times of the day.
- Providing a safe environment, free from prejudices and bias.
- Providing caring, motivated, knowledgeable and pro- active Educators who actively listen to children.
- Using praise and positive guidance
- Observing children and programming appropriate experiences that stimulate the children's interests.
- Encouraging and supporting children to attempt new challenges that are enjoyable, safe and unique to their individual abilities and interests.
- Recognising and providing for children's needs while emphasising their strengths.

To provide an anti-bias environment where all people are welcomed and diversity is embraced and accepted by:

- Assisting children to recognise and understand differences to enable them to be more comfortable with diversity.
- Answering children's questions honourably
- Providing multicultural experiences as a core foundation of our learning environment

To establish a positive and trusting partnership with families by:

- Embracing open communication between families and educators.
- Inviting all families to become members of our centre's community. This will help to establish relationships and assist our aim to share information on the best ways that the Service can support the development and wellbeing of the child and family
- Encourage orientation visits prior to the child's first day at centre
- Using written and verbal communication to inform the family about their child's day. Encouraging family participation within the program, for example, sharing some time with us during the day or sharing a special skill or interest with the children.

To provide a workplace that encourages, supports and motivates Educators to strive for their best by:

- Supporting Educators in extending and updating their knowledge through in-service training.
- Providing resources and contacts such as The Multicultural Resource Service to support Educators in their planned and spontaneous learning experiences. Encouraging Educators to play an active role in the continued growth and improvement of the centre
- Collaborating decision making amongst all Educators and management, encouraging team work and support of each other (regardless of skills, background or qualifications)

Staff Code of Conduct

The Approved Provider, Nominated Supervisor, educators, staff members, volunteers and students will uphold the following **ethical conduct principles** at all times, and promote positive interactions within the Service and the local community.

1. Commitment to our Service philosophy and values, including the promotion of a meaningful connection to the NQF and best practice for School Aged Care in collaboration with our families
2. Effective, open and respectful two-way communication and feedback between employees, children, families and management
3. Honesty and integrity in all interactions between children, families, employees and managers
4. Consistency and reliability in all exchanges with children, families, employees and managers
5. Commitment to a workplace which values and promotes the safety, health and wellbeing of employees, volunteers, children and families.

6. Commitment to an Equal Opportunity workplace and culture which values the knowledge, experience and professionalism of all employees, team members and managers, and the diverse heritage of our families and children.

The Approved Provider, Nominated Supervisor, educators, staff members and volunteers will:

- Ensure their work is carried out efficiently, economically and effectively. They will act in a professional and respectful manner at all times while at work, giving their full attention to the Service responsibilities and adhering to all Service policies, procedures, laws and regulations.
- Act honestly and exercise attentiveness in all Service operations. They will carry out all lawful directions, retaining the right to question any direction which they consider to be disreputable. If ambiguous they can pursue guidance from the Nominated Supervisor, Approved Provider or the Ombudsman.

- Reflect on all relevant facts and make decisions or take actions fairly, ethically, consistently and with appropriate transparency. If they are uncertain about the appropriateness of a decision or action they will consider:
  - whether the decision or conduct is lawful
  - whether the decision or conduct is consistent with our policies and intentions
  - whether there will be an authentic, impending or perceived encounter of interest involving obligations that could influence the business relationship or conflict with business duties
- Comply with our Privacy and Confidentiality Policy when dealing with confidential information and records
- Report (suspected) breaches of the code of conduct to a manager, preferably in writing.
- Include children and families in the decision making process.
- Refrain from developing close personal relationships with children outside work.
- Refrain from using abusive, derogatory or offensive language.

Examples of Appropriate Educator Interactions

- Positive, trustworthy and co-operative relationships with team members.
- Respectful, courteous and empathetic communications and behaviours.
- Complying with Service grievance procedures and resolving workplace conflicts where possible directly with the person concerned, and never through gossip or by including people who are not involved in the issue.
- Valuing cultural differences, diverse viewpoints, and unique contributions.
- Looking for and supporting educators' strengths not weaknesses.
- Sharing professional resources, knowledge and information.
- Supporting others to meet their professional development goals and needs.
- Recognising the professional achievements of others.
- Sharing information, experiences and expertise about children and families at the Service with team members to enhance children's learning and development.
- Actively participating in regular meetings at the Service to discuss professional issues and problems.
- Updating team members about meeting outcomes or workplace issues if they have been absent.
- Sharing the work load equitably with team members.
- Using the Educator's Communication Diaries to communicate messages where shifts make it difficult to convey information face-to-face. These means will ensure all educators are informed on important matters. It is the educator's responsibility to check the Diaries.

The Approved Provider, Nominated Supervisor, educators, staff members and volunteers will not:

- Engage in conduct that is detrimental to the professional standing of our Service, is improper or unethical, is an abuse of power, or harasses, discriminates against, victimises, humiliates, intimidates or threatens other educators, staff members, volunteers or visitors at the Service, either directly or indirectly via information technology such as email, text or social media. Additionally they will not support those who do this.
- Accept an offer of money, regardless of the amount.
- Seek or accept a bribe.
- Acquire personal profit or advantage because of their position (eg through the use of Service information).
- Convert any property of the Service to their own use unless properly authorised.
- Approach other employees, managers or visitors directly on individual matters that don't concern them.
- Engage in any action in breach of our Privacy and Confidentiality Policy, including but not limited to disclosure of confidential Service or customer information, or the improper or illegal use of that confidential information. Confidential information will only be accessed by authorised persons for the purpose intended.
- Engage in or support any action in breach of our Service policies and procedures.
- Drink alcohol or use illicit substances on the Service's premises or come to the Service under their influence.
- Smoke on the Service's premises including in the car park.
- Show favouritism towards any child.

Families, visitors and children will:

- Treat all children at the service equally and respectfully.
- Report any suspicious behaviour to the Nominated Supervisor or Approved Provider and encourage a safe and supportive Service environment.
- Respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background.
- Refrain from bullying, harassing or discriminating against any child or adult at the Service.
- Respect the decisions of educators and staff members and teach children (if adults) to do likewise.
- Tell an educator (if a child) or the Approved Provider or Nominated Supervisor if we see any instances of bullying, harassment or discrimination at the Service.
- Cooperate and follow classroom rules.

- Listen to educators' instructions and follow them.
- Control our emotions and talk to an educator (if a child) if we are feeling upset.
- Speak to an educator (if a child) or the Approved Provider or Nominated Supervisor if we are worried, concerned or have a grievance about something.

Families and visitors will not:

- Not drink alcohol or use illicit substances while on the service's premises or come to the Service under their influence.
- Not smoke on the service's premises including in the car park.

Staff will sign a Code of Conduct for a Child Safe Organisation, which includes the Code of Ethics from Early Childhood Australia.

Staff Code of Ethics

In this Code of Ethics the protection and wellbeing of children is paramount and therefore speaking out or taking action in the presence of unethical practice is an essential professional responsibility.

I. In relation to children, I will:

- Act in the best interests of all children.
- Respect the rights of children as enshrined in the United Nations Convention on the Rights of the Child (1991) and commit to advocating for these rights.
- Recognise children as active citizens participating in different communities such as family, children's services and schools.
- Work with children to help them understand that they are global citizens with shared responsibilities to the environment and humanity.
- Respect the special relationship between children and their families and incorporate this perspective in all my interactions with children.
- Create and maintain safe, healthy environments, spaces and places, which enhance children's learning, development, engagement, initiative, self-worth, dignity and show respect for their contributions.
- Work to ensure children and families with additional needs can exercise their rights.
- Acknowledge the uniqueness and potential of all children, in recognition that enjoying their childhood without undue pressure is important.
- Acknowledge the holistic nature of children's learning and the significance of children's cultural and linguistic identities.

- Work to ensure children are not discriminated against on the basis of gender, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture, or national origin.
- Acknowledge children as competent learners, and build active communities of engagement and inquiry.
- Honour children's right to play, as both a process and context for learning.

II. In relation to families, I will:

- Listen to and learn from families, in order to acknowledge and build upon their strengths and competencies, and support them in their role of nurturing children.
- Assist each family to develop a sense of belonging and inclusion.
- Develop positive relationships based on mutual trust and open communication.
- Develop partnerships with families and engage in shared decision making where appropriate.
- Acknowledge the rights of families to make decisions about their children.
- Respect the uniqueness of each family and strive to learn about their culture, structure, lifestyle, customs, language, beliefs and kinship systems.
- Develop shared planning, monitoring and assessment practices for children's learning and communicate this in ways that families understand.
- Acknowledge that each family is affected by the community contexts in which they engage.
- Be sensitive to the vulnerabilities of children and families and respond in ways that empower and maintain the dignity of all children and families.
- Maintain confidentiality and respect the right of the family to privacy.

III. In relation to colleagues, I will:

- Encourage my colleagues to adopt and act in accordance with this Code, and take action in the presence of unethical behaviours.
- Build collaborative relationships based on trust, respect and honesty.
- Acknowledge and support the personal strengths, professional experience and diversity, which my colleagues bring to their work.
- Make every effort to use constructive methods to manage differences of opinion in the spirit of collegiality.
- Share and build knowledge, experiences and resources with my colleagues.
- Collaborate with my colleagues to generate a culture of continual reflection and renewal of high quality practices in early childhood.

IV. In relation to communities, I will:

- Learn about the communities that I work within and enact curriculum programs, which are responsive to those contexts and community priorities.
- Connect with people, services and agencies within the communities that support children and families.
- Promote shared aspirations amongst communities in order to enhance children's health and wellbeing.
- Advocate for the development and implementation of laws and policies that promote child-friendly communities and work to change those that work against child and family wellbeing.
- Utilise knowledge and research to advocate for universal access to a range of high-quality early childhood programs for all children.
- Work to promote community understanding of how children learn in order that appropriate systems of assessment and reporting are used to benefit children.

V. In relation to students, I will:

- Afford professional opportunities and resources for students to demonstrate their competencies.
- Acknowledge and support the personal strengths, professional knowledge, diversity and experience, which students bring to the learning environment.
- Model high-quality professional practices.
- Know the requirements of the students' individual institutions and communicate openly with the representatives of that institution.
- Provide ongoing constructive feedback and assessment that is fair and equitable.
- Implement strategies that will empower students to make positive contributions to the workplace.
- Maintain confidentiality in relation to students.

VI. In relation to my employer, I will:

- Support workplace policies, standards and practices that are fair, non-discriminatory and are in the best interest of children and families.
- Promote and support ongoing professional development within my work team.
- Adhere to lawful policies and procedures and when there is conflict, attempt to effect change through constructive action within the organisation or seek change through appropriate procedures.

VII. In relation to myself as a professional, I will:

- Base my work on contemporary perspectives on research, theory, content knowledge, high-quality early childhood practices and my understandings of the children and families with whom I work.

- Regard myself as a learner who undertakes reflection, critical self-study, continuing professional development and engages with contemporary theory and practice.
- Seek and build collaborative professional relationships.
- Acknowledge the power dimensions within professional relationships.
- Act in ways that advance the interests and standing of my profession.
- Work within the limits of my professional role and avoid misrepresentation of my professional competence and qualifications.
- Mentor other early childhood professionals and students.
- Advocate in relation to issues that impact on my profession and on young children and their families.
- Encourage qualities and practices of leadership within the early childhood profession.

VIII. In relation to the conduct of research, I will:

- Recognise that research includes my routine documentation and investigations of children's learning and development, as well as more formal research projects undertaken with and by external bodies.
- Be responsive to children's participation in research, negotiating their involvement taking account of matters such as safety, fatigue, privacy and their interest.
- Support research to strengthen and expand the knowledge base of early childhood, and where possible, initiate, contribute to, facilitate and disseminate such research.
- Make every effort to understand the purpose and value of proposed research projects and make informed decisions as to the participation of colleagues, children, families, communities and myself.
- Ensure research in which I am involved meets standard ethical procedures including informed consent, opportunity to withdraw and confidentiality.
- Ensure that images of children and other data are only collected with informed consent and are stored and utilised according to legislative and policy requirements.
- Represent the findings of all research accurately.

Section 2 – Service Information

Hours of Operation

Club House Boot Camp opens for vacation care at 6:45am and closes each day at 6:00pm. We are open during school terms, and closed during school holidays and all Public Holidays.

Licensed Number of Places

Club House Boot Camp is licensed for 60 children, age's range from 5 years old to 12 years old.

Assessment and Rating

The Club House Boot Camp has not yet been rated for these services under the national assessment and rating process.

Systems are successfully in place to ensure that high standards are maintained and we have an active Quality Improvement Plan, which we encourage all stakeholders to be involved in.

Guidelines for Visitors to the Service

- All visitors are to sign in on arrival and out on departure in the visitor's register located in the Sign in/out area within the room. This will ensure the safety of these persons in the event of an evacuation.
- No visitor is to be left alone with any child or children at any time.
- No visitor is to be responsible for the supervision or welfare of any child or children whilst on the premises.

Programming for Children

The Educators will carry out observations on children as individuals and in small group situations. Observations will be based on children's needs, emerging skills, and interests. Children can extend their skills in a way that is enjoyable, interesting and therefore more likely to ignite a passion for learning.

Observations will be documented in accordance with My Time, Our Place Framework, where experiences are both programmed and spontaneous. Resources will be available for children to use, whilst Educators support children as they investigate, discover and grow.

Programs will be documented and displayed within the Service, allowing families and visitors to review and provide input into the program. Educators are available to discuss children's development with parents. Feedback is taken into consideration when reflecting and planning extension on the interest and or skill that each child has shown.

My Time Our Place

In school age care settings educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship.

The Framework conveys high expectations for all children's play and leisure activities. It communicates these expectations through the following five Outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

The Framework provides broad direction for school age care educators in settings to facilitate children's play, leisure and learning. It guides educators in their program decision-making and assists in planning, implementing and evaluating quality in school age care settings. It also underpins the implementation of more specific experiences relevant to each local community and school age care setting.

The Framework is designed to inspire conversations, improve communication and provide a common language about children's play, leisure and learning among children themselves, their families, the broader community, school age care educators and other professionals.

Enrolment

- Enrolment is made upon availability and in conjunction with government guidelines for priority of placement.
- Families are required to pay a one time administration fee of $25.
- No bond fee is required.
- Fees are to remain payed in advance of one week for your child's position within the Service to be ongoing.
- Upon enquiry you will receive information from either the coordinator or manager on our Service and how to proceed to enrol.
- The Nominated Supervisor or Educator will take you on a tour of the service and explain the programs and routines, as well as answer any questions you may have.
- You must stay with your child for orientation to ensure educator-child ratios are maintained.

Orientation

- Orientation is a chance for you and your child to get to know the educators and the Service, it is an opportunity to participate within the Service routine and become familiar with the surroundings.
- Orientation is available throughout the year and we suggest that each child attends the Service attends an orientation tour. This is an excellent opportunity for your child to get to know the Educators, the surroundings, the routine and children. It is also a great opportunity to ask any questions that you may have and share information about your child with their educators. This is the beginning of a successful and meaningful connection between the Service and home. You will need to stay with your child during these visits, to assist educators in meeting the regulations governing educator-child ratios.

Fees for the Service

Club House Boot Camp aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Club House Boot Camp Service ensures the confidentiality and privacy of all personal information provided to Club House Boot Camp about the enrolled child and family.

The fee structure of the Club House Boot Camp Service includes:

Enrolment Fee and Bond Payment

- An enrolment fee of $25 is charged upon confirmation of enrolment.
- There is no bond collected by our Service.

General Fees

- Fees are charged for each session of Before School Care $35, After School Care $43 and Vacation Care programs $97.
- Fees payable by families vary depending on the amount of Child Care Subsidy (CCS) rebate each family receives.
- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement).
- Families are required to pay the balance between the fee charged and the subsidy amount- the 'gap' amount.
- Fees must be kept in advance of a child's attendance.
- A dated receipt will be provided for each payment via the parents Owna appl under Invoices/Statements.
- Fees are to be paid weekly through a direct debit system.
- Fees are payable in advance for every session that a child is enrolled at Club House Boot Camp. The Service may be closed due to periods of local emergency such as

bushfire or flood or pandemic. During such time attendances are kept in the system and the Gap fee is waived under the directive of the Department, DESE. There will be no costs to the families during these times.HERE

• Fees are charged for full sessions only (regardless of the actual attendance hours any day).

• Families are requested to contact the Service if their child is unable to attend a particular session.

• Casual days are offered to families providing there are spaces available within Club House Boot Camp's license.

Child Care Subsidy (CCS)

• Parents/guardians are required to register for CCS through their myGOV account linked to Centrelink and provide supporting documentation.

• There are basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy.

The child must:

- be a 'Family Tax Benefit child' or 'regular care child' and
- be 13 or under and not attending secondary school and
- meet immunisation requirements

The person claiming the Child Care Subsidy or their partner must:

- meet residency requirements and
- be liable to pay for care provided under a Complying Written Arrangement (their written agreement)
- with their childcare provider
- childcare must be provided by an approved provider

• Families level of Child Care Subsidy will be determined by:

- Combined family income
- Activity test of parents

- Type of early learning and childcare Service.

- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account.
- Families must regularly check their details are correct and report a change in circumstance to Centrelink- (family income, activity levels, relationship changes or any other changes to their circumstances).
- Any disputes with CCS payments is the responsibility of the family.

Payment of fees

- Authority to pay via direct debit is given by the Declaration of consent when enrolling each child at the Service.
- The direct debit is processed with Fat Zebra direct debit system via Owna, childcare management system.
- Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements.BMIT SERVICE TITLE HERE

- A dishonour fee of $2.50 will apply for direct debit transactions where there are insufficient funds to cover the fees.
- Families who do not enter payment details are required to pay the FULL fee of all scheduled attendances. Note, this payment is required to be paid 7 days before the first day of attendance.
    - ➢ Bookings are NOT confirmed until payment details are loaded in the system or full payment has been received.
    - ➢ CCS will be credited to the family account if it hasn't been applied at the time of payment.

Absences & Make up days

- Families are requested to contact the Service if their child is unable to attend a particular session • Families must still pay the 'gap' fee to the Service if their child is unable to attend if less than 24 hours notice is received.
- Make up days are available during the same holiday period if vacancies permit. No more than 4 make up days in any one holiday period.
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances. (See Child Care Subsidy Handbook). During the COVID-19

pandemic this has been extended to 62 days.

• Allowable absences can be taken for any reason, including public holidays and when children are sick.

• Records will be kept by the Service for each absence.

● Families can view their absence count through their Centrelink online account via myGov. ● In a period of local emergency, such as bushfire or pandemic, and our Service is temporarily shut down on public health advice, families may be provided with additional absence days as per Family Assistance Law legislation.

Failure to Pay

- If a family fails to pay the required fees on time, a reminder email will be issued immediately.
- A follow up text message will be sent the following day.
- A child's position will be terminated if payment has not been made in response to this communication.
- At this time the Club House Boot Camp Service will initiate its debt collection process, following privacy and conditional requirements.
- In the event where your overdue account is referred to our collection agency and/or Law Firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including commission on collection of the additional costs and also including legal demand costs.

Financial Difficulties

• If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider.

• Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship. ACCS provides extra assistance for up to 13 weeks.

SUBMIT SERVICE TITLE HERE

Late pick up Fees

- Club House Boot Camp is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- It is unacceptable to pick children up late from the Club House Boot Camp Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of $15.00 per 10 minutes block or part thereof will be incurred by the family after 5:45pm for vacation care and after 6pm for OSHC.
- Late fees will be automatically added to the family's account.
- A review of the child's enrolment will occur where families are consistently late with fee payment.

Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families.

Cancellation Policy

- Parents are to provide 24 hours written notice of their intention to cancel their child's enrolled day. • If families do not attend their first or last enrolled day, Centrelink will not pay their Child Care Subsidy, resulting in the payment of full fees to be charged.

Responsibility of Management

The Nominated Supervisor is responsible for:

- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolment information of includes the parent/guardian's Customer Reference Number (CRN) and date of birth and the child's

CRN and date of birth

- providing families with regular statement of fees payable
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- discussing fee payment with families if required

Section 3 – Service Policies

Acceptance and Refusal of Authorisations Policy

Under the National Law and National Regulations, early childhood services are required to obtain written authorisation from parents/guardians for some circumstances, to ensure that the health, safety, wellbeing, and best interests of the child are met and upheld. An authorisation is given where a person who has legal responsibility for a child gives permission to another person to do something or to make a decision on that person's behalf. Authorisations are usually authenticated by a signature - either in written form or as an electronic signature. All authorisations and refusals are to be kept in the child's enrolment record.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
92	Medication record
93	Administration of medication
94	Exception to authorisation requirement- anaphylaxis or asthma emergency
96	Self-administration of medication
99	Children leaving the education and care service
102	Authorisation for excursions
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider
161	Authorisation to be kept in enrolment record

168	Education and care services must have policies and procedures
170	Policies and procedures must be followed

PURPOSE

To ensure that all educators, staff and volunteers of Clubhouse bootcamp are consistent in how authorisations are managed and what constitutes a correct authorisation and what does not, which consequently may lead to a refusal. Decisions around refusing an authorisation will be made on a case by case basis by the service in discussion with the Nominated Supervisor, Police or other authorities.

SCOPE

This policy applies to families, staff, management volunteers and visitors of Clubhouse bootcamp

IMPLEMENTATION

Clubhouse bootcamp will ensure we comply with the current Education and Care Services National Regulations, which require parent or guardian written authorisation to be provided in matters including:

- Administration of medication to children
- Self-administration of medication
- Administration of medical treatment, dental treatment, and general first aid treatment.
- Emergency Ambulance transportation
- Transportation- including regular outings and regular transportation

- Excursions including regular outing
- Incursion attendance
- Taking of photographs by people other than educators
- Water based activities
- Enrolment of children, including providing details of persons nominated to authorise consent for medical treatment, to collect children from the service, or trips outside the service premises
- Children leaving the premises in the care of someone other than a parent or guardian
- Children having access to the internet and/or an email account

MANAGEMENT WILL ENSURE THAT:

- the *Acceptance and Refusal Authorisation Policy* is reviewed and maintained by Clubhouse bootcamp management and adhered to at all times by educators/teachers and staff
- all staff understand circumstances that may lead to refusal of an authorisation
- all staff follow the policies and procedures of Clubhouse bootcamp
- all parents/guardians have completed the authorised person's section of their child's enrolment form including authorised nominees (refer to *Enrolment Policy*), and that the form is signed and dated before the child commences at Clubhouse bootcamp
- permission forms for excursions are provided to the parent/guardian or authorised nominee prior to the excursion (refer to *Excursion Policy* and *Safe Transportation Policy*)
- parent/guardians are provided with a copy of relevant policies for Clubhouse bootcamp or are aware of how they can be accessed
- attendance records are maintained for all children attending Clubhouse bootcamp
- a written record of all visitors to the Service, including time of arrival and departure and reasons for visit is documented

- where a child requires medication to be administered by educators/staff, that an *Administration of Medication Record* is completed, and authorisation provided by the parent/guardian or authorised nominee and included with the child's record (Refer to *Administration of Medication Policy*).
- where a child over preschool age, and is authorised by the parent or guardian to self-administer medication, this is recorded in the Medication Record
- educators/staff do not administer medication without the written authorisation of parent/guardian or authorised nominee named in the enrolment record as authorised to consent to the medical treatment of the child, except in the case of an emergency, including an asthma or anaphylaxis emergency (refer to *Administration of Medication Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Asthma Management Policy, Anaphylaxis Management Policy, Diabetes Management Policy, and Epilepsy Management Policy)*
- educators and staff only allow a child to participate in regular outings and regular transportation with the written authorisation of a parent/guardian or authorised nominee name in the child's enrolment record
- educators and staff allow a child to participate in excursions only when the written authorisation of a parent/guardian or authorised nominee named in the child's enrolment record is received and documented
- educators/staff allow a child to depart the Service only with:
    - a person who is the parent/guardian or authorised nominee named in the child's enrolment record; or
    - with a person authorised by a parent or authorised nominee; or
    - leaves in accordance with the written authorisation of the parent; or authorised nominee; or
    - is taken on an excursion; or
    - in the case of a medical emergency or another emergency (Refer to *Arrival and Departure Policy* and *Emergency Evacuation Policy*).
- there are procedures in place if an inappropriate person, or a person who does not appear to be fit to take care of the child attempts to collect the child from Clubhouse

bootcamp or poses a risk to the safety of children or staff (refer to *Arrival and Departure Policy*).

A NOMINATED SUPERVISOR / RESPONSIBLE PERSON WILL:

- follow the policies and procedures of the Service
- ensure documentation relating to authorisations contains:
    - o the name of the child enrolled in Clubhouse bootcamp
    - o date
    - o signature of the child's parent/guardian and authorised nominee as named on the enrolment form
- keep all authorisations relating to children in their enrolment record
- exercise the right of refusal if written or verbal authorisations do not comply with National Regulations or Child Protection Legislation. If an authorisation is refused by the Service, it is best practice to document:
    - o the details of the authorisation
    - o why the authorisation was refused, and
    - o actions taken by Clubhouse bootcamp. For example: if the service refused an authorised nominee named in the child's enrolment record to collect the child from the service as they were under the influence of alcohol, the action taken to ensure that the child was collected (Refer to *Refusal of Authorisation Record*).
- waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. In accordance with National Regulations (R.93) the Service can administer medication in these circumstances without authorisation. If these situations occur Management will be required to contact the parent/guardian as soon as practicable after the medication has been administered and emergency services. Notification to the Regulatory Authority is required within 24 hours of a serious incident

- ensure that medication is not administered to a child or self-administered by a child without the authorisation of a parent/guardian or authorised person, except in the case of an emergency, including and asthma or anaphylaxis emergency (refer to *Administration of Medication Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Management of Asthma Policy, Management of Anaphylaxis Policy).*
- consult with parents/guardians and the child's health practitioner to determine the circumstances that the child could self-administer their medication as per their ASCIA Action Plan for Anaphylaxis or Asthma Foundation Action Plan for Asthma
- **determine where self-administered medication should be stored by the service (asthma, anaphylaxis or diabetes medication must be stored in an easily accessible location)**
- **Parents are required to bring their child's Epi-pen or Asthma medication in order for their child to attend the service.**
- ensure a child only departs from Clubhouse bootcamp with:
    - a person who is the parent/guardian or authorised nominee named in the child's enrolment record; or
    - with a person authorised by a parent or authorised nominee; or
    - leaves in accordance with the written authorisation of the parent; or authorised nominee; or
    - is taken on an excursion; or
    - in the case of a medical emergency or another emergency (Refer to *Arrival and Departure Policy* and *Emergency Evacuation Policy*).
- ensure a child is not taken outside the Service premises on an excursion except with the written authorisation of a parent/guardian or authorised person
- inform the family and Approved Provider when a written authorisation does not meet the requirements outlined in the Service's policies.

EDUCATORS WILL:

- follow the policies and procedures of Clubhouse bootcamp
- ensure that written authorisation is provided by the parent or other person named in the child's enrolment record for a regular outing or regular transportation
- ensure that parents/guardians sign and date permission forms for excursions prior to the excursion being implemented
- allow a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised nominee
- check that parents/guardians or an authorised nominee sign the attendance record as their child arrives and departs Clubhouse bootcamp
- administer medication only with the written authorisation of a parent/guardian or authorised nominee as per the *Administration of Medication Record*, except in the case of an emergency, including an asthma, anaphylaxis emergency
- allow a child over pre-school age to self-administer medication under the following circumstances:
    - a parent or guardian provides written authorisation with consent on the child's enrolment form - administration of medication.
    - medication is stored safely by an educator, who will provide it to the child when required
    - supervision is provided by an educator whilst the child is self-administering.
    - a recording is made in the medication record for the child that the medication has been self-administered
- allow a child to depart from the Service only with:
    - with a person authorised by a parent or authorised nominee; or
    - leaves in accordance with the written authorisation of the parent; or authorised nominee; or
    - is taken on an excursion; or
    - in the case of a medical emergency or another emergency (Refer to *Arrival and Departure Policy* and *Emergency Evacuation Policy*).

- follow procedures if an inappropriate person attempts to collect a child from the Service and poses a risk to the safety of the children and staff (for example, an intoxicated person).
- inform the Approved Provider when a written authorisation does not meet the requirements outlined in Service's policies.

FAMILIES WILL:

- read and comply with the policies and procedures of Clubhouse bootcamp
- complete and sign the authorised nominee section of their child's enrolment form before their child commences at the Service
- ensure that changes to nominated authorised persons are provided to the Service in a timely manner
- advise nominated authorised persons that they will require photo identification (such as a driver's licence) in order to collect their child from Clubhouse bootcamp
- sign and date permission forms for regular transportation and regular outings
- sign and date permission forms for excursions
- sign the attendance record as their child arrives and departs from the Service
- provide written authorisation on the *Administration of Medication Form* when their child requires medication to be administered by educators/staff, including signing and dating it for inclusion in the child's medication records
- provide a Medical Management Plan or Action Plan from their child's health practitioner regarding circumstances by which the child could self-administer their medication (eg: Asthma inhaler)

AUTHORISATION REQUIREMENTS

Authorisation documents are required for the following situations and must have details recorded as specified:

Administration of Medication	• Name of the child • *Administration of Medication Record* is signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication • Authorisation is provided by a parent or guardian for the child to self-administer medication as per their Action Plan • Name of the medication to be administered • Clearly indicate the time and date the medication is to be administered • Dosage of the medication to be administered • Method of dosage (eg: oral or inhaled) • Whether the medication is to be self-administered (asthma, diabetes) • Period of authorisation (actual days and dates: from and to). • Date the authorisation is signed • Medication must be in its original container and bearing the correct child's name • Medication is not past its expiry or use-by date • Medication is administered in accordance with any instructions attached to the medication or provided by a registered medical practitioner • A second person checks the signed *Administration of Medication Record,* checks the dosage of the medication, and witnesses its administration • The educator administering medication and witness must write their full name and sign the medication record • Details of the administration must be recorded in the medication record • Supervision is provided by an educator whilst a child is self-administering medication • A recording is made in the medication record for the child that the medication has been self-administered

Medical treatment of the child including transportation by an ambulance service (Included and authorised initially as part of the child's enrolment record):	• Name of the child • Authorisation to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service • Authorisation for the transportation of the child by an ambulance service • Name, address and telephone number of the child's registered medical practitioner or medical service • Child's Medicare number • Name of the parent or guardian providing authorisation • Relationship to the child

Emergency Medical Treatment (included and authorised initially as part of the child's enrolment record or as updates during enrolment):	• Clubhouse bootcamp is able to seek emergency medical assistance for a child as required (i.e. medical practitioner, ambulance or hospital) without seeking further authorisation from a parent or guardian in the case of an emergency, including for emergencies relating to medical conditions noted on the enrolment form.

Collection of Children (included and authorised initially as part of the child's enrolment record or as updated during enrolment):	• Name of the child • Name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing authorisation • Name of the person/s authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises • State relationship to the child of the persons authorised to collect the child from the premises • Signature of the person providing authorisation and date of authorisation

Transportation (other than as part of an excursion)	If the transportation is 'regular transportation' the authorisation is only required to be obtained once in a 12-month period • Name of the child • the reason the child is to be transported • if the authorisation is for regular transportation, a description of when the child is to be transported and the date the child is to be transported • a description of the proposed pick-up location and destination • the means of transport • the period of time during which the child is to be transported • the anticipated number of children likely to be transported • the anticipated number of staff members and any other adults who will accompany and supervise the children during the transportation • any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported • that a risk assessment has been prepared and is available at the education and care service • that written policies and procedures for transporting children are available at the education and care service

Excursions	• Name of the child • Date of the excursion • Reason for the excursion • Proposed destination for the excursion • Method of transport to be used • Route to be taken to and from the excursion • Period of time away from premise- include time leaving premise and time returning to premise • Proposed activities to be undertaken by the child during the excursion • Anticipated number of children likely to be attending the excursion • Ratio of educators attending the excursion to the number of children attending the excursion • Number of staff members and any other adults who will accompany and supervise the children on the excursion (including parents, students, volunteers) • Statement that a risk assessment has been prepared and is available at the service • Name of the parent or guardian-providing authorisation • Relationship to the child • Signature of the person providing authorisation and date of authorisation • Details of any water hazards and risks associated with water-based activities (to be included in risk assessment). • Items that should be taken on the excursion

Confirmation of Authorisation	• All authorisation forms received (including the initial enrolment form) are to be checked for completion • All authorisations (excluding the initial enrolment form) are checked to ensure that the authoriser (name and signature) is the nominated parent or guardian a person named on the enrolment form as having authority to authorise • If incomplete or inappropriately signed, the authorisation form should be returned to the parent or guardian for correction • Children will be suspended from any activity requiring authorisation until the appropriate form has been correctly completed and signed

Child Safe Standards 2022	**As of the 1st July, 2022 the new Victoria Child Safe Standards will be introduced at Clubhouse bootcamp. These will be discussed with all staff during team meetings and any new information will be forwarded on immediately.** • **Child Safe Standard 1 – Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.** • **Child Safe Standard 2 – Child Safety and wellbeing is embedded in organisations leadership, governance and culture.** • **Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.** • **Child Safety Standard 4 – Families and communities are informed and involved in promoting child safety and wellbeing.** • **Child Safe Standard 5 – Equity is upheld and diverse needs respected in policy and practice.** • **Child Safety Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.** • **Child Safe Standard 7 – Processes for complaints and concerns are child focused.** • **Child Safe Standard 8 – Staff and volunteers are equipped with the knowledge, skills and awareness to keep young children and young people safe through ongoing education and training.** • **Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.** • **Child Safe Standard 10 – Implements of the Child Safe Standards is regularly reviewed and improved.** • **Child Safe Standard 11 – Policies and procedures documented how the organisation is safe for children and young people.**

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2018).

Education and Care Services National Regulations. (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2017). (Amended 2020).

Revised National Quality Standard. (2018).

Policy Effective From	JANUARY 2021	Next Review Date	JANUARY 2022
POLICY REVIEWED	FEBRUARY 2022	NEXT REVIEW DATE	FEBRUARY 2023
POLICY REVIEWED	JUNE 2022 Updated Child Safe Standards added to Acceptance and Refusal Policy	NEXT REVIEW DATE	JUNE 2023
POLICY REVIEWED	MAY 23, 2023	NEXT REVIEW DATE	MAY 24, 2023

Additional Needs Policy

Educators will ensure that all children are treated equally and fairly and that each child will have the opportunity to grow and develop to their potential.

- Educators will treat all children equally and fairly regardless of perceived differences
- Educators will act as advocates for children's rights
- Educators will program activities to suit individual needs, strengths and interests
- All children will have the opportunity to explore differences within their play in a non-threatening way in order for them to become more comfortable with and aware of, diversity
- Children are encouraged to treat all peers equally and fairly
- Educators will act as role models by displaying appropriate behaviour and language
- Children and Educators will discuss feelings of others and how we can make people feel happy and appreciated rather than sad, etc.
- No information regarding a child will be given out to a person who is not that child's parent or person responsible for the child without parent/guardians permission
- Educators will liaise with parents regarding their child's strengths and needs and will work with the parent to ensure the best care possible for the child
- Educators will work with other professionals who play a role in supporting the child's development
- Educators will not judge or compare a child's development with another
- All children will be treated as individuals
- The physical environment will be set out so it suitable for all persons regardless of mobility
- Educators will seek specific professional intervention and training to support a child in our care.

This policy has been made in conjunction with the Education and Care Services National Regulations and KU Children's Services Inclusion Support Agency

Date policy was last updated or revised: November 2026

Administration of Medication Policy

To ensure the health and safety of the children the following guidelines will be adhered to:

For a child to be administered medication a medication form must be filled in by the parent or person responsible for the child, with assistance from an Educator, with the following details:

- The Name of the child
- The Name of the medication
- The date, time and dosage required
- The time the last dose was given
- The name and signature of the person authorising the medication to be given

- The medication must be in its original container with the original label detailing the child's name, the expiry date and dosage. If any of the details are missing or incorrect the medication will not be given to the child and we will attempt to contact you to make alternative arrangements.

- If medication is required in an emergency we will make every attempt to contact you for consent before it is given. If we are unable to contact you the Director or Nominated Supervisor will make the decision regarding administration of the medication.

- The Educator giving the medication must be a primary contact Educator and must have another Educator witness the dosage and giving of medication to the child.

- Both Educators are required to sign the medication form upon administration.

- An Educator with a current First Aid certificate will administer and witness the administration

- Children will be supervised and monitored whilst taking medication e.g. Nebulisers

Non-Prescription medications will not be given to children unless a doctor's letter stating the following accompanies it:

- Reasons for medication
- Period of time that medication is required, if applicable
- Dosage required

- Any other information detailing the medication and administration
- The doctor's name and signature

- Children on such medication will only be allowed to attend if the Director feels that they are well enough to do so.
-
- Action plans will be required for children with asthma medication and need to be updated every 6 months and/or when the condition or medication changes.

- Medication forms will need to be filled in for asthma medication that is required at a particular time on a particular day. The action plan will be used in case of an emergency. Spare asthma medication is required to be left at the Service for each child with asthma.

It is very important that you advise us on any day that your child attends if they have had medication prior to arriving in case of an emergency. Please do so by writing in the comments section on the sign in sheet.

This policy has been made in conjunction with the Education and Care Services National Regulations

Date policy was last updated or revised: November 2026

MEDICAL RISK MINIMISATION PLAN

CHILD'S NAME:							DOB:		
	Details of medical condition?								
	Does the child need dietary modifications? (If yes, please comment in sections below.)			Y/N	3.	Has a medical management plan been submitted for this condition?			Y/N
4.	RISK: What are the issues or triggers and/or actual/potential situations that could lead to a medical emergency?			STRATEGY: What can be done to reduce these risks? What resources are needed?			WHO: Who needs to be included in the process? Why?		
5.	Dietary Modification: Unsafe foods & meals: (If applicable)								
6.	Safe foods & meals: (If applicable)								

All relevant staff members have been made aware of this plan and understand the risk, plan to minimise the risk and how to respond if a risk has been detected.

Lead Educator Name		Date	
Lead Educator Signature			
Parent/Guardian's Name		Date	
Parent/Guardian's Signature			
Nominated Supervisor Name		Date	
Nominated Supervisor Signature			

ADMINISTRATION OF FIRST AID POLICY

First aid can save lives and prevent minor injuries or illnesses from becoming major. The ability to provide prompt basic first aid is particularly important in the context of an out of school hours service where Educators have a duty of care and obligation to assist children who are injured, become ill, or require support with administration of medication.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	

12	Meaning of serious incident
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
89	First aid kits
97	Emergency and evacuation procedures
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
174	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain information to Regulatory Authority

RELATED POLICIES

Administration of Medication Policy
Anaphylaxis Management Policy
Asthma Management Policy
Diabetes Management Policy
Epilepsy Policy
Family Communication Policy
Health and Safety Policy
Incident, Illness, Accident and Trauma Policy
Responsible Person Policy
Supervision Policy
Work Health and Safety Policy

PURPOSE

Club House Boot Camp has a duty of care to provide and protect the health and safety of children, families, educators, and visitors of the Service. This policy aims to support educators to:

- Preserve life
  - Ensure that ill or injured persons are stabilised and comforted until medical assistance intervenes
- Monitor ill or injured persons in the recovery stage

- Apply additional first aid tactics if the condition does not improve
- Ensure the environment is safe and other people are not in danger of becoming ill or injured.

SCOPE

This policy applies to children, families, staff, management, and visitors of the Service

IMPLEMENTATION

First aid is the emergency aid or treatment given to persons suffering illness or injury following an accident and prior to obtaining professional medical services if required. It includes emergency treatment, maintenance of records, dressing of minor injuries, recognition and reporting of health hazards, and participation in safety programs. Legislation that governs the operation of approved children's services is based on the health, safety and welfare of children, and requires that children are protected from hazards and harm.

MANAGEMENT IS RESPONSIBLE FOR:

- Taking every reasonable precaution to protect children at the Service from harm and/or hazards that can cause injury.
- Ensuring that at least one educator is in attendance at all times with current approved first aid qualifications and is immediately available at all times that children are being educated and cared for by the Service. This can be the same person who has anaphylaxis management training and emergency asthma management training.
- Appointing a nominated first aid officer.
- Ensuring a risk assessment is conducted prior to an excursion to identify risks to health, safety, or wellbeing and specifying how these risks will be managed and minimised.
- Ensuring that first aid training details are recorded and kept up to date on each staff member's record.
- Ensuring there is an induction process for all new staff, including casual and relief staff, that includes providing information on the location of first aid kits and specific first aid requirements and individual children's allergies.
- Ensuring that parents are notified when practicable or within 24 hours if their child is involved in an incident, injury, trauma or illness at the Service and that details are recorded on the Incident, Injury, *Trauma and Illness* Record.
- Ensuring the Regulatory Authorities are notified within 24 hours if a child is involved in a serious incident, injury, trauma or illness at the Service.
- Ensuring that staff members are offered support and debriefing subsequent to a serious incident requiring the administration of first aid.
- Ensuring a resuscitation flow chart is displayed in a prominent position in the indoor and outdoor environments of the Service.
- Keeping up to date with any changes in procedures for administration of first aid and ensuring that all educators are informed of these changes.

A NOMINATED SUPERVISOR/ RESPONSIBLE PERSON WILL:

- Maintain a current approved first aid qualification.
- Support staff when dealing with a serious incident and/or trauma.
- Provide and maintain an appropriate number of up-to-date, fully-equipped first aid kits that meet Australian Standards.
- Provide and maintain a transportable first aid kit that can be taken to excursions and other activities.
- Monitor the contents of all first aid kits and arrange replacement of stock, including when the use-by date has been reached.
- Dispose of out-of-date materials and supplies appropriately.
- Ensure safety signs showing the location of first aid kits are clearly displayed.
- Ensure that all educators approved first aid qualifications, anaphylaxis management training and emergency asthma management training are current and meet the requirements of the National Act and National Regulations and are approved by ACECQA.
- Provide training for the administration of an auto-injector device annually and document on staff files.
- Keep up to date with any changes in the procedures for the administration of first aid.
- Contact families immediately if a child has had a head injury whilst at the Service.
- Ensure that appropriate documentation is being recorded by the Nominated Supervisor / Responsible Person regarding incidents, injury, trauma, and illnesses and the administration of first aid. Documentation of the following must be recorded;
    - Name and age of the child
    - Circumstances leading to the incident, injury, trauma, or illness (including any symptoms) - Time and date
    - Details of action taken by the service including any medication administered, first aid provided or
    - Medical personnel contacted
    - Details of any witnesses
    - Names of any person the service notified or attempted to notify, and the time and date of this
    - Signature of the person making the entry, and time and date of this.

EDUCATORS WILL:

- Implement appropriate first aid procedures when necessary.
- Maintain current approved first aid qualifications, and qualifications in anaphylaxis management and emergency asthma management as required.
- Practice CPR and administration of an auto-injector device annually.
- Ensure that all children are adequately supervised while providing first aid and comfort for a child involved in an incident or suffering trauma.
- Ensure that the details of any incident requiring the administration of first aid are recorded on the Incident, Injury, Trauma and Illness Record accurately.

- Conduct a risk assessment prior to an excursion to identify risks to health, safety, or wellbeing and specifying how these risks will be managed and minimised.

PARENTS WILL:

- Sign Service records of accidents or injuries that have occurred, acknowledging they have been made aware of the incident and the first aid that treatment that was given to the child.
- Provide the required information for the Service's medication record.
- Provide written consent (via the enrolment record) for service staff to administer first aid and call an ambulance if required.
- Be contactable, either directly or through emergency contacts listed on the child's enrolment record.

FIRST AID KIT:

The Approved Provider of the Service will ensure that first aid kits are kept in accordance with National Education and Care Service Regulations.

ALL FIRST AID KITS AT THE SERVICE MUST:

- Be suitably equipped.
- Not be locked.
- Not contain paracetamol.
- Be suitable for the number of employees and children and sufficient for the immediate treatment of injuries at the Service.
- Be easily accessible to staff and educators.
- Be constructed of resistant material, be dustproof and of sufficient size to adequately store the required contents.
- Be capable of being sealed and preferably be fitted with a carrying handle as well as have internal compartments.
- Contain a list of the contents of the kit.
- Be regularly checked using the First Aid Kit Checklist to ensure the contents are as listed and have not degraded or expired.
- Have a white cross on a green background with the words 'First Aid' prominently displayed on the outside.
- Be easily recognisable.
- Be easy to access and if applicable, located where there is a risk of injury occurring.
- Include emergency telephone numbers, and location of the nearest first aid trained educators
- Display a photograph of the first aid trained educators along with contact details to assist in the identification process.
- Be stocked with precautionary items such as sunscreen and water if using outdoors.
- Be taken on excursions.

- Be maintained in proper condition and the contents restocked as required.

Our First Aid delegated individual responsible for maintaining all First Aid kits at the Service is:

FIRST AID OFFICER
Name: _____ Role: _____
Number of First Aid Kits Responsible for at the Service: _____
Additional First Aid Officer: _____

These individuals are responsible for conducting and maintaining each first aid kit by complying with the First Aid Checklist, certifying each kit has the required quantities, items are within their expiry dates, and sterile products are sealed. This will occur after each use or if unused, at least annually.

Individuals along with the Nominated Supervisor will also consider whether the first aid kits and components are appropriate and effective for the Service's hazards and the injuries that have occurred. If the kit requires additional resources, these individuals will advise and follow up with the Nominated Supervisor.

- Our Service will display a well-recognised, standardised first aid sign to assist in easily locating first aid kits. Signage will comply with AS 1319:1994 – Safety Signs for the Occupational Environment.

FIRST AID KIT CHECKLIST:

Our Service will use the Checklist in Safe Work Australia's First Aid in the Workplace Code of Practice as a guide to what to include in our First Aid Kit.
https://www.safeworkaustralia.gov.au/doc/model-code-practice-first-aid-workplace

We will determine the need for additional items to those in the checklist, or whether some items are unnecessary, after analysing the number of children at our Service and what injuries children or adults may incur. We will review our incident, injury, trauma and illness records to assist us in making an informed decision about what to include.
For further advice on first aid in the workplace, refer to the following website for state and territory specifications.
https://www.safeworkaustralia.gov.au/first-aid

SOURCE:

Australian Children's Education & Care Quality Authority. (2014).

Early Childhood Australia Code of Ethics. (2016).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Standard. (2017).

Revised National Quality Standard. (2018).

Safe Work Australia First Aid in the Workplace Code of Practice: https://www.safeworkaustralia.gov.au/doc/model-code-practice-first-aid-workplace

Safe Work Australia Legislative Fact Sheets First Aiders: https://www.safeworkaustralia.gov.au/firstaid

REVIEW

POLICY REVIEWED	November 2026	NEXT REVIEW DATE	November 2027
MODIFICATIONS	Updated to meet the National Law and/or National Regulations in respect of a serious incidents and notification purposes. Updated to include revised National Quality Standard		
POLICY REVIEWED	November 2026	NEXT REVIEW DATE	November 2027
MODIFICATIONS	Minor grammatical changes made to content. (Not critical to it's delivery)		
POLICY REVIEWED	November 2026	NEXT REVIEW DATE	November 2027
MODIFICATIONS	• Sources checked for currency – removed if obsolete. • URLs added. • Sources/references alphabetised. • Minor formatting for consistency throughout policy. • 'Related policies'		

	alphabetised.		
MODIFICATIONS	May 2022		

Anti-Bias and Inclusion Policy

An anti-bias environment helps all children to feel safe, respected, important and valued. Such an environment will be developed through ensuring that:

- All people regardless of perceived differences are treated equally, fairly and with respect.
- Children are assisted and encouraged to use appropriate assertive language.
- Children will be made aware, through group discussions of feelings and consequences of negative actions, of the feelings of others.
- Children will be assisted in understanding differences through their play and formal learning times.
- Educators will role model appropriate behaviour.
- Activities will be planned and presented in an anti –bias manner.
- Educators will act as advocates for children's rights.
- All children will be encouraged to play and participate in all activities regardless of gender.
- The program will include experiences that allow the children to investigate their own sense of identity and the identity of others
- Children will be given the opportunity and support to interact in relation to others with care, empathy and respect.
- Educators recognise that family structures can be different and varied. The Service will not be prejudice against any family and value all members input.
- Educators recognise interrelations among individual, familial and contextual factors in different family structures and respond to each uniquely and sensitively
- Educators recognised that the family is each child's first teacher and will support their beliefs and goals.

- Educators will be considerate to cultural differences and beliefs and offer support to any family that requires it.

This policy has been made in conjunction with the Education and Care Services National Regulations, The Rights of a Child-Amnesty International and The Code of Ethics-Early Childhood Australia. The Early Years Learning Framework for Australia

Date policy was last updated or revised: November 2026

Arrival and Departure of Children Policy

Guidelines for delivery and collection of your child are put in place for the safety and wellbeing of your child.

- All children need to be signed in. The time and signature is needed. Please also advise us who will be collecting your child. In the afternoon, an Educator will sign your child in when they attend after school finishes.

- Sign in sheets are to be used in the case of an emergency to account for all children

- Children are to be sighted by an Educator before the parent or person responsible for the child leaves.

- A child's medication needs or any other information should be passed on to one of your child's Educators by the person delivering the child.

- Parents are to advise their child's Educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to the Nominated Supervisor as an authorised contact for the child. Photo ID will need to be sighted by a Primary Contact Educator.

- In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.

- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the Service and arrange an alternative person to pick up the child. The parent or person responsible for the child will be asked their password and/or driver's license number before this contact will be authorised. An Educator will witness the phone call. This contact will then need to be authorised in writing to the Service.

- No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service.

- Children will need to be signed out on the same sheet as they were signed in
- Please arrive to collect your child by 5.30pm. This allows you time to speak to the Educator and ensure that we are all off the premises by 5.45pm as stated on our license.

- Basic information regarding the child's day will be listed on the sign in/out sheet

- In the case of a particular person being denied access to a child the Service requires a written notice from a Court of Law. Educators will attempt to prevent that person from entering the Service and taking the child from the Service, however the safety of the Educator is also important and they will not be expected to physically prevent any person from leaving the Service. In this case the parent with custody will be contacted along with the local police and Family & Community Services. The court order overrules any requests made by parents to adapt or make changes.

Late collection of Children

- If there are children still present at the Service upon closing, a minimum of 2 Educators must also be present. Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of $15 per 15 minute block will be charged per child (e.g. if you are 5 minutes late you will be charged for a 15 minute block. If you are 20 minutes late you will be charged for two 15-minute blocks, etc.)

- If you know that you are going to be late, please notify the Service and make arrangements for someone else to collect your child. If you have not arrived by 5.40pm you will be contacted. If at 5.50pm we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child by one of them.

- Due to licensing and insurance purposes, if by 6.30pm neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the police station for you to collect. A sign will be displayed at the service notifying you of your child's whereabouts. If this occurs we will be obligated to contact Family & Community Services and inform them of the situation.

This policy has been made in conjunction with the Education and Care Services National Regulations.

Date policy was last updated or revised: November 2026

Bathroom Policy & Procedure

An Educator/s will inspect bathroom facilities before allowing children to enter the area.

Female Bathroom

- Female Staff to inspect all showers and toilets
- If another school group is using the oval, place a public notice in the doorway, to notify OSHC usage ONLY for required time.
- Girls use bathroom whenever required, washing hands with soap and water and drying with paper towel.

Male Bathroom (If male staff is rostered on)

- Male Staff to inspect all showers and toilets
- If another school group is using the oval, place a public notice in the doorway, to notify OSHC usage ONLY for required time.
- Boys use bathroom whenever requried, washing hands with soap and water and drying with paper towel.

Male Bathroom (If only female staff are rostered on)

- Female Staff to knock on male bathroom door.
- In a loud firm voice: "Are there any males in bathroom? Female is about to enter" If there is a reply, wait for person to exit the bathroom.
- If no reply, proceed with the steps listed in the above instructions.

Date policy was last updated or revised: November 2026

Behaviour Guidance Policy

All children will be encouraged to co-operate positively with others. We strive to develop in children self-control and an understanding of the feelings of others.

- Children will be given positive guidance towards acceptable behaviour so they learn what to do instead of what not to do
- Praise will be given freely for positive behaviour
- If a child hurts another child, they will be encouraged to assist the hurt child to feel better, whether that be to apologise or to help hold the ice pack with adult guidance
- The feelings of others will be discussed with the children throughout the curriculum to help children to understand the consequences of their actions
- Children will be encouraged to use their words rather than actions to resolve conflicts
- Positive guidance through redirection will be used by Educators
- In the instance of undesirable behaviour being continually observed, Educators will evaluate their program, room set up, supervision etc. in terms of whether or not these aspects are a cause of such behaviour and if so make appropriate changes in consultation with one another
- Educators will role model appropriate behaviour and language
- 'Time with' an adult will be used when all other strategies (above) have been exhausted without a positive response. 'Time with' allows children time to reflect on their actions, assisting in fostering self-discipline and to acknowledge that there are consequences to actions. 'Time with' will occur under the supervision of other Educators.
- Children will never be physically punished, frightened or humiliated. Parents will be informed if negative behaviour persists
- Educators will consult with industry professionals to support the child within the service and implement techniques within the program to benefit all.

- Educators will implement the Service's Behaviour Management Plan when it is thought that it will benefit the child and their involvement in the Service. Educators will gather and collect as much information as possible to support development of strategies.
- Educators will work with families to develop a strong continuity between the Service and home in our approach

- Educators will be sensitive to any cultural differences that may be contributing to the behaviour

- If necessary and deemed to be a benefit for the child and or family and or service, external support will be encouraged for strategies and approaches to help guide behaviour.

- Whilst we are committed to the care and protection of the children and abide fully by the guidelines set down by the appropriate acts and Department of Education and Care Services, it sometimes becomes necessary to physically re-direct a child who may be causing or about to cause harm to himself or herself, another child or adult. Such incidents can include a child who is kicking, spitting, biting, throwing furniture or toys, punching or hitting. It may also include an incident where children place themselves in a dangerous situation, for example, climbing a fence or hiding under furniture.

- In all of these incidents safety is a priority and this may mean using physical re-direction in which an Educator will actually remove the child from the harmful situation. The Educator will gently physically re-direct or lift the child with both hands under the supervision of another Educator.

- In an instance where this action has been necessary, the child's parent will be informed in writing and a copy kept on file. Where a similar incidence occurs three times the child's parents and Educators will meet to discuss the difficulty.

Date policy was last updated or revised: November 2026

Celebrations Policy

Religious celebrations such as Christmas and Easter will be recognised within the Service and reflected in our programs. At these times we encourage other cultural celebrations that are significant to our families. We aim to embrace any cultural differences so that all children and families may experience and enjoy these special times.

We believe that it is important for children to experience the fantasy that such celebrations create. Other special days such as Mother's Day, Father's Day and Australia Day will also be recognised. We realise that not all families celebrate the above mentioned and respect this ensuring that we cater for this choice.

You are welcome to bring in a birthday cake for your child so that they will be able to share with their friends. Cup Cakes are recommended. Please ensure that you advise us if your child has any allergies or you would prefer they do not eat the cake. If this is the case we may ask you to bring in something special for your child so that they feel part of the celebration.

We encourage that the cakes are store bought so that we can guarantee the suitability of the ingredients. If you would prefer that your child NOT participate in such celebrations please let us know so that we can make alternate arrangements. If this is the case we will respect the rights and feelings of this child and will find something else for them to do so that they do not feel that they are being left out.

The use of candles will be carried out with the children's safety in mind and fully supervised by an adult. The cake (if a full cake rather than cupcakes) will be covered in glad wrap before the blowing out of the candles takes place.

Families are encouraged to share with the Service their own beliefs, values and special celebrations so that we are able to educate children on cultural diversity.

Date policy was last updated or revised: November 2026

Child Protection Policy

The safety and protection of children in our care is our priority. To ensure this occurs our Educators will:

- Implement the Keep Them Safe Legislation.
- All staff to complete the Mandatory Learning eCourse Module. Their certificate of completion is filed with their staff records.
- Undergo a Working with Children Check at employment will be subject to a Clearance Check.
- Act responsibly as mandatory reporters with no limitation in responsibility due to qualifications.
- Undergo Child Protection training and retraining every 18 months.
- Act as advocates for children's rights
- Ensure that a child with protection needs are supported within our care environment and will work with child protection professionals to develop a plan for care and development. Ensure that all children are treated with respect.
- Supervise all children. Work in accordance with the guidelines defined under the Children & Young Persons (Care and Protection Act) 1998.
- Work towards gaining each child's respect and building rapport with all children. Actively listen to children.
- Educate and encourage children to tell someone they trust if someone does something they don't like
- Confidentially document any concerns in writing and file appropriately.
- Support the families with children with specific protection needs through care, observations and programming.
- Notify the appropriate authorities if abuse of any kind is suspected with written evidence of reasons for suspecting.
    - Child Protection *South Division Intake - 1300 655 795
    - Child Protection Helpline 133 627 (mandatory reporters line)
    - Child Protection Helpline general public number: 132 111

Risk of Harm is defined as:

a) The child's or young person's basic physical or psychological needs are not being met or are at risk of not being met.
b) The parents or other caregivers have not arranged and are unable to or unwilling to arrange for the child or young person to receive necessary medical care.
c) The child or young person has been, or is at risk of being, physically or sexually abused or ill-treated
d) The child or young person is living in a household where there have been incidents of domestic violence and, as a consequence, the child or young person is at risk of serious physical or psychological harm
e) Parent or other caregiver has behaved in such a way towards the child or young person that the child or young person has suffered or is at risk of suffering serious psychological harm

To ensure that child protection issues are never compromised, it is a policy of the Service that Educators are not permitted to baby-sit for any families enrolled at the Service.

Local community Services for Families:
Relationships Australia - Child, Parent and Family Counselling 1300 364 277
The Orange Door - 163 Princes Dr, Morwell VIC 3840 1800 319 354
'The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.' The orange door is a hub of all family support services.

Date policy was last updated or revised: November 2026

CLUB HOUSE BOOT CAMP CHILD SAFE ENVIRONMENT 2018

Quality Area 2

PURPOSE

All children have the right to be safe at home, at school and in their childcare service. The provision of safe environments for children is essential to prevent injury and enable them to grow and develop. The management and staff of each Club House Boot Camp have a duty of care to provide safe a child care environment

OVERVIEW

Club House Boot Camp is committed to the provision of a healthy environment in which children can grow and be safe. Educators have an obligation to all children attending the service and are committed to defend their right to care and protection. To support this right and to ensure children's protection, the service complies with the procedures set down under the Children's Protection Act 1993 section 11(1) and (2) when dealing with any allegations of abuse or neglect of children.

RELEVANT LEGISLATION

- *Children (Education and Care Services National Law Application)Act 2012*
- *Education and Care Services National Regulations 2011*

LINKS TO NATIONAL QUALITY STANDARD

- *2.1 Each child's health is promoted*
- *2.3.1 Children are adequately supervised at all times*
- *2.3.2 Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury*
- *2.3.3 Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented*
- *2.3.4 Educators, coordinators and staff members are aware of their roles and responsibilities to respond to every child at risk of abuse or neglect*

RESOURCES

- *Staying Healthy in Childcare – Preventing Infectious Disease in Child Care 4th*

edition

- *Health and Safety in Children's Schools: Model Policies and Practices, 2003*
- *www.kidsafensw.org*

POLICY STATEMENT

Values

Club House Boot Camp has a moral and legal responsibility to ensure that all children are safe in its care, and will provide training, resources, information and guidance to support this.

Club House Boot Camp is committed to:

- *the safety, participation and empowerment of all children*
- *preventing child abuse and identifying risks early, and removing and reducing these*
- *risks*
- *ensuring that the health, safety and wellbeing of children at the Centre is protected, while also*
- *promoting their learning and development ensuring that educators and staff act in the best interests of the children, and take all reasonable steps to ensure the children's safety and wellbeing at all times*
- *developing and maintaining a culture in which children, as well as our staff and volunteers, feel valued, respected and cared for.*
- *encouraging active participation from parents/guardians and families and ensuring that best practice*
- *is based on a partnership approach and shared responsibility for children's health, safety, wellbeing and development*
- *promoting children's development and wellbeing*
- *promoting diversity and tolerance and people from all walks of life and cultural backgrounds*
- *the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability*
- *facilitating robust human resources and recruitment practices for all staff and volunteers*
- *regularly training and educating our staff and volunteers on child abuse risks*
- *maintaining specific policies, procedures and training that support our leadership team, staff and volunteers to achieve these commitments.*

GENERAL SAFETY

- *All areas of the service will be maintained in a clean and tidy manner.*
- *Pathways and floor spaces where appropriate will be kept clear and safe from tripping hazards.*
- *Educators will discuss dangerous situations, dangerous substances and items and safety practices with the children regularly. This will be reflected in the educational program across the curriculum.*
- *Educators will post simple warning signs around the school where potentially dangerous substances or items are stored.*
- *The school will provide parents with written information about accident prevention, safety and safe storage of potentially dangerous products and items in the home.*
- *Children will not have access to water play activities unless under supervision by educators*
- *Children will be supervised at all times, in accordance with the licensing conditions on educators/child ratios. Educators engaged in other tasks will not be required to supervise children simultaneously.*
- *Educators will be aware of the need to place themselves in positions which allow good supervision of the play areas and children.*
- *Children will not be permitted to play on fences or gates, play with locks on gates, or throw sand or water.*
- *When indoor and outdoor areas are available to children at the same time each area will be supervised by an educator as per ratio guidelines.*
- *No child will be allowed to leave the premises without an authorised adult.*
- *Workplace, Health and Safety (WHS) is a standard item on staff meetings.*
- *Daily Indoor and Outdoor Safety Check lists are completed by educators who set up the environment. Detailed safety inspections are completed at least annually.*
- *There will always be at least one educator on site with current approved first aid and asthma/anaphylaxis qualifications.*

Electrical Safety and Fire Hazards

- *Staying Healthy in Childcare – Preventing Infectious Disease in Child Care 4th edition*
- *Electrical appliances and cords will be kept out of reach of children unless under direct Health and Safety in Children's Schools: Model Policies and Practices, 2003 supervision by an educator www.kidsafensw.org*
- *Approved fire extinguishers in good working order will be located throughout the*
- *premises*
- *There will be an approved fire blanket located in the kitchen.*
- *No smoking, consumption of alcohol or drugs will be allowed on the premises at any time.*
- *All educators will be informed of emergency exits and evacuation procedures.*
- *Evacuation drills will be practiced regularly as required by child care regulations.*
- *The kitchen area will be out of bounds to children unless under direct supervision*

of an educator.

Storage of dangerous substances and items

The Service will have appropriate, secure and child safe storage facilities for:

- *Medications*
- *First aid equipment*
- *Cleaning and other harmful chemicals*
- *Harmful instruments and implements e.g. gardening tools, work tools, knives, sharp objects, adult scissors, matches and lighters.*
- *The storage facilities will be appropriate for the items e.g. stored out of a child's reach and height, made secure by a lock and key mechanism, with the key stored away from the lock in a place inaccessible to a child, or by the use of an approved child safety latch.*
- *Cleaning materials and fly sprays will not be stored with food products.*
- *All areas where chemicals and solvents are used will be well ventilated. • When using any chemical substance educators will;*
- *Read any Material Data Sheet, and follow the manufacturer's directions for use, storage and first aid instructions on the label.*
- *Use the approved personal protective clothing equipment such as gloves, aprons, goggles, masks, etc when using chemicals.*
- *Ensure all chemicals which are stored or decanted are labeled with description of contents, hazards and precautions for use, ensuring that any new container is suitable for the type of chemical being stored.*
- *Never store chemicals in soft drink bottles, or other food or drink containers.*
- *The different types of bulk chemicals will be stored with space between the containers in the large grille cupboard in the shed. This storage area allows the chemicals to have space to breathe, but also keeps them inaccessible to children*

Building, Furniture, Fittings, Fencing and Gates

- *The building will be maintained in good working order by the school (St Michael's Parish Primary School).*
- *The area used by the Service will be kept clean and tidy. Floors will be smooth and even with non slip surfaces. Paint on walls will be maintained in a reasonable and safe condition to ensure children have no access to old paint.*
- *Furniture and fittings will be kept in good condition, cleaned daily and will be suitable for the age group of the children using it e.g. the height and size of tables, chairs, shelving, toilets, basins.*
- *Shelving or cupboards will be secure or will have secure castors. Chair legs will have secure legs with rubber caps at base. Table tops will have rounded corners.*
- *Furniture and equipment will be placed in safe positions, not blocking walkways or posing tripping hazards and not placed near windows or glass.*

- *Furniture will be checked regularly for possible safety hazards. If found, it will be withdrawn from use till repaired. St Michael's Parish Primary School will be notified of any damaged shared furniture or equipment*

Toys and Equipment

- *Equipment purchased for use at Club House Boot Camp will be checked for safety.*
- *Toys and equipment will be in good condition and clean and will be appropriate to the age and development of the children.*
- *Damaged or broken toys and equipment will be repaired or replaced when they are found or will be withdrawn from use till they are repaired.*
- *Toys and equipment will be cleaned regularly with water, detergent and disinfectant.*
- *Toys and equipment will be put away when not in use.*
- *Any toy or equipment purchased will be used to encourage non violent play.*
- *All art and craft materials purchased will be non toxic.*
- *Potentially dangerous items used with the children e.g. knives for cooking experiences will be supervised by educators during activities. Items will be removed from activity areas when not in use and stored appropriately.*
- *All outdoor equipment will comply with current Australian Standards and the child care regulations.*
- *Adequate shade areas will be provided through shade sails, large trees and awnings.*
- *Trees and shrubs found to have low or dangerous branches will be pruned to ensure safety for all.*
- *Insects, bugs and small creatures which could pose a hazard to educators and children will be removed from the premises when found.*

Road Safety

Parents will be encouraged to;

- *Remove their child from the car door on the footpath side of the road (the safety door side).*
- *Always hold their child's hand when crossing the road.*
- *Drive within the speed limit for this area and the roads surrounding the OSHC and to watch for pedestrians.*
- *Not double park cars.*
- *Always use approved child restraints when traveling in cars.*

Educators will ensure:

- *Proper precautions are taken when children are travelling with the service outside of the*
- *Club House Boot Camp premises*

CHILD PROTECTION POLICY 2018

OVERVIEW

Club House Boot Camp Program believes it has a responsibility to all children attending the program, to defend their right to care and protection. Children have the right to be physically and emotionally safe at all times. To support this right, the program will follow the procedures set down in the Department of Human Services document "Responding to child abuse", when dealing with any allegations of abuse or neglect of children, to ensure the protection of all children attending the program.
The "Responding to child abuse" document is held at the program and must be read by all staff and available to parents of children attending the program.

PROCEDURES

- *Strategies for creating a child protective environment will be adopted and followed at the service.*
- *Employer and employee responsibilities in relation to allegations of child abuse are included in staff handbook. These responsibilities are highlighted to new staff members at their induction.*
- *A guide to recognizing signs of abuse or neglect will be made available to all staff and will be regularly discussed at staff meetings, to remind staff of the possible signs of child abuse, and the procedures they should follow if a child in their care displays behavior or physical signs that could indicate abuse has taken place.*
- *The service will ensure that staff are made aware of current legislation and mandatory reporting requirements related to child protection and maltreatment and that a system for the reporting and recording of suspicious incidents is in place.*
- *Management will ensure they are aware of their roles and responsibilities regarding child protection.*
- *All staff are regularly reminded about the service's policies, procedures, and confidentiality requirements regarding child protection and issues are discussed at staff meetings.*
- *The Children's Protection Act 1993 requires educators, staff and volunteers to notify the Child Abuse Report Line (131 478) if they suspect, on reasonable grounds, that a child has been or is being abused or neglected. This responsibility is part of the broad duty of care that staff and volunteers have towards the safety and wellbeing of children and young people*
- *All educators and other staff should complete Responding to Abuse and Neglect Education and Care Training prior to working with children or, if this is not*

possible, they should be provided with a copy of Protective Practices for Staff in Their Interactions with Students

Recognition of Abuse

Physical abuse is commonly characterised by physical injury resulting from: ● *hitting, punching, kicking (marks from belt buckles, fingers)* ● *shaking (particularly young babies)* ● *burns (irons, cigarettes)* ● *biting* ● *pulling out hair or* ● *the administration of alcohol or other drugs* *Sexual abuse occurs when someone in a position of power to a child uses that power. It can include* ● *sexual suggestion* ● *exhibitionism, mutual masturbation, oral sex* ● *showing pornographic material* ● *using a child in the production of pornographic material* ● *penile or other penetration of the genital or anal region or* ● *child prostitution.* *Emotional abuse tends to be a chronic behavioural pattern directed at a child so that a child's self esteem and social competence are undermined or eroded over time. It can include:* ● *devaluing* ● *ignoring* ● *rejecting* ● *corrupting*	

• *isolating* • *terrorising or* • *chronic or extreme domestic violence in a child's presence.* *Neglect is characterised by the failure to provide for a child's basic needs. It may include:* • *inadequate supervision of a young child for long periods of time* • *failure to provide adequate nutrition, clothing or personal hygiene* • *failure to provide needed or appropriate health care, or medical treatment* • *disregard for potential hazards in the home* • *forcing a child to leave home early or* • *allowing a child to engage in chronic truancy.*	

Recruitment and Screening

Employees and volunteers will be screened for their suitability to work or volunteer with children and young people.
The service's induction process will be used to ensure that new educators feel confident and well prepared to manage situations that have the potential to place children at risk. Responsibilities in relation to the child protection policy, the importance of supervision and appropriate responses to bullying will form an important part of the induction process.

Training and Support

Staff and volunteers will receive approved training and support which explains their child protection responsibilities and outlines how these responsibilities can be met with sensitivity and purpose.
One of these responsibilities is their role as a mandated notifier under Section 11(1) and (2) of the Children's Protection Act 1993.
Compulsory training of Mandatory Reporting of Child Abuse

http://www.elearn.com.au/det/earlychildhood/
Four Critical steps for reporting – see Appendix 1

Conduct

Staff and volunteers are expected to relate respectfully with all members of the education or care community. Staff and volunteers have a responsibility to report and intervene against behaviours that compromise the safety or wellbeing of children and young people.

All staff and volunteers will follow approved protective practice guidelines in their physical and social interactions with children and young people.

Acceptable Behaviours as per St Michael's Primary School Child Safety Code of Conduct:
All staff, visitors, volunteers, contractors, clergy and Advisory Board are responsible for supporting the safety of children by:

- Behaving as a positive role model to students
- Following the school's Child Protection & Safety Policy and upholding the school's statement of commitment to child safety at all times.
- Taking all reasonable steps to protect children from abuse and harm.
- Signing in and out when entering and leaving school premises.
- Intervening when students are engaging in inappropriate bullying behaviour towards others or acting in a humiliating or vilifying way.
- Listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused or that they are worried about their safety or the safety of another child.
- Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- Promoting the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children.
- Promoting the safety, participation and empowerment of children with a disability.
- Ensuring as far as practicable that adults are not alone with a child.
- Reporting any allegations of child abuse or child safety concerns to the school's leadership and Child Safety Officers; ensuring that all reporting obligations as they relate to mandatory reporting and reporting under the Crimes Act 1958 are met. See appendix 1
- Ensuring that the safety of children is managed quickly when an allegation of child abuse is made.
- Maintaining confidentiality and respecting the privacy of students and their families by only disclosing information to people who have a need to know.
- Ensuring that any online contact with families is conducted professionally.
- Only communicating with parents/carers using personal communication

channels/devices (such as personal email account/mobile phone) with Management or Child Safety Officer's permission.

Unacceptable Behaviours

All staff, volunteers, contractors, clergy and Advisory Board must not:

- *Ignore or disregard any suspected or disclosed child abuse.*
- *Develop any 'special' relationships with children that could be seen as favouritism.*
- *Exhibit behaviours with children which may be interpreted as unnecessarily physical.*
- *Put children's safety at risk by working 1:1 in an area not visible to others.*
- *Isolate a child outside classroom or in unsupervised space.*
- *Engage in inappropriate or unnecessary physical contact or behaviour with children or do things of a personal nature that a child can do for themselves, such as toileting or changing clothes.*
- *Engage in any form of behaviour that has the potential to cause a student serious emotional or psychological harm.*
    - Engage in open discussions of a mature or adult nature or use inappropriate language in the presence of children.
    - Express personal views on cultures, races or sexuality in the presence of children or discriminate against any child, because of age, gender, race, culture, vulnerability, sexuality, ethnicity or disability.
    - As a school staff member, have contact with a child or their family outside of school without the school's leadership or Child Safety Officer's knowledge (unauthorised after hours tutoring, private instrumental/other lessons, sport coaching or social gatherings).
    - Accidental contact, such as seeing people in the street is appropriate.
    - Engage in personal online communications (social media, email, instant messaging) with a student outside of school hours without school's leadership or Child Safety Officer's knowledge.
    - Exchange personal contact details such as phone number, social networking sites or email addresses with a child.
    - Take or publish (including online) photos, movies or recordings of a student without parental/carer consent.
    - Post online any information about a student that may identify them without parental/carer consent.
    - Work with children whilst under the influence of alcohol or illegal drugs.
    - Consume alcohol or drugs at school or at school events in the presence of children

Supervision

Staff need to be aware of the children and the environment at all times. Actively supervising children in areas they can access plays an important part in providing a safe and protective environment.

Volunteers and visitors to the service should be closely monitored and not be left alone to supervise individual or groups of children.

Relationships with children

Staff will take the time to observe individual children and to actively listen to their comments about their day and the events occurring in their lives. Attention will also be paid to children's non-verbal communication, their body language, facial expressions, creative expressions and play behavior with other children.

Responding to a child's disclosure

It is important that when a child discloses an allegation of abuse, staff are ready to listen carefully.

Finding a quiet, private place to talk and allowing a child to tell their story using their own words is important. Child care professionals should avoid asking leading questions or probing for information that the child is not ready to disclose.

It is important that the child is reassured that they have a right to feel safe and have done the right thing in telling someone what has happened. Staff should let the child know that they believe them and will try to help them

Legal responsibilities for mandated notifiers

It is an individual's personal responsibility to report suspected abuse and/or neglect. It is not the responsibility of the employer, manager or supervisor.

The notifier must form a reasonable suspicion that abuse or neglect has occurred but does not need to wait for proof.

The notification report will contain a statement of the observations, information and opinions on which your suspicion is based.

All notifiers are immune from civil and criminal liability for reporting suspicions in good faith; (section 12(a) and (b) of the Children's Protection Act 1993) and the notifier's name is protected in most cases.

Feedback about how the notification is being responded to, will be provided on a need-toknow basis and will be subject to confidentiality principles.

Mandated notifiers have a legal responsibility to make reports, it is an expectation that they will notify Families SA through the Child Abuse Report Line (CARL) on 13 14 78 when there is a suspicion on reasonable grounds that a child has been abused and/or neglected.

Reasonable grounds may include:

- *when observations of a child's behaviour and/or injuries, or knowledge of children generally leads to a suspicion that abuse is occurring;*
- *when a child says that he/she has been abused;*
- *a child says that they know of someone who has been abused (she/he may possibly refer to her/himself); or*
- *when someone who can provide reliable information, perhaps a relative or friend, neighbour, or sibling of the child says a child is at risk.*

To make a report – Refer to Appendix 1 & 2.

- *Consider the level of immediate danger to the child. Ask yourself: a) Have I formed a belief that the child has suffered or is at risk of suffering significant harm? YES / NO and b) Am I in doubt about the child's safety and the parent's ability to protect the child? YES / NO. Have notes ready with your observations and child and family details.*
- *If your concerns relate to a child in need of immediate protection; or you have formed a belief that a child is at significant risk of harm* Contact your local Child Protection Intake provider immediately. Intake Unit Gippsland 1800 020 202*
- *If you have significant concerns that a child and their family need a referral to Child FIRST for family services. La Trobe, Baw Baw 1800 339 100.*
- *Complete the mandatory notification record form. Print out the information and provide it to the Nominated Supervisor. Delete the mandatory notification record form from the electronic file and do not place it in the student file.*
- *Limit details in the mandatory notification record form to factual information as far as possible and be aware that this document may be produced under subpoena in court.*
- *When filling out the mandatory notification record form, be aware that while the name of the person making the notification will in most cases be protected from disclosure, other names included on the mandated notification record form as having contributed to the notification may not be protected from disclosure.*
- *Following a notification, the Service Director will store the mandatory notification record form in a secure, confidential file and may wish to discuss the report with the staff member to determine further actions or support for the child or young person.*
- *The actions may include*
- *the Director contacting the child's family and/or referral to therapeutic or support services.*

Notification of those involved in the Service
If staff suspect someone else involved in the service is abusing children, they are obligated to report their suspicions or concerns. The matter should also be reported to the Service Director as part of the notification process.

Documentation
The Service will maintain well-kept records to prepare and support its ability to make a report. All documentation will remain strictly confidential.

Staff members should make a record of what they have heard, observed and done and should sign and date their notes whilst using the following principles of good record keeping:

- *Be factual and record only what is relevant.*
- *Identify the people whose actions or views you they have recorded.*
- *Objective observations*

Once processed the record should then be given to the Service Director.

MONITORING AND REVIEW

All staff, monitor and review the effectiveness of the Staffing policy and revise the policy annually (at least once every three years) by completing a policy review.

Child safe Environment and Child Protection policy update and requirements will be made available to educators, staff, families and visitors.

Reviewed: November 2026
Next review due: November 2027

APPENDIX 1.

HTTPS://WWW.EDUCATION.VIC.GOV.AU/DOCUMENTS/ABOUT/PROGRAMS/HEALTH/PROTECT/EARLYCHILDHOOD_FOURCRITICALACTIONS.PDF

FOUR CRITICAL ACTIONS FOR EARLY CHILDHOOD SERVICES

Responding to Incidents, Disclosures and Suspicions of Child Abuse

PROTECT



It is strongly recommended that **ALL** early childhood service staff follow these ***Four Critical Actions*** as soon as they witness an incident, or form a reasonable belief that a child has, or is at risk of being abused.

This means acting even when you're not sure and have not directly witnessed the abuse (e.g. if another person tells you about the abuse). A reasonable belief is a deliberately low threshold. This enables authorities to investigate and take action.

Following these actions will support you to:

- best protect children in your care
- meet your legal obligations and Duty of Care.*
- It is also strongly recommended that you use the ***Responding to Suspected Child Abuse Template*** to keep clear and comprehensive notes. MCH services may opt to use this form, but **must** still utilise their existing information management systems.

1 RESPONDING TO AN EMERGENCY

If there is no risk of immediate harm, go to **Action 2**.

If the child is at immediate risk of harm you **must** ensure their safety by:

- separating alleged victim and others involved
- administering first aid
- calling **000 for urgent medical and/or police assistance** to respond to immediate health or safety concerns
- identifying a contact person at the service for future liaison with police

Where necessary you may also need to maintain the integrity of the potential crime scene and preserve evidence.

* In Victoria there are a range of legal obligations which set out the actions you **must** take if you suspect a child has, or is at risk of being abused. Some of these obligations apply differently across the range of licensed, approved and other early child services and can vary depending on your role within the service. For further information on how these obligations apply to you see the ***Identifying and Responding to All Forms of Abuse in Early Childhood Services***.

2 REPORTING TO AUTHORITIES

As soon as immediate health hand safety concerns are addressed you **must*** report all incidents, suspicions and disclosures of child abuse as soon as possible. Failure to report physical and sexual child abuse may amount to a criminal offence.

Q: Where does the source of suspected abuse come from?

WITHIN THE SERVICE

VICTORIA POLICE
You **must*** report all instances of child abuse which are led by a staff member, contractor or volunteer, or child* to Victoria Police.

REPORT TO MANAGEMENT
You **must*** report to your approved provider or licensee.

NOTIFY THE REGULATOR
Licensed or approved early childhood services* **must also** report to their Quality Assessment and Regulation Division.

Notifications may be made at www.acecqa.gov.au/national-quality-agenda-it-system or by contacting **1300 307 415**.

* Sexual offending, involving children 10 years and over.

* Licensed services operate under the Children's Services Act 1996 and approved services operate under Education and Care Services National Law Act 2010.

WITHIN THE FAMILY OR COMMUNITY

DHHS CHILD PROTECTION
You **must*** report to DHHS Child Protection if a child is considered to be:

- in need of protection from child abuse
- at risk of being harmed (or has been harmed) and the harm has, or is likely to have a serious impact on the child's safety, stability or development.

VICTORIA POLICE
You **must also*** report all instances of suspected sexual abuse (including grooming) to Victoria Police.

REPORT TO MANAGEMENT
You **must** report to your approved provider or licensee.

NOTIFY THE REGULATOR
Approved and licensed early childhood services* **must** notify the Quality Assessment and Regulation Division of any serious incidents, circumstances, or complaints which raise concerns about the safety, health, and wellbeing of a child being educated and cared for by a service.

Notifications may be made at www.acecqa.gov.au/national-quality-agenda-it-system or by contacting **1300 307 415**.

If you believe that a child is not subject to abuse, but you still hold **significant concerns** for their wellbeing you must still act.

This may include making a referral or seeking advice from Child FIRST (in circumstances where the family are open to receiving support), or to DHHS Child Protection or Victoria Police.

3 CONTACTING PARENTS/CARERS

You **must** consult with DHHS Child Protection or Victoria Police to determine what information can be shared with parents/carers. They may advise:

- **not to contact** parents/carers (e.g. in circumstances where the parents are alleged to have engaged in the abuse , or the child is a mature minor and does not wish for their parent/carer to be contacted)
- **to contact** the parents/carers and provide agreed information as soon as possible (for licensed and approved services it is a requirement that parents/carers are notified within 24 hours if the suspected abuse occurred at the service)

4 PROVIDING ONGOING SUPPORT

Your service **should*** take reasonable steps to make a child feel safe and supported whilst they are attending the service.

Your service should also consider providing support for children impacted by abuse. E.g. referral to wellbeing professionals.

MCH nurses should follow the MCH Service Practice Guidelines to determine appropriate support.

You **must** follow the ***Four Critical Actions*** every time you become aware of a further instance or risk of abuse. This includes reporting new information to authorities.

CONTACT

DHHS CHILD PROTECTION

AREA
North Division **1300 664 9777**
South Division **1300 655 795**
East Division **1300 360 391**
West Division (Rural) **1800 075 599**
West Division (Metro) **1300 664 9777**

AFTER HOURS
After hours, weekends, public holidays **13 12 78**

CHILD FIRST
www.dhs.vic.gov.au

VICTORIA POLICE
000 or your local police station

QUALITY ASSESSMENT AND REGULATION DIVISION

NORTH WESTERN
Loddon Mallee **(03) 5440 3111**
Northern Metropolitan **(03) 8397 0372**

SOUTH-EASTERN
Gippsland Area **(03) 5127 0400**
Southern Metropolitan **(03) 8765 5787**

NORTH-EASTERN
Eastern Metropolitan **1300 651 940**
Hume **(03) 8392 9500**

SOUTH-WESTERN
Barwon South West **(03) 5225 1001**
Western Metropolitan **(03) 8397 0246**
Grampians **(03) 5337 8444**

APPENDIX 2.

https://providers.dhhs.vic.gov.au/sites/dhhsproviders/files/2017-06/stpe-by-step-guide-making-report-child-protection-child-first.pdf



A step-by-step guide to making a report to Child Protection or Child FIRST

Protective concerns

You are concerned about a child because you have:

- received a disclosure from a child about abuse or neglect
- observed indicators of abuse or neglect
- been made aware of possible harm via your involvement in the community external to your professional role.

At all times remember to:

- record your observations
- follow appropriate protocols
- consult notes and records
- consult with appropriate colleagues if necessary
- consult with other support agencies if necessary

STEP 1 RESPONDING TO CONCERNS	STEP 2 FORMING A BELIEF ON REASONABLE GROUNDS	STEP 3 MAKING A REFERRAL TO Child FIRST	STEP 4 MAKE A REPORT TO CHILD PROTECTION
1. If your concerns relate to a child in need of immediate protection; or you have formed a belief that a child is at significant risk of harm*. **Go to Step 4** 2. If you have significant concerns that a child and their family need a referral to Child FIRST for family services. **Go to Step 3** 3. In all other situations **Go to Step 2**. * Refer to Appendix 2: Definitions of child abuse and indicators of harm in the Protocol – *Protecting the safety and wellbeing of children and young people*	1. Consider the level of immediate danger to the child. Ask yourself: a) Have I formed a belief that the child has suffered or is at risk of suffering significant harm? **YES / NO** and b) Am I in doubt about the child's safety and the parent's ability to protect the child? **YES / NO** 2. If you answered yes to a) or b) **Go to Step 4** 3. If you have significant concerns that a child and their family need a referral to Child FIRST for family services. **Go to Step 3**	**Child Wellbeing Referral** 1. Contact your local Child FIRST provider. • See over for contact list for local Child FIRST phone numbers. 2. Have notes ready with your observations and child and family details.	**Mandatory/Protective Report*** 1. Contact your local Child Protection Intake provider immediately. • See over for contact list for local Child Protection phone numbers. • For **After Hours Child Protection** Emergency Services, call **131 278**. 2. Have notes ready with your observations and child and family details. * *Non-mandated staff members who believe on reasonable grounds that a child is in need of protection are able to report their concerns to Child Protection*

For further information refer to *Protecting the safety and wellbeing of children and young people – A joint protocol of the Department of Human Services Child Protection, Department of Education and Early Childhood Development, Licensed Children's Services and Victorian Schools*

REST TIME POLICY

The United Nations Convention on the Rights of the Child states that "all children have the right to relax and play" (My Time, Our Place: Framework for School Age Care in Australia, p.

4). Our Out of School Hours Care (OSHC) Service will cater for the needs of individual children who may require a rest, after a busy school day.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

QUALITY AREA 3: PHYSICAL ENVIRONMENT		
3.1	Design	The design of the facilities is appropriate for the operation of a service.
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well maintained.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS		

81	Sleep and Rest	
103	Premises, furniture and equipment to be safe, clean and in good repair	
105	Furniture, materials and equipment	
110	Ventilation and natural light	
115	Premises designed to facilitate supervision	
168	Education and care service must have policies and procedures	
176	Time to notify certain information to Regulatory Authority	

RELATED POLICIES

Family Communication Policy Health and Safety Policy Interaction with Children, Family and Staff Policy	Physical Environment Policy Respect for Children Policy Work Health and Safety Policy

PURPOSE

Our Out of School Hours Care Service will ensure that all children have appropriate opportunities to rest and relax in accordance with their individual needs. Our Service has a duty of care, to ensure we respect and cater for each child's specific needs and provide an environment that takes every reasonable precaution from harm and hazard.

SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

IMPLEMENTATION

'Children have different sleep, rest and relaxation needs. Children of the same age can have different sleep patterns that Nominated Supervisors and Educators need to consider within the Service. As per Standard 2.1 (Element 2.1.1) of the National Quality Standard, each child's comfort must be provided for and there must be appropriate opportunities to meet each child's sleep, rest and relaxation needs.' (ACECQA)

Our OSHC Service defines 'rest' as a period of inactivity, solitude, calmness or tranquillity, and can include a child being in a state of sleep. Considering the busy and energetic nature of a child's day, we feel that it is important for children to participate in a quiet/rest period after school if required, to rest, relax and recharge their body.

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

THE APPROVED PROVIDER OR NOMINATED SUPERVISOR WILL:

- take reasonable steps to ensure that children's needs are being met by giving them the opportunity to rest, having regard to the ages, developmental stages and individual needs of each child
- ensure the area for rest is well ventilated and has natural lighting
- ensure educators provide safe and adequate supervision when children rest their bodies

THE APPROVED PROVIDER, NOMINATED SUPERVISOR, EDUCATORS, STAFF MEMBERS, VOLUNTEERS AND STUDENTS WILL:

- consult with families about children's rest needs
- ensure children are provided with a high level of safety when sleeping and resting and every reasonable precaution is taken to protect them from harm and hazard
- maintain adequate supervision and ratios throughout any rest period
- assess each child's circumstances and current health to determine whether higher supervision levels and checks may be required
- communicate with families about their child's rest time and observed requirements
- encourage children to dress appropriately for the room temperature when resting. Lighter clothing is preferable, with children encouraged to remove shoes, jumpers, jackets and bulky clothing.
- monitor the room temperature to ensure maximum comfort for the children
- provide an environment that is free from cigarette or tobacco smoke
- ensure all children are aware of when 'rest time' is scheduled in our daily program.

EDUCATORS WILL ENSURE THAT:

- opportunities are presented for rest and relaxation, as well as sleep if required.
- consideration is made for each child's sleep/rest needs- including the age of the child, medical conditions, individual needs
- a quiet area is provided for children to sleep/rest, away from the main group of children

- the designated rest area may include a cushion, bean bag or comfortable seat in a quiet section of the care environment
- sleeping and resting children are monitored at regular intervals
- faces of sleeping children are uncovered when they are sleeping
- an educator is always within sight and hearing of sleeping and resting children so they can be monitored (breathing patterns, colour of skin)
- light bedding is provided for children as required.

SOURCE

ACECQA. (n.d.). Safe sleep and rest practices: https://www.acecqa.gov.au/resources/information-sheets/safe-sleepand-rest-practices
Australian Children's Education & Care Quality Authority. (2014).
Australian Government Department of Education, Skills and Employment. (2011). My Time, Our Place: Framework for School Age Care in Australia.
Early Childhood Australia Code of Ethics. (2016).
Education and Care Services National Law Act 2010. (Amended 2018).
Education and Care Services National Regulations. (2011)
Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
Guide to the National Quality Framework. (2017). (Amended 2020). Revised National Quality Standard. (2018).
The NSW Work Health and Safety Act 2011
The NSW Work Health and Safety Regulation 2011

REVIEW

POLICY REVIEWED	POLICY REVIEWED	NEXT REVIEW DATE	FEBRUARY 2022
MODIFICATIONS	• additional points added to ensure adequate supervision • minor editing- punctuation/grammar • sources and information checked for currency • additional sources added		

POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
MAY 2022			MAY 2023
FEBRUARY 2020	• Referenced appropriate content to ACECQA • Sources checked for currency		FEBRUARY 2021
February 2019	• Contextualised for OHSC. • Added MTOP reference. • Additional information added to points. • Sources checked for • Sources/references corrected and alphabetised.		February 2020
February 2018	• New policy created to comply with revised NQS		February 2019

Children's Belongings Policy

It can be devastating to children to lose their favourite toy, and toys from home can cause conflict between children. This policy has been introduced to avoid this occurring.

- Please leave toys at home. The Service has many new and exciting toys for all children to play with and are in numerous quantities to avoid sharing conflicts
- Please label everything that comes into the Service. Many items end up in lost property and are never claimed. A lost property basket will be located near the sign in desk and it is the parent's responsibility to check for missing items.
- Staff will do all they can to ensure that your child's items are not lost but this becomes very difficult if they are not labelled.
- Lost property that is not claimed will be sent to charity every three months

Date policy was last updated or revised: November 2026

Complaints Policy

We value input and feedback from families and aim to have open lines of communication not only about the children attending the service but also about the running of the service. To ensure families have the opportunity to have their opinions, suggestions and comments recognised they will have the opportunity to complete a Satisfaction Survey bi-annually.

Families are encouraged to discuss their child's progress with the Room Leader or Educators in their child's room. However families are encouraged to see the Director/Nominated Supervisor if the matter involves the running of the service, grievance or any other management concerns.

Families, Educators and Staff wishing to make a formal complaint are required to put it in writing by either filling out a Complaints Form. This is to ensure all matters are documented and can be dealt with by Management.

Written complaints should include:

- The name of our service
- The date the complaint is submitted
- Contact details of the person making the complaint
- Details outlining the issue

All complaints will be investigated and dealt with in a prompt and professional manner ensuring the strictest confidentiality. The Nominated Supervisor and Management handling the complaint will ensure that information is restricted. Only those who genuinely need to be notified will be and advised of the confidentiality required.

The Nominated Supervisor, Management or Owners will manage all complaints.

Actions decided upon to address the complaint will be forwarded to the person who placed the complaint.

The Department of Education and Communities will be notified of a complaint made to the service; alleging a breach of regulation, the safety, health or wellbeing of a child was or is affected or that the service has broken the Education and Care Services National Law. Notification will be made within 24 hours of the complaint being received.

Educators and Staff are required to direct any issue or concern to the Nominated Supervisor and inform the person making the complaint that they are required to put a formal complaint in writing.

Educators are required to inform the Nominated Supervisor if a family has mentioned a complaint to them.

This policy was made with consideration to the National Quality Standard, Education and Care Services National Regulations.

Date policy was last updated or revised: November 2026

Confidentiality Policy

The right to confidentiality and privacy of the child and the family is respected.

- Information given to Educators will be treated with respect and in a professional manner
- Developmental records and other information, that contain the child's full name and/or personal information on the family will be stored away from public viewing
- Charts detailing allergies and daily medication will be displayed within the classrooms and educator areas in a discreet manner to ensure all Educators are aware of the specific needs. This is in the best interests of the child
- Only necessary information regarding the child's day to day health and wellbeing will be given to the non-primary contact Educator, for example, food allergies.

This policy has been made in conjunction with the Children's Services Regulation, and The Code of Ethics - Early Childhood Australia

Date policy was last updated or revised November 2026

Control of Infectious Diseases – also see Covid-19 Policies

The control of infectious diseases is a team effort. The following will be of assistance in reducing cross infection:

- Children are not to attend the Service if they are unwell. If a child has been sick with vomiting/diarrhoea or temperatures they must be well for 24hrs before returning to the service. For example, if a child is absent due to illness or is sent home due to illness they will be unable to attend the next day as a minimum. A doctors certificate may be requested by the Director if in doubt that the child has returned to full health

- A register of illness will be kept at the service to document incidents of infectious diseases. Some diseases require your state authority to be notified. Details at the end of this policy – See Notifiable Diseases

- Notice of an outbreak of an infectious disease will be posted in the Service to advise all parents/guardian

- A display of the current immunisation dates, times and locations that the Service has available will be shown in the Service.

- Children and staff are to wash their hands upon arrival at and departure from the Service to reduce the spread of any infection, either in the home or at the Service

- Children will be reminded to wash their hands after going to the toilet. Children will be shown, and observed, for correct hand washing techniques. Teachers are to role model appropriate hand washing.

- Clean tablecloths or place mats are used on the tables for each meal.

- Toys and equipment that are porous and hard to clean will be aired in sunlight

- Washable toys and equipment will be washed in detergent and hot water in the laundry and aired to dry

- All cleaning procedures will be recorded on the Service's Cleaning Checklist.

- Furnishings, fabric tablecloths and pillowcases are to be laundered at the end of each week and hung out to dry. This will be increased to every Monday,

Wednesday and Friday during winter months or during an outbreak of illness in the Service.

- Floor surfaces are to be cleaned on a daily basis after each meal and at the end of each day

- Toilets/bathrooms are to be disinfected during vacation care, in the middle of the day, the end of the day and whenever needed throughout the day.

- Disposable paper towel and disinfectant are used to clean bodily fluids off floors, bathrooms, etc.

- Our Service is not equipped to care for sick children; however we will do everything we can to comfort a child who has become sick whilst in our care. To try and prevent the spread of disease, please monitor your child's health and watch for:

- Runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

- If a child becomes ill whilst at the Service the child's parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, that child will be kept away from other children and given the opportunity to rest or play with a quiet washable activity whilst remaining within adult supervision

- When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, time of onset, general behaviour of the child leading up to the illness and any action taken.

- A Doctors certificate may be required prior to returning to the Service. If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns.

All staff must adhere to the following in order to ensure a safe hygienic environment for all:

- Educators are to treat all bodily fluids as infectious and protect themselves, and others, accordingly to avoid risk of infection

- Mops used for toilet accidents are to be soaked in disinfectant in a bucket in the laundry sink

- Educators will include topics such as cough etiquette in their programming, particularly during pre-winter and winter seasons to educate the children on their role and responsibility in containing germs.

- A weekly clean will be carried out on other surfaces that may transmit germs such as doorknobs, low shelving, etc. This will be increased if an outbreak has been recorded in the Service

- Children and Educators will be required to wash their hands before handling any food. If Educators are handling food other than their own, gloves will be worn.

- Please note that clothes soiled due to a toileting accident cannot be washed at the Service due to the risk of spreading infections. The items will be placed in a double plastic bag for you to take home.

- If a pregnant staff member develops a rash or has had contact with someone with a potentially infectious rash or rash illness, her doctor/antenatal team should investigate this. This would include exposure to rubella (German measles), measles, parvovirus B19 (slapped cheek syndrome/fifth disease). It also includes exposure to chickenpox or shingles if the pregnant woman has not had chickenpox previously.

- Pregnant staff will not assist in toileting or cleaning up toileting accidents to prevent unexpected cross contamination

Recommended Minimum Exclusion Periods – Staying Healthy 5th Edition 2013
https://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55e_exclusion_period_poster_130701.pdf

Notification of Infectious Diseases
Infectious Diseases notification should be directed to the Victorian Public Health Unit.

Notification Process
https://www2.health.vic.gov.au/public-health/infectious-diseases/notification-procedures

It is important to note that some infectious diseases must be reported immediately upon discovery so please check the fact sheets for the relevant disease.

This policy was made with consideration to the Staying Healthy in Childcare- 5th Edition 2013 Education and Care Services National Regulations, Infectious Diseases in Early Childhood Settings: A Guideline for Early Childhood Service Providers, Guideline for the

Control of Infectious Diseases in Child Care. It has been updated to cover information about COVID-19 procedures.

Date policy was last updated or revised: November 2026

Curriculum (Pedagogy) and Educators Development Training Policy

It is important for Educators to continue learning for their own pedagogy development and reflection and keep up to date with current theories and practices. The Service's Educational Leader will oversee the allocation of In-services to ensure that all staff members are receiving correct training based on the Service & individual professional development requirements.

- Permanent full time Educators are to attend a minimum of 4 in-services per calendar year.
- A Child Protective training course is to be attended by each Primary Contact Teacher every 18 months as a minimum to ensure knowledge is current.
- It is a condition of employment that all Educators keep their First Aid Training current and supply the Service with valid certificates.
- Management supports Educators to undertake WHS training as a part of their in-service training.
- Permanent-part time and casual Educators (other than relief Educators) are to attend a minimum of 2 in-service per calendar year or pro-rata to the full time hours allocated, whichever is greater.
- Other in-services training, above the minimum expected may be supported by management in respect to the cost of the in-service, if approved by the Director beforehand.
- Educators are required to produce a report in the week after the completion of the in-service to share with all other Educators and management. The Educator who has attended the in-service will be asked to present a report at the next staff meeting to share information gained with all other Educators and management.
- A record of in-service training will be kept on the presentation wall located in the office.

Date policy was last updated or revised: November 2026

Dental Health Policy

In the interest of dental health the following guidelines are in place:

- Only healthy foods, i.e., those containing minimal sugar and a nutritional content are permitted for meals at the service
- Children will rinse out their mouths with water after meals.
- Educators will enter into discussion with children regarding dental health.
- Families will be asked on the enrolment form to provide us with permission to seek emergency dental care for your child when deemed necessary.

This policy was made with reference to Education and Care Services National Regulations, & the Australian Dental Association Inc.

Date policy was last updated or revised: November 2026

Emergency Evacuation Procedures

Circumstances under which evacuation will occur are as follows:

- Fire within the building (or playground)
- Fire in the surrounding area where the Service is in danger (If unsure how close the fire is call:
    - Traralgon CFA Fire Station on 03 5174 2177
    - Warragul CFA Station on (03) 5623 1180)

- Flood (call State Emergency Service
    - Warragul Unit – (03) 9256 9450)
    - Traralgon Unit -
- Terrorist threat
    - The person who first becomes aware of the need to evacuate or lock down is to blow the whistle –
    - 3 short blasts for EVACUATION;
    - 1 continuous blast repeated for LOCK DOWN.

The whistles are located in the Administration cupboard and on noticeboard within room. The Supervisor also wears a whistle on their lanyard that is to be worn throughout their shift. The person who is alerting others with the whistle is to move throughout the building and outside – including the oval area if in use, continually blowing the whistle to ensure that all children and adults hear it.

- The meeting point is Outside Basketball court for evacuation and inside the gymnasium for lock-down.

- Educators will check the Children's Sign In/Out form and Educator/Visitor Sign In/Out forms to ensure everyone is accounted for.

- Educators will then move the children safely away from the building to the designated location given on the service Emergency Evacuation diagram hanging on the wall at both exit doors of the gymnasium/service and the role checked a second time.

- In the event of a severe storm/flood where assembly outdoors is inappropriate the Nominated Supervisor is to nominate a suitable safe location near an exit, preferably in the gymnasium.

- In the event of an evacuation as a precaution where it is not an emergency and the building is safe, the children will be assisted to get their bags before evacuating.

DUTIES

Nominated or Certified Supervisor:

- Take the sign in sheet, Parent/Guardian contact list and mobile phone to the meeting area, directing the children to the meeting area.
- Call 000 (state assistance required – fire brigade, police, ambulance) once out of the building. The Nominated or Certified Supervisor is to direct all children, educators and visitors to a safe location where they can wait for arrival of parents and emergency assistance.
- The Nominated or Certified Supervisor is to ensure final check of the building, kitchen, and toilets and outside playground has been made by Educators to ensure everyone has evacuated and that the necessary supplies have been taken.
- Take class list of children to evacuation area.
- Once assembled in a safe location, The Nominated or Certified Supervisor is to call the children's parents and stay with the children until collected.
- The Nominated or Certified Supervisor will also call Department of Community Services (Speak to Children's Services Advisor) on Phone: 1300 650 172 and the local police to advise of the location of the children.

EDUCATORS

- Educator/s to do initial and final check of the building and playground areas thoroughly including bathrooms and kitchen.
- The Educator/s are to take the Educators/Visitor sign on sheet, the medication bag/fridge box and the Emergency Evacuation Bag/First Aid kit to the meeting area.
- In the case of a fire, the Educator/s will shut all windows and doors, if safe to do so, to reduce the spread of the fire.
- Please ensure that as an Educator you are aware of your role, especially if you are replacing an absent Educator, as you will be undertaking their responsibilities.

Emergency Evacuation Drills

- Evacuation drills are to be practised once a term so that all children and Educators have experienced an evacuation.
- A log will be kept to ensure that all children participate in the emergency evacuation drill at least 4 times per year.
- Each Educator will have a turn at finding the emergency and initiating the evacuation.
- The evacuation is to be timed during drills
- Notes on any areas that need improving or revising are to be documented in the journal kept in the office. Educators will discuss and implement strategies to improve these areas
- In the event of limited Educators, i.e., early morning or late afternoon, Educators are to work together to perform the duties above (the most senior Educator taking delegating duties)
- In the event of an evacuation causing an inability to use Service phones, e.g., damaged phone lines, an Educator will seek assistance from neighbouring residents or businesses and/or use the mobile phone taken by an Educator as per our Emergency Evacuation Plan.
- Management will seek training opportunities for Educators to participate in emergency evacuations.
- All records of drills undertaken will be kept for a period of 2 years.

Date policy was last updated or revised: November 2026

Enrolment Policy

Children enrolled in the OSHC program must be between Prep and Year 6. Enrolments will be accepted providing:

a) The maximum daily attendance does not exceed the licensed capacity of the Service

b) A vacancy is available for the booking required.

The Australian Government has a set of priority of access guidelines for all children's services eligible for Child Care Benefit. Families meeting these guidelines receive priority access to a service:

- Children at risk
- Children in working families (both partners and one in case of a single family)
- Children in families of Aboriginal or Torres Strait Island origin
- Children in families which include a disabled person
- Children in families with a low income health care card
- Children in families from a non-English speaking background
- Children in families that are socially isolated
- Children of single parents

- During the COVID-19 Pandemic, the Australian Government has included another high priority of access for all children of parents who are Emergency Service workers.

When an enquiry is made, the child's name is added to the Service's waiting list. When families apply to join the list they are asked a series of questions to determine their particular circumstances. A scoring system is applied based on their responses. This determines their child's place on the waiting list. As places become available they are offered to those highest on the list as stated on the guidelines above.

Children with disabilities will be enrolled, if in the opinion of the Director, the Centre can meet the child's needs. Additional resources and funding may be required.

Families will be asked to provide the following information:

- The full name, residential address, place of employment and contact telephone number of a parent

- The full name, residential address, place of employment and contact telephone number of a person who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted. Parent must nominate who can be contacted in the case of an emergency or for the collection of the child.

- The full name, residential address, place of employment and contact telephone number of any person authorised to collect the child from the Service. Parent must nominate who can be contacted for the collection of the child
- The gender of the child
- Any court orders or parenting agreements regarding the child
- The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
- The cultural background of the child
- Any special requirements notified by the family, including for example cultural or religious requirements
- The needs of a child with a disability or with other additional needs
- A statement indicating parental permission for any medications to be administered to the child whilst at the Service. Only a parent on the enrolment form can authorise the administration of medication.
- A statement indicating parental permission for any emergency medical hospital and ambulance services
- The name and address and telephone number of the child's doctor and the nearest public hospital
- Excursion permission for regular occurring outings
- The child's Medicare number
- Specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis
- Any medical management plan, anaphylaxis Medical Management Plan or Risk Minimisation Plan to be followed with respect to a specific healthcare need, medical condition or allergy
- Details of any dietary restrictions for the child
- The immunisation status of the child

- CRN for child and claimant

On enrolment, the family will need to provide the child's birth certificate, to be copied and kept on the child's file and their immunisation history, also to be kept on file. Any child who is not immunised must be kept away from the Service if and when an outbreak of an immunise-able infectious disease occurs to protect that child and to prevent further spread of infection. In the instance of the child being immunised and the immunisation record is not provided to the Service the child would be viewed as not being immunised.

It is the family's responsibility to keep the Centre informed of any changes to the information recorded on the application form.

Families will be offered to take home a copy of the Service's Policy Manual to review.

On enrolment, families will receive an Enrolment Pack, which includes:

- Current fee structure and payment details
- Policies including, but not limited to, those required under Regulation 168
- Information on the National Quality Framework, National Quality Standards & My Time Our Place Outcomes
- Information Booklet with general information about communication, nutrition and illness etc.; and
- ECA Code of Ethics brochure

ENROLMENT ORIENTATION CHECKLIST	
● Enrolment forms completed	
● Policies discussed i.e. fees, sun safety, accident and medical authorisation	
● Advance fee payment explained	
● Information Booklet provided and discussed	
● Signing in/out process	
● Clothing and toys brought to Service discussed	
● Introduced to child's Educators	
● Tour around the Service	
● Procedure for administration of medications discussed	
● Medical management plan completed on file (if applicable)	

COMMUNICATION/ROUTINE CHECKLIST	
● Introduction to routine and programming, including Observations	
● Newsletter	
● Day Journal	

● Where to find news box, sunscreen, spare hats, place for bags	
● Confirm family's preferred method of communication	

ADMINISTRATION CHECKLIST	
● Enrolment form with important information highlighted for Educators	
● Immunisation certificate and birth certificate sighted and filed	
● Add child to Observation lists	
● Add child to Service's medical attributes sheet and distribute (if necessary)	
● Service's computer system has been updated	
● Enrolment lodged with DEEWR	
● File for Child's information created	

This policy was made with consideration to Education and Care Services National Regulations, National Quality Standard, Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000, included in the Legislative Extracts, Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, Guide to the National Quality Standard, Priority for allocating places in child care services.

Date policy was last updated or revised: November 2026

Environmental Sustainability Policy

As a community, we can create, encourage and increase awareness of environmental responsibility and guide Centre practices. These practices need to be eco-friendly and involve staff, children and families to be successful.

We will do this by ensuring that:

- The Centre is safe, clean and maintained.
- The Centre will promote children's awareness of the environment through daily practices within the routine and program, resources and interactions.
- The Centre encourages sustainable practices within the Service and encourages staff, children and families to become advocates for a "green" environment.

Focus and attention will be on:

- Recycling
- Gardening
- Energy conservation
- Water conservation
- Sustainable equipment purchases

- Recycling is part of the everyday practices at our service. Recycling containers will be provided throughout the Centre to encourage Educators to role model sustainable practices.
- Educators will discuss sustainable practices with the children as part of the Service's curriculum and will be evident in the program. Idea sharing will be encouraged between the staff, children and families. This can be done at parent meetings, through emails, newsletters and daily conversations.
- Educators will role model energy and water conservation practices by turning off lights and air-conditioning when a room is not in use, emptying water play containers onto garden areas, air drying laundry and soaking paint equipment.
- Educators will aim to purchase equipment that is eco-friendly where possible. Staff will reduce the amount of plastic and disposable equipment they purchase and aim to select materials that are made of natural materials and fibres.

- Educators will think about the Service's practices and how the Service can become more sustainable. Reduce; re-use and recycle will become everyday practice for both children and Educators to help build lifelong attitudes towards sustainable practices.

- Educators will use the Council and Government departments as sources of information on sustainable practices used in the local community. They will liaise with the Council and Government departments for possible grants available to put in place water and energy conservation practices in the Service.

- The Program will encourage Educators and children to engage in innovative practices and appreciate the wonderment of the natural world while protecting the planet for future generations.

- The Service environment reflects sustainable practices, 'Green Cleaning' and eco-friendly choices.

Date policy was last updated or revised: November 2026

Excursion Policy

Excursions will be conducted with the children's safety and enjoyment in mind. We will have a number of shows/visitors to the Service to reduce the need to leave the Service. For the children's safety the following guidelines will be followed:

- Written authorisation/permission is required for any child to participate in excursions of any kind from a parent of the child or other person responsible for the child

- A risk assessment of the planned excursion will be completed.

For non-routine excursions, the authorisation must state:

- Date of excursion
- Proposed destination
- Method of transport or walking itinerary
- Activities to be carried out during the excursion
- The number of adults to accompany and supervise the children
- The name of the person(s) with first aid qualifications
- Who will accompany the children on the excursion
- Proposed period of time during which the excursion is to take place
- If practicable, an emergency contact number for the excursion

- At least 2 adults are to accompany the children on any excursion as per current Education and Care Services National Regulation

- Any vehicles used to transport children on excursions are to be fitted with suitable child restraints unless bus is used that is exempt from providing seatbelts.

- Excursions ratios are to be as per the current Education and Care Services National Regulation

- A fully stocked first aid kit must be taken on all excursions.

- Children and adults must wear sunscreen on all excursions

- All adults assisting on excursions will be informed, in writing, of supervision responsibilities

This policy was made in conjunction with the Children's Regulation and the National Quality Standard

Date policy was last updated or revised: November 2026

Family Communication Plan Policy

The Service recognises that the families are the child's first and most influential Educator. Collaborative relationships with families are fundamental to achieve quality outcomes for children. Community partnerships that focus on active communication, consultation and collaboration also contribute to children's learning and wellbeing.

The Service appreciates and respects the convenience of each family and their preference in communication.

- The Service will offer a variety of methods of communication including email, verbal, communal signage in the service, newsletters, Family Involvement Wall, sign-in sheets, Notice Board and notes sent home.

- The Service will survey each family to gain their preference of communication and implement. Example: email, SMS, verbal etc.

- Families will be encouraged to be actively involved in:
  - Policy review and development
  - Goals and reflection of their child's learning
  - Program inclusions such as cultural experiences and interest based topics
  - Routine or procedure changes or inclusions

- The Service will value the input and feedback from families and endeavour to implement as much family involvement and ideas as possible. The expertise of families is recognised and we will actively encourage them to share in decision making about their child's learning and wellbeing.

- Educators and coordinators have access to space for private and confidential discussions with families and access to the service for families during the hours of operation. Educators will make themselves available for meetings with families to ensure that their needs are being address and met.

- Information will be available to families about community services and resources to support parenting and family wellbeing.

- Families will always have the Policy Manual available for their perusal and reviewal. Any comments will be noted and discussed.

- All information shared is treated as strictly confidential.
- Families who require interpretive services will be supported by the Service in making Polices and other information available in their preferred language
- To establish continuity between parties, a Communication Book will be developed by the Service to support children who are using specialised professionals.
- Families will be asked to update their personal information throughout the year to ensure that the Service has the most recent details available.

This policy was made with reference to the National Quality Standard and The Early Years Learning Framework.

Date policy was last updated or revised: November 2026

Gender Equity Policy

All children will be treated equally:

- Educators will respect and treat all children equal and fairly regardless of their sex
- Educators will act as advocates of children in dealing with other adults who act in a bias manner against a child due to his/her sex
- Educators will encourage children to look upon both genders as equal
- All children will be encouraged to participate in all activities regardless of their gender
- Children will be encouraged to become aware of fairness and recognise unfairness or bias and have the capacity to act with compassion and kindness
- Children will be given the opportunity to develop the skill that allows them to question what is fair behaviour

This policy is written in conjunction with the Education and Care Services National Regulation and the Code of Ethics - Early Childhood Australia

Date policy was last updated or revised November 2026

Governance Policy

Our service will meet its legal and financial obligations by implementing appropriate governance practices that support our aim to provide high quality childcare that meets the objectives and principles of the National Quality Framework, the National Quality Standard and the Early Years Learning Framework.

Related Policies: Privacy and Confidentiality Policy, National Quality Framework Policy Record Keeping and Retention Policy

Implementation Service Structure

Our service has the following organisational structure.

The Approved Provider is: Mrs Catherine Stoney PR - 40004059

The approved provider has a range of responsibilities prescribed in the Education and Care Services National Regulations and the Education and Care Services National Law, including keeping accurate records and retaining them for specified timeframes.

The approved provider is also responsible for:

- Ensuring the financial viability of the service
- Overseeing control and accountability systems
- Supporting the Nominated Supervisor / responsible person/Certified Supervisors in their role and providing resources as appropriate for the effective running of the service.

The Nominated Supervisor is responsible for the day-to-day management of our service and has a range of responsibilities prescribed in the national law and regulations.

Our service has adopted the following ASX Corporate Governance Principles and Recommendations, which we recognise as suitable for our business to lay solid foundations for management and oversight.

Management Principles

To ensure our working relationships are characterised by open and respectful communication, accountability and trust our service adheres to the following management principles:

Management by Agreement
Nominated Supervisors and Educators agree to produce outcomes together. Educators agree on their accountabilities and to work according to existing procedures and policies. Nominated Supervisors agree to provide Educators with training, resources and support.

Management by Exception
Once a system is in place or the Nominated Supervisor and Educators have agreed upon a course of action, the Educator is accountable for identifying and reporting whenever something significant occurs that isn't part of the plan.

Clearly Defined Reporting Relationships
Everyone in the Service has only one primary manager. This reduces confusion and increase accountability and transparency. Information, requests, or delegations that would cause our Educators/staff to take action or change the course of their actions will only come from the person to whom they report.

Our reporting relationships are:

- The Nominated Supervisor reports to the Approved Provider.
- The Certified Supervisor in day-to-day charge of the service reports to the Nominated Supervisor.
- Each Educational Leader reports to the Nominated Supervisor.
- The Nominated Supervisor has the authority to communicate information about the work and to direct the activities of the Room Leader. Educators in the room(s) report to the Room Leader OR direct to Nominate Supervisor

In regards to Guidelines for Effective Delegation our service will:

- Identify the work/result to delegate and to whom
- Educators/staff will not delegate responsibilities for which they are accountable or work/results that have been delegated to them with their agreement or work/results attached to someone else's position (unless that person has agreed)
- Put the delegation in writing with a clear due date
- Discuss the delegation with the Educator/staff member whenever possible
- Get the educator/staff member's agreement (For example through signed job descriptions, signed delegation agreements.)
- The person who delegates remains accountable for making sure the right result is achieved.

Guidelines for Effective Regulation
Regulating work means monitoring, reviewing, and adjusting it to get the right result.

Our service will:

- Regularly review the work process
- Give quick, clear, and direct feedback and instruction that is timely and specific

- Communicate in writing
- Avoid under-regulating, over-regulating and unnecessary meetings.

Structure the board/partnership/association/management team to add value
To comply with these principles to the best of our ability and to ensure we can discuss issues and (potential) changes to policies, procedures or the regulatory environment, we will schedule regular communication between all members of our management team through meetings, phone communication including SMS messaging, a communication book, written communication such as letters, notices, and electronic communication including email, Skype, video conferencing.

Promote ethical and responsible decision-making
Our service will make decisions, which are consistent with our policies, our obligations and requirements under the national education and care law and regulations, our approved learning framework (EYLF & My Time Our Place) and the ethical standards in our code of conduct.

Safeguard integrity in financial reporting

Make timely and balanced disclosure
Unless there is a risk to the health, safety or wellbeing of a child enrolled at the service, our service will provide at least 14 days' notice before making any change to a policy/procedure that may have a significant impact on our provision of education and care or a family's ability to utilise our service, including making any change that will affect the fees charged or the way fees are collected.

Our service will also:
- Advise the regulatory authority of any required notifications including any change to the person designated as the Nominated Supervisor no later than 14 days after the change
- Develop a Quality Improvement Plan that is completed regularly, available on request and ready for submission to the Regulatory Authority when requested.

Respect the rights of shareholders, parents and children

Our service will support and encourage the involvement of parents and families by:

- Developing and implementing plans to ensure regular communication with families including advice about events, activities and policy updates
- Enabling them to have access and provide input to reviews of policies and procedures
- Providing space for private consultations
- Providing and displaying a range of information about relevant issues

- Ensuring we follow all policies and procedures including the Parental interaction and Involvement Policy and Privacy and Confidentiality Policy.

Our service will respect the rights of children by ensuring:

- The Nominated Supervisor complies with their responsibilities under the national law and regulations
- We follow our policies and procedures including the Relationships with Children Policy, Child Protection Policy and Privacy and Confidentiality Policy.
- Our children are provided with the experiences and learning which allows them to develop their identities, wellbeing and social connection.

Recognise and manage risk

Our Service will take every reasonable precaution to protect children from harm and any hazard likely to cause injury. We will follow service policies including those covering Workplace Health and Safety, Child Protection, Excursions and the Delivery and Collection of Children and complete regular risk assessments and safety checks.

Remunerate fairly and responsibly

This policy is written with reference to: Education and Care Services National Regulations National Quality Standard, Early Years Learning Framework & Corporate Governance Principles and Recommendations ASX Corporate Governance Council

Date policy was last updated or revised: November 2026

Grievance Policy for Families

Feedback from families, educators, staff and the wider community is fundamental in helping Clubhouse bootcamp working towards the highest standard of care and education.

It is foreseeable that feedback will include divergent views, which may result in complaints. This Policy details Clubhouse bootcamp procedures for receiving and managing informal and formal complaints. Parents can lodge a grievance with management in the understanding that it will be managed conscientiously and confidentially.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIPS		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality Service.
7.2.1	Continuous Improvement	There is an effective self-assessment and quality improvement process in place.

EDUCATION AND CARE SERVICES	

NATIONAL REGULATIONS	
168	Education and care service must have policies and procedure
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority

Code of Conduct Policy Family Communication Policy Grievance Policy (Staff) Interactions with Children, Family and Staff Policy	Privacy and Confidentiality Policy Respect for Children Policy Responsible Person Policy Student and Volunteer Policy

PURPOSE

We aim to investigate all complaints and grievances with a high standard of equity and fairness. We will ensure that all persons making a complaint are guided by the following policy values:

- Procedural fairness and natural justice
- Code of ethics and conduct
- Culture free from discrimination and harassment
- Transparent policies and procedures
- Opportunities for further investigation
- Adhering to our Service philosophy

Clubhouse bootcamp believes in procedural fairness and natural justice that govern the strategies and practices, which include:

- The right to be heard fairly
- The right to an unbiased decision made by an objective decision maker
- The right to have the decision based on relevant evidence.

SCOPE

This policy applies to families, staff, management and visitors of Clubhouse bootcamp

IMPLEMENTATION

Grievances can transpire in any workplace. Handling them appropriately is imperative for sustaining a safe, healthy, harmonious and productive work environment. The Grievance Policy ensures that all persons are presented with procedures that:

- Value the opportunity to be heard
- Promote conflict resolution
- Encourage the development of harmonious partnerships
- Ensure that conflicts and grievances are mediated fairly
- Are transparent and equitable.

DEFINITIONS

Complaint: An issue of a negligible nature that can be resolved within 24 hours, and does not require a comprehensive investigation. Complaints include a manifestation of discontentment, such as poor service, and any verbal or written complaint directly related to Clubhouse bootcamp (including general and notifiable complaints). Complaints do not include staff, industrial or employment matters, occupational health and safety matters (unless associated with the safety of children).

Grievances Management Forms/File: Records information about complaints and grievances received at Clubhouse bootcamp, along with the outcomes. These documents must be securely stored, accessible only to educators and Department of Early Childhood Education and Care. They can provide valuable information to the Approved Provider and Nominated Supervisor of the Service to ensure children and family's needs are being met.

Grievance: A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature. For example: If the service is in breach of a regulation causing injury or possible harm to a child.

Mediator: A person who attempts to assist and support people involved in a conflict come to an agreement.

Mediation: An attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

Notifiable complaint: A complaint that alleges a breach of the Regulation and Law, National Quality Standards or alleges that the health, safety or wellbeing of a child at Clubhouse bootcamp may have been compromised. Any complaint of this nature must be reported by the Approved Provider or Nominated Supervisor to the Department of Early Childhood Education and Care within 24 hours of the complaint being made – (Section 174[2] [b], Regulation 176[2][b]).

If the Director is unsure whether the matter is a notifiable complaint, it is good practice to contact The Department of Early Childhood Education and Care for confirmation. Written reports must include:

- Details of the event or incident
- The name of the person who initially made the complaint
- If appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- Contact details of the Nominated Supervisor
- Any other relevant information

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au and logged using NQAITS (National Quality Agenda IT System).

Serious Incident: An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the Service in contravention of the Regulations or is mistakenly locked in/out of the Service premises (Regulation 12).

A serious incident should be documented in an Incident, Injury, Trauma and Illness Record as soon as possible and within 24 hours of the incident. The Regulatory Authority must be notified within 24 hours of a serious incident occurring at the Service (Regulation 176(2)(a)). These records are required to be retained for the periods specified in Regulation 183.

PRIVACY AND CONFIDENTIALITY

Management and Educators will adhere to our Privacy and Confidentiality Policy when dealing with grievances. However, if a grievance involves a staff member or child protection issues, a government agency may need to be informed.

CONFLICT OF INTEREST

It is important for the complainant to feel confident in:

- Being heard fairly
- An unbiased decision-making process

Should a conflict of interest arise during a grievance or complaint that involves the Approved Provider or Nominated Supervisor, other Management will be nominated as an alternative mediator.

Clubhouse bootcamp may also engage the resources of an Independent Conflict Resolution Service to assist with the mediation of a dispute. We will ensure that throughout the conflict resolution process the Services Code of Conduct is be adhered to.

The Approved Provider/ Nominated Supervisor will:

- Treat all grievances seriously and as a priority
- Ensure grievances remain confidential
- Ensure grievances reflect procedural fairness and natural justice
- Discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint
- Investigate and document the grievance fairly and impartially. The investigation will consist of:
    - Reviewing the circumstances and facts of the complaint (or breach) and inviting all affected parties to provide information where appropriate and pertinent.
    - Discussing the nature of the complaint (or breach) and giving the accused educator, staff member, volunteer or visitor an opportunity to respond.
    - Permitting the accused person to have a support person present during the consultation (for example: Union Representative or family member; however this does not include a lawyer acting in a professional capacity).
    - Providing the employee with a clear written statement outlining the outcome of the investigation.
- Advise the complainant and all affected parties of the outcome within 7 working days of receiving the verbal or written complaint.
    - Management will provide a written response outlining the outcome and provide a copy to all parties involved.
    - If a written agreement about the resolution of the complaint is prepared, all parties will ensure the outcomes accurately reflect the resolution.
- Should management decide not to proceed with the investigation after initial enquiries, a written notification outlining the reasoning will be provided to the complainant.

- Keep appropriate records of the investigation and outcome, and store these records in accordance with our Privacy and Confidentiality Policy and Record Keeping and Retention Policy.
- Monitor ongoing behaviour and provide support as required.
- Ensure the parties are protected from victimisation and bullying.
- Request feedback on the grievance process using a feedback form.
- Track complaints to identify recurring issues within the Service.
- Notify the Department of Education and Communities within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised.

Families will:

- Be informed of our duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to the management of grievances. The grievance procedure for families ensures a fair opportunity for all stakeholders to be heard and promotes effective conflict resolution within our Service.
- Attempt to discuss their grievances with the relevant Educator associated with a particular child and/or family as the first step to resolving the issue.
- Communicate (preferably in writing) any concerns they may have.
- Raise any unresolved concerns with the Approved Provider or Nominated Supervisor.
- Maintain confidentiality at all times.

The Educators will:

- Listen to the family's view of what has happened.
- Clarify and confirm the grievance, documenting all the facts prior to the investigation.
- Encourage and support the family to seek a balanced understanding of the issue.
- Discuss possible resolutions available to the family. These would include external support options.

- Encourage and assist the family to determine a preferred way of solving the issue.
- Record the meeting, confirming the details with the family at the end of the meeting.
- Maintain confidentiality at all times.
- Refer families (as necessary) to Service policies that may assist in resolving the grievance.

If the grievance cannot be resolved, it is to be referred to the Nominated Supervisor who will investigate further:

- If appropriate, collect relevant written evidence. This evidence will be treated in strict confidence and will be held in a secure place.
- Involve the Approved Provider or Licensee in the conflict resolution as required.
- Should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts.
- Third parties providing evidence must also be made aware that the matter is to be kept confidential.

Should the grievance be lodged against another person(s), these person(s) will be interviewed separately and impartially. Individuals must be given the opportunity to respond fully to the allegations and may have another person present, as a support person, if they wish. If after investigation, it is concluded that the grievance is substantiated:

- Both parties will be told of the decision and the reason for it.
- Immediate and appropriate steps will be taken to prevent the grievance from recurring.
- If after investigation, it is concluded that the grievance is not substantiated both parties will be notified of the decision and the reason.
- The family will be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice such as the Department of Education and Communities.
- If the grievance is of a serious nature, the Nominated Supervisor is responsible to inform the Department of Education and Communities.

EVALUATION

To ensure complaints and grievances are handled appropriately, the Nominated Supervisor will:

- Evaluate each individual complaint and grievance
- to assess that a satisfactory resolution that has been achieved.
- Review complaints and grievances to ensure a pattern of similar grievances is not occurring.
- Review the effectiveness of the Service policy and procedures to ensure all complaints and grievances have been handled fairly and professionally.
- Consider feedback from Staff, Educators and Families regarding the policy and procedure.

Source

Australian Children's Education & Care Quality Authority. (2014).

Australian Human Rights Commission: https://www.humanrights.gov.au

Education and Care Services National Regulation. (2011).

Fair Work Australia: https://www.fairwork.gov.au/

Commonwealth Ombudsman. (2009). Better practice guide to complaint handling: https://www.ombudsman.gov.au/ data/assets/pdf_file/0020/35615/Better-practice-guide-to complaint-handling.pdf

National Quality Standard. (2017).

REVIEW

Policy Effective From	MARCH 2021	Next Review Date	MARCH 2022
POLICY REVIEWED	MAY 2022	NEXT REVIEW DATE	MAY 2023
POLICY REVIEWED	MAY 23, 2023	NEXT REVIEW DATE	MAY 24, 2023

Grievance Policy for Staffs

Feedback from families, educators, staff and the wider community is fundamental in creating an evolving Clubhouse bootcamp working towards the highest standard of care and education.

It is foreseeable that feedback will include divergent views, which may result in complaints. This Policy details DS Sport's procedures for receiving and managing informal and formal complaints from staff. Staff can lodge a grievance with management with the understanding that it will be managed conscientiously and confidentially.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development.
4.1.2	Continuity of Staff	Every effort is made for children to experience continuity of educators at the service.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

168	Education and care service must have policies and procedure
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
183	Storage of records and other documents

RELATED POLICIES

Child Protection Policy Code of Conduct Policy Family Communication Policy Grievance Policy (Families) Interactions with Children, Family and Staff Policy	Privacy and Confidentiality Policy Record Keeping and Retention Policy Respect for Children Policy Responsible Person Policy Student and Volunteer Workers Policy

PURPOSE

We aim to investigate all complaints and grievances with a high standard of equity and fairness. We believe in team collaboration to ensure a safe, healthy and harmonious work environment.

We will ensure that all persons making a complaint are guided by the following policy values:

- Procedural fairness and natural justice
- Code of ethics and conduct
- Culture free from discrimination and harassment
- Transparent policies and procedures
- Opportunities for further investigation
- Adhering to Clubhouse bootcamp Philosophy
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Procedural fairness and natural justice

Clubhouse bootcamp believes in procedural fairness and natural justice that govern the strategies and practices, which include:

- The right to be heard fairly
- The right to an unbiased decision made by an objective decision maker
- The right to have the decision based on relevant evidence

SCOPE

This policy applies to educators, staff, and management of Clubhouse bootcamp.

IMPLEMENTATION

Grievances can transpire in any workplace. Handling them appropriately is imperative for sustaining a safe, healthy, harmonious and productive work environment. The Grievance Policy ensures that all persons are presented with procedures that:

- Value the opportunity to be heard
- Promote conflict resolution
- Encourage the development of harmonious partnerships
- Ensure that conflicts and grievances are mediated fairly
- Are transparent and equitable

DEFINITIONS

Complaint: An issue of a negligible nature that can be resolved within 24 hours and does not require a comprehensive investigation. Complaints include a manifestation of discontentment, such as poor service, and any verbal or written complaint directly related to the OSHC Service (including general and notifiable complaints). Complaints do not include staff, industrial or employment matters, occupational health and safety matters (unless associated with the safety of children).

Complaints and Grievances Register: Records information about complaints and grievances received at the centre, along with the outcomes. This register must be kept in a secure file, accessible only to educators and Regulatory Authority. The register can provide valuable information to the Approved Provider and Nominated Supervisor of the service to ensure children and family's needs are being met.

Grievance: A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature. For example: If the service is in breach of a regulation causing injury or possible harm to a child.

Mediator: A person who attempts to assist and support people involved in a conflict come to an agreement.

Mediation: An attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

Notifiable complaint: A complaint that alleges a breach of the Regulation and Law, National Quality Standard or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider or Nominated Supervisor to the Department of Early Childhood Education and Care within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)).

If the Approved Provider, Nominated Supervisor, or Educator is unsure whether the matter is a notifiable complaint, it is good practice to contact Regulatory Authority for confirmation. Written reports must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the Grievances Subcommittee (or Nominated Supervisor)
- any other relevant information.

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au and logged using NQA ITS (National Quality Agenda IT System).

Serious incident: An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the centre in contravention of the Regulations or is mistakenly locked in/out of the centre premises (Regulation 12).

A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident. The Regulatory Authority must be notified within 24 hours of a serious incident occurring at the centre (Regulation 176(2)(a)). These records are required to be retained for the periods specified in Regulation 183.

We acknowledge that conflict is a natural part of the work environment. It is important that all conflict is resolved as unresolved conflict can lead to tension; stress; low productivity; bitter relationships; excess time off; ill health; anxiety and many other destructive emotions. When conflict is addressed and handled constructively the outcomes are feelings of relaxation; openness; high productivity; vitality; good health, empowerment; a sense of achievement etc.

Positive communication between educators is vital to the smooth running of the Service and to ensure a positive environment for children. Educators are expected to treat other educators with respect, accept differences and share ideas. It is every staff member's responsibility to contribute to the development of an open, healthy and constructive work environment. All grievances, whether considered minor or not, are to be dealt with promptly, professionally and thoroughly.

The Service's employees are expected to look at conflict in a positive way, ready to learn something new,
reflect on good quality practice, improve work relationships and ultimately provide better care and

education for children.

Employees are also to be aware of their responsibility to be a good role model for children, and appropriately and professionally handle conflict with work colleagues, children, parents, and other associates.

Employees should regularly reflect on *Early Childhood Australia's Code of Ethics* for guidance of appropriate behaviour when dealing with conflict. The Code of Ethics states that all team members should "make every effort to use constructive methods to resolve differences of opinion in the spirit of collegiality."

Privacy and Confidentiality

Management and Educators will adhere to our *Privacy and Confidentiality Policy* when dealing with grievances. However, if a grievance involves a staff member or child protection issues, a government agency may need to be informed. (see: Reportable Conduct Scheme in *Child Protection Policy*)

Conflict of Interest

It is important for the complainant to feel confident in

- being heard fairly
- an unbiased decision-making process

Should a conflict of interest arise during a grievance or complaint that involves the Approved Provider or Nominated Supervisor, other Management will be nominated as an alternative mediator.

Clubhouse bootcamp may also engage the resources of an Independent Conflict Resolution Service to assist with the mediation of a dispute. We will ensure that throughout the conflict resolution process the Services Code of Conduct is be adhered to.

Management/Nominated Supervisor will:

- ensure staff and educators are aware of the person to whom complaints can be made and the processes required
- treat all grievances seriously and as a priority.
- ensure grievances remain confidential.
- ensure grievances reflect procedural fairness and natural justice.
- discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint.
- investigate and document the grievance fairly and impartially.

The investigation will consist of:

  - reviewing the circumstances and facts of the complaint (or breach) and inviting all affected parties to provide information where appropriate and pertinent.
  - discussing the nature of the complaint (or breach) and giving the accused educator, staff member, volunteer or visitor an opportunity to respond.
  - permitting the accused person to have a support person present during the consultation (for example: Union Representative or family member; however, this does not include a lawyer acting in a professional capacity).
  - providing the employee with a clear written statement outlining the outcome of the investigation.
- Advise the complainant and all affected parties of the outcome within 7 working days of receiving the verbal or written complaint.
  - management will provide a written response outlining the outcome and provide a copy to all parties involved.

- if a written agreement about the resolution of the complaint is prepared, all parties will ensure the outcomes accurately reflects the resolution and sign in agreeance.

- should management decide not to proceed with the investigation after initial enquiries, a written notification outlining the reasoning will be provided to the complainant.
- keep appropriate records of the investigation and outcome and store these records in accordance with our Privacy and Confidentiality Policy and Record Keeping and Retention Policy.
- monitor ongoing behaviour and provide support as required.
- ensure the parties are protected from victimisation and Bullying.
- request feedback on the grievance process using a feedback form.
- track complaints to identify recurring issues within the Service.
- notify the Regulatory Authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised.

Educators, staff, volunteers and visitors will:

- be aware of the possible ramifications of their actions when dealing with staff issues
- raise the grievance or complaint directly with the person they have grievance with, in a professional manner and at an appropriate time. Both parties should try to resolve the issue and develop solutions to ensure the problem does not happen again. Discussions should be based on the principles of privacy, confidentiality, respect and open-mindedness, will not involve other educators, staff, volunteers or visitors (e.g. parents) and will take place away from children
- if the person is unable to resolve the issue or feels uncomfortable raising the matter directly with the person concerned, the grievance or complaint must be raised with the Approved Provider/Management or Nominated Supervisor. The Approved

Provider or Nominated Supervisor (or other manager) may ask for the complaint/grievance to be put in writing

- provide all relevant information, outlining the issue, identifying any other person involved in the problem, and any suggested solution
- communicate openly about the issue with the relevant parties
- raise any grievance involving suspected or actual unlawful activity (including bullying) with the Approved Provider or Nominated Supervisor immediately and privately
- maintain confidentiality at all times
- maintain professionalism at all times.

When the persons involved cannot resolve the grievance between them in a constructive and professional way the following steps will be taken:

The aggrieved person is to contact their immediate supervisor (Room Leader, Nominated Supervisor or Licensee) who will act as Mediator.

The Mediator will have an interview with the persons involved and clarify the facts, work out whether advice is needed from other sources, discuss options available, and help to formulate a plan of action.
If an employee does not feel comfortable in approaching their supervisor, or the conflict is with their immediate supervisor, they can contact the next level of management to act as Mediator.

If an amicable resolution does not occur at this meeting the Mediator is to present a report to the next level of management outlining:

- the nature of the grievance
- the procedures followed to date
- the solution(s) sought
- the recommended plan of action or resolution.

If an agreement is reached the mediator is to present a report to the next level of management outlining:

- the nature of the grievance
- the procedures followed to date
- the solution(s) agreed upon
- the plan of action to reach this solution and review time if warranted.
- a copy of this report is to be provided to all persons involved in the grievance, and a copy is to be retained at the workplace.

GRIEVANCE PROCEDURES

Harmonious staff relations within the OSHC Service largely depend on staff feeling satisfied that their professionalism is being acknowledged by their involvement in appropriate decision-making processes.

The quality of industrial relations is likely to be substantially better in a workplace if the decision-making processes adopted permit staff to have input into decisions that affect the nature and quality of their professional work.

Management and staff within the organisation will work together to develop and implement appropriate strategies to facilitate consultative and collaborative decision-making processes within the workplace. Where staff feel these processes have failed and are in conflict with decisions made by Management, including the Board, the following procedure is to be followed:

- the aggrieved person(s) will discuss the grievance with their immediate supervisor.
- the supervisor is to report the grievance to the Nominated Supervisor/ Licensee.
- the Mediator will seek advice as necessary from other sources, (e.g.: unions, Work Cover and funding bodies).
- the Mediator will then advise Management of the possible solutions.

Meetings are to be arranged with the aggrieved person(s) as necessary throughout the process. The outcome of the grievance must be reported to the aggrieved person within a week of the decision.

Resolution of Grievances

Grievances are considered resolved when all persons involved agree to a solution, when the cause of the grievance has been removed or resolved, and when arrangements have been made, if appropriate, to repair any damage and distress suffered by the persons involved. Strategies agreed upon by both parties are to be put in place to help avoid further conflict.

Unresolved Conflict

If resolution of the conflict is unsuccessful after all procedures in the *Grievance Policy* have been followed it may then be necessary to take disciplinary action.

Confidentiality

Mediators are to use discretion and do their utmost to maintain confidentiality. Any breach of this confidentiality could result in a charge of misconduct. However, confidentiality cannot be guaranteed in the following situations: if it is considered that someone is in danger, if disciplinary action or criminal investigation might be necessary; or if employer liability might be involved.

No action will be taken against the person about whom a formal complaint is lodged until they are made aware of any allegations so that they may respond.

Support Person

A Staff member is able to nominate a support person to attend any meetings with them. This person may be a union representative, impartial friend, or family member.

Educators, staff, volunteers and visitors will not:

- become involved in complaints or grievances that do not concern them.
- raise complaints with an external complaints body, such as a court or Tribunal, without exhausting the OSHC Services' grievance procedures.

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australian Human Rights Commission: https://www.humanrights.gov.au

Commonwealth Ombudsman. (2009). Better practice guide to complaint handling: https://www.ombudsman.gov.au/ data/assets/pdf file/0020/35615/Better-practice-guide-to-complaint-handling.pdf

Education and Care Services National Regulation. (2011).

Fair Work Australia: https://www.fairwork.gov.au/

National Quality Standard. (2017).

Revised National Quality Standard. (2018).

REVIEW

POLICY REVIEWED	MARCH 2021	NEXT REVIEW DATE	MARCH 2022
POLICY REVIEWED	MAY 2022	NEXT REVIEW DATE	MAY 2023
POLICY REVIEWED	MAY 23, 2023	NEXT REVIEW DATE	MAY 24, 2023

Hand Washing Policy

Educating and encouraging children to wash their hands effectively will help to reduce the incidence of infectious diseases:

- Educators will role model hand washing procedures
- Educators will discuss with children the importance of hand-washing
- Educators will supervise children's hand-washing
- Children will be reminded to wash their hands at the appropriate times such as after going to the toilet, before eating and after handling animals
- Parents are encouraged to practice good hand-washing techniques at home to assist in children's learning.
- Children and Educators alike will wash their hands before eating and or serving food.
- Educators are aware that wearing gloves does not replace the necessity of hand washing.

This policy was made with reference to Staying Healthy in Child Care

Date policy was last updated or revised: November 2026

Health & Safety Policy

It is our commitment to provide a safe environment for children so that they can explore, discover and learn and for Educators so that they can nurture and educate children in a safe and pleasant environment.

- All staff will undergo an induction upon commencement of employment
- Educators and management will support the belief that prevention is better than cure
- Educators will check the playground before each session for unsafe objects and to ensure that all equipment is put together safely.

Outdoor checklist will include:

- Bikes and wheeled toys – it is recommended that correctly fitted helmets be worn every time children use 'bikes' and wheeled toys. For detailed checklists and assistance in developing written policies to guide maintenance, programming, supervision and use of 'bikes' and wheeled toys in children's services, contact the Early Childhood Road Safety Education Program
- Centre car park – ensure family members are aware of pedestrian safety rules. Encourage families to always supervise their children in the car park to prevent accidents and injuries, which could occur as a result of reversing vehicles.
- Check outdoor areas and play equipment regularly for health and safety hazards.
- Climbing and play equipment - stable, maintained, meets relevant Australian Standards. Teach children to use safely.
- Hazards and driveways.
- Finger entrapment – all holes or openings in playground equipment must be between 8-25 mm.
- First aid kit is approved, maintained, and accessible throughout outdoor play.
- Garden debris removed, garden equipment stored and locked away, regularly trim branches and bushes.
- Hazardous Plants – identify and remove or make inaccessible to children.
- Machinery, tools and equipment – ensure all engine operated or other hazardous equipment, tools or machinery are stored securely and are inaccessible to children.
- Pet and animal droppings cleared or inaccessible to children in outdoor areas, exclude dogs from children's play areas, finger proof pet enclosures, supervise pet interactions with children.

- Gate & fence safety and compliance.
- Record details and notifying parents of any child accident.
- Safe play rules and adequate safe play areas - talk with children about how to play safely. Maintain safe layouts for outdoor play areas to avoid collisions between children.
- Sandpits - cover when not in use, regularly clean, rake, and remove sand soiled by faeces or blood. Hose sandpits at end of day after removing contaminated sand and material.
- Snakes, spiders, insects – keep the centre clean of infestations, teach children the dangers
- Soft fall - appropriate ground cover under outdoor climbing and play equipment, meets standards.
- Sun protection clothing, hats, and sunscreen, for unshaded areas - minimise play at peak sun exposure times. Install a sunshade over sandpits and play areas.
- Ensure children are visible and supervised at all times. High-risk areas and climbing and other outdoor play equipment. Make hazardous equipment, machinery, chemicals, and any other materials inaccessible to children.
- Water hazards - cover and make inaccessible to children, e.g. ponds, dams, spas, & creeks.
- Buckets of water for soaking toys or clothing are only to be stored in the laundry sink so that they are inaccessible to children

Educators will report all hazards, incidents and injuries to management via the appropriate forms.

Hazard Identification forms are located: at reception desk All completed forms are to be given to the nominated supervisor and kept in the office for further investigation.

Safety Checklist will identify:

- Access for children and adults with disability - ensure safe access into, within and out of the centre, security, toilet and washing facilities, and check for hazards for wheelchairs and people with impaired sight, hearing or mobility.
- Barriers - age appropriate, child proof, self-locking barriers to balconies, stairways, kitchen, bathroom, laundry, garage, other levels in the centre, front and back garden.
- Children at risk – maintain extra security and supervision for children at special risk.
- Choking hazards e.g. small toy parts, beads, nuts, blind and curtain cords, plastic bags, sandwich bags, balloons.

- Decorations and children's artwork – do not place near ceiling fans, air conditioners or heaters. Avoid use of tacks, pins, and staples.
- Doors – use finger jam protectors.
- Emergency evacuations – develop an evacuation plan and emergency contact numbers display, inform families, and practice evacuation procedures. Evacuation plan to be displayed in each room of the service
- Fire – fire blanket, extinguisher, fire exits, smoke detectors, electrical safety switch.
- First aid kit with sufficient contents, maintained, accessible, first aid certificate current for relevant staff.
- Furniture and equipment - stable, maintained, meets safety standards.
- Guard and make inaccessible to children heaters, coolers, fireplaces, stoves, microwaves, power points, and office equipment.
- Hazardous indoor and outdoor plants
- Identify, remove or make inaccessible to children any equipment that is deemed hazardous. This will be removed immediately. An area that is deemed hazardous will be secured off and supervision will be amended to ensure that safety is supported.
- Heaters – ensure that children cannot come in contact with hot surfaces. It is preferable to use heating where combustion products are ducted outside. If 'un-flued' gas heating is used ensure there is adequate ventilation while the heater is operating.
- Hot water - ensure the hot water supply is regulated so as to keep it below the temperature at which a child can be scalded (the current Kidsafe recommendation is below 43.5°C).
- Machinery, tools and equipment – ensure all engine operated or other hazardous equipment, tool or machinery are stored securely and are inaccessible to children.
- Noise – reduce excessive exposure. Non-slip, non-porous floors, stairs.
- Pets and animals – inform families of pets being kept on premises and plans to obtain new pets. Ensure pets are vaccinated, wormed, de-flead, clean, and healthy. Keep pet accessories such as pet food, litter boxes, pet toys away from children. Exclude dogs from children's play areas. Keep children-pet interactions minimal and supervise interaction times.
- Record details and notify parents of any child accident.

- Safe play rules and adequate play spaces - discourage running indoors and safe furniture layout to avoid collisions.
- Safety glass used and installed according to the current Regulation, Australian Standards, and Australian Building Codes on all glass doors and windows accessible to children, safety decals on sliding doors and plate glass doors at child and adult eye level.
- Security – ensure all entry doors are locked at all times and place bells on doors.
- Smoke free environment in all areas.
- Staff personal items – ensure staff's personal items such as bags, sharp instruments, toiletries and medicines are kept secure and are inaccessible to children.
- Stairways, ramps, corridors, hallway, external balcony must be enclosed to prevent a child falling.
- Store in locked cabinet unsafe items, e.g. chemicals, medicines, razors, knives, electrical equipment.
- Toys – meet safety standards, age appropriate, maintained, and non-toxic
- Ensure children are visible and supervised at all times.

Suggestions for hazard management are as follows:

- Eliminate control – remove hazard completely
- Substitution control – substitute with a lesser risk
- Isolate control – isolate the hazard
- Engineering control – make changes to increase safety
- Administration control – safe behaviour e.g. supervision
- Personal protective equipment control – e.g. gloves and goggles
- Service management is committed to maintaining building and outdoor areas with monthly audits and report procedures used to ensure safety.
- Employees are to notify employer of past injuries upon commencement of employment
- Areas that contain hazardous materials will be signed to indicate this. MSDS sheets are kept in the office filing cabinet and on the cabinet where the products are stored.
- Concerns will be discussed amongst staff and management to ensure an appropriate and practical resolution
- Educators are to observe safe manual handling procedures and report any concerns to management. No Educator is to move furniture or equipment alone. Educators are encouraged to get down to the child's level rather than picking up a child.

- Children will be within adult supervision at all times
- All Educators on the premises must have a current first aid certificate
- A fully stocked first aid kit is on the premises in the kitchen at all times. It is checked and restocked each month
- Children's toys and equipment will be kept safe, clean and in good condition and daily checklists will be complied with to ensure that safety and maintenance is adhered to.
- Ensure outdoor play equipment meets current Australian Standards, is purchased from a reputable manufacturer, and is checked regularly and maintained.
- Always inspect the playground before children play outside, and ensure children playing on equipment are dressed appropriately. Hoods, drawstrings and cords can be potential choking hazards.
- Ensure play equipment that is higher than 50cm has soft fall installed underneath at least 25cm in depth under and 1.9m from the perimeter of the equipment. Place outdoor play equipment away from paths and solid garden edging.
- Ensure surfacing used underneath and around equipment complies with Australian and New Zealand Standards AS/NZS 4422, 1996, and is maintained regularly; materials may need to be raked, redistributed and checked weekly for spiders, sharp objects or animal litter.
- Supervise children at all times, ensure outdoor play areas are visible, keep frequently used materials, e.g. tissues, phone, sunscreen, first aid kit accessible while outdoors.
- The RTA recommends that children under nine do not use bikes, scooters, skates or skateboards in children's centres. Children who do use these must wear helmets and pads where appropriate.
- Staff members are to ensure that all toys offered to children are age appropriate for safety reasons and used in a safe manner as manufacturer's attended and advised.
- All play dough is to be made fresh every week. If there is an outbreak of vomiting and/or diarrhoea, or any other contagious communicable disease play dough is to be discarded at the end of each day and a new batch made during this time. Children are to wash their hands before and after using the play dough.
- Temperature controls are on all taps that are accessible to children. Children are not permitted in the laundry or kitchen area.
- To ensure the physical safety of all children, no hot food is permitted in the classrooms when children are present.

- The service is an allergy aware service and aims to protect children at risk of anaphylaxis. Parents/guardians must inform the Service of any allergies their child has and measures will be made in conjunction with the parent/guardian to ensure the safety of the child in regard to the particular allergies.
- If Educators are heating food for children that has come from home it is to be heated thoroughly (above 60 degrees Celsius) and then left to cool down for the recommended 10 minutes. Before giving the food to the child it will be mixed thoroughly to ensure it is heated evenly. A piece will then be removed with a spoon and tested by the Educator on their hand. This piece of food will be thrown away. Food is only heated once and left overs thrown away. (Staying Healthy in Child Care 2005)

Ensure storage facilities that are secure and inaccessible to children for the following types of items:

  - All cleaning materials, including detergents
  - Poisonous and other dangerous substances
  - Dangerous tools and equipment
  - Toiletries
  - Medications
  - First aid equipment
  - Emergency medical equipment and drugs
  - Jagged or sharp objects that pose a hazard to children

- Wear appropriate personal protective clothing (e.g. gloves, aprons, mask, and goggles) in accordance with manufacturer's instructions when using or disposing of hazardous chemicals or substances.
- Seek medical advice immediately if poisoning or potentially hazardous ingestion, inhaled, skin or eye exposure has occurred, or call the Poisons Information Line on 13 11 26, or call an ambulance, dial 000.
- In the case of any child or staff member injured by a chemical, substance or equipment, institute your emergency, medical and first aid procedures, notify Work Cover immediately and any other person or authority as required by the regulation or these guidelines (see Section 7. and 8. on Managing Emergencies).
- In any major emergency involving a hazardous chemical or equipment, a hazardous gas or a fire or explosion hazard, call the emergency services, dial 000 and notify Work Cover/Worksafe immediately and any other person or authority as required by the Regulation
- Medication is stored out of children's reach in the signed kitchen cupboard above the bench or in a lockable container in the fridge. Medication is to be handed to a primary Educator by the parent/adult on arrival, not left in a child's bag.

- All staff members are to ensure that any medication they have is stored in the correct location and not left in hand bags or any other unsecured place.
- Asthma spacers and puffers are stored in the in the first aid kit with notification of front of cupboard.
- Laundry, storerooms and Educator areas are to have No Children Allowed Signs on doors to remind adults to close doors behind them. Children will also be informed of the meaning of these signs
- In the case of snakes and/or dangerous animals/insects children are to be removed from the area. Evacuation procedures, if necessary, are to be undertaken until the area is given the all clear by either the Nominated Supervisor or the Certified Supervisor. If necessary a wildlife representative can be contacted to collect the animal. Call Baw Baw wildlife and reptile officer on (03) 8400 7300
- Fire and emergency evacuation plans are located throughout the Centre.
- Fire drills/emergency evacuations are practised and documented a minimum of once per term over a variety of days to ensure that all children and all Educators experience the evacuation practice.
- All members of staff must observe strict health and hygiene practices that have regard to current community standards and are in accordance with relevant government guidelines to minimise risks to children
- Staff will always strive to minimise the use of toxic products. It will always be the aim of staff and the Service to ensure we are providing a safe environment by seeking non-hazardous, non-toxic alternative products.
- Staff will endeavour to be knowledgeable with the products that they are using ensuring that all products are being used for the correct purpose.
- If toxic products must be used, as there is no alternative, then it is to only be used when the children are off the premises and following the directions of use.
- Staff will make themselves familiar with any plant, foliage or flora they bring into the Centre and ensure that it is not toxic or presents a risk to the children in any way.
- Staff will withhold any plant, foliage or flora that a child may bring into the Centre if there is any doubt about the safety of the material.
- Remove or keep children away from plants that can cause serious poisoning. Common examples are – African milk bush, angels trumpet, atrium lily, azalea oleander, castor oil plant, chestnut, daffodil, deadly nightshade, dumb-cane (elephants ears), English ivy, foxglove, hyacinth, hydrangea, iris, lantana, Moreton Bay fig, rosary bean, rhubarb, rhus, white cedar, wisteria.

- All staff members are trained in child protection and aware of our Child Protection Policy.
- No person is to smoke (tobacco or any other substance) within or around the building or on the Service premises at any time while the service is being provided to children
- No staff member is to smoke at any time during their daily hours of employment, including breaks off the premises, as the residue smell of cigarette smoke on clothes, hair and breath is not appropriate when working so closely with young children and co-workers.
- No alcohol or unlawful substances are to be consumed or stored on any part of the premises of the Service at any time when the service is being provided to the children.

This policy was made with consideration to Health & Safety in **Children's Centres Model Policies & Practices Second Edition** Revised 2003, Staying Healthy in Childcare 5th edition, Education and Care Services National Regulations, Kids and Traffic' resources available from the Early Childhood Road Safety Education Program, Macquarie University: www.kidsandtraffic.mq.edu.au

Date policy was last updated or revised: November 2026

Illness, Injury, Accident and Medical Emergency Policy

In the case of an accident the child's needs are to be considered and an appropriate medical professional will be contacted where deemed necessary by Primary Contact Staff

- No child is to be enrolled in the service unless a parent of the child has given written authorisation for the service to seek urgent medical, dental or hospital treatment or ambulance service or written consent to the carrying out of appropriate medical, dental or hospital treatment.

- If a child sustains an injury to the head and the injury seems to be insignificant, parents of the child will be contacted immediately so they can make the decision as to what medical treatment needs to be carried out beyond that available from the first aid trained staff at the Service.

- In the event of an accident or injury, primary contact staff will assess the child and will treat the child if within their knowledge to do so

- All staff members hold current First Aid Certificates as per the Regulations

- The child will remain under the supervision of an Educator until the parent or person responsible for the child or a medical professional arrives.

- Gloves will be worn when treating children if bodily fluids are present

- If treatment is needed that is not within the first aid training or other specific training of primary contact staff members or the child is in need of professional medical attention, staff will seek the appropriate medical attention, which may include calling an ambulance to take the child to hospital. All attempts will be made to contact the parent or person responsible for the child to advise them of the situation.

- If staff members are to treat the child to the best of their abilities and the child still requires medical attention that is not an emergency, the parents/guardian of the child or authorised contacts will be contacted to take the child to hospital, e.g. a broken arm

- If the child's parent/guardian or other authorised person cannot be contacted and the child is in pain an ambulance will be called to take the child to hospital to be treated and accompanied by a staff member until the parent/guardian arrives

- In the event of a staff member accompanying a child to seek medical attention, a relief staff member will cover ratios within the Service

- An accident/illness report will be completed by the staff member who witnessed the accident, signed by the Nominated Supervisor and a copy given to the child's parent/guardian and the original will be kept in the child's file

The Department of Education and Community Services will be informed of serious incident such as:

The death of a child

- While being educated and cared for by an Education and care service; or

- Following an incident while being educated and cared for by an education and care service

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

- The attention of a registered medical practitioner was sought, or ought reasonably to have been sought; or

- The child attended, or ought reasonably to have attended, a hospital

Any circumstance where a child being educated and cared for by an education and care service:

- Appears to be missing or cannot be accounted for; or

- Appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or

- Is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

- In the event where the accident/illness has resulted in death, The Department of Education and Communities will be notified within 24 hours of the event or knowledge of the event.

- If the child's enrolment form lacks adequate local or up to date medical contacts the Service staff may contact a local medical practitioner or dentist on the parent/guardians behalf. Any costs incurred will be the parent/guardians responsibility

- In the event of a medical emergency, please follow the guidelines set out in the First Aid Action Plan. In the instance that doubt is raised over the capability of staff to deal responsibly with the emergency an ambulance will be called.

- Any injury that involves a child's head requires their family to be contacted immediately so the family may determine what, if any, medical treatment should be undertaken.

- Any child who is enrolled in the Service who has Asthma will need to have their GP complete an Asthma Action Plan and ensure that the Service is provided with the medication and equipment needed for their child. It is required that all Asthma Plans are updated every 6 months.

- The Service recommends that all children attending the Service should have ambulance cover. In the case of an ambulance being called, the cost will be the responsibility of the child's parent/guardians.

- Phenergan Anti-histamine will be kept in the locked medication box at the Service and will be used to treat a child who is believed to be having an allergic reaction. *Phenergan is only to be used for children over the age of 2 years. If under 2 paramedics will be phoned immediately for advice.*

High Temperatures or Fevers

- High temperature or fever is one of the most common reasons why children visit a medical practitioner and is generally considered to be a mechanism that indicates the body is experiencing an infection.

- Various recognised authorities define a child's normal temperature within a range of 36.5°C-37.0°C, and this depends on the age of the child and the time of day.

- Any child with a high fever of 38°C and above should not attend the Service. They should be examined by a medical practitioner to exclude serious infections such as meningitis, urinary tract infection or pneumonia

When a Child has a High Temperature

- Parents will always be alerted when a child registers a temperature of 37.5°C or above. The child does not need to be collected from the Service at this point.

- Staff will note any other symptoms that may develop with the high temperature (for example, a rash or vomiting). If this is the case, a parent or emergency contact person will be asked to collect the child.

- When a child registers a temperature of 38°C or above as measured, a parent or emergency contact person will be notified and requested to collect their child as soon as possible (within one hour).
- The child will not be permitted to return to the Service for a further 24 hours following a fever of 38°C or above when measured in the ear.

Staff will attempt to reduce a child's fever by:

- Encouraging the child to drink plenty of water unless there are reasons why the child is only allowed limited fluids

- Removing excessive clothing

- Sponging lukewarm water on the child's forehead, back of neck and exposed areas of skin, such arms or legs; and

- If requested by a parent or emergency contact person, staff may administer Paracetamol (Panadol or Neurofen) in an attempt to bring the temperature down, however, a parent or emergency contact person must still collect the child. The child's temperature, time, medication, dosage and the staff member's name will be recorded in the Illness Folder, and the parent asked to sign the Medication Authorisation Form on arrival.

In the event of injury or accident where a phone call is not deemed necessary, staff will inform parents on arrival with a completed incident sheet:

- Parents or guardians will be shown the incident sheet and asked to counter-sign it.

- For further information regarding the incident, the parents should refer to the contact person nominated on the form.

- Where circumstances are exceptional and a written report is not available that day, the Service will strive to provide an Incident Sheet within 24 hours of the incident

Useful Websites:

National Health Medical Research Council:
http://www.nhmrc.gov.au/publications/synopses/_files/ch43.pdf

Fever, Retrieved May 28, 2007, from:
http://www.chw.edu.au/parents/factsheets/feverj.htm

Anaphylaxis Australia: www.allergyfacts.org.au/foodalerts.asp

Asthma Foundations Australia – www.asthmaaustralia.org.au

Service for Community Child Health - www.rch.org.au

Health Insite - www.healthinsite.gov.au

Immunise Australia Program – www.immunise.health.gov.au

National Health and Medical Research Council - www.nhmrc.gov.au

NSW Multicultural Health Communication Service - www.mhcs.health.nsw.gov.au

Raising Children Network – www.raisingchildren.net.au

This policy was made with consideration to Staying Healthy in Child Care – Preventing Infectious Diseases in Child Care, Fifth Edition, The Children's Hospital at Westmead, Education and Care Services National Regulations

Date policy was last updated or revised: November 2026

Anaphylaxis & Asthma Emergency Policy

Asthma Friendly Policy

All children at the service who are known to have asthma are supported via Asthma Friendly policies and procedures and all children, staff and visitors can access Asthma First Aid in an emergency.

We are committed to being an Asthma Friendly service as outlined by Asthma Australia. This means:

- The majority of staff members have current training in Asthma First Aid and routine management, conducted or approved by the local Asthma Foundation. At least one staff member on duty at any time holds a current certificate for ACECQA approved competency assessed Emergency Asthma Management training
- Asthma Emergency Kits (AEKs) are accessible to staff and include in-date reliever medication, spacers with masks for under 5 year olds
- Asthma First Aid posters are on display and information is available for staff and parents

Roles and responsibilities

Children:

- Are supported to self-manage their asthma in line with their age and stage of development: we explain asthma and asthma care to the children and provide care with, not just to, them

Parents/carers:

- Provide an Asthma Care Plan, signed by the treating doctor
- Provide their child's medication, clearly dated and in the original labelled container. A spacer, and mask as required, should also be supplied

- Alert staff to any changes in their child's asthma management

Staff:

- Document any asthma attack and advise parents/carers as a matter of priority
- Have a spacer replacement/cleaning procedure: name and give a spacer/mask used from the AEK to the child who used them for their own use in the future – otherwise they need to be disposed of thoughtfully OR if not single use spacer, wash spacer in warm, soapy water and air dry. To be disposed of and replaced if contaminated with blood.
- Review documentation regularly to ensure compliance with procedures
- Minimise exposure to known triggers

Management:

- Meet requirements under the National Law and Regulations
- Ensure at least one staff member on duty at any time has current competency assessed Emergency Asthma and Anaphylaxis Management
- Provide an appropriate number of first aid kits
- Have a plan to risk manage children's health care needs
- Have 'safe medication' management plan in place
- Maintain a central record of children's health care needs, including asthma, and review regularly
- Induct new staff in asthma policies and procedures including asthma training and information for all staff

Monitoring and review:

- This policy will be reviewed annually and earlier should a need arise to do so.
- In the case of an emergency the child's needs will be considered and an appropriate medical professional will be contacted where deemed necessary by Nominated Supervisor.

- Any child who is enrolled in the service who is Anaphylaxis will need to have their GP complete a Anaphylaxis Action Plan and ensure that the centre is provided with the medication and equipment needed for their child.

- Any child who is enrolled in the service who has asthma will need to have their GP complete an Asthma Action Plan and ensure that the centre is provided with the medication and equipment needed for their child.

- It is required that all Anaphylaxis & Asthma Plans are updated every 6 months.

- No child is to be enrolled in the Service unless a parent of the child has given written authorisation for the Service to seek urgent medical or hospital treatment or ambulance service or written consent to the carrying out of appropriate medical or hospital treatment.

- In the event of an emergency, a trained Anaphylaxis & Asthma Educator will assess the child and will administrate the required medication, and the parent or person responsible for the child and medical professionals will be contacted.

- The child will remain under the supervision of the trained Anaphylaxis and Asthma Educator, until the parent or person responsible for the child or medical professional arrives.

- The Service recommends that all children attending the Service should have ambulance cover. In the case of an ambulance being called, the cost will be the responsibility of the child's parent/guardians.

This policy is made in conjunction with Asthma Australia, Staying Healthy in Child Care 5th Edition (2013), Education and Care Services National Regulation and VIC Health

Date policy was last updated or revised: November 2026

Immunisation Policy

Immunisation helps to reduce the incidence of childhood infectious diseases now and in the future. Upon enrolment at least one of the following records must be sighted by an Educator to ensure that their immunisation is up to date:

1. An Australian Childhood Immunisation Register (ACIR) Immunisation History Statement showing that all immunisation is current
2. An ACIR Immunisation Exception Conscientious Objection Form, which has been certified by an Immunisation provider and Parent/Guardian (IMMU12)
3. An ACIR Immunisation Exemption - Medical Contraindication Form, which has been certified by an Immunisation provider (IMMU11)
4. An ACIR Immunisation History showing that the child is on a recognised catch-up schedule. (Certified by the Immunisation provider)

- Any child who is not immunised must be kept away from the Service if and when an outbreak of an immunise-able infectious disease occurs to protect that child and to prevent further spread of infection. In the instance of the child being immunised and the relevant evidence is not provided to the Service – the child would be viewed as not being immunised.

- Families who do not have their child immunised, or have out-of-date immunisation records, may not be entitled to Child Care Benefit, or may have their benefit cancelled. This is not a decision made by the Service.

- All staff members are encouraged to keep up to date with their immunisations. The Service requires a declaration from staff members on their immunisation status and will be treated the same way as a child who is not immunised if an infectious disease is detected within the Service. A list of immunisations is displayed in the staff room for reference.

- Management will maintain a current record of vaccination status of all employees. All information will be kept confidential.

- Current information will be provided to employees and families on vaccine-preventable diseases.

- Staff members who fall pregnant are advised to visit their GP immediately and have a test for Cytomegalovirus (CMV) to check their immunity. Any pregnant staff member who is at a heightened risk will be require to double glove when coming into contact with any body fluids, especially saliva.

Employees will:

- Provide proof of current immunisation status.
- Actively seek immunisation for all diseases currently on the vaccinations schedule if not already immunised or unsure of status.
- Actively seek immunisation for all other recommended diseases, e.g. Hepatitis- A & C, HIB, annual Flu (influenza) Vaccination and Whooping Cough.
- Maintain current immunisation status.
- Families will be reminded of this policy on enrolment and throughout the year.

This policy is made in conjunction with, Staying Healthy in Child Care 5th Edition (2013), Education and Care Services National Regulation

Date policy was last updated or revised: November 2026

Interactions with Children, Families and Staff Policy

Children will be encouraged to display socially suitable behaviour and language when dealing with their peers

- Appropriate language and behaviour will be role modelled by Educators.
- Educators will help children to be aware of the feelings of others.
- Children are encouraged to treat all children as their friend

Positive communication and mutual respect that is role modelled by Educators will benefit children in their development of similar skills along with increasing their self-esteem and self confidence

- Children will be spoken to in a positive manner at all times.
- Primary contact Educators will interact with children in a way that ensures that children are guided towards positive responsible behaviour.
- Educators will listen to children; they will support and encourage children to use appropriate language in their interactions with adults and peers.
- Educators will extend upon children's interests through questions and discussions, supported in observations, reflection and program.
- Communication with children will be on the child's level as this shows respect to the child allows for eye contact to occur and therefore effective communication.
- Educators will encourage and be involved in spontaneous interaction. Educators will always use appropriate language keeping in mind that they are powerful influences in children's lives and are very active role models. Educators will ensure that the dignity and rights of each child are respected at all times.
- Educators will ensure that the values, beliefs and cultural practices of the child and family are respected and considered
- Educators will ensure that children are not forced to eat or sleep against their wishes or needs
- No child is ever isolated for any reason other than illness, accident or pre-arranged appointment with parental consent. During this time they will be under adult supervision

- Encouragement and praise is given freely regardless of success
- Professional communication is very important to make a happy work environment and to build a positive relationship with families. Communication amongst colleagues creates a positive atmosphere and a professional service for families. Communication between educators and families ensures that important information is being passed on and that consistency occurs.
- Educators are to show respect for one another
- All duties within the room are to be shared and Educators are responsible for ensuring this occurs through the use of a roster where necessary
- Educators are to listen to each other's point of view and ideas
- Communication is required to ensure that the teamwork occurs
- In-service training on communication will be encouraged to update and refresh knowledge
- Educators will acknowledge parents as a valuable source of information on their child
- Educators are to greet parents as well as children upon arrival
- Educators are to encourage two way communication, leading by example and asking questions
- Educators are to use common terminology when talking to parents regarding their child's development
- Educators are never to discuss another child with a parent or visitor
- Educators are to be sensitive to cultural differences amongst families and are to encourage families to share cultural aspects with the children and Educators at the Service
- Educators will always endeavour and seek the advice and opinion from experts to help with regard to a child with additional needs or support a family through resources available from such support agencies as KU Inclusion Support Agency, Area Health or the private sector.
- Educators will endeavour to recognise and implement a number of different ways to communicate with families in their preferred chosen way.

- Verbal communication will always be open, respectful and honest.

- Service information, updates and notices will be made available via the Day Book, Newsletter, emails and sign-out sheets.

This policy was made with consideration to Education and Care Services National Regulation, Children and Young Persons (Care and Protection) Act 1998 and the Code of Ethics- Early Childhood Australia

Date policy was last updated or revised: November 2026

Make Up Day Policy

Makeup days are available to you if your child has been absent due to illness or holidays. To be eligible for a makeup day you will need to contact the Service in advance, or in the case of illness, before 10am on the day your child will be absent, advising the Service if the absence is due to illness or holidays.

Make up days can only be used if there is an absence or vacancy in the service on the day you require. This enables the Service to remain within its licensed number of places and educators-child ratios.

To use a makeup day you will need to contact the Service 24 hours before the makeup day is required. Priority will be given to those who have been absent due to illness as keeping a child at home when she/he is sick helps to reduce the incidence of cross infection.

- Make up days must be used in the same week the child was absent.
- A maximum of 4 make up days, per child, per calendar year are available.
- Each make up day for each child will carry a charge of $10.00
- Any make up days that are not used by the end of the calendar year will be forfeited.

- No responsibility will be taken nor refund given for makeup days that have been unable to be used or absences over and above the set amount.
- Make up days that are booked in and missed without notifying the Service – for whatever reason – will be charged accordingly.

- When the Service is at its capacity, Make up days will not be available.

Please consider other families, as letting us know in advance may allow someone else to take advantage of their 'make up days'. Also, please let us know if the absence is due to illness.

Date policy was last updated or revised: November 2026

Management Commitment Policy

The strength of any team will always depend on the strength of management. Management is committed and aware of their responsibility to the Service, the children, the families, the Educators, Education and Care Services National Regulations and the Standards and Elements as stated by in the National Quality Standard.

The points below ensure that all parties with a vested interest in the Service are represented, supported and served well.

In relation to the Service:

- Management will be involved along with families and Educators in the development and reviewal process for all Policies.
- Management will ensure that the Service is supplied with current legislation and advice from recognised authorities in relation to Health and Safety.
- Management ensures that at least one staff member on the premises at all times has current training in Health and Safety.
- Independent audits for Health and Safety, Maintenance and Cleaning will be undertaken throughout the year.
- Independent audits for emergency safety will be undertaken including the inspection and service of emergency equipment e.g. exit lights, fire extinguishers. All electrical equipment will be tagged as per legislation requirements.
- Management work with Educators combined with feedback from families to develop a Professional Development Plan for the Service

In relation to the Children and Families:

- Management will communicate with family's information that relates to safety within the Service's environment and will seek feedback from families on this matter.
- Management will support families and/or children with additional needs, implementing appropriate individual management plans, AIR Plan etc. and work with resource people to provide a safe, supportive environment and continuity in care.

- Management will seek the opinion of families and the greater community in recognising the needs and formalising procedures to ensure that all ideas and concerns are being recognised and addressed.
- Management will seek assistance from families in the way of a Family/ Parent Committee to represent the family body of the Service in respect to Policy decisions and any other areas of interest.

- Written information regarding the Services management structure will always be made available to families.

- Written information regarding the procedure for handling grievances will always be made available to families.

- Information on management decisions that affect children, families or Educators is made available to Educators in a timely manner

- Information regarding staffing changes that affect families and children are made available in a timely manner including the introduction of relief Educators.

- Families will always have the opportunity to communicate with management in their preferred method and their preference in the way to communicate will be respected and adopted by management and Educators.

- Management and Educators review the effectiveness of staffing practices to ensure continuity of care for children

In relation to Educators:

- Management provides professional development opportunities for all Educators

- Management works with Educators to develop an Individual Professional Development Plan that supports professional growth, reflection and goals.

- Educators are encouraged to network with other Services to share effective work practices and share current information relating to the industry

- Management encourages and supports Educators to participate in formal study that will lead to relevant and recognised qualifications

- Management encourages the input and involvement from resource people to help them develop their skills and encourage Educators to share such knowledge with their colleagues at monthly staff meetings.

- Management and Educators work together in reflecting on rostering changes to ensure that continuity of care is not compromised for the children or their families

- All staffing changes are systematically reviewed to identify ways to minimise stress for the children, families and other Educators especially with consideration to changes in roster.

- Management will seek input from Educators to ensure that staffing practices are effective and meeting the needs of families and Educators.

- All Educators are to take part in an induction process, performance review and feedback meetings. This is to be an opportunity for both Educators and management to share their experiences and feedback and to both evaluate their practices.

- Educators are encouraged to suggest ways of communicating with management if they feel accessibility is not functioning at its best.

- Management encourages Educators to be involved in an advisory, consultative and decision-making role within the Service.

- Management will attempt to employ Educators from cultural and linguistic backgrounds of the children at the Service or that are represented in the greater community.

- All Educators will receive a copy of the Service's philosophy, policies and procedures; a job description; conditions of employment; Educator's handbook and information on the Service's grievance policy on employment.

In relation to Education and Care Services National Regulations:

- Management will ensure that Regulations are always being adhered to through strict Policies and Procedures.

- Educators and families will always have access to the current Regulations.

- During the induction process of Educators, the current Regulations will be discussed and Educators will be provided with a copy for their records.

- Procedures that support meeting current Regulations will be developed and implement with consultation with Educators.

- Management will inform all Educators and families of any changes that need to take place because of Regulations

- Educators and Families will be made aware of when the Service is going through the accessing process and how they can be involved

In relation to Key Indicators set by the National Quality Standard:

- All Educators will be introduced to the Quality Improvement Plan and National Quality Standard on employment as well as the system that the Service has in place to ensure reflection is occurring on a daily basis to meet the key standards and elements stipulated.
- Educators will contribute to the continuous improvement of the service through the quality improvement plan.

This policy was made with consideration to Education and Care Services National Regulation and the Code of Ethics- Early Childhood Australia, National Quality Framework and National Quality Standards

Date policy was last updated or revised: November 2026

Multicultural/Religious Beliefs Policy

We strive to appreciate and acknowledge a wide variety of culture, ensuring that children learn about diversity and that all children feel that their own cultures are important and valued.

- All children and families will be treated equally and fairly and with respect.
- Background information on families will be asked for on the child's enrolment form to allow us to have an insight into the child and family's beliefs and values and to therefore meet a variety of needs more effectively.
- Parents will be asked to volunteer their time and resources to extend multicultural learning of children and Educators
- Educators will advocate and support the maintenance of the family's home language in conjunction with their wishes
- Educators are sensitive to specific cultural behaviour, which may be different to their own beliefs
- Various religious beliefs are respected and the family consulted to enable Educators to meet their needs within the program and daily routine
- For assistance with multicultural matters the Department of Immigration and Multicultural Affairs go to: www.immi.gov.au
- Educators will plan and provide children with experiences that include multicultural awareness as a regular part of the curriculum
- All information regarding the Service can be made available in another language other than English on request.
- Translation assistance can be offered to families, which do not use English as their first language.

This policy was made with consideration to Education and Care Services National Regulations and the Code of Ethics- Early Childhood Australia

Date policy was last updated or revised: November 2026

Non-English Speaking Background Policy

- If any parent/guardian of a child enrolled at the Service is not fluent with the English language, policies and other Service information will be provided to that parent/guardian in a language that is readily understood by the parent/guardian.

- Alternatively, the information may be provided to that parent through an interpreter, or other person chosen by the parent/guardian who is capable of explaining the information in a language that is understood by the parent/guardian

- Support from interpreting services is available if communication is difficult between Educators, children and families.

- General information, resources and support can be obtained from the Department of Education and Community Services.

This policy was made with consideration to Education and Care Services National Regulations

Date policy was last updated or revised: November 2026

Nutrition and Food Safety Policy

Food and nutrition play an important role in the healthy development of a young child. Children will consume only food that is healthy and has nutritional value whilst care is being provided at the Service.

- We are an allergy aware service and we aim to protect children with life threatening allergies. Parents/guardians must inform the Service of any allergies their child has and measures will be made in conjunction with the parent/guardian to ensure the safety of the child in regard to the particular allergies.

- Children with allergies will be recognised by the list located in the foyer near the reception desk and kitchen area. The children should be placed at the same table with an Educator present at all times to monitor closely.

- Our service believes that good nutrition is essential for a child's healthy growth and development. For this reason the service will provide nutritious, good quality food consistent with the Dietary Guidelines for Children and Young People in Australia.

- We will aim to provide a relaxed and enjoyable environment for children to eat their meals and snacks (My Time, Our Place 1.1). All food served at the service will be consistent with the child's own dietary requirements, and take into consideration the children's like and dislikes as well as meet any cultural requirements of families (My Time, Our Place 3.2).

- High standards of hygiene will be maintained throughout all food preparation.

- We will encourage the development of the children's good eating habits through the modelling and reinforcing of healthy eating and nutrition practices by Educators. Parents will be encouraged to share family recipes and traditions to enrich the variety and enjoyment of food by the children and support the children's development of respect for and understanding of diversity (My Time, Our Place 1.3).

- Staff handling children's food will always wear gloves. A chopping board will be used when preparing food.

- Water will be available to the children at all times as well as milk at breakfast time.

- Parents or persons responsible for the child are to advise staff of any dietary needs or allergies which will be written on the allergies chart, displayed in the Educators storage area and food preparation area to ensure that all staff are advised of these needs.

- All milk products will be stored on the top shelf in the refrigerator to ensure constant temperatures.

- An apron will be worn at all times when preparing food to ensure that cross contamination from clothes to food is avoided.

- Educators will attend an in- service specialising in Food Safety every 18 months to ensure practices are current and effective.

- Refrigerator temperatures will be monitored daily to ensure that the temperature is between 0-4 Degrees Celsius to maintain a healthy environment for the storage of all food products.

This policy was made in conjunction with information provided by Nutritional Australia and Staying Healthy in Child Care.

Date policy was last updated or revised: November 2026

Open Door Policy

Ensuring the best care possible includes getting to know the child and family well. It is important for this to occur so that families all feel welcome to visit and a valued member of the Service community.

- Families are welcome to visit the Service at all times. Any parent who is interested in volunteering within the Service is to see the Director to be placed on the roster
- Families are encouraged to share their expertise on their child with Educators
- Family members are encouraged to share skills and cultural experiences with the children and Educators
- Parents are encouraged to share ideas regarding the program
- Families are to be kept informed on what is happening within the Service through discussions with Educators and monthly newsletters.
- Family members are welcome to make suggestions at any time either anonymously by submitting written feedback into the suggestion or by discussing the matter with an staff member who will convey the message to other relevant Educators
- Parents assistance and ideas will be sought for evaluation of Service policies and for completion of family surveys

This policy was made with consideration to Education and Care Services National Regulations

Date policy was last updated or revised: November 2026

Ongoing Fit and Proper Assessment of Persons with Management or Control (PMCs)

1. Purpose

To ensure that all individuals who have authority, responsibility, or significant influence over the planning, direction, or control of the education and care service (PMCs) are, and continue to be, fit and proper persons under the National Law and Family Assistance Law.

2. Scope

This policy applies to the Approved Provider and all current and prospective Persons with Management or Control (PMCs), including executive officers, board members, directors, partners, and senior managers with decision-making authority.

3. Policy Statement

Continuous Compliance. Fitness and propriety is an ongoing obligation, not a one-off onboarding check.

Dual Regulatory Alignment. All PMCs must meet both the National Quality Framework (NQF) suitability requirements (administered via ACECQA / the state Regulatory Authority, such as the Victorian Department of Education) and Child Care Subsidy (CCS) fit and proper criteria (administered via PRODA and the Child Care Subsidy System).
Immediate Disclosure. PMCs are obligated to immediately disclose any change in their circumstances that may affect their fitness and propriety.

Procedure: Monitoring and Verifying Ongoing Fitness and Propriety

1. Register and Documentation Maintenance

PMC Register. The Approved Provider maintains a centralised PMC Compliance Register listing all current PMCs, their roles, appointment dates, PRODA Registration IDs, and expiry dates for background checks.
Required Evidence. For every current PMC, the service must hold current, verified copies of:
Valid Working with Children Check (WWCC) (or state/territory equivalent) linked to the organisation.

National Police History Check (reviewed periodically per organisational risk schedule, typically every 3 years, or upon any change in status).

Australian Securities and Investments Commission (ASIC) / Bankruptcy Search (National Personal Insolvency Index) confirming they are not an undischarged bankrupt or disqualified from managing corporations.
Mandatory Child Safety Training certificates completed within prescribed timeframes.

2. Scheduled Annual & Trigger-Based Reviews

Annual Fit and Proper Audit. Every 12 months (or at the Annual General Meeting for boards/committees), every current PMC must complete and sign an Annual Fit and Proper Statutory Declaration / Self-Assessment. This declaration confirms no new:

Criminal charges, convictions, or findings of guilt.
Insolvency, bankruptcy, or unsatisfied Commonwealth debts.
Adverse compliance actions, suspensions, or cancellations under the National Law or Family Assistance Law.
Unmanaged conflicts of interest.

Quarterly Automated & Expiry Checks. An appointed compliance officer conducts quarterly audits of the PMC Register to verify WWCC validity via the state portal (e.g., Service Victoria) and ensure PRODA and NQA IT System details match current governance structures.

Governance Change Reviews. Whenever a staff member or board member is promoted or delegated financial/operational authority, their role is assessed against the ACECQA PMC Definition prior to granting authority.

3. Self-Disclosure & Escalation Protocol
Immediate Reporting. A PMC must notify the Approved Provider (or Board Chair) in writing within 24 hours if they are charged with a relevant offence, have their WWCC suspended/revoked, become insolvent, or face regulatory action.
Risk Management & Suspension. Upon receiving a disclosure or identifying a discrepancy during an audit, the Approved Provider will immediately suspend the individual's management, financial, and operational control (including revoking PRODA/CCSS access) pending investigation.

4. Mandatory Regulatory Notifications
If a check or disclosure reveals a change, the Approved Provider must submit formal notifications within strict statutory deadlines:

Within 7 Days (Loss of Fit and Proper Status). If a PMC is no longer fit and proper for any reason, notify both the State Regulatory Authority (via the NQA IT System) and the Australian Department of Education (via CCSS/PRODA) within 7 days.

Within 14 Days (Appointments or Removals). Notify the State Regulatory Authority and Department of Education within 14 days of appointing a new PMC or removing an existing PMC (or within 14 days of becoming aware of the change).

5. Record Keeping
All fit and proper declarations, background check verification logs, and regulatory notification receipts must be stored securely in a restricted-access governance file for a minimum of 7 years (or as required under National Regulations and Family Assistance Law).

Relevant Legislation & References
Education and Care Services National Law Act 2010 (Sections 12, 13, 14, 173, 174)
Education and Care Services National Regulations (Regulation 174)
A New Tax System (Family Assistance) (Administration) Act 1999 & Child Care Provider

Handbook
National Quality Standard (NQS) – Quality Area 7: Governance and Leadership

Orientation Policy for staff and families

(Includes staff and student induction process)

To enable children to settle in comfortably, feeling safe and secure and to set the foundations for a trusting partnership and open communication between Educators and families we feel that it is necessary for the family to attend orientation visits.

- Orientation is available at any time throughout the year. The parent must remain present to enable the Service to stay within its licensed Educators/child ratio.
- Families are welcome to stay with their child throughout the settling in process and we encourage families to use this time to communicate and share as much information with Educators to help with programming and goal setting.
- The Service is committed to adjust the orientation process to suit individual families and their needs.
- The Service relies on information gathered from family surveys to review and assess our orientation experience for our new families. Educators will assist both adults and children with the daily routine so that the centre is a familiar place by the time the child's first day arrives.
- Parents are encouraged to ask any questions they may have. An orientation evaluation form will be provided to new parents, to complete and return to the Service. This will allow staff to reflect upon the orientation process and gain ideas to better provide for individuals and meet needs, interests and cultural beliefs/diversity.
- New Educators to the Service are encouraged to work within the Service for at least 2 weeks prior to their first working day when they are included in ratios.
- Relief staff are asked to attend the Service for several sessions to buddy with an experienced Educator, if deemed suitable, they will be added to our Relief Staff call list.

These visits are designed to:

- Ensure the Educator is familiar with other Educators, children and parents
- Strengthen continuity of care for each child
- Ensure they are a familiar face to the children.

- Ensure the staff member is familiar with the Service policies and procedures and daily routines.

- Allow the staff member an opportunity to ask any questions they may have
- Meet with staff members during and after the orientation process to again reflect and seek as much input as possible to achieve a highly supportive orientation process.
- All staff will be asked to complete a survey to help management reflect on the experience and update procedures to ensure that the orientation process is as effective as possible.
- Staff members who are returning from a long period of leave will be oriented with the same process that new staff members are. During their leave staff will always be welcome to attend staff meetings, Service and family get-togethers and spend time at the Service.
- The Service will always ensure and encourage an open line of communication between staff members on leave and the Service.
- Students are to be teamed with an existing child and experienced Educator who will take the student through a brief induction process to allow the student to be familiarised with special needs of children and routine.
- Students will be provided with a copy of the Service's Policy Manual and staff handbook on registering and will be expected to have read all material before they start.
- Opportunity will be given to the student to meet with the Director to discuss their experience in the Service.
- Students will be asked to complete a survey at the end of their practicum and information gathered will be evaluated and used in reviewing the orientation and induction process on a regular basis.

Date policy was last updated or revised: November 2026

Pets Policy

Animals will only be kept on the premises as an educational resource and supported in the program and philosophy of the Service encouraging the children to connect with and contribute to their world and become confident and involved learners.

- Educators must inform parents at initial interview if animals are kept at the Service. Educators must inform parents if a new pet is obtained. Parents may choose to terminate care if the pet is a health risk e.g. allergy
- All care requirements will be met, specific to the animal. Any pet kept at the Service will be regularly fed, cleaned, vaccinated, have flea powder applied to them and be regularly checked for fleas and wormed
- Protected wildlife will not be kept at the service unless the service is authorised to keep the animal by law
- Educators have a moral and legal responsibility to ensure that any animals kept at the premises do not pose health/safety risks to children, adults or the animals
- Before any animal is introduced in the Service, a risk assessment will be carried out to pre-empt any possible hazards and then planned for accordingly.
- All animals within the care environment will be kept as a passive display. Children will be encouraged to observe the animals but respectfully not touch or handle the animals.
- Animals will be feed according to their needs. Example: The turtles: fed once a day with food item one and food item two.
- Domestic pets such as dogs are unpredictable and can cause serious injury to a young child; all pets should be made inaccessible to children unless involved in a specific activity that is directly supervised by the Educator or other adult e.g. brushing the dog, feeding the rabbit.
- Do not allow children to put their faces close to animals; animals must be separated from children if transported in a car
- On an excursion with a pet, the Educator must allocate a specific person to supervise the animal
- The habitat will be considerate to meet all of the animal's needs.

- The Educator will execute all necessary hygiene practices to ensure that the environment, animals, adults and children remain safe and healthy.

- Eating and drinking within animal areas is unhygienic as is animals having free access to areas where children eat. Under no circumstances should animals have access to the kitchen or where food is consumed.

- Educators must ensure that children are supervised if they have access to animals feeding or drinking containers. Containers used for the animals food and water must be disinfected regularly.

- The habitat will be as authentic to its natural environment as possible.

Example: The turtle tank will have a land area along with a water area.
Example: The tank will have a heat lamp and the animals will not be removed from the tank to avoid sudden temperature changes, which can affect their immune system
Example: The tank has been arranged so there is an area for the turtles to bask in the heat lamp
Example: All plant life that is added to the tank will be sourced to ensure that they are not poisonous to the turtles

- Animal faeces and litter from animal cages must be disposed of daily.

- The animal enclosure will be positioned in a suitable location avoiding the main room so that the animals are not constantly being stimulated by children and children will be supervised by Educators and or parents when near the enclosure.

- A child's pet will only be allowed in the Service when the Nominated Supervisor has granted permission.

- Pets will not be allowed in the sandpit or any other play area. In the event that this happens and the animal contaminates the area the substance will immediately be removed and the area hosed down and sanitised accordingly.

- Educators will be aware of the animals and their behaviour and well being

- Educators will respect that they are living creatures and encourage the children to have the same empathy and responsibility.

- Educators will look for signs of distress in the animal and act accordingly. Animals will receive adequate amounts of food, nutrients, water, parasite treatment and veterinary care to achieve a high standard of health.

- Animal / pet licensing information is kept at; in the filing cabinet (if applicable)

This policy was developed and sourced in consultation with; National Quality Standard, Education and Care Services National Regulations, Nature Conservation Act 1992, Nature Conservation Regulation 1994, Animal Care and Protection Regulation 2002, Petting Zoo Infection Control Guideline, Staying Healthy in Childcare Fourth Addition, Managing OHS in Children's Services, Animal and Domestic Pet FDCQA Fact sheet 11

Date policy was last updated or revised: November 2026

Photography Policy

The displaying of photos allows children to see themselves at play, are a topic of conversation for children and adults, allow families to see their child at play and conveys the message to children that what they are doing is important, however we do respect the rights of all children and families to privacy

- If families would prefer that their child is not photographed they are required to put this in writing to the Director who will inform the relevant Educators.
- Photos will be given to children and families of the Service. If parents/guardians prefer that photos including their child not be given out it is their responsibility to inform the Director of the Service in writing or on the enrolment form.
- If Educators, students or volunteers are requested to use photographs or to take photos for assignments, parent's permission, in writing will be obtained before any photos are taken.
- Photos are used in each child's portfolios and may contain other children. Please ensure that if you do not want your child in these photos that you inform the Director of the Service in writing or on the enrolment form.
- Video of the children will be taken occasionally for the children to be able to watch themselves at play. This video along with a video of the end of year celebrations may be made available to all families. If you do not want your child to be in these videos please ensure that you put this in writing for the Director or on the enrolment form.

This policy was made with consideration to Education and Care Services National

Regulations

Date policy was last updated or revised: November 2026

Program Policy

A variety of activities will be provided that give children the opportunity to practice skills in all developmental areas, while also catering for interests, needs and providing enjoyment for all children

- Activities are to be provided in both structured and unstructured learning times, that cater for children's individual needs and interests and are age appropriate
- Information will be gathered from families upon enrolment regarding the child's needs, interest and family backgrounds. This information is treated confidentially and allows Educators to provide experiences that interest and extends children's current development. We feel that it is important to develop a partnership between parents and Educators to ensure that consistency between home and the Service occurs and that the best possible care is provided
- Children, parents and Educators will be encouraged to work together in the development of the program being offered within the Service
- A program that supports the development of each child's social, physical, emotional, cognitive, language and creative potential will be adopted in the Service
- Through interacting with children during unstructured learning times Educators are able to discover the child's interests and extend upon these in a relaxed, spontaneous atmosphere. Educators will interact with children in a way that encourages and challenges them to extend their thinking/interest
- The Service is set up with designated areas, which remain the same for consistency, only changing to support children's interests or safety. The children are provided with a large range of choices of activities and are responsible for packing away these activities when they are finished with a particular project. We wish to instil in children care and respect for their equipment.
- The environment and program will be engaging and supportive of each child's interests and needs.
- The environment and program will encourage free choice in selection of

activities.

This policy was made with consideration to Education and Care Services National Regulations and The National Quality Framework

Date policy was last updated or revised: November 2026

Privacy and Security Policy

- It is paramount that all information concerning each child is kept confidential. All documents will be kept for the amount of time required in the Education and Care Services National Regulations.
- Basic details are collected on enrolment directly from families such as names, addresses, phone contacts but it is also necessary for staff to collect details regarding the child's name, date of birth, medical details, health, routines, likes and dislikes.
- The Service is required to hold information regarding each child's Child Care Benefit entitlements. This information is used for processing fees and allocating payments such as CCB and CCR. Some of the information collected is to satisfy the services legal obligations under the relevant childcare legislation. This information will be made available to DEEWR.
- Information as stated above will only be used by our Educators in order to deliver each child's care to the highest standards
- It will not be disclosed to those not associated with the care of a child without the family's express consent
- Families may seek access to the information held about their child and the service will provide access without undue delay. This access might be the inspection of their child's records or by providing copies of information. There will be no charge made for requesting this information
- The Service will ensure at all times that the details kept about each family are accurate, complete and up to date
- The Service will protect this information from misuse or loss and from unauthorised access or disclosure
- Staff members are committed to respect these principles at all times
- If a student has a valid training requirement that involves the gathering of certain information pertaining to your child or family, the student must have written consent from the family and the Nominated Supervisor of the Service.

- The Service will make sure that any required disclosures of personal information are made on a 'need to know' basis and where applicable, on a confidential basis

and in accordance with the provisions of the Education and Care Services National Regulations and may include Area Health or Child Protection 'Keep Them Safe'.

- Personal information is never traded, sold or leased by the Service to any external companies.
- All documentation concerning enrolment and personal details is to be kept in the locked filing cabinet in the office. This information is never to be shared with anyone except the Nominated Supervisor and the child's primary Educator, if relevant.
- All learning and developmental records are to be kept in a confidential place within the Service. These records are only to leave the Service if needed by the primary Educator for programming, observation or portfolio purposes and not to be accessed by anyone other than teaching staff who have a direct interest in the child.
- Documentation may be shared with the parents of the child but never discussed with other people unless the Service has the approval of the parent to share it with other professionals who are working with the child and require the Service's perspective. The information of any child is never to be discussed with, or compared with, any other child or parent.

This policy was made with consideration to Privacy Act 1988 (Commonwealth) and Education and Care Services National Regulations.

Date policy was last updated or revised: November 2026

Respect for Children Policy

Educators will respect children at all times by:

- Using a positive, non-threatening tone and approach when dealing and interacting with children in all situations
- Educators will gauge how children are feeling and respond appropriately
- Educators will never force a child to do something against their wishes, for example, rest, eat or participate in group time
- Educators will role model respect to children in every day dealings with both adults and children
- Educators will endeavour to be aware of each individual child's values, culture

and feelings and respond appropriately

- Educators will inspire, encourage and accept each child and encourage them to do the same with their peers by actively;

    - Fostering each child's construction of a knowledgeable, confident self-identity
    - Fostering each child's comfortable, empathetic interaction with diversity among people
    - Fostering each child's critical thinking about bias, to question and enquire
    - Fostering each child's ability to stand up for herself/himself and others in the face of bias

This policy was made with consideration to The Department of Education and Care Services National Regulation and the Code of Ethics- Early Childhood Australia

Date policy was last updated or revised: November 2026

Retention of Record Policy

Records will be kept for the following periods:

- Records detailing the nature and circumstances of any injury to the child while being provided with the service are to be retained until the child is 24 years of age (or if the child dies after leaving the service, until the service is notified of the death)

- If a child dies while being provided care with the service, the details surrounding the child's death are to be kept for a period of 6 years from the date of the child's death

- If any medication is administered to a child by a member of staff of the Service, the completed medication form must be retained for a period of 2 years after the member of staff leaves the service

- All records on currently enrolled children must be kept up to date and in a safe and secure area

- The Director or Nominated Supervisor must if requested to do so by a parent of a child who was formerly enrolled for the service within the period of 6 months after the child ceases to be enrolled at the service, provide the parent with copies of the development records concerning the child kept by the service

List of enrolment information and other documents are to be retained in a secure

location:

- Child assessments or evaluations for delivery of the educational program
- An incident, injury, trauma and illness record
- Medication records
- Staff records
- Record of volunteers and students
- Records of the Responsible Person at the service
- Record of educators working directly with children
- Record of access to early childhood teachers
- Children's attendance record
- Child enrolment records
- Record of the service's compliance with the Law
- A record of certified supervisors placed in day to day charge of the education and care service

This policy was made with consideration to The Department of Education and Care Services National Regulation and the Code of Ethics- Early Childhood Australia

Date policy was last updated or revised: November 2026

Sick Children Policy

This policy should be used in conjunction with the Service's Control of Infectious Diseases Policy and Illness, Injury, Accident and Medical Emergency Policy.

To protect the health of children and staff within the Service, it is important that children who are ill are kept away from the service for the recommended period.

- If a child becomes ill while at the service, the child's parent/guardian will be contacted. If they are unable to be contacted, an alternative authorised person listed on the enrolment form will be contacted. Please ensure that you have someone on your contact list that is available to collect your child. Sick children are unable to remain at the Service for their own well-being and for the safety of the other children.

- If the child needs medical attention Educators will contact the appropriate medical professional. We will continue to attempt to contact an authorised carer for the child until one is found to care for the child.

- Children who have a common cold are to be excluded until the cold has passed, including a runny nose.

- A written medical certificate stating that the child is cleared of the infection will be required before a child returns to the Service.

- Children and staff are required to wash their hands after blowing their own nose or assisting children to blow theirs. Tissues are to be put into the toilet and flushed away to avoid the spread of infection or wrapped in a plastic bag to avoid contact with bodily fluids.

- A child who has passed two runny stools whilst at the Service will be sent home and may only return once a Doctor's Certificate has been produced.

- Children that have had diarrhoea and vomiting will be asked to stay away from the Service for 48 hours after symptoms have ceased to reduce infection transmission as symptoms can develop again after 24 hours in many instances.

- Any child with a high fever of 38°C and above should not attend the Service. They should be carefully examined by a medical practitioner to exclude serious infections such as meningitis, urinary tract infection or pneumonia

- Parents will always be alerted when a child registers a temperature of 38°C or above. The child does not need to be collected from the Service at this point.

Our Service is not equipped to care for sick children; however we will do everything we can to comfort a child who has become sick whilst in our care. To prevent the spread of disease, please monitor your child's health and watch for:

- Runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

- A child should not attend the Service if they have the symptoms stated above.

- A child who has not been immunised will be excluded from the Service if; an infectious disease is reported within the Service community and that child is deemed to be in danger of contracting the illness. Please refer to our Control of Infectious Diseases Policy.

- All notify-able Diseases reported to the Service will be reported to public health personnel at www.nhmrc.gov.au and the Department of Education and Care Services will be notified. The confidentiality of the child will be respected.

- Keep records of any illness in children, Educators or other staff at the education and care service. It may also be useful for the parents and the child's doctor to have written information on the child's illness. It is important to record which part of the education and care service the person was in for most of the day.

Sample record of illness in the education and care service:

Name	Age	Symptoms	Date	Time of onset	Comments
Child's name	5 years	Rash on head and neck	4 May 2011	2pm	
Child's name	6 years	Fever, runny nose	5 May 2011	1.30pm	Dad contacted. Paracetamol
					given 2.30pm
Child's name	7 years	Weeping eye	5 May 2011	4pm	Mum contacted. Will collect
Child's name	Educator	Weeping eye	5 May 2011	5pm	Went to Drs, medication received.

Records will help prevent the spread of infection, showing when the Service's approach to infection control is working. They will also be used for staff and public health workers to identify the cause of any outbreak and how to control it.

This policy was made with consideration to Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition), Education and Care Services National Regulations, Infectious Diseases in Early Childhood Settings: A Guideline for Early Childhood Service Providers, Guideline for the Control of Infectious Diseases in Child Care

Date policy was last updated or revised: November 2026

Safe Storage of Hazardous Substances

For the safety and protection of the children and staff the following policy is in place.

Dangerous products used within the Service will be categorised into the following groups:

a. Hazardous chemicals and substances
b. Dangerous goods

c. Poisons
d. Drugs - including medications
e. Miscellaneous dangerous products

The Approved Provider will ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and any hazard likely to cause injury.

The Nominated Supervisor will:

- Ensure that there are emergency procedures and practices for accidental spills, contamination and corresponding first aid plans for all dangerous goods handled and stored in the service.

- Ensure that at all times there is an Educator on the premises with Work Cover & ACECQA approved first aid qualifications.

- Ensure that there are appropriate storage facilities in the service in which dangerous products are stored. Dangerous products will preferably be stored in areas of the service that are not accessible to children or in cupboards fitted with childproof locks.

- Develop a hazardous substances register and a risk assessment for any dangerous materials stored in bulk within the education and care premises. The register will record the product name, application, whether the MSDS is available, what class risk the chemical has, controls for prevention of exposure required, what first aid, medical or safety action should be taken if a person is exposed.

Educators will:

a. Seek medical advice as needed by contacting the Poisons Information Line: 13 11 26 or by calling 000.
b. Wear Personal Protective Clothing when handling dangerous materials.

c. Strictly adhere to the 'Directions for use' on the product label.
d. Dispose of all products safely, in accordance with the manufacturer's instructions on the product label, Work Health and Safety regulations and Council by-laws.

- Consider minimising the use of dangerous products in the education and care service and use alternate 'green cleaning' options. Refer to Cleaning & Maintaining the Environment Policy.
- Complete daily and quarterly WHS checklists to ensure that any dangerous products used within the education and care service have current Material Safety Data Sheets (MSDS) and are stored appropriately.
- Store all dangerous products in well-labelled and original containers that preferably

have child-resistant lids and caps.

- Only administer children's medications with family authorisation and in accordance with medical directions. See Medication Policy. All medications will be stored in an area inaccessible to children. If any medications or dangerous substances require refrigeration, they must be placed in a labelled childproof container, preferably in a separate compartment of the fridge.
- Be encouraged to attend professional development sessions to maximise their awareness of dangerous products, potential hazards and source chemical free methods to reduce possible hazards in the education and care service.
- Hazardous chemicals are to be kept to a minimum and only those required to effectively clean the Service to reduce the spread of cross infection are stored.
- Hazardous chemicals and/or cleaning products will be stored in a locked cupboard in the Storage room cupboard so that they are not accessible to children.
- Medications are to be stored in the Kitchen so that they are not accessible to children.
- The kitchen area is inaccessible to children via a locked door. The only cleaning products in this area are those used to wash dishes and are stored in the locked cupboard under the sink.
- MSDS sheets are kept in the Kitchen.
- A check sheet, located in the reception area covering the safety of the products stored must be checked by the Director or Authorised Supervisor every 3 months following the guidelines stated on the check sheet.
- Hazardous or toxic products and dangerous objects must never be in the reach of children.

This policy was made with consideration to:

The VIC Work Health and Safety Act 2011 https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations

Storage and Handling of Dangerous Goods: www.workcover.nsw.gov.au/formspublications/publications/Documents/storage-handling-dangerous-goods-1354.pdf

Approved First Aid Qualifications http://www.acecqa.gov.au/approved-first-aid-qualifications

Health and Safety in Children's Centres: Model Policies and Practices (2nd Edition) www.community.nsw.gov.au/docswr/_assets/main/documents/childcare_model_policies.pdf

Date policy was last updated or revised: November 2026

Social Media Policy

- The Service offers to its current families and staff a Facebook page as a communication tool
- The administrator of the account is the Services Director
- Only current families and staff may have access to the page
- The page is locked as *Privacy type: Closed: Limited public content. Members can see all content.*
- The description is: *This Facebook group is for staff and families of children attending Club House boot Camp*. The intention is that this group will allow you to:
    - Keep in touch with what's happening at the Service
    - Connect with other parents and share your thoughts about programs, policies and procedures
    - An avenue to ask other parents their thoughts and help with common child rearing issues or emergency babysitting etc.
- The administrator controls the content on the page and ensures that the postings are relevant and respectful of the Service, the children, the staff, families and greater community.
- Photographs will not be posted on the 'wall' without permission from parents.
- Staff that have a personal Facebook account are not permitted to post any negative comments relating to the service, children, colleagues or families
- Families are asked to respect that staff may have a personal policy on adding families due to their professional philosophy and respect this boundary
- Staff members are not permitted to request the 'friendship' of family members from the Service and respect that they too, may have a boundary between the Service and their personal life.

Date policy was last updated or revised: November 2026

Staff and Volunteer Policy

Permanent Staff

- When accepting a position at the Service an orientation process will be offered to ensure a smooth transition for the staff member, children and their families
- A letter of offer will be given to the successful applicant outlining their role, qualification, pay rate, Award and terms of employment
- On commencement staff will receive a job description based on their level of qualification
- Families will be notified with a staff poster displayed in the front entry area
- All staff will receive a copy of the Code of Conduct with their employment pack on commencement

Responsible Person

A Responsible Person must hold a Nominated Supervisor Certificate and/or a Certified Supervisors Certificate to be counted as the responsible Person at the service at any given time. The Responsible Person has consented to be placed in day to day charge of the service but does not take on the responsibilities of the Nominated Supervisor rather they ensure the consistency and continuity in practices.

The Licensee of the Service, the Nominated Supervisor and Certified Supervisors are responsible for ensuring a Responsible Person is on duty while children are being educated and cared for by the service.

The person who is nominated to be the Responsible Person when the Nominated Supervisor is absent (e.g. a Certified Supervisor who is opening the service without the Nominated Supervisor), is required to indicate the time they commenced as the Responsible Person and what time they concluded being the Responsible Person on the staff sign in/out sheets. At this time the Responsible Person will ensure their name is place on the Responsible Person sign in the foyer of the centre. If the Nominated Supervisor is on premises they will fulfil the role of Responsible Person. The person placed as the responsible person at any given time must be on premises while fulfilling their role. There must be a responsible person on premises at all times.

The Nominated Supervisor is responsible for:

- Holding a Supervisor Certificate
- Providing written consent to accept the role of Nominated Supervisor
- Ensuring that, in their absence from the service premises, another person with a Supervisor Certificate (Certified Supervisor) is placed in day-to- day charge of the

service

- Ensuring they have a sound understanding of the role of the Responsible Person
- Ensuring that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service
- Developing rosters in accordance with the availability of Responsible Persons, hours of operations and the attendance patterns of children
- Notifying the Approved Provider and the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings
- Notifying the Approved Provider and Regulatory Authority of any changes, incidents or happenings as specified in the Education and Care Services Regulations

Certified Supervisors are responsible for:

- Holding a Supervisor Certificate
- Providing written consent to accept the role of Certified Supervisor
- Checking that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service
- Informing the Approved Provider and/or Nominated Supervisor in the event of absence from the service due to leave or illness so they can be replaced by another Responsible Person
- Ensuring they have a sound understanding of the role of Responsible Person abiding by any conditions placed on the Supervisor Certificate
- Understanding that a Certified Supervisor placed in day-to-day charge of an approved service does not have the same responsibilities under the National Law as the Nominated Supervisor
- Notifying the Approved Provider and the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings

Relief/Casual Staff

- All staff will receive a copy of the Code of Conduct with their employment pack on commencement

- The Service makes every attempt to use a small pool of casuals to assist with consistency for the children and smooth running of the service

- If a permanent staff member is going to be absent for a period of time families will be notified of the dates the permanent staff member will be away and who will be replacing them

- Casual staff are required to complete all employment forms and Working With Children Check forms before the commencement of their first shift

- Casual staff are introduced to all staff members and informed of their shift and role for the shift

- Casual staff have access to the Services policy manual and are required to familiarise themselves with it

- Relief staff members are to rely on the direction of the Responsible Person and other permanent staff for direction and support throughout the day.

- Relief staff members are to introduce themselves to families, explain their position within the Service. This should be done with the support of the Responsible Person for continuity and security for families leaving their child in the care of the Service.

- All relief staff members are to accept the responsibility of the importance of confidentiality of all children within their care and treat any information shared with them for the best interest of the child professionally and sensitively

- Relief staff, as all staff, are requested to be mindful of the time they take their breaks and return promptly to minimise any disruption to the set routine

- It is advised that all staff members, whether relief or permanent, look after their health and keep their immunisations up to date

NOTE:

As Educators finish their shift, before they leave the floor, they will check the sign-in sheets in their room and ensure that the ratios are being maintained and not compromised by the Educator leaving. It is expected that an Educator will stay if needed to maintain ratios. If this is the case, Educators should report the situation to management so the roster can be revised and amended if necessary

At the end of each session, two staff members are to check the premises, signing at the bottom of each room sign in/out sheets to indicate check has been carried out and ensure

that all children have left the premises and are signed out

Students and Volunteers

- No student or voluntary worker is to be left alone with a child (children) at any time.
- Students and/or volunteers are not to be included in the ratios at any time so as to comply with Education and Care Services National Regulations requirements
- Students are not to share information about the child's day with families, nor are they to take messages regarding the child from the parents, rather they need to refer the parent to a permanent staff member
- Students or voluntary workers are not responsible for the daily routine or taking children for group times. If a student or volunteer takes a group time they must be fully supervised by a staff member
- Students and volunteers are to sign-in and sign-out daily on the visitors registration sheet
- Educators will be responsible for supervising students and volunteers within their room, sharing their knowledge and guiding them to complete appropriate tasks
- Students and voluntary workers will have to complete a Working with Children's Check
- Students and voluntary workers will not be permitted to assist a child with clothing changes or toileting needs.

This policy was made with consideration to Australian Children's Education and Care Quality Authority (ACECQA), Guide to the Education and Care Services National Law and the Education and Care Services National Regulations

Date policy was last updated or revised: November 2026

Sun Protection Policy

The Facts:

- Australia has the highest rate of skin cancer in the world

- 75% of skin damage occurs before age 17 years
- Adoption of good sun protection behaviour at an early age is paramount to preventing adult skin cancer *(Health Promotion Unit)*

We endeavour to protect children, staff and visitors from damage caused from exposure to the sun.

- Children, staff and visitors are required to wear broad brimmed hats when outdoors. Adults are to wear hats to protect themselves and to act as positive role models to children.

- Broad brimmed hats will be provided to all permanent staff members upon employment. Spare staff hats will be available for use by casual and relief staff. These hats must remain on the premises and will be washed after each wear.

- From October to March sun protection is required throughout the day including sunscreen and hats.

- From April to September outdoor play can take place at any time throughout the day.

- During June and July, sun protection is not required throughout the day because the UV Index is mostly below 3.

- Educators are expected to use their discretion on warmer days during the periods where sun protection is not necessary, to use sunscreen and hats to protect the children.

- A child who is fair in complexion should continue to use sun protection throughout the year.

- The Service adopts a No Hat No Outdoor Play policy during the peak sun exposure periods. If a child does not have a hat during the designated outdoor periods, they will be required to play indoors only.

- Sunglasses are encouraged to be worn by children, staff and visitors. Adults will remove sunglasses when speaking to children to ensure eye contact is given.

- Children, staff and visitors are required to wear clothing which covers as much skin as possible including shoulders, back and stomach e.g., collars, covered necklines, sleeves, longer skirts, shorts and trousers. Singlets and midriff tops are not recommended. Children who do not meet our sun safety dress standards will be required to play in the shade or indoors. Generally, children will be wearing their designated school uniform.

- Staff will role model and demonstrate sun safe behaviour by wearing sun safe clothing, sun safe hat, applying SPF 30 + sunscreen and promoting and using shade.

- Daily programs are designed to avoid being outdoors during the hottest part of the day. All outdoor activities will be planned to occur in shaded areas and will be relocated throughout the day to follow the shade.

- Posters will be displayed to remind parents to use sunscreen and provide appropriate clothing for their children to ensure this policy is adhered to.

- Staff discretion will be used if it is deemed too hot/cold to be outside and will cause discomfort or pose a potential risk to the children in our care.

- Outdoor activities will be set up in the shaded areas if it is too hot to be in full sun.

- Sun protection messages are included in the learning program and investigated in the change of seasons to maximise the awareness and importance of this issue. Sun protection education will be promoted to families, visitors as well as staff and children. Information will be sort form the Cancer Council website www.cancercouncil.com.au/sunsmart

- The sun protection policy is available to staff, families and visitors in our Information Booklet, Staff Handbook and Policy Folder located in each room.

This policy was made in conjunction with Education and Care Services National Regulations, The Australian Cancer Council and Sun Smart Guide

Date policy was last updated or revised: November 2026

Supervision Policy

Services have a responsibility to protect the health and safety of each individual at all times. A service's health and safety policies and practices affect an individual's physical and psychological health and safety.

- The Supervision Policy relates to the children, families and staff/carers and anyone else who enter the Service's premises.

- The Service must comply with the relevant WHS legislation

- The Service recognises that we have a duty of care to provide all persons with a

safe and healthy environment.

- Supervision is defined as 'the active awareness of the responsibility to act in the best interest of all involved in the Service to provide a safe, healthy and supportive environment that promotes, supports, build on and challenges children's learning and development.'

- The Service's Supervision Policy is committed to complying with Department of Community Services Education and Care Services National Regulations

- No staff member is to ever be left alone with a child to support child protection

- Line of sight will always be maintained ensuring that all children are supervised at all times.

Consideration will be given to the design and arrangement of children's environments to support active supervision

- Using supervision skills to reduce or prevent injury or incident to children and adults
- Guiding staff to make decisions about when children's play needs to be interrupted and redirected
- Supporting staff and their care giving strategies
- Providing consistent supervision strategies when the service requires relief staff; and
- Acknowledging and understanding when supervision is required for high-risk experiences and/or the ratio of adults to children is increased.

- Services can identify high-risk experiences and develop strategies, depending on the age and development of children, where the constant supervision of children is required or where children may only require supervision from a distance.

- It is understood that there is a shared legal responsibility and accountability between, and a commitment by, all persons to implement the Service's Supervision Policy, procedures and practices.

- The procedures relating to the Supervision Policy are laminated, clearly labelled and displayed near reception for all to read.

- It is recognised that it is crucial that staff are aware of the different ages, personalities, behaviours and characteristics of the children in their care to ensure that supervision is relevant and effective.

- Supervision should support safety and ability to play free from harm or injury.

Supervision for playground areas:

- Educators will maintain visual contact with children at all times during indoor and outdoor play. When the children move to outside play, at least one educator will move with them to ensure adequate supervision.
- Fixed equipment to be supervised at all times
- Children will be informed of the boundaries of play areas outside (play equipment and grass area bounded by fence lines; asphalt area bounded by pavilion and gardens).
- Children are to notify Educator when they need to access the bathroom to ensure the area has been safety checked prior to their entry. Once bathrooms have been safety checked, Educator can return to supervising asphalt area where they can still maintain visual contact with children as they exit the bathroom area.

This policy was made in conjunction with Education and Care Services National Regulations, The National Quality Standard

Date policy was last updated or revised: November 2026

Termination of Enrolment Policy

Clubhouse bootcamp is dedicated to developing a respectful and effective partnership between the family and the service. This partnership supports children's inclusion, access, engagement and participation in the Service. Management implements systems to manage risks whilst promoting the health, safety and wellbeing of all children and all staff associated with our Service.

There may be some circumstances where this is compromised due to non-compliance of our policies and management may be required to terminate a child's enrolment. Clubhouse bootcamp will adhere to policies and procedures to ensure a fair, ethical, and appropriate decision is made.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is respected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and
		respond to every child at risk of abuse or neglect.

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES		
6.1	Supportive relationships with families	Respectful relationship with families are developed and maintained and families are supported in their parenting role.

6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

155	Interaction with children
168	Education and care service must have policies and procedures
177	Prescribed enrolment and other documents to be kept by approved provider
181	Prescribed enrolment documents to be kept by the Approved Provider
183	Storage of records and other documents

RELATED POLICIES

Anti-Bias and Inclusion Policy Additional Needs Policy Behaviour Guidance Policy Code of Conduct Policy Health and Safety Policy	Enrolment Policy Payment of Fees Policy Withdrawal of a Child Policy Work, Health and Safety Policy

PURPOSE

'All children have the right to experience quality education and care in an environment that provides for their physical and psychological wellbeing and provides support for each child's growing competence, confidence and independence.' Quality Area 2, ACECQA.

Clubhouse bootcamp have a legal duty to ensure the health, safety and wellbeing of children, educators, families, coordinators and volunteers at our Service. To promote respectful and effective partnerships with families, we ensure that each child and family participate in a comprehensive induction including detailing our terms of enrolment, as per our legal agreement, which advises families on the Services' right to terminate a child's enrolment if a service policy has been breached.

SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

IMPLEMENTATION

NOMINATED SUPERVISORS AND EDUCATORS WILL:

- work in partnership with families to promote inclusion of all children within Clubhouse bootcamp.
- use positive language and a range of communication strategies with children and families to ensure positive relationships

- document all communication and meetings (informal and formal) with families and outside professional support
- document proposed strategies and practices suggested to resolve any issue
- remind families of our Code of Conduct policy
- document evidence of non-compliance, events, behaviour, grievances and observations.
- ensure minutes are collected and signed by all parties present at meetings to ensure a true and accurate record of the meeting.

BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

Behaviour Guidance Policy Updated November 2026 – inclusion of student participation agreement, Behaviour Record as reflected on in November 2026 Clubhouse bootcamp Team Meeting.

CLUBHOUSE BOOTCAMP POLICIES AND PROCEDURES

Clubhouse bootcamp has a range of policies and procedures to ensure the safety, welfare, and wellbeing of children, educators, families and visitors. We reserve the right to terminate a child enrolment if at any time a Service policy has been breached.

This may include:

- failure to comply with the enrolment contract
- disparaging or hurtful behaviour of a child that continues even with parent

collaboration in stopping the behaviour

- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time following multiple warnings
- inability to meet the child's needs without family support and commitment to ensure their child receives the best possible support within our Service
- deliberate impertinence towards the approved provider or educators/educator assistants- (Code of Conduct)
- false information given by a parent either verbally or in writing
- bullying and/or harassing Clubhouse bootcamp staff, children or families enrolled at the Service

TERMINATION NOTIFICATION

The Approved Provider or Nominated Supervisor will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance.

Two weeks' notice will be provided to families, unless the safety and wellbeing of other children, educators or other families are at risk. In this case, an immediate termination of enrolment may apply.

Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australia Children's Education & Care Quality Authority. (2018). *Guide to the National Quality Framework.*

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Regulations. (2011).

Guide to the Education and Care Services National Law Regulations. (2017).

NSW Government. Anti-Discrimination Act 1977. No 48.
https://www.legislation.nsw.gov.au/#/view/act/1977/48/full

Revised National Quality Standard. (2018).

Work Health and Safety Act 2011 https://www.legislation.gov.au/Details/C2017C00305

REVIEW

POLICY REVIEWED	FEBRUARY 2021	NEXT REVIEW DATE	FEBRUARY 2022
POLICY REVIEWED	MAY 2022	NEXT REVIEW DATE	MAY 2023
POLICY REVIEWED	JUNE 2022 **POLICY UPDATED TO REFLECT CHANGES TO BEHAVIOUR GUIDANCE POLICY**	NEXT REVIEW DATE	JUNE 2023
POLICY REVIEWED	MAY 23, 2023	NEXT REVIEW DATE	MAY 24, 2023

Technology & Media Policy

Technology / Media items will only be used as an extension to the daily program assisting in development of social, physical, emotional, cognitive, language and creative potential of each child

Technology / Media items will be used as an additional resource, not a substitute.

Guidelines for use would be:

- To assist in expanding the content of the daily program and current affairs
- Be suitable to the needs and development levels of each child watching
- Chosen programs should hold the interests of the children
- Programs must be carefully selected with suitable content
- Programs depicting violence e.g. graphic news reports should not be shown
- Children are to view 'G' rated programs without parental consent and 'PG' with parental consent.
- All programs viewed will be shared with families beforehand to ensure that families approve of the content
- All content will be socially and culturally considerate and appropriate.

Timeframes for 'screen time' according to Australian Guidelines for screen time is:

- Australia's Physical Activity Recommendations recommend that 5-18 Year olds accumulate no more than 2 hours of screen time a day for entertainment (excluding educational purposes).
- Guidelines for children under five have also been released and recommend children younger than 2 years do not spend anytime viewing TV or other electronic media and for children 2-5 years less than 1 hour per day.

This policy was made with consideration to The Early Years Learning Framework, SA Health Fact Sheet 'Give the Screen a Rest. Active Play is best'.

Date policy was last updated or revised: JUNE 2020

Water Safety Policy

Our aim is to offer a safe environment in which the children within our program can use water. Children need opportunities to develop their understanding of the natural environment. Experiences with water encourage active exploration and discovery of the environment.

To prevent childhood accidents relating to water hazards we will:

- Closely supervise children near water at all times
- Never leave children alone near any water
- Supervised by at least two adults if children are using a paddling pool/water play
- Educators will ensure fish / frog ponds and water features that are not able to be adequately supervised at all times and/or pose an unacceptable risk to children are guarded or effective barriers are in place
- Educators will complete a daily Safety Inspection of premises to ensure that all hazards are known
- When a hazard or potential hazard is detected, Educators will complete a risk

assessment to address any concerns

- Water activities will be utilised in appropriate weather for an experience with water play
- The water activity will allow the children the opportunity to experiment with water, sand and mixing materials plus a place for boats & floating objects to be used with other water play equipment
- The tap will be monitored by staff and turned off securely when not in use
- Safely cover or make inaccessible to children all water containers, e.g. nappy buckets
- Premises adjacent to or providing access to, any water hazards that are not able to be adequately supervised at all times (e.g. dams, swimming pool) are to be isolated from children by a child resistant barrier or fence
- When children are taken on an excursion to swim or where there is a significant water hazard, Educators are to conduct a risk assessment in accordance with the requirements of Education and Care Services National Regulations.
- Empty wading pools immediately after every use, store to prevent the collection of water, e.g. upright, also check garden after rain or watering and empty water that has collected in holes or containers
- Children will be encouraged to use water effectively and along with staff learn new ways to save and re-use water
- At least one Educator who holds a current approved first aid qualification must be in attendance at all times

- Children are to have safe independent access to clean and cool drinking water at all times

Alternative points or statements for you to consider...

- No wading pools will be used within the Service
- Water troughs are to be used under adult supervision only and will not be used without a stand, keeping it off the ground with sand on the bottom of the trough
- Children are to remain standing on the ground whilst using the water trough
- Buckets of water for soaking toys or clothing are only to be stored in the laundry sink so that they are inaccessible to children
- Laundry, storerooms and Educator areas are to have No Children Allowed Signs on doors to remind adults to close doors behind them
- Children will also be informed of the meaning of these signs

This policy was written with consideration given to: Education and Care Services National Regulations

Date policy was last updated or revised: November 2026

Withdrawal of Your Child from the Service Policy

As the Service is only operating each holidays we do not require any notice to fill a position when a child is withdrawn from the Service

- CCS will not be paid if the child's last day is an absence day, meaning that if the child does not attend during their final week of attendance, CCS will not be paid for the entirety of that week of attendance and full fees will be applicable. (see CCS policy of the Family Assistance Office in relation to Child Care Susidy)

Date policy was last updated or revised: November 2026

Writing, Reviewing and Maintaining Policies Policy

- All policies developed will be made in consultation with management, staff and family involvement.
- Families must be invited to consult on all policy reviews.
- Families will be invited to form and join our Family Committee
- Families not involved in the Family Committee will have the opportunity to revise and help plan policies via Newsletters and specific letters to families discussing the policy or a draft of the proposed policy and given the opportunity to respond.
- All policies that are being either reviewed or developed will be displayed on the Service's noticeboard so all stakeholders are aware at all times and can be involved.

The procedure to reviewing a policy:

- Attention to a policy has been raised either by routine reflection, incident, feedback or the 'continuous improvement' process.
- All major stakeholders are invited to review the policy and suggest amendments (this can be done via committee meeting, email, newsletters, display in Service)
- A time frame of 2 weeks is given to gather all suggestions and create a draft policy
- The draft policy is made available to all major stakeholders, again via committee meeting, email, newsletters, display in Service
- A time frame of 7 days to respond is given. If there are no strong objections to the policy draft, the draft is reposted as the Service's Policy.

- All policies will be reviewed every 12 months; families will be invited to attend these meetings to help the Service by providing input.

- The Service encourages an organic approach to policies. While it is the Service's undertaking that all policies will be revised annually, the Service will revise and if necessary amend policies based on the needs of the Service, particularly if there is an incident, regulation change or feedback received.
- All policies will be sourced, if possible, and dated.
-

In accordance with the regulations;

The Service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have a significant impact on:

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

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

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

The Service must ensure that copies of the current policies and procedures are available for inspection on request. All policies and procedures are available to download via our website.

This policy was written with consideration given to: Education and Care Services National Regulations

Date policy was last updated or revised: November 2026

DEALING WITH MEDICAL CONDITIONS POLICY

Mandatory – NQS (National Quality Standards) - Quality Area 2

PURPOSE

This policy will provide guidelines for Club House Boot Camp to ensure that:

- clear procedures exist to support the health, wellbeing and inclusion of all children enrolled at the service
- Club House Boot Camp practices support the enrolment of children and families with specific health care requirements.

POLICY STATEMENT

2.1 Values

Club House Boot Camp is committed to recognising the importance of providing a safe environment for children with specific medical and health care requirements through implementing and maintaining effective hygiene practices. This will be achieved through:

- fulfilling the service's duty of care requirement under the Occupational Health and Safety Act 2004, the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011 to ensure that those involved in the programs and activities of Club House Boot Camp are protected from harm
- informing educators, staff, volunteers, children and families on the importance of adhering to the Dealing with Medical Conditions Policy to maintain a safe environment for all users, and communicating the shared responsibility between all involved in the operation of the service
- ensuring that educators have the skills and expertise necessary to support the inclusion of children with additional health needs.

SCOPE

This policy applies to the Club House Boot Camp Committee of Management, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities of Club House Boot Camp including during off- site excursions and activities.

This policy should be read in conjunction with:

- Anaphylaxis Policy
- Asthma Policy
- Diabetes Policy
- Epilepsy Policy

BACKGROUND AND LEGISLATION

4.1 Background

An approved service must have a policy for managing medical conditions that includes the practices to be followed:

- in the management of medical conditions
- when parents are required to provide a medical management plan if an enrolled child has a specific health care need, allergy or relevant medical condition
- when developing a risk minimisation plan in consultation with the child's parents/guardians

- when developing a communication plan for staff members and parents/guardians.

Staff members and volunteers must be informed about the practices to be followed. If a child enrolled at the service has a specific health care need, allergy or other relevant medical condition, parents/guardians must be provided with a copy of this and other relevant policies.

Medication and medical procedures can only be administered to a child:

- with written authorisation from the parent/guardian or a person named in the child's enrolment record as authorised to consent to administration of medication (Regulation 92(3)(b))
- with two adults in attendance, one of whom must be an educator. One adult will be responsible for the administration and the other adult will witness the procedure
- if the medication is in its original container bearing the child's name, dose and frequency of administration.

Refer to the Administration of Medication Policy for more information.

Staff may need additional information from a medical practitioner where the child requires:

- multiple medications simultaneously
- a specific medical procedure to be followed.

If a child with a chronic illness or medical condition that requires invasive clinical procedures or support is accepted by the service, it is vital that prior arrangements are negotiated with the parent/guardian, authorised nominees or appropriate health care workers to prepare for the event that the child will require a procedure while in attendance at the service. Parents/guardians and the service should liaise with either the child's medical practitioner or other appropriate service providers to establish such an arrangement. Arrangements must be formalised following enrolment and prior to the child commencing at the service.

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to: Education and Care Services National Law Act 2010: Section 173

National Law (section)	
Section 173	Offence to fail to notify certain circumstances to Regulatory Authority
	1) An approved provider must notify the Regulatory Authority of the following in relation to the approved provider or each approved education and care service operated by the approved provider— a) a change in the name of the approved provider; b) any appointment or removal of a person with management or control of an education and care service operated by the approved provider; c) a failure to commence operating an education and care service within 6 months (or within the time agreed with the Regulatory Authority) after being granted a service approval for the service. 2) An approved provider must notify the Regulatory Authority of the following in relation to an approved education and care service operated by the approved provider— a) if the approved provider is notified of the suspension or cancellation of a working with children card or teacher registration of, or disciplinary proceedings under an education law of a participating jurisdiction in respect of, a nominated supervisor or certified supervisor engaged by the service; b) if a nominated supervisor of an approved education and care service ceases to be employed or engaged by the service or withdraws consent to the nomination; c) any proposed change to the education and care service premises of an approved education and care service (other than a family day care residence); d) ceasing to operate the education and care service; e) in the case of an approved family day care service, a change in the location of the principal office of the service; f) an intention to transfer a service approval, as required under Section 59. 3) A notice under subsection (1) must be in writing and be provided within the relevant prescribed time to the Regulatory Authority that granted the provider approval. 4) A notice under subsection (2) must be in writing and be provided within the relevant prescribed time to— a) the Regulatory Authority that granted the service

	approval for the education and care service to which the notice relates; and b) Refers to family day care service.

Education and Care Services National Regulations 2011:

National Regulations	
Regulation 90	**Medical conditions policy** 1) The medical conditions policy of the education and care service must set out practices in relation to the following— a) the management of medical conditions, including asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis; b) informing the nominated supervisor and staff members of, and volunteers at, the service of practices in relation to managing those medical conditions; c) the requirements arising if a child enrolled at the education and care service has a specific health care need, allergy or relevant medical condition, including— i) requiring a parent of the child to provide a medical management plan for the child; and ii) requiring the medical management plan to be followed in the event of an incident relating to the child's specific health care need, allergy or relevant medical condition; and iii) requiring the development of a risk-minimisation plan in consultation with the parents of a child— A) to ensure that the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised; and B) if relevant, to ensure that practices and procedures in relation to the safe handling, preparation, consumption and service of food are developed and implemented; and C) if relevant, to ensure that practices and procedures to ensure that the parents are notified of any known

	allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented; and D) to ensure that practices and procedures ensuring that all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented; and E) if relevant, to ensure that practices and procedures ensuring that the child does not attend the service without medication prescribed by the child's medical practitioner in relation to the child's specific health care need, allergy or relevant medical condition are developed and implemented; and iv) requiring the development of a communications plan to ensure that: A) relevant staff members and volunteers are informed about the medical conditions policy and the medical management plan and risk minimisation plan for the child; and B) a child's parent can communicate any changes to the medical management plan and risk minimisation plan for the child, setting out how that communication can occur. 2) The medical conditions policy of the education and care service must set out practices in relation to self-administration of medication by children over preschool age if the service permits that self-administration. 3) In subregulation (2), the practices must include any practices relating to recording in the medication record for a child of notifications from the child that medication has been self-administered.
Regulation 91	**Medical conditions policy to be provided to parents** The approved provider of an education and care service must ensure that a copy of the medical conditions policy document is provided to the parent of a child enrolled at an education and care service if the provider is aware

	that the child has a specific health care need, allergy or other relevant medical condition. **Note** A compliance direction may be issued for failure to comply with this regulation.
Regulation 96	**Self-administration of medication** The approved provider of an education and care service may permit a child over preschool age to self-administer medication if— a) an authorisation for the child to self-administer medication is recorded in the medication record for the child under regulation 92; and b) the medical conditions policy of the service includes practices for self-administration of medication.

Child Wellbeing and Safety Act 2005

Health Records Act 2001

National Quality Standard, Quality Area 2: Children's Health and Safety

Standard 2.1	Each child's health is promoted.	
	Element 2.1.1	Each child's health needs are supported.
Standard 2.3	Each child is protected.	
	Element 2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.
Standard 7.1	Effective leadership promotes a positive organisational culture and builds a professional learning community.	
	Element 7.1.2	The induction of educators, co-ordinators and staff members, including relief educators, is comprehensive.

Occupational Health and Safety Act 2004

DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

AV How to Call Card: A card that the service has completed containing all the information that Ambulance Victoria will request when phoned. A sample card can be downloaded from www.ambulance.vic.gov.au/Education/Calling-000-Triple-Zero.html

Communication plan: A plan that forms part of the policy and outlines how the service will communicate with parents/guardians and staff in relation to the policy. The communication plan also describes how parents/guardians and staff will be informed about risk minimisation plans and emergency procedures to be followed when a child diagnosed as at risk of any medical condition such as anaphylaxis is enrolled at the service.

Hygiene: The principle of maintaining health and the practices put in place to achieve this.

Medical condition: In accordance with the Education and Care Services National Regulations 2011, the term medical condition includes asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis, and the management of such conditions.

Medical management plan: A document that has been prepared and signed by a doctor that describes symptoms, causes, clear instructions on action and treatment for the child's specific medical condition, and includes the child's name and a photograph of the child. An example of this is the Australasian Society of Clinical Immunology and Allergy (ASCIA) Action Plan.

Risk minimisation: The implementation of a range of strategies to reduce the risk of an adverse affect from the mismanagement of a specific medical condition at the service.

Risk minimisation plan: A service-specific plan that details each child's medical condition, and identifies the risks of the medical condition and practical strategies to minimise those risks, and who is responsible for implementing the strategies. The risk minimisation plan should be developed by families of children with specific medical conditions that require medical management plans, in consultation with staff at the service upon enrolment or diagnosis of the condition (refer to the Anaphylaxis Policy for a sample risk minimisation plan).

SOURCES AND RELATED POLICIES

7.1 Sources

- National Health and Medical Research Council (2005), Staying Healthy in Child Care: Preventing infectious diseases in child care, available at www.nhmrc.gov.au/guidelines or email nhmrc.publications@nhmrc.gov.au. (Note: this publication is currently being revised and will have significant changes. It is important that services refer to the most up-to-date version of this resource.)

- Health and Safety in Children's Services, Model Policies and Practices, 2nd Edition (2003): www.sphcm.med.unsw.edu.au/SPHCMWeb.nsf/resources/CCModelPolicies.pdf/$file/CCModelPolicies.pdf

7.2 Service Policies

- Administration of First Aid Policy
- Administration of Medication Policy
- Anaphylaxis Policy
- Asthma Policy
- Dealing with Infectious Diseases Policy
- Incident, Injury, Trauma and Illness Policy
- Privacy and Confidentiality Policy
- Supervision of Children Policy

PROCEDURES

8.1 Club House Boot Camp Committee of Management is responsible for:

- ensuring that all staff and volunteers are provided with a copy of this policy and have a clear understanding of the procedures and practices outlined within
- developing and implementing a communication plan and encouraging ongoing communication between parents/guardians and staff regarding the current status of the child's specific health care need, allergy or other relevant medical condition, this policy and its implementation
- ensuring relevant educators/staff receive regular training in managing specific health care needs such as asthma management, anaphylaxis management and any other specific procedures that are required to be carried out as part of the care and education of a child with specific health needs
- ensuring at least one educator/staff member who has current accredited training in emergency management requirements for specific medical conditions is in attendance and immediately available at all times that children are being educated and cared for by the service
- establishing robust induction procedures that include the provision of information regarding the implementation of the practices outlined in this policy
- ensuring families and educators/staff understand and acknowledge each other's responsibilities under these guidelines
- ensuring families provide information on their child's health, medications, allergies, their medical
- practitioner's name, address and phone number, emergency contact names and phone numbers, and a medical management plan signed by their medical practitioner, following enrolment and prior to the child commencing at the service

- ensuring that a risk minimisation plan (refer to Anaphylaxis Policy for a sample risk minimisation plan) is developed for each child with specific medical conditions on enrolment or upon diagnosis, and that the plan is reviewed at least annually
- ensuring that parents/guardians who are enrolling a child with specific health care needs are provided with a copy of this and other relevant service policies.

8.2 The Nominated Supervisor is responsible for:

- implementing this policy at the service and ensuring that all educators/staff follow the policy and procedures set out within
- informing the Club House Boot Camp of Management of any issues that impact on the implementation of this policy
- ensuring that the AV How to Call Card is displayed near all telephones
- identifying specific training needs of educators/staff who work with children diagnosed with a medical condition, and ensuring, in consultation with the Approved Provider, that educators/staff access appropriate training
- ensuring children do not swap or share food, food utensils or food containers
- ensuring food preparation, food service and relief staff are informed of children and staff who have specific medical conditions or food allergies, the type of condition or allergies they have, and the service's procedures for dealing with emergencies involving allergies and anaphylaxis
- ensuring a copy of the child's medical management plan is visible and known to staff in the service. Prior to displaying the medical management plan, the Nominated Supervisor must explain to parents/guardians the need to display the plan for the purpose of the child's safety and obtain their consent (refer to Privacy and Confidentiality Policy)
- ensuring opportunities for a child to participate in any activity, exercise or excursion that is appropriate and in accordance with their risk minimisation plan
- providing information to the community about resources and support for managing specific medical conditions while respecting the privacy of families enrolled at the service
- administering medications as required, in accordance with the procedures outlined in the Administration of Medication Policy
- maintaining ongoing communication between educators/staff and parents/guardians in accordance with the strategies identified in the communication plan, to ensure current information is shared about specific medical conditions within the service.

8.3 Certified Supervisors and other educators are responsible for:

- ensuring that children do not swap or share food, food utensils or food containers

- communicating any relevant information provided by parents/guardians regarding their child's medical condition to the Nominated Supervisor to ensure all information held by the service is current
- being aware of individual requirements of children with specific medical conditions
- monitoring signs and symptoms of specific medical conditions and communicating any concerns to the Nominated Supervisor
- adequately supervising all children, including those with specific medical conditions
- informing the Nominated Supervisor of any issues that impact on the implementation of this policy.

8.4 Parents/guardians are responsible for:

- informing the service of their child's medical conditions, if any, and informing the service of any specific requirements that their child may have in relation to their medical condition
- developing a risk minimisation plan with the Nominated Supervisor and/or other relevant staff members at the service
- providing a medical management plan signed by a medical practitioner, either on enrolment or immediately upon diagnosis of an ongoing medical condition. This medical management plan must include a current photo of the child and must clearly outline procedures to be followed by educators/staff in the event of an incident relating to the child's specific health care needs
- meeting the cost of training staff to perform specific medical procedures as relevant to their child, as required
- notifying the Nominated Supervisor of any changes to the status of their child's medical condition and providing a new medical management plan in accordance with these changes
- informing the Nominated Supervisor of any issues that impact on the implementation of this policy by the service.

8.5 Volunteers and students, while at the service, are responsible for following this policy and its procedures.

EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Club House Boot Camp Committee of Management will

- regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy regarding its effectiveness

- monitor the implementation, compliance, complaints and incidents in relation to this policy
- ensure that all information on display and supplied to parents/guardians regarding the management of medical conditions is current
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any change to this policy or its procedures.

ATTACHMENTS AUTHORISATION

This policy has been reviewed and is signed off by the Club House Boot Camp Committee of Management on: Adopted: 17th September 2012 under REG 168

Reviewed by: Catherine Stoney

Date: May 2020 Next Review Date: May 2021 Reviewed by Catherine

Stoney

Date: August 2021
Next: Review Date: August 2020

SAFE USE OF DIGITAL TECHNOLOGIES AND ONLINE ENVIRONMENTS POLICY

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

The Education and Care Services National Regulations require Approved Providers to ensure their services have policies and procedures in place for the safe use of digital technologies and online environments at the service.

PURPOSE

Children's safety and wellbeing is paramount, and Clubhouse Bootcamp has the responsibility to provide and maintain a safe and secure working and learning environment for staff, children, visitors and contractors, including online environments. We aim to create and maintain a positive digital safe culture that works in conjunction with Clubhouse Bootcamp philosophy, privacy and legislative requirements to ensure the safety of enrolled children, educators and families by the safe use of digital technologies and online environments, including for children's learning and development and maintaining records.

The use of Closed-Circuit Television (CCTV) installed at St Paul's Anglican Grammar School (**SPAGS**), where Clubhouse Bootcamp operates from, aims to address crime prevention strategies to reduce concerns, deal with complaints and support investigations.

SCOPE

This policy applies to children, families, staff, educators, management, Approved Provider, nominated supervisor, students, volunteers and visitors of Clubhouse Bootcamp.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.3	Child Safety and Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management System	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 162A	Child protection training
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to the protection of children from harm and hazards
12	Meaning of serious incident
73	Educational Program
76	Information about the educational program to be given to parents
84	Awareness of child protection law
115	Premises designed to facilitate supervision
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios – centre-based services
149	Volunteers and students
155	Interactions with children
156	Relationships in groups
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
175	Prescribed information to be notified to the Regulatory Authority

176	Time to notify certain information to Regulatory Authority
181	Confidentiality of records kept by the Approved Provider
183	Storage of records and other documents
184	Storage of records after service approval is transferred

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	*Privacy Act 1988* (the Act)
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook	

RELATED POLICIES

Behaviour Guidance: Bullying Policy CCS Data Security Policy CCS Personnel Policy CCS Governance Policy Child Safe Environment Policy	Fraud Prevention Policy Incident, Injury, Trauma, and Illness Policy Interactions with Children, Families and Staff Policy Photography Policy
Child Protection Policy Code of Conduct Policy Dealing with Complaints Policy ECIP Management Policy Educational Program Policy Enrolment Policy Family Communication Policy Governance and Leadership Policy	Privacy and Confidentiality Policy Programming Policy Record Keeping and Retention Policy Staffing Arrangements Policy Student, Volunteer and Visitor Policy Supervision Policy Social Media Policy

TERMINOLOGY	
Artificial intelligence (AI)	An engineered system that generates predictive outputs such as content, forecasts, recommendations, or decisions for a given sent of human defined objectives or parameters without explicit programming.
Cyberbullying	When someone uses the internet to be mean to a child or young person so they feel bad or upset
Cyber safety	Safe and responsible use of the internet and equipment/devices, including mobile phones and devices.
Disclosure	Process by which a child conveys or attempts to convey that they are being or have been sexually abuses, or by which an adult conveys or attempts to convey that they were sexually abused as a child
Generative artificial intelligence (AI)	A branch of AI that develops generative models with the capability of learning to generate novel content such as images, text and other media with similar properties as their training data
ICT	Information and Communication Technologies
Illegal content	Includes: images and videos of child sexual abuse Content that advocates terrorist acts
	Content that promotes, incites or instructs in crim or violence Footage of real violence, cruelty and criminal activity
Optical Surveillance Device	Has the same meaning as in section 6(1) of the Surveillance Devices Act 2004 of the Commonwealth
Online hate	Any hateful posts about a person or group based on their race, religion, ethnicity, sexual orientation, disability or gender
Smart toys	Smart toys generally require an internet connection to operate as the computing task is on a central server
Sexting	Sending a sexual message or text, with or without a photo or video. It can be done using a phone service or any platform that allows people to connect via an online message or chat function
Unwanted contact	Any type of online communication that makes you feel uncomfortable, unsafe or harassed.

Source: Glossary to NQF Child Safe Culture and Online Safety Guides- ACECQA 2025

IMPLEMENTATION

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

DIGITAL TECHNOLOGY AND ELECTRONIC DEVICES USED AT THE SERVICE

Clubhouse Bootcamp follows the National Model Code for Taking Images or Videos of Children while Providing Early Childhood Education and Care (National Model Code) and Guidelines for taking images or videos of children.

The Approved Provider will inform staff, educators, visitors, volunteers and family members that the use of personal electronic devices to take photos, record audio or capture video of children who are being educated and cared for at Clubhouse Bootcamp is strictly prohibited. This includes items such as tablets, phones, digital cameras, smart watches, META sunglasses and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage). These devices should not be in the possession of staff, educators or visitors (e.g. ECIP professionals) while working directly with children. Staff and educators are advised that electronic devices belonging to Clubhouse Bootcamp must not be removed from the premises as they may contain personal details of staff or children, including photos or videos. Except where required for operational activities, for example, excursions or transportation.

The Approved Provider will inform staff, educators and visitors of exemptions that may warrant a person to use or be in possession of a personal electronic device that can be used to take images or videos. Staff, educators or visitors with an exemption must not use the personal device to take images or videos of children. Exemptions need to be provided for in writing by the Approved Provider and may include:

- Emergency communication during incidents such as a lost child, injury, lockdown, or evacuation
- Personal health needs requiring device use (e.g. heart or blood sugar monitoring)
- Disability related communication needs

- Urgent family matters (e.g. critically ill or dying family member)
- Local emergency event to receive alerts (e.g. government bushfire or evacuation notifications)
- Vacation care - excursion longer than 3 hours.

    - Any staff member who wishes their personal phone to go on an excursion longer than 3 hours will surrender their phone to the co-ordinator, who will securely store the phone in a bag that they carry with them. If a staff member needs to use their phone to either receive or make a personal call, it will be with the express permission of the co-ordinator and the call will be made away from children, provided no child is put at risk due to insufficient supervision. After the call, the phone will be returned to the coordinator to be stored securely. Upon returning to Club House, the phones will be returned to the designated lockable container.

Clubhouse Bootcamp will develop and maintain a register of all electronic devices purchased for and used within the Service. This register will include details such as the device type, date of purchase, intended use, assigned user (if applicable), security settings, and any features related to connectivity, data storage, or recording capabilities. Devices recorded in the register may include, but are not limited to, computers, tablets, mobile phones, cameras, CCTV systems, audio recorders, smart toys, and any other internet-connected or data-enabled devices used within the Service.

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

IMAGES AND VIDEOS

The Approved Provider is responsible for determining who is authorised to take, use, store and destroy images and videos of children using Clubhouse Bootcamp issued digital devices. Images and videos will be stored securely with password protection, with access limited to authorised personnel only. Images and videos of children must only be taken and used in accordance with Clubhouse Bootcamp policies, and careful consideration must be given to the purpose of the image or video. Educators will engage in discussions that consider the intent, appropriateness, context and consent involved in capturing and using the images and videos,

ensuring the process aligns with children's learning, wellbeing and right to privacy.

Clubhouse Bootcamp will regularly review how digital data, including images and videos of children, is stored. Back-ups of all digital data, whether offline or online (such as a cloud-based service), will be performed each month. Digital data stored at Clubhouse Bootcamp will be destroyed in accordance with the *Record Keeping and Retention Policy* and procedure. The Approved Provider will ensure staff, educators, visitors, and volunteers do not transfer images or videos from Clubhouse Bootcamp issued devices to personal devices; unauthorised transfer of digital data may result in disciplinary action.

RECORD KEEPING AND RETENTION OF PHOTOS

Who is responsible, and when will this be done?

- **The Delegated Administration Officer** is responsible for record keeping and retention of photos.
- This process will be performed **weekly (every Monday)** for each individual service.

Procedure to be followed

Review Photos

- Sort through all photos taken during the previous week.
- Select only suitable and appropriate photos for documentation and service records.

Create Weekly Collage

- Insert chosen photos into a digital collage that reflects the week's activities.
- Ensure the collage provides a balanced representation of learning and engagement.

Save Collage File

- Save the collage into the designated **Google Drive folder** for the specific service.
- Follow the agreed **folder and filename protocol**:
    - Folder: *[Service Name]* → *Weekly Collages* → *[Year]*
    - Filename: *[ServiceName]_WeeklyCollage_YYYYMMDD*

Delete Unused Photos

- Delete all unused or unselected photos from devices and storage locations (e.g., cameras, tablets, phones, temporary folders).
    - **The Delegated Administration Officer** will delete all cloud based images and videos each Monday.

- **Room Leader** will delete all photos and images from the service devices each Wednesday.

- Ensure no residual copies remain outside the secured service file system.

Retention Period

- Collage files are to be retained for a **minimum of 3 years** to support Quality Assurance (QA) and reporting requirements.

Monthly Review & Disposal

- On a monthly basis, check all collage files in the storage folder.
- Delete any files that are older than **3 years** to maintain compliance and manage storage capacity.

DRUG AND ALCOHOL . See Policy Manual for full policy.

Purpose

To provide a safe and healthy environment for all children, families, staff, and visitors by preventing the presence or influence of drugs, alcohol, and other prohibited substances within the service.

Policy Statement

- The **possession, use, distribution, or sale** of **illegal drugs, alcohol, or any prohibited substances** is strictly forbidden on all service premises, including buildings, outdoor play areas, parking areas, and during any service-related activities (on or off-site).
- **The possession and use of Vaping Devices (e-cigarettes)** is **strictly prohibited** at all Childcare Services. This applies to staff, families, visitors, and contractors, regardless of whether the device contains nicotine.
- Staff members must not attend work under the influence of alcohol or illegal drugs.

1. **Staff Responsibilities**
    - All staff are required to arrive fit for duty and remain free from the effects of alcohol or illicit drugs while on shift.
    - Any staff member found in breach of this policy will be subject to disciplinary action, up to and including termination of employment.
2. **Visitors and Families**
    - Families, visitors, and contractors are required to comply with this policy while on the premises or attending service-related events.
    - Anyone found in possession of drugs, alcohol, or vaping devices will be asked to leave immediately.
3. **Reporting**

- Any suspected breaches must be reported to the Service Manager/Director promptly and confidentially.
- Incidents will be documented and managed in accordance with workplace health and safety requirements.
-

PHYSICAL ENVIRONMENT AND ACTIVE SUPERVISION

The Approved Provider, nominated supervisor, management and educators will:

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

SOFTWARE PROGRAMS AND APPS

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

The Approved Provider will ensure programs which require additional background checks, such as CCS Software, are only accessed by authorised staff who have completed necessary screening processes in accordance with Family Assistance Law. Our educational program software is used by educators to share observations, photos, videos, daily reports, and learning portfolios with families in a secure, closed platform.

ARTIFICIAL INTELLIGENCE (AI) INTERACTIONS AND GUIDELINES

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

CONFIDENTIAL AND PRIVACY GUIDELINES

Our *Privacy and Confidentiality Policy* applies to all use of digital technology and online environments. All staff, educators, and visitors must ensure that any information, images, or digital content related to children, families, and the Service is collected, stored, used, and shared in accordance with privacy legislation and Service procedures, to maintain confidentiality and protect the safety and wellbeing of children. The nominated supervisor will advise the Approved Provider as soon as possible regarding any potential threat to security information and access to data sensitive information. Clubhouse Bootcamp will follow practices outlined within the *Safe Use of Digital Technologies and Online Environments Procedure* to protect personal and sensitive digital data.

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

- a device containing personal information about children and/or families is lost or stolen (parent names and phone numbers, dates of birth, allergies, parent phone numbers)
- a data base with personal information about children and/or families is hacked
- personal information about a child is mistakenly given to the wrong person (portfolios, child

developmental report)

- this applies to any possible breach within Clubhouse Bootcamp or if the device is left behind whilst on an excursion
- ensure educators are aware of their mandatory reporting requirements and report any concerns related to child safety including inappropriate use of digital technology to the Approved Provider or nominated supervisor.

IDENTIFICATION AND REPORTING OF ONLINE ABUSE AND SAFETY CONCERNS

Clubhouse Bootcamp will implement measures to keep children safe whilst using digital technology and accessing online environments.

The Approved Provider, nominated supervisor and management will:

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

USE OF CLOSED-CIRCUIT TELEVISION (CCTV) MONITORING

The SPAGS campuses that Clubhouse Bootcamp operates from uses Closed-Circuit Television (CCTV) to monitor the physical environment. The school will regularly review guidance on the use of surveillance devices, including information provided by the Office of the Australian

Information Commissioner.

Access to the monitor is restricted through a password-protected system to ensure security and prevent unauthorised viewing. Families are informed the Clubhouse Bootcamp uses CCTV as a surveillance method during enrolment and orientation to Clubhouse Bootcamp. Signs are visible at the school entrances informing anyone entering the school grounds that CCTV is installed and monitored.

CAMERA LOCATIONS

- The entrance and exit points of SPAGS
- Throughout the SPAGS school grounds
- Inside SPAGS Gymnasiums and facilities

Cameras are not installed in private areas such as bathrooms or shower areas (for adults or children). All cameras are clearly visible.

The CCTV recording system operates in real mode, monitoring the site continuously 24 hours a day. Footage and information collected via the recording system will be governed by *Australian Privacy Principles* and all relevant staff will be kept up to date with requirements under Australia's privacy law. CCTV footage is kept in a secure location, only accessible by the SPAGS Principal Team and Business Manager.

Access to CCTV footage at Clubhouse Bootcamp is strictly controlled by the school and protected by secure, password- protected systems. Only authorised personnel are permitted to access the footage, in accordance with privacy laws and Service policies. The school is responsible for determining who is authorised to access CCTV footage. CCTV footage will not be accessible to external parties (e.g., staff members or families) without appropriate authorisation. Any requests to view CCTV footage will be managed in accordance with Australian Law.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/MANAGEMENT WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure
- new employees, students and volunteers are provided with a copy of the *Safe Use of Digital*

Technologies and Online Environments Policy and procedure as part of their induction and are advised on how and where the policy can be accessed

- families are aware of this *Safe Use of Digital Technologies and Online Environments Policy* and procedure and are advised on how and where the policy can be accessed
- they promote and support a child safe environment, ensuring adherence to the *Child Safe Environment and Child Protection Policies*
- the National Principles for Child Safe Organisations is embedded into the organisational structure and operations [or state specific Child Safe Standards]
- all staff, educators, volunteers and students are aware of current child protection law, National

Principles for Child Safe Organisations and their duty of care to ensure that reasonable steps are taken to prevent harm to children. Develop and monitor an *Electronic Device Register* for all electronic devices purchased and used at Clubhouse Bootcamp

- appropriate ratios and adequate supervision are maintained for children at all times including when using digital technology and accessing online environments
- students (work experience), volunteers and/or visitors are never left alone with a child whilst at Clubhouse Bootcamp under any circumstances
- all staff, educators, volunteers and students are aware of the National Model Code and Guidelines and adhere to these steps for taking images or video of children including:
    - Educators, staff, visitors or volunteers are not to be in possession of personal electronic devices or personal storage devices that can take images or videos when working directly with children
    - staff and educators only use electronic devices issued by Clubhouse Bootcamp for taking images or videos of children enrolled at the Service
    - Clubhouse Bootcamp issued devices are securely configured, monitored and maintained to prevent unauthorised access
    - visitors who are supporting children at Clubhouse Bootcamp (NDIS funded support professionals, Inclusion Support Professionals) obtain written authorisation from parents/guardians to capture images or video of a child for observation/documentation purposes only. (See *ECIP Confidentiality Agreement*)
- children, educators and parents are aware of Clubhouse Bootcamp's complaints handling process to raise any concerns they may have about the use of digital technologies or any other matter (see: *Dealing with Complaints Policy*)
- Clubhouse Bootcamp *Privacy and Confidentiality Policy* is adhered to at all times by staff, educators, families, visitors, volunteers and students

- parents/guardians are informed of how Clubhouse Bootcamp will take, use, store and destroy images and videos of children enrolled at the Service during enrolment and orientation. Policies are available on Club House website
- written authorisation is requested from families to take, use, store and destroy digital documentation including images and videos of children
- images or videos of children are not taken, used or stored without prior parent/guardian authorisation
- written authorisation is obtained from parents/guardians for children to use electronic devices (See: *Cyber Safety Authorisation*)
- written authorisation is obtained from parents/guardians to collect and share personal information, images or videos of their children online (Website, Facebook, Instagram or Owna)
- families are informed to withdraw authorisation, a written request is required images and videos for individual children are deleted or destroyed and removed from storage when authorisation has been revoked from the parent/guardian
- they review how images and videos are stored on a regular basis and ensure new educators and staff have access to relevant folders and files, if required, in accordance with their role
- digital data is stored securely, whether offline or online, using a cloud-based service, and that data is archived regularly (monthly is recommended)
- images and videos are deleted or destroyed and removed from storage devices in accordance with the *Record Keeping and Retention Policy.* Only images and videos used for documenting children's learning and development may be held for 3 years after the child's last day of attendance in accordance with the *Record Keeping and Retention Policy*
- external agencies or specialists are consulted if concerns are identified relating to online abuse, cyberbullying or digital safety risks
- policies and procedures reflect a commitment to equity and diversity, protect children's privacy, and empower children to be independent
- collaboration with relevant professionals, as required, to support equitable access to digital technologies for all children
- they remain informed of privacy legislation through monitoring of updated from relevant government authorities such as the Office of the Australian Information Commissioner (OAIC)
- a risk assessment is conducted regarding the use of digital technologies by staff and children at the Service, including accessing online environments
- risk assessments for digital technology and online environments are reviewed annually or as soon as possible after becoming aware of any circumstances that may affect the safety, health or wellbeing of children

- policies and procedures are reviewed following an identification of risks following the review of risk assessments relating to the use of digital technologies and online environments
- staff, educators, families and children are informed of updates to policies, procedures or legislation relating to digital technologies and online environments
- a review of practices is conducted following an incident involving digital technologies or online environments, including an assessment of areas for improvement
- to install and maintain anti-virus and internet security systems including firewalls to block access to unsuitable web sites, newsgroups and chat rooms
- educators are informed of, and adhere to recommended timeframes for 'screen time' according to Australia's Physical Activity and Sedentary Behaviour Guidelines:

- children 5-12 years of age should limit screen time for entertainment to no more than 2 hours a day.
- they share information to families about recommended screen time limits based on *Australia's Physical Activity and Sedentary Behaviour Guidelines.*

EDUCATORS WILL:

- adhere to the *Safe Use of Digital Technologies and Online Environments Policy* and associated procedure
- understand the critical importance of implementing active supervision strategies when children are accessing online environments to keep children safe
- promote and contribute to a culture of child safety and wellbeing in all aspects of Clubhouse Bootcamp's operations, including when accessing digital technologies and online learning environments
- not use, or have access to, any personal electronic devices, including mobile phones or smart watches capable of taking images or video of children at Clubhouse Bootcamp, access social media (Facebook, Instagram or other) or breach children and families' privacy whilst in the presence of children under their supervision
- immediately place any personal electronic device they have brought into the service in the provided secure lockable container until their rostered break or the end of their shift
- only access their personal electronic devices whilst they are on a break, or after the end of their shift, **and** out of sight of any children attending the service
- understand that child safety has priority over any personal emergency or need to use a personal electronic device, and that it is the educator's responsibility to take all reasonable steps to ensure the safety of all children in their care before attending to any use of such

devices

- keep passwords confidential and log out of computers and software programs after each use
- ask permission before taking photos of children on any device and explain to children how photos of them will be used and where they may be published
- ensure children's personal information where children can be identified such as name, address, age, date of birth etc. is not shared online
- ensure that screen time is NOT used as a reward or to manage challenging behaviours under any circumstances
- introduce concepts to children about online safety at age-appropriate levels
- support children's understanding of online safety by providing age-appropriate guidance, discussions and activities that help them to recognise safe and unsafe online behaviours

- consult with children about matters that impact them, including the use of digital technologies and online environments, to ensure their voices are heard and respected in a meaningful way.

FAMILIES WILL:

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

VISITORS AND VOLUNTEERS WILL:

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

- obtain written authorisation from parents/guardians to capture images or video of a child for observation/documentation purposes only. This applies to visitors who are supporting children at Clubhouse Bootcamp (NDIS funded support professionals, Inclusion Support professionals) (See *ECIP Confidentiality Agreement*).

BREACH OF POLICY

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

RESOURCES

Australian Children's Education & Care Quality Authority. National Model for Early Childhood Education and Care.

Australian Government Office of the eSafety commission

eSafety Early Years Program for educators

eSafety Early Years Program checklist

eSafety Young People

eSmart Alannah & Madeline foundation

Kiddle is a child-friendly search engine for children that filters information and websites with deceptive or explicit content: https://www.kiddle.co/

Office of the Australian Information Commissioner (OAIC)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Safe Use of Digital Technologies and Online Environments Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management. Families will be notified of changes to policies within 14 days to ensure they remain informed and can provide feedback or ask questions as needed.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

CCS Compliance Checklist and Audit CCTV Monitoring Letter to Families Cyber Safety Agreement Cyber Safety Authorisation Data Breach Response Record Data Security Checklist Digital Technologies Risk Assessment ECIP Confidentiality Agreement	Electronic Device Register Media Authorisation Child Media Authorisation Staff Privacy Audit Privacy and Confidentiality Procedure Safe Use of Digital Technologies and Online Environment Procedure

SOURCES

Australian Children's Education & Care Quality Authority. (2025). *Guide to the National Quality Framework*
Australian Children's Education & Care Quality Authority. (2023). *Embedding the National Child Safe Principles*
Australian Children's Education & Care Quality Authority. (2024). *Taking Images and Video of Children While Providing Early Childhood Education and Care. Guidelines For The National Model Code*.
Australian Government eSafety Commission (2020) www.esafety.gov.au
Australian Government Department of Education. *Child Care Provider Handbook (2025)*
Australian Government. eSafety Commissioner Early Years program for educators
Australian Government, Office of the Australian Information Commissioner. (2019). Australian Privacy Principles: https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/
Australian Government Department of Health and Aged Care. (2021). Australia's Physical Activity and Sedentary Behaviour Guidelines
Australian Human Rights Commission (2020). *Child Safe Organisations.* https://childsafe.humanrights.gov.au/
Early Childhood Australia Code of Ethics. (2016).
Education and Care Services National Law Act 2010. (Amended 2023).
Education and Care Services National Regulations. (Amended 2023).
Office of the Australian Information Commissioner (OAIC)
Privacy Act 1988.

APPENDIX – Attached.
Register of electronic devices purchased for use at each service:
WARRAGUL
TRARALGON
DROUIN

REVIEW

POLICY REVIEWED BY	Catherine Stoney	Director/Approved Provider	11/09/2025
POLICY REVIEWED	Sept 2025	NEXT REVIEW DATE	Sept 2026
VERSION NUMBER	V1.0.25		

MODIFICATIONS	• New policy developed following changes to National Regulations effective from 1 September 2025 • Merger of the following policies: Technology Policy, Cyber Safety Policy, Mobile Device Usage Policy and CCTV Policy	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE

Register of electronic devices purchased for use at each service:

WARRAGUL

PHONE - Service
Galaxy A22
Model Code – SM – AZZ5FZKPXSA
Serial Number – R58RC4QERLE

PHONE – Approved Provider
Galaxy S23
Model Name – SM-S911B
Serial Number – RFCW60JWZOM

iPad – Sign in / Out
IPad 17.5.1
Model Number – MYL9ZX/A
Serial Number – F9GFCWX0Q1GC

TRARALGON

PHONE – Service
Galaxy S3
Model Code – SM-S911B
Serial Number - RFCW503C6ZM

PHONE – Approved Provider
Galaxy S23
Model Name – SM-S911B
Serial Number – RFCW60JWZOM

iPad – Sign in / Out
IPad 18.3.2
Model Number – MYL9ZX/A
Serial Number – F9FDPDG7Q1GC

DROUIN

PHONE – Service
Product – Android Version 14
Model Code – motog04
Serial Number – ULA34.89-208

PHONE – Approved Provider
Galaxy S23
Model Name – SM-S911B
Serial Number – RFCW60JWZOM

Tablet – Sign In / Out
TCL UI version – v5.0.3SFA
CPU: MT8768E
Model Code – 8496G