



Policy and Procedure Manual

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Management Structure

Approved Provider: Bilgola Plateau Public School P&C Association

Service name	Service approval number
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Our Philosophy

Bilgola OOSH acknowledges and thanks the Traditional Custodians of the land on which our OOSH is located, recognising that their deep care for Country influences how we care for and appreciate the beautiful environment around us.

We aim to provide an environment that is welcoming, safe, fun, flexible, and homely. Children and Young People are placed at the centre of their learning—we see them as capable, knowledgeable individuals who lead their own unique journey of play and discovery.

We walk alongside children and young people, sharing in their adventures through supportive and reciprocal relationships. We believe in their fundamental right to play, and value both structured and unstructured play spaces.

We believe in taking our shoes off, in playing with mud, in creating fairy gardens, cubby houses, fortresses, and castles.

Children's health, safety, and happiness are our highest priorities, reflected in all aspects of our service. We see educators as advocates for children's rights and believe children are our most important stakeholders.

We value families and community, fostering an inclusive and welcoming environment where everyone is respected, supported, and accepted without bias or prejudice.

Quality Area 1

Educational Program and Practice

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH aims to provide a program that enhances learning and development. Our program is built upon the principles outlined in My Time, Our Place and is organised in a way that maximises each child's needs and interests. Each child's agency is valued and encouraged, enabling them to develop a positive self-identity.

Goals

The education and care setting will:

- Adopt a holistic approach to programming that will enhance children's learning and development.
- Ensure the MYTOP framework governs our service programs and practices.
- Ensure each child is valued as a unique identity and their interests, ideas, needs, and culture are central to program development.

Strategies

The Approved provider will:

- Ensure the Nominated Supervisor is supported in the role of delivering a quality education and care program that encourages children to express themselves and their opinions, practice independence and build confidence.
- Review behaviour management strategies to assess if behaviour management strategies used are acceptable and lead to children developing self-regulation.
- Ensure adequate funds are available to provide a quality educational program.
- Ensure a suitable qualified person is responsible for developing, implementing, and reflecting on the educational program.
- Ensures staff have access to ongoing professional development to ensure best practice.

The Nominated Supervisor will:

- Provide guidance to educators ensuring that an intentional teaching model is used and that their decisions and actions are based around the best interests of the child.
- Use the MYTOP framework to guide policy development and programming.
- Establish strong connections with families and the wider community.
- Use a variety of tools to ensure families are informed of and can input to programming development.
- Adopt a collaborative approach to planning, seeking input from other educators.
- Hold regular meetings to evaluate current program.
- Ensure that the program is inclusive and considers the needs of all children and families who use the service.
- Foster an environment based on respect, appreciation of diversity, inclusion, and belief that each child is unique and has the right to be nurtured and cared for.

Educators will:

- Value each child's sense of agency and respond to their ideas thoughts and interests enabling them to feel empowered and aware that their actions influence events and the world around them.
- Seek guidance from the Nominated Supervisor and other staff members to evaluate and assess their role as an educator.
- Understand that although they are not required to keep individual evaluations of school age children to meet requirements (National Quality Regulations 274A) the evaluation for learning and wellbeing will focus on what children's experiences whilst at the centre.

- Use critical reflection regarding children’s learning and development to guide programming.
- Use a variety of observations both individual and group to learn valuable information about the needs, interest and development of children both as individuals and part of a group.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors, and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 73, 74,76, 254, 274A
- Education and care Services National Quality Standards: 1.1, 1.1.1, 1.1.2, 1.2.3, 1.3, 1.3.1, 1.3.2, 1.3.3

Sources

- Education and Care Services National Law
- Education and Care Services National Regulations
- Education and Care Services National Quality Standards
- Belonging, Being and Becoming-The Early Years Learning Framework

Quality Area 1

Educational Care and Practices

Cultural Relevance/Anti Bias and Prejudice

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH recognises and values the diversity of cultures within Australia and our community. The service will provide a wide range of practices to actively counteract bias and prejudice. All children will be treated in the same manner and be provided with the same access to all materials and equipment. Our program will include culturally diverse experience and activities.

Goals

- To foster an awareness and acceptance for many cultures, their practices, and their traditions.
- Activities and behaviour will be considerate of the cultural and linguistic diversity of the children and families within the service and wider community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.
- To establish an environment free from racial prejudice and harassment and children will be encouraged to discover and explore a range of cultural activities.
- To truly value cultural diversity and to have cultural competence embedded with our service.

Strategies

The Approved Provider will:

- Ensure the Nominated Supervisor is developing and implementing an educational program that reflects a culture of inclusion and has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for at the service.
- Have funds available to ensure staff receive regular professional development to increase inclusive practices.

The Approved Provider, Nominated Supervisor & Educators will ensure best practice is achieved through:

- Every parent and child regardless of race, cultural background religion, gender, ability or sexual preference of parents will be valued and accepted.
- Centre staff will make themselves aware of the specific cultures represented in the families of our service and the wider community.
- No discrimination will be made against any family or child due to their culture, race or sexual preference.
- Staff will not allow personal views to form negative judgements towards parents and they will respect any differences in childcare practices (except for child protection or health concerns).
- Feedback and input from parents in relation to the program, policies or other issues relating to a families' culture or race will be valued and included in planning.
- The sharing of cultural knowledge from parents will be invited and encouraged.
- The program will reflect the different cultures represented.
- Staff are encouraged to share knowledge of their own cultures with other staff, parents and children and to incorporate this into the program.
- Staff will be trained regarding any issues or behaviour, which may be offensive to the various cultures and avoid possible offensive behaviour when appropriate.
- The Nominated Supervisor will routinely contact the Inclusion Support team in the local area for assistance and ideas.
- If required parent information will be translated into other languages.
- Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment. Staff shall research and gain ideas regarding appropriate activities to be incorporated in the program.

- Staff should be aware of and ensure that festivals and celebrations of many cultures are included in the program.
- Cultural awareness should be integrated throughout all activities in the program and reflect an attitude of respect and positive appreciation for the differences in our society.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 155,168
- Education and Care Services National Quality Standards: 1.1.1, 1.1.2, 6.1, 6.1.2, 6.2, 6.2.2, 6.2.3

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards

Quality Area 1

Educational Care and Practices

Gender Equity

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH aims to enable children to develop their full potential regardless of gender. Children will be free to express and develop their gender identities without bias or prejudice. All children will be treated in the same manner and provided with the same access to materials and equipment.

Goal

To ensure our environment fosters equity and allows for children of different genders to feel valued and included.

Strategies

The Approved Provider, Nominated Supervisor & Educators will ensure best practice is achieved through:

- Children and parents will be valued, included and accepted regardless of gender.
- Staff are to be aware of the way in which they treat individual parents and each other regarding language, attitudes, assumptions and expectations and will treat people in the same manner regardless of gender or lifestyle.
- Our program will present positive experiences for the children which are not based on gender biased stereotypes.
- A wide variety of stimulating activities will be available to children, these activities will not be gender based or stereotyped.
- Resource materials and equipment used at Bilgola OOSH will, as far as possible, be non-stereotyped.
- In relation to activities commonly stereotyped for the opposite sex, staff will actively role model and encourage participation of children who would normally not engage in an activity due to stereotyping and gender roles.
- Staff will be actively involved in a range of activities regardless of gender.
- Every effort will be made to employ staff, relief staff and volunteers both male and female.
- Our centre recognises that gender equity is a fundamental principal of human rights.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

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Links

- Education and Care Services National Regulations: 155, 168
- Education and Care Services National Quality Standards: 1.1.2, 5.1, 5.1.2, 6.1, 6.1.2, 6.2, 6.2.2, 6.2.3

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards

Quality Area 2

Children's Health & Safety

Acceptance and Refusal of Authorisation

Policy review date: May 2026

Introduction

Bilgola Plateau Public School OOSH requires authorisation for actions such as administration of medicines, collection of children, and providing access to records. This policy details what constitutes a correct authorisation and what does not and may therefore result in a refusal.

Goals

- Protect the health, safety and wellbeing of children
 - Ensure that all authorisations (e.g., for medication, medical treatment, excursions, collection of children) are genuine, valid, and clearly documented.
- Comply with legal and regulatory requirements
 - Align with the Education and Care Services National Law and Regulations, and meet the obligations of the Child Safe Standards in NSW.
- Provide clear guidance to educators and staff
 - Support staff to confidently identify, verify and manage authorisations, and understand when it is necessary to refuse an authorisation.
- Ensure children are only released into safe care
 - Safeguard children by ensuring they are only collected by authorised persons, reducing risks of unauthorised access or unsafe situations.
- Promote consistent, transparent, and fair practice
 - Establish a uniform process for handling all requests and authorisations, avoiding misunderstandings or inconsistent decision-making.
- Empower families through clear communication
 - Provide families with clear information about what constitutes a valid authorisation and the reasons why one may be refused.
- Maintain accurate records for accountability
 - Ensure all authorisations and refusals are recorded and stored appropriately to protect the service, staff, and families.
- Uphold child safe principles
 - Prioritise children's rights, safety, and best interests in all decisions relating to authorisations.

Strategies

The Approved Provider & Nominated Supervisor and educators will:

- Ensure documentation relating to authorisations including collection of children, administration of medications, excursions and providing access to records is completed and maintained.
- Apply these authorisations to the collection of children, administration of medication, excursion and access to records.
- Keep these authorisations accessible whilst maintain confidentiality.
- Exercise the right of refusal if written or verbal authorisations do not comply.
- Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practical after the medication has been administered.
- In the case of an authorised person collecting children who appears to be under the influence of alcohol or drugs or in any other way appears to be not in sound mind, authorisations will be refused. The centres duty of care to the child can in these circumstances override authorisations.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved

Links

- Education and Care Services National Regulations: 92, 94, 160, 161, 162, 168
- National Quality Standards: 2.2, 2.2.3, 4.2.2, 7.1, 7.1.2

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards

Quality Area 2

Children's Health and Safety

Parenting Orders

Policy review date: May 2026

Introduction

Bilgola Plateau Public School OOSH is committed to providing a safe environment by acknowledging and adhering to any court approved parenting orders. Bilgola Plateau Public School OOSH will ensure parenting records are kept at the centre including any additional or subsequent orders imposed by the courts.

Goals

- To ensure the safety of children in our care by upholding all parenting orders.
- For families to understand their rights regarding parenting orders.
- To maintain a safe environment for children, staff, parents and the community.

Strategies

The Approved Provider & Nominated Supervisor will:

- Ensure that a copy of an order that restricts any persons contact with a child (Prohibited Person) is kept at the centre.
- Ensure evidence of court orders or agreements are included in the enrolment process.
- Ensure a photograph or clear description of the Prohibited Person is given to the Nominated Supervisor.

If a prohibited person attempts to collect a child from Bilgola Plateau Public School OOSH the following procedures must be followed:

- Staff will immediately notify the Nominated Supervisor/Responsible Person.
- Nominated Supervisor/Responsible Person will instruct a staff member to contact the police and the primary caregiver.
- Nominated Supervisor/Responsible Person informs the Prohibited Person of the court order and attempts to delay the departure.
- Every reasonable and safe attempt is made by staff to stop the Prohibited Person from collecting the child however staff will not intervene physically, this is the role of the police.
- Staff are to always ensure their own personal safety and that of all the children at the centre.

Shared Custody

- Bilgola Plateau Public School OOSH will not be responsible for enforcing shared custody arrangements. Where a shared custody arrangement is in place, both parents are authorised for access and collection from Bilgola Plateau Public School OOSH.
- If access arrangements are breached Bilgola Plateau Public School OOSH will view this as a domestic issue and up to the parents to resolve through the courts.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 73, 75, 76, 80, 84, 86, 99, 102, 111, 157-159, 160-162, 168, 171, 173, 176, 181-184
- Education and Care Services National Quality Standards: 2.2, 2.2.3, 5.1.2, 6.1, 6.1.2, 6.2.2, 7.1, 7.1.2

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards

Quality Area 2

Children's Health and Safety

Administration of Medication

Policy review date: May 2026

Introduction

Bilgola Plateau Public School OOSH follows the guidelines set out by the National Health and Medical Research Council relating the administration of medications.

Goals

To ensure the safe administration of medication certifying the health and safety of each child.

Strategies

The Approved Provider & Nominated Supervisor will:

- Ensure that parents are aware of the centre's policy for administering medication including paracetamol. Parents will be made aware of the centre's expectations and the parent's responsibilities relating to the administration of medications.
- Nominated supervisor has created a quick view chart so all staff are aware of our medication policy and can provide parents with accessible information.
- Ensure staff are aware of the policy regarding the administration of medication.
- Regularly review the policy regarding the administration of medication.
- Ensure parents are told that the centre will only administer medication in its original container with the dispensing label attached listing the child as the prescribed person and the dosage to be given.
- Ensure parents are aware that it is their responsibility to take medication home, if not the medication will be kept for two days and then discarded.
- Ensure parents are aware that the centre will not administer medication that is past its use-by date or labelled for another person.
- Ensure that a medication form is filled in and signed by the parent/caregiver.

When a child requires medication:

- Parents will be instructed to deliver medication to a Responsible Person on duty so that it can be stored securely and at its recommended temperature. Medication must not be stored in the child's bag.
- Staff are to inform the nominated supervisor or responsible person of any request to administer medications.
- Medication should be stored in its original packaging in the fridge in the office, which is attended by the nominated supervisor or responsible person. When this is not possible the office is to be locked.
- Staff will ensure by following labelling instructions and details as listed by the parent/caregiver on the medication consent form that the medication is administered at the right time and in the right amount at the prescribed intervals.
- All medication should be checked by two staff members one being either the nominated supervisor or responsible person before it is administered to ensure the correct child is being given the medication.
- The medication form should be signed by the person who administered the medication and the person who cross checked that the correct dose was given to the correct person at the designated time.
- Staff will administer medication in a calm and sensitive manner ensuring the dignity of the child is maintained at all times.
- In case of an emergency administration of medication is authorised if verbal consent is obtained from a parent or person named in the child's enrolment record as authorised to consent to administration of medication. If this person cannot be contacted, a registered medical practitioner or medical emergency services can provide verbal consent. If medication is administered based on verbal consent from a medical

practitioner or medical emergency services, the approved provider or nominated supervisor will ensure written notice is given to the parent or other family member as soon as practicable.

Self-administration of medication by children over pre-school age

- The centre will allow the self-administration of medication when appropriate and safe.
- An authorisation for the child to self-administer the medication must be recorded in the medical management plan.
- Children will be supervised during self-administration of medication to promote consistency and ensure the welfare of the child. Staff will ensure each child follows all administration of medication, health and hygiene policies and procedures.

Exemption to the authorisation requirement

If a child is experiencing an asthma or anaphylaxis emergency, medication may be administered without an authorisation. If this occurs a parent or family member must be notified as soon practicable.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Law: 167
- Education and Care Services National Regulations: 93, 94, 95, 162
- National quality Standards: 2.1, 2.1.2, 2.2, 2.2.2, 7.1,

Sources

- Education and Care Services National Law
- Education and Care Services National Regulations
- Education and Care National Quality Standards

Quality Area 2

Children's Health and Safety

Medical Conditions Policy

Policy review date May 2026

Introduction

Bilgola Plateau Public School OOSH promotes the inclusion of all children, including those with medical conditions. Staff can effectively respond to a range of medical conditions including but not limited to, asthma, diabetes and anaphylaxis.

Goals

- To ensure the effective management of and care for children attending the centre who have medical conditions.
- To ensure that all children attending the centre are cared for and that their health and safety is promoted.
- To involve families in the management of medical conditions.

Strategies

The Approved Provider & Nominated Supervisor will:

- Where possible and practicable at least 2 educators will be present when children are in attendance. There may be times that this is not possible. A single educator will not be the sole educator for a group of children greater than 8 at any time. At any time children are in attendance with only one educator, the Nominated Supervisor will be on call and only 5 minutes away.
- Involve all educators, families and children in regular discussions about medical conditions and general health and wellbeing throughout our centre.
- Adhere to privacy and confidentiality procedures when dealing with individual health needs.
- Raise concerns with a child's parents/caregivers regarding any medical conditions/suspected medical conditions or know allergens that pose a risk to the child.
- Ensure families provide information about their child's healthcare needs, allergies and or medical conditions on the enrolment form and that they are responsible for updating the centre about these things, including any new medication, ceasing any medication, or changes to a child's prescription.
- Request families supply the service with the child's individual medication.
- Ensure all staff are aware of and follow the child's Medical Management Plan in the event of an incident to the child's specific health care need, allergy or medical condition.
- Liaise with the school regarding children who are enrolled at the school and OOSH who have a medical condition.
- Ensure correct documentation, including medical profiles are updated as required.

Information that must be provided in the Enrolment Record

Our enrolment form provides an opportunity for parents to help the centre effectively meet their child's needs relating to any medical condition.

The enrolment record will include details of any:

- Specific health care needs or medical conditions of the child including asthma, diabetes, allergies, and whether the child has been diagnosed at risk of anaphylaxis.
- Medical management plans must be kept for each child identified with a medical condition these plans should:
 - Have supporting documentation if appropriate.
 - Include a photo of the child.
 - If relevant, state what triggers the allergy or medical condition.
 - First aid needed.
 - Contact details of the doctor who signed the plan.

- State when the plan should be reviewed.

Copies of the plan should be kept with the child's medication. Where there is a medical management plan, a risk minimisation plan must be developed and based on information from the child's medical management plan.

Identifying Children with Medical Conditions

The Nominated Supervisor will ensure that any information relating to a child's medical condition will be shared with relevant staff and that all staff are aware of how to manage the specific medical condition.

The centre will implement the following communication plan to ensure that all staff are:

- Informed about the medical condition policy.
- Easily able to identify a child with medical needs.
- Aware of the requirements of any medical management plans and risk minimisation plans.
- Aware of the location of each child's medication.
- Updated on the child's treatment along with any regulatory changes that may affect practices or specific medical conditions.

Medical management communication will be undertaken during staff inductions and at regular staff meetings.

The centre will display information about a child's medical management plan, risk minimisation plan, communication plan and the location of each child's medication in an area near a telephone and that is accessible to all staff (office cupboard) to ensure all procedures are followed. The display of information will adhere to privacy guidelines and is not accessible to visitors or other families.

Medical Conditions Risk Minimisation Plan

Using a child's medical management plan, our service will develop a medical condition risk minimisation plan in consultation with the child's parents and medical professionals which will ensure that:

- Any risks are assessed and minimised.
- Where relevant, practices and procedures for the safe handling of food, preparation, consumption and service of food for the child are developed and implemented (as detailed in the health, hygiene and safe food practices policies and procedures).
- All parents are notified of any known allergens that pose a risk to a child and how these risks will be minimised.

The centre will provide support and information to all parents and other interested members of our community about resources and support for managing allergies, anaphylaxis, asthma and diabetes.

Medical Conditions Risk Management Plan: Anaphylaxis/allergy management

We are aware that to develop true anaphylaxis prior exposure to allergens is needed. However, severe allergic reactions can occur when no documented history exists. We are aware that allergies are very specific to the individual and it is possible to have an allergy to any foreign substance. Anaphylaxis can be caused by a food allergy. Foods most associated with anaphylaxis include nuts, seafood, eggs and cow's milk. While developing the medical conditions risk management plan and to minimise the risk of exposure of children to foods that might trigger severe allergy or anaphylaxis in susceptible children the centre will:

- Ensure food, utensils and food containers are not shared.
- Use the child's medical management plan and family recommendations to prepare food.
- Use non-food rewards with children.
- Request that all drink bottles and lunch boxes are labelled.
- Instruct staff on the need to prevent cross-contamination.
- Ensure parents are regularly informed that the centre has children attending with allergies and be mindful of packing foods containing eggs and nuts.
- The Responsible Person on duty has current Food Safety accredited training.
- Ensure our menu is sensitive to known allergens and that meals provided do not contain known allergens.

- Ensure children attending with medical conditions have access to a wide variety of meal choices and are in no way disadvantaged in terms of access to healthy, suitable meals and snacks.

Anaphylaxis Management Plan

Allergic reactions and anaphylaxis are also caused by a variety of other non-food items such as insects, medications, vaccines, latex, rubber, lotions including sun cream and plants. Risk minimisation practices will be carried out to ensure the centre maintains a safe environment for all children.

The centre displays an Australian Society of Clinical immunology and Allergy Inc. (ASCIA) generic poster called Action Plan for Anaphylaxis with all first aid kits, inside of the cupboard door, in the emergency management crate and with all children's medical management plans.

Auto injectors are kept in children's individual medical management bags, inside the emergency management crate. Additional centre owned auto injectors are stored in the main first aid kit and the travelling first aid kit.

Staff will act immediately if any symptoms of an allergic reaction occur. If a child is displaying symptoms of an anaphylactic reaction, they will follow the procedures outlined in the Action Plan for Anaphylaxis and or the child's individual Action Plan.

Asthma Management Plan

Introduction

It is generally accepted that children under the age of six do not have the skills and ability to recognise and manage their own asthma effectively. Our service recognises the need to educate staff about asthma and to promote responsible asthma management strategies.

Goals

- For all children to be cared for in a safe environment with appropriately trained educators are in attendance.
- To raise awareness of asthma including its symptoms, risk factors and associated medical treatments amongst children, educators and families.
- To implement strategies to support the health and safety of children with asthma enrolled at the service.
- To provide an environment in which children with asthma can participate in all activities to the full extent of their capabilities.
- To provide a clear set of guidelines and expectations to be followed with regard to the management of asthma.

Strategies

The Approved Provider will:

- Ensure at least one staff member who has completed accredited senior first aid training is on duty whenever children are being cared for or educated.

The Nominated Supervisor will:

- Provide staff with a copy of this policy and brief them on asthma procedures during induction.
- Ensure at least one staff member who has completed accredited asthma training is on duty whenever children are present at the service.
- Ensure that children with asthma are identified during the enrolment process.
- Ensure that any enrolment where a child has been identified as having asthma is accompanied by the associated Asthma Action Plan.
- Provide families thus identified with a copy of this policy upon enrolment or diagnosis.
- Store Asthma Action Plans in the child's enrolment record (digital) , in the child's individual medication pack and inside pantry cupboard.
- Ensure that an emergency Asthma First Aid poster (available from www.asthma.org.au) is displayed in key locations.

- Ensure that the First Aid Kit contains a blue reliever medication (e.g. Airomir, Asmol, or Ventolin), a spacer device, face mask, concise written instructions on Asthma First Aid procedures and 70% alcohol swabs.
- Ensure that an accredited staff member correctly maintains the asthma component of the First Aid Kit (e.g. regular checks of expiry dates on medication).
- Provide a mobile Asthma First Aid Kit to take when using other parts of the school grounds and on excursions.
- Encourage open communication between families and staff regarding the status and impact of a child's asthma.
- Promptly communicate any concerns to families should it be considered that a child's asthma is limiting his/her ability to participate fully in all activities.

Educators will:

- Ensure that they are aware of the children in their care with asthma.
- Ensure, in consultation with the family, the health and safety of each child through supervised management of the child's asthma.
- Identify and, where practical, minimise asthma triggers.
- Where necessary, modify activities in accordance with a child's needs and abilities.
- Ensure that all regular prescribed asthma medication is administered in accordance with the information on the child's written *Asthma Action Plan*.
- Administer emergency asthma medication if required according to the child's written Asthma Action Plan. If no written *Asthma Action Plan* is available, the *Asthma First Aid Plan* outlined in this document should be followed immediately.
- Promptly communicate, to management or parents/guardians, any concerns should it be considered that a child's asthma is limiting his/her ability to participate fully in all activities.
- Ensure that children with asthma are treated the same as all other children.

Families will:

- Inform staff, either upon enrolment or on initial diagnosis, that their child has a history of asthma.
- Provide all relevant information regarding their child's asthma via the written Asthma Action Plan, which should be provided to the centre within seven (7) days of enrolment.
- Notify the Nominated Supervisor, in writing, of any changes to the Asthma Action Plan during the year.
- Ensure that their child has an adequate supply of appropriate asthma medication (including reliever) at all times, along with a spacer and face mask.
- Ensure that they comply with all requirements and procedures in relation to the Medications Record.
- Communicate all relevant information and concerns to educators as the need arises (e.g. if asthma symptoms were present the previous evening).
- Ensure, in consultation with the staff, the health and safety of their child through supervised management of the child's asthma.

Children will:

- Wherever practical, be encouraged to seek their reliever medication as soon as their symptoms develop.

Diabetes Management Plan

Introduction

The management of a child's diabetic condition is dependent upon coordination between our centre, the child's family and the child's doctor. Our centre recognises the need to facilitate effective care and health management of children who have diabetes and the prevention and management of acute episodes of illness and medical emergencies.

Goals:

- Raise awareness of diabetes management amongst those involved with the centre.
- Provide the necessary strategies to ensure the health and safety of all children with diabetes enrolled at the service.

- Provide an environment in which children with diabetes can participate in all activities to the full extent of their capabilities.
- Provide a clear set of guidelines and expectations to be followed with regard to the management of diabetes.

Strategies:

The Approved provider will:

- Ensure at least one staff member who has completed accredited senior first aid training is on duty whenever children are being cared for or educated.

The Nominated Supervisor will:

- Ensure at least one staff member who has completed accredited first aid training is on duty whenever a child with diabetes is attending the service.
- Ensure all enrolment forms contain the question: “Has your child been diagnosed with diabetes?” and that children with diabetes are identified through the enrolment process and that their Diabetes Action Plan is stored on their enrolment form.
- Provide families thus identified with a copy of this policy.
- Ensure that Diabetes *Action Plans* are received for each child with a diagnosis of diabetes that contain information for the child’s Diabetic Management and outline what to do in relation to any Diabetic Emergency the child might face.
- Ensure there is an educator on duty who is appropriately trained to perform finger-prick blood glucose, insulin urinalysis monitoring and knows what action to take if these are abnormal.
- Ensure there is an educator who is appropriately trained to use an insulin injection pen any time that a child with diabetes is attending the service.
- A Medical Conditions Risk Minimisation plan is completed and includes a communication plan. The plan will cover the child’s known triggers and where relevant other common triggers which may lead to a Diabetic emergency.
- Educators are trained to identify children displaying the symptoms of a diabetic emergency and location of the Diabetic Management Plan as well as the Emergency Management Plan.
- All educators are aware of children diagnosed with diabetes attending the service, symptoms of low blood sugar levels, and the location of Diabetes Management Plans and Emergency Management Plans.
- Ensure that no child diagnosed with diabetes attends the service without the appropriate monitoring equipment and any prescribed medications, including a fully charged mobile phone for scanning.
- Ensure the family provide all meals, snacks and drinks that are appropriate for the child including what to eat when.
- Ensure a trained educator accompanying children outside the service carries the appropriate monitoring equipment, any prescribed medication, a copy of the Diabetes Management and Emergency Medical Management Plan for children diagnosed with diabetes, attending excursions and other events.
- Encourage open communication between families and staff regarding the status and impact of a child’s diabetes.
- Promptly communicate any concerns to families should it be considered that a child’s diabetes is limiting his/her ability to participate fully in all activities.
- Act in the best interest of the child and all children in our care.

Educators will:

- Ensure that they are familiar with the signs and symptoms and the emergency treatment of a low blood glucose level.
- Call an ambulance if they feel emergency treatment is required.
- Ensure, in consultation with the family, the health and safety of each child through supervised management of the child’s diabetes.
- Where necessary, modify activities in accordance with a child’s needs and abilities.
- Ensure that a child’s *Diabetes Action Plan* is followed at all times.
- Promptly communicate, to management or parents/guardians, any concerns should it be considered that a child’s diabetes is limiting his/her ability to participate fully in all activities; and

- Ensure that children with diabetes are treated the same as all other children.

Families will:

- Inform staff, either upon enrolment or on initial diagnosis, that their child has diabetes.
- Provide all relevant information and medications regarding their child's diabetes via a written Diabetes Action Plan and Risk Minimisation Plan, which should be provided to the centre within seven (7) days of enrolment.
- Keep the child's blood glucose monitoring equipment up to date.
- Where a mobile phone and associated app are used to monitor blood glucose levels, the parent will ensure this phone is supplied and is fully charged.
- Ensure they inform the service of any changes to their contact details.
- Provide all food including snacks along with a meal plan.
- Notify the Nominated Supervisor, in writing, of any changes to the *Diabetes Action Plan* during the year.
- Ensure that they comply with all requirements and procedures in relation to the Medications Record.
- Communicate all relevant information and concerns to educators as the need arises.
- Ensure, in consultation with the staff, the health and safety of their child through supervised management of the child's diabetes.

Administration of Paracetamol, Ibuprofen or other over the counter medication

- Paracetamol or ibuprofen will only be administered to a child in care if the child's temperature is 38.5 or above and authorisation has been provided on the enrolment form or is provided verbally by an authorised care giver. It will not be administered for general pain relief.
- If verbal consent is provided as soon as practical, the authorised care giver must provide written consent and sign the medication administration record.
- Children are not to attend the service if: Paracetamol or Ibuprofen products have been administered on the day of attendance.
- Over the counter creams, such as 'Stop Itch' can be administered without a doctor's letter of authorisation, provided an authorised care giver has given permission on the enrolment form or by written authority.

Educator Training and Qualifications General Medical

The Approved Provider will:

- Ensure that at least one educator on duty holds a current accredited first aid qualification.
- Ensure that at least one educator on duty has undertaken current approved anaphylaxis management training and has undertaken current accredited emergency asthma management training (this can be included in first aid)
- Ensure at least one educator is on duty who undertakes training in the administration of the adrenaline auto-injection device and cardio-pulmonary resuscitation every 12 months.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved

Links

- Education and Care Services National Regulations: 90,91, 162, 168 2 (a&d)
- National Quality Standard: 2.1, 2.1.2, 2.2, 2.2.1, 2.2.2

Sources

- Education and Care Services National Regulations
- National Quality Standards
- National Asthma Organisation
- Asthma Australia
- Australian Society of Clinical Immunology and Allergy
- Australian Diabetes Council

Quality Area 2

Children's Health & Safety

School Grounds-No vehicular Access

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH has a dedicated commitment to ensuring children's safety. To ensure the safety of all children, families, staff and volunteers using the centre, parents/caregivers are not permitted to drive into school grounds at any time, for any reason.

Goal

To ensure the safety of all children, families, staff and volunteers whilst on the premises of Bilgola Plateau Public School.

Strategies

- Coded electric gates used to ensure no unauthorised access.
- Inform parents on a regular basis that there is no vehicular access to the grounds.
- Ensure all staff are aware of this policy and take steps to ensure it is followed.
- Provide this information to parents/caregivers during the enrolment process.

The Approved Provider and Nominated Supervisor will:

- Conduct an ongoing risk assessment.
- Evaluate the effectiveness of this policy and amend where necessary.
- Allow for exceptions to the policy only when there is documented need and this documentation is supported.
- Ensure this policy is communicated to parents/caregivers.

Staff will:

- Familiarise themselves with this policy.
- Communicate to the Nominated Supervisor any incidents regarding this policy.

Families will:

- Adhere to the guidelines detailed in this policy.
- Apply directly to the Principal for exemption to these guidelines.
- Act with the safety of children, families, staff and volunteers as the forefront of their actions.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Law: 165,167
- Education and Care Services National Regulations: 168
- National Quality Standards: 2.2, 2.2.1, 2.2.2

Sources

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

Quality Area 2

Children's Health & Safety

Arrival & Departure

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH is committed to ensuring the safe and documented arrival and departure of all children at the centre. It is the responsibility of staff and families to ensure the safe arrival and departure of children using the service. Completed and up to date statutory documentation will be maintained. Practical measures will be undertaken to ensure a safe transition from home/school to the centre. Required records will be maintained for the purpose of claiming the Commonwealth Child Care Subsidy.

Goals

- To ensure the safe arrival and departure of children at the centre.
- To maintain correct documentation regarding the arrival and departure of children using the service.
- To support children and families by providing an arrival and departure routine that is safe and familiar.
- To provide an easy transition from home/school that supports each child and their family.

The Approved Provider will:

- Liaise with the Nominated Supervisor, ensuring that there is a clear procedure for arrival and departure.

Strategies

- A digital record of attendance which includes full name of each child attending, arrival and departure times and digital signature of the person who delivers and collects the child or the Nominated Supervisor or Responsible Person will be maintained.
- Ensure families are aware of the arrival and departure routine including the need to sign their children in out of the service.
- A child will leave the centre only with a parent, authorised nominee, an authorised delegate, as a part of an excursion or emergency evacuation, under the specific guidelines detailed below, or because the child requires medical care. (This does not include a parent who is prohibited by a court order from having contact.)
- To ensure we are meeting the changing needs of families with children in grades 5&6 who attend OOSH, special provisions have been made to allow children in these grades, to arrive to and depart from OOSH without an authorised nominee. This will only occur at the authorised nominee's written request and only when the account holder has provided written confirmation that they understand and agree that Bilgola Plateau Primary School Out of Hours OOSH holds no responsibility for the child until they are physically present at the centre and have been signed in by the Responsible Person on duty or after they have been signed out by the Responsible Person on duty and have left the premises.
- Review the **digital roll daily**. Where parents or authorised persons have not signed in their child the Nominated Supervisor or Responsible Person will complete the digital sign in, after ensuring the child's safety.
- Ensure that two staff members verify all children have been signed out of the centre. If a child is not signed out the Nominated Supervisor or Responsible Person will check all areas of the centre to ensure no child remains, then contact the parent/guardian to ensure the child has been safely collected. before completing the sign out for that child. If the child's safety cannot be verified after our search procedures have been followed, Police may be called.
- Account holders will be charged a \$5 manual sign out fee per child when they have not completed sign out. It is the responsibility of account holders to ensure they have set up their Xplor Home account and that they complete sign out.

- Request families to update contact details via their Xplor account as we will not allow anyone other than those listed as authorised emergency contacts to collect a child from the service. If this is not possible an email from the registered email address must be sent from the authorising parent and the person collecting must show photo identification if they are not known to the service. If an email is not possible, phone authorisation may be provided and a record of this including the time and date of the verbal authorisation will be made.
- A child may only leave the centre with an authorised person who demonstrates the capacity to appropriately care for the child. Educators will always act in the best interests of the child, themselves, and the other children within the service. The service reserves the right to refuse the release of a child if it is determined that the child's safety or wellbeing may be at risk if they leave with the authorised person.
- It is at the Nominated Supervisors/Responsible Person's discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances. INTOXICATED PARENT/GUARDIAN- In the instance of an intoxicated parent/guardian collecting a child staff will advise the person of the centre's duty of care to not let the child leave the premises with an intoxicated person. All efforts to contact another family member or friend will be made to collect and go home with the child. If the parent/guardian insists on removing the child from the premises emergency contacts will be notified to collect the child from their home. If no contact can be made to the emergency contacts the local Police will be called and a report made to Community Services. A letter will be sent to the parents/guardian regarding the incident and informing them of the Centre's policy.
- Staff will ask any visitor to leave the premises if they appear intoxicated. If the person refuses to leave, Police will be called.

Families/family member will:

- Sign each child in and out of the service upon arrival and at the time of departure (unless specific allowances have been made)
- Remain responsible for their child and any other child they bring to the centre whilst they are on the centre's premises.

The Nominated Supervisor/Responsible Person will:

- Remind families that all children need to be signed in and out as a part of regulatory and funding obligations. Families will also be informed that the digital roll is used in emergency and evacuation situations, highlighting the importance of signing in/out.
- Complete the sign in/out procedure if a parent has not completed this. This can only be done if the Responsible Person is aware that the child left with an authorised person. If the Responsible Person is not certain that the child has been safely collected parents must be called, if parents are unable to be reached then all other nominated contacts must be contacted. If a 45-minute period passes and the child cannot be located, Police will be called.
- An incident notification report will be completed within 24 hours.

Before school care

- Greet families and assist with transition, find out if there are any special needs/concerns for the day.
- Ensure the digital roll is complete. If a parent calls and asks for their child to be signed in for them by an educator, a staff member will sign in the child only when the child is accounted for.
- Children in years 3-6 will be signed out by the responsible person at 8.30am.
- Children in years K-2 will be signed out by the responsible person at 8.45am. Children will make their own way from the OOSH building to school. The exception to this is in term 1 & 2, staff will walk the kindergarten children to school. Related policy- Arrival and Departure Kindergarten.
- If a child is on the roll for before school care but does not attend, no action will be taken.

After school care

- Children will make their way from the school premises to the centre where they will be signed in by the Responsible Person. The exception to this is in term 1 & 2, staff will collect kindergarten children.
- Kindergarten collection – During term 1 & 2 two educators will meet OOSH kindergarten students at their classroom. Kindergarten children are walked back to OOSH with one educator leading and one following

the group. One educator will stand on the driveway whilst kindergarten children enter OOSH, a head count is completed when kindergarten children enter OOSH grounds and proceed to their designated roll call area, where their names are marked off. Any absences that are not verified are followed up immediately.

- Any child who is on the roll and does not arrive at OOSH will be followed up immediately. If the child is not on the schools absent list for that day, then the following '**search procedure**' steps will be taken immediately:
 - a) An attempt to contact the parents and/or emergency contacts will be made. If no contact has been made, staff will carry out the following actions to locate missing child along with any other action deemed appropriate by the Responsible Person/Nominated Supervisor.
 - b) All OOSH staff are informed and where ratios allow are involved in search actions. If necessary, to ensure ratios are maintained any teachers/school admin on site will be asked assist locating the child. Search areas will include OOSH grounds, school grounds, kiss and drop area and The Deli Bilgola.
 - c) The Principal will be notified.
 - d) An attempt to contact the child's teacher/teacher on bus duty will be made.
 - e) An email will be sent to the parents.
 - f) Staff will revisit the rolls, absentee list and follow up on attempts to contact emergency contacts.
- Where a parent or emergency contact cannot be reached by 4.00pm, and the child is in K-3, steps (a) to (d) above will be followed again and the Police may be contacted. The decision to contact the police will be documented and is at the discretion of the Centre Director.
- Where the missing child is in Year 4 or over, the centre will leave messages at the contact numbers provided and emails sent. Where a parent or emergency contact cannot be reached by 4.30pm, steps (a) to (d) above will be followed again and the Police may be contacted. The decision to contact the police will be documented and is at the discretion of the Centre Director.
- An 'absent without notification fee' will be added to the parents' account.
- An incident notification report will be completed within 24 hours.

Late collection of children

- OOSH closes promptly at 6.15pm. Parents are charged a 'late collection fee' of \$10 for every 5 minutes or part thereof.
- This fee is not discussed when collecting your child, it is placed on the parent account and added to the next billing period. When collecting your child please allow enough time to locate any missing belongings, artwork or discussions with staff if needed.
- Telephone calls will be made to nominated contacts at 6.10pm, staff will continue to attempt every 10 minutes.
- If no contact is made with the child's parents or emergency contacts by 1 hour after closing the Responsible Person will notify the Director before initiating.
- Notify local police station to collect the child.
- An incident notification report will be completed within 24 hours.

Service Closure

- Two educators will remain on duty until all children have been signed out. Exceptions may be necessary in special circumstances. At all times, a ratio of 1:15 will be maintained.
- Both educators are to check the entire premises each night ensuring all children and families have departed by checking the digital roll.
- If a child has not been signed out and the Responsible Person is unaware of them leaving, parents will be called, if parents are unable to be reached then all other nominated contacts must be contacted. If a 45-minute period passes and the child cannot be located, Police may be called.
- An incident notification report will be completed within 24 hours.

Families/family member or delegated authority will:

Communicate any changes of routine with educators. This communication may include information about medication, a change of routine, a person other than a known authorised adult picking up a child and completing

documentation or if there is a change in time of arrival or departure for a child. These must be known by educators to ensure the safety and wellbeing of each child.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Law: *165,167*
- Education and Care Services National Regulations: *158, 160, 161*
- National Quality Standards: *2.2, 2.2.1, 2.2.2.*

Sources

- Department of Education, Employment and Workplace Relations
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations
- Family Assistance Law
- Child Care Subsidy

Quality Area 2

Children's Health & Safety

Arrival & Departure-Special Circumstances-Pandemics

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH is committed to developing procedures that will help protect the health and safety of children, parents, and staff. Bilgola Plateau Public School OOSH may at times, make changes to our primary arrival and departure policy if deemed necessary to ensure health and safety. During Pandemic emergencies, the rostered Responsible Person will be responsible for signing children in/out of the service. Following advice from Federal and State governments we will establish procedures to minimise the potential spread of viruses and other infectious diseases.

Goals

These goals are in addition to those already identified in our Arrival and Departure Policy.

- To ensure the health and safety of children, parents, and staff by minimising unnecessary contact/traffic through OOSH grounds.
- To help families feel confident that the health and safety is being protected by current policies and procedures.
- To give educators clear procedures to be followed during pandemics regarding the arrival and departure of children.

Strategies

These strategies are in addition to those already identified in our Arrival and Departure Policy.

- To help minimise transmission, educators will complete the signing in and out process. The rostered Responsible Person will be responsible for signing children in/out.
- When arriving to and departing from the centre OOSH families will use the OOSH gate, there is no parental access via the school's main gates.
- Hand hygiene stations will be set up and staff and children will either wash hands, following correct procedures or use hand sanitiser with a minimum of 70% alcohol.
- Digital communication will increase to reduce the need for face-to-face communication during the arrival and departure process.
- Our planning will limit direct contact with parents wherever possible, whilst maintaining lines of effective communication.
- Parents and staff will be alert for any symptoms of illness and to keep/send home the child(ren) home if showing any signs of illness.

The Responsible Person will:

- Ensure children are signed in and out correctly.
- Ensure children are washing hands upon arrival and departure.
- Ensure digital communication is maintained with families.
- Reduce the need for face-to-face contact with parents by ensuring effective digital communication is maintained.

Families will:

- Familiarise themselves with the signs and symptoms of illnesses.
- Not send children to OOSH who are showing any signs of illness.
- Ensure an educator is alerted to a child's arrival/departure.
- Follow centre procedures regarding physical distancing.
- Communicate via email/phone.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Law: *165,167*
- Education and Care Services National Regulations: *158, 160, 161*
- National Quality Standards: *2.2, 2.2.1, 2.2.2.*

Sources

- Department of Education, Employment and Workplace Relations
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations
- Family Assistance Law
- Child Care Subsidy
- NSW Department of Health
- Australian Government Department of Health

Quality Area 2

Children's Health & Safety

Emergency Care

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH aims to assist Bilgola Plateau Public School by providing short notice emergency care to students not enrolled at OOSH. This emergency care is strictly subject to availability. Bilgola Plateau Public School is governed by the Education and Care Services National Regulations. Bilgola Plateau Public School will not, under any circumstance exceed approved places.

Goal

- To assist Bilgola Plateau Public School in providing short term emergency care for students not enrolled at OOSH.

Strategies

The Approved Provider will:

- Communicate with the school Principal establishing a clear understanding that a child will not be left in the care of the service unless the following conditions are followed.

Conditions to provide emergency care

The Nominated Supervisor/Responsible Person will ensure:

- Children not collected from school will only be left in the care of OOSH once all Bilgola Plateau Public School's emergency care procedures to contact the parents/carers have been followed. Any child/ren not collected from school will remain in the care of school staff whilst they implement their emergency care procedures.
- If contact is not made to parents or emergency contacts by 3.30pm the child/ren can be brought to After School Care providing OOSH has a vacancy.
- OOSH must be provided with contact numbers for the children and school contact (Deputy or Principal).
- All medical information must be provided, including action plans and associated medications.
- At 3.45pm confirm with the Principal that they may be needed as a contact person. If no contact has been made the Responsible Person will notify the Director, who will liaise with the Principal. Police will be called at the discretion of the Director or Principal.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors, and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 84, 101, 119-123, 166, 168-172, 176
- National Quality Standards: 2.2, 6.1, 7.1

Sources

- Education and Care Services National Regulations
- National Quality Standards

Quality Area 2

Children's Health & Safety

Child Protection

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH is committed to providing an environment that fosters health, development, spirituality, self-respect and dignity, that is free from violence and exploration. Under the Children's and Young Persons (Care and Protection) Act 1998, children and young people must receive the care and protection necessary to ensure their safety, welfare and well-being. All educators, staff and volunteers of our centre are required to report either directly to the Child Protection Helpline (Phone: 132 111) or via an online report if they have reasonable grounds to suspect a child or young person is at risk of significant harm and have current concerns about the safety, welfare or wellbeing of a child or young person where the concerns arise during or from their work. We are committed to ensuring all staff have a full understanding of their responsibilities as a Mandatory Reporter and are

Goal

To ensure that every reasonable precaution is taken to protect children being cared for whilst in the care of our centre from harm. All staff, visitors and volunteers have a responsibility to defend children's right to care and protection to ensure their safety, welfare and wellbeing, and a responsibility to report any children at significant risk of harm.

Definitions:

'At risk of significant harm' - in relation to a child or young person means that there are current concerns for their safety, welfare or wellbeing because of the presence to a **significant extent** of any one or more of the following circumstances.

- The child's or young person's basic physical or psychological needs are not being met or at risk of not being met.
- The parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive medical care.
- In the case of a child or young person who is required to attend school in accordance with the *Education Act 1990* — the parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive and education in accordance with that Act.
- The child or young person has been, or is at risk of being, physically or sexually abused or ill-treated.
- 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.
- A 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.

'Reasonable grounds' - means that you suspect a child may be at risk of significant harm based on:

- Your observations of the child, young person or family; or
- What the child, young person, parent or another person has told you. It does not mean that you are required to confirm your suspicions or have clear proof before making a report.

Strategies

The Approved Provider & Nominated Supervisor will:

- Ensure that any adult working directly with children signs a *Prohibited Employment Declaration Form* and a *Consent to a Working with Children Check*, and ensure their clearance, prior to employment.
- Ensure every adult working with children is made aware of *The Children and Young Persons (Care and Protection) Act 1998* and *Keep Them Safe: A shared approach to child wellbeing* and of their obligations

under this law and action plan (*Education and Care Services National Regulation, Regulation 84, National Quality Standards QA 2*).

- Orientate every working adult to this child protection policy, *Keep Them Safe* protocols and Mandatory Reporter responsibilities and ensuring their regular review of these.
- Ensure that all volunteers, regardless of age undergo an induction relating to child safety and the Child Safe Standards and complete a volunteer Code of Conduct.
- Have available and accessible, a copy of or digital access to the NQF Child safe Culture Guide, The Child Safe Standards and the NQF Online Safety Guide.
- Promote a culture of reporting and ensure all staff are aware of how to make a report.
- Notify the regulatory authority of any incidents or allegations of physical or sexual abuse to a child while being educated or cared for by an education and care service **within 24 hours**.

Educators will:

- Develop trusting and secure relationships with all children at the service.
- Make reports of current concerns for any child at risk of significant harm to the *Child Protection Helpline* (132111) or via an eReport submitted through <https://reporter.childstory.nsw.gov.au>
- Keep detailed records in accordance with advice from the MRG.
- Make appropriate responses to all disclosures of abuse and any allegation of abuse against staff members of the service (See Reportable Conduct)
- Familiarise themselves with the NQF Child Safe Culture Guide, The Child Safe Standards and the NQF Online Safety Guide.
- Adopt a culture of reporting, placing the safety of children as the most important factor when determining courses of action.
- Complete Child Protection Training.

Documentation of Current Concerns

The Approved Provider/Nominated Supervisor will:

- Support staff through the process of documenting and reporting current concerns of children at risk of significant harm.
- Provide all staff and educators with clear guidelines around documentation and a template to support this.

Educators and staff will:

- Make a record of the indicators observed that have led to the belief that there is a current risk of harm to a child or young person. Information on indicators of risk of harm are outlined in the *NSW Mandatory Reporters Guide* which is accessible at <https://reporter.childstory.nsw.gov.au>
- Discuss any concerns with the Nominated Supervisor of the centre.
- Advise the Nominated Supervisor of their intention to make a report.
- Advise the Nominated Supervisor when a report has been made.

Mandatory Reporting

The Approved Provider/Nominated Supervisor will:

- Provide all staff and educators working directly with children with a copy of this *Child Protection Policy* and access to our Child Safe Guide including all information needed to address any concerns and how to make reports.
- Provide all staff and educators working directly with children with access to the *Child Wellbeing and Child Protection NSW Interagency Guidelines*.
- Display the **Child Protection Helpline number (132 111)** on all phone and lists of emergency contact number in the interests of timely reporting.
- Provide guidance on how to make a report.

Educators and Staff will:

- In an emergency, where there are urgent concerns for a child's health or life, it is important to contact the police, using the emergency line **'000'**.

- Using the *Mandatory Reporter Guide*, answer the questions relating to concerns about a child or young person. At the end of the process, a decision report will guide as to what action to take. The Nominated Supervisor is available if staff require assistance to use this online tool.
- If the *Mandatory Reporter Guide* determines that there are grounds to suspect a risk of significant harm to a child or young person, the staff member or educator will phone the **Family and Community Services Helpline on 132 111**. Reports can also be made using the Create eReport button on the MRG website.
- When making a report have the following details:
 1. Child/young person's details including name, address, D.O.B, siblings
 2. Incident details
 3. Impact of the incident on the young person
 4. Network of support around the child/young person
 5. Your personal and contact details
 6. If there are any needs for an interpreter or other support requirements.
- Mandatory reporters should note that the legislation requires that they continue to respond to the needs of the child or young person (within the terms of their work role) even after a report to the **Child Protection Helpline** has been made.
- If the *Mandatory Reporter Guide* determines that an educator or staff member's concerns do not meet the risk of significant harm threshold, they do not need to make a report. They should discuss the matter with the Nominated Supervisor to determine whether the child or family would benefit from the assistance of another agency.
- The staff member or educator should monitor the situation and if they believe there is additional information that could be taken into account, please repeat steps **1 to 5** as required.

Disclosures of Abuse

Educators will:

- React calmly to child making the disclosure.
- Listen attentively and later write down the child's **exact words**.
- Provide comfort and care to the child.
- Visit <https://reporter.childstory.nsw.gov.au>
- Follow the steps for reporting as per the Mandatory Reporters Guide.
- Reassure the child or young person that:
 - It is not their fault
 - It was right to tell
 - It is not OK for adults to harm children - no matter what
- Explain what will happen now - that it is part of your job to tell people who can help the child or young person.
- Refer to our Child safe practices guide.

Educators will not:

- Prompt the child for further details or ask leading questions which would make the child feel uncomfortable or has the potential to jeopardise any future legal proceedings that may arise as a result of any investigation.

Allegations of abuse against staff, educators, volunteers or students

Reportable Conduct

The Approved Provider & Nominated Supervisor will:

- Ensure all legislative requirements regarding the Reportable Conduct Scheme are completed.
- For detailed information on the responsibilities of the Approved Provider and or the nominated Supervisor visit [Reportable Conduct fact sheets | Office of the Children's Guardian \(nsw.gov.au\)](#)
- Responsibility to notify-should an incident occur that involves a child being put at risk of significant harm from an Educator, volunteer, trainee or person visiting OOSH, this is regarded as 'reportable conduct' and necessitates the Office of the Children's Guardian being notified within 24 hours of becoming aware of the allegation or conviction.

- Reportable conduct' is: a) any sexual offence, or sexual misconduct, committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material), or b) any assault, ill-treatment or neglect of a child, or c) any behaviour that causes psychological harm to a child, whether or not, in any case, with the consent of the child.
- Reportable conduct does not extend to: a) conduct that is reasonable for the purposes of the discipline, management or care of children, having regard to the age, maturity, health or other characteristics of the children and to any relevant codes of conduct or professional standards, or b) the use of physical force that, in all the circumstances, is trivial or negligible, but only if the matter is to be investigated and the result of the investigation recorded under workplace employment procedures, or c) conduct of a class or kind exempted from being reportable conduct by the Children's Guardian Act 2019.
- Examples of conduct that would not constitute reportable conduct include (without limitation) touching a child in order to attract a child's attention, to guide a child or to comfort a distressed child; an educator raising their voice in order to attract attention or to restore order in the classroom; and conduct that is established to be accidental. Some conduct may fall within more than one category.
- Responsibility to investigate-As soon as you can after having received the reportable allegation or conviction, you must arrange for it to be investigated and report it within 24 hours to the OCG.
- When planning and conducting an investigation you should always be guided by the principles of procedural fairness. You should also consider other factors, such as: any Police or Department of Communities and Justice requirement to suspend the investigation until they give you clearance to proceed
- The safety, welfare and wellbeing of any child impacted by the investigation
- The rights of other parties involved in the investigation.
- The investigation will be completed within a reasonable timeframe.
- Any details of allegations will be recorded in writing, that includes dates, times, names of person/s involved, name of person making allegation and the person making the report. This report should be kept on record and treated as strictly confidential in locked files.
- If the Director or Responsible Person is suspected, then the Approved Provider will lead the investigation.
- The relevant forms together with information and assistance are available via <https://ocg.nsw.gov.au>
- The person making the report should follow the advice of the Office of the Children's Guardian's Departmental Officers.
- Responsibility to report-An interim or final report, known as an entity report. Will be completed within 30 days. Along with the report, we will provide details of:
 - any remedial or disciplinary action you will take in relation to the employee.
 - if you've referred information about the matter to another entity
 - if you've made any changes to your systems or policies
 - if you are not taking any action.
- The matter will be treated with strict confidentiality.
- For the protection of both the children and the Educator involved, the Educator should be encouraged to take special leave or removed from duties involving direct care and contact with children, until the situation is resolved.
- Support should be provided to all involved. This support can be given in the form of counselling or referral to an appropriate agency.

Informing the Educator, Volunteer/Student

The Approved Provider & Nominated Supervisor will:

- Treat the staff member/educator/volunteer/student with fairness at all times and uphold their employee rights at all times.
- Depending on the nature of the allegation, arrange to inform the person immediately (though be guided by the advice of Family and Community Services or the police).
- Arrange for the person against whom an allegation has been made, to have a support person attend the meeting. This support person must not participate in the discussions throughout the meeting.
- Make accurate documentation of all conversations, and ensure all records are kept confidentially.
- Offer counselling or support to the person subject to the allegation.
- Depending on the nature of the allegation made, the person subject to the allegation may be suspended pending further investigation.

- After all investigations are completed, provide the educator/carer/volunteer with verbal and written notification of the outcome of the investigation.

Rights of all parties

- The decision-making process throughout the investigation will be based on the safety and well-being of the child/children and the staff/carers/carer's household members.
- Consideration will be taken in relation to actual or potential 'conflicts of interest' that may be held by the investigator.
- All reportable allegations will be notified to the Ombudsman. The person, against whom the allegation has been made, will be notified of this and will also be notified of the investigation find and follow up action, including the notification to the Commission of Children and Young Persons, if relevant.
- The person, against whom the allegation has been made, will be notified of any appeal mechanisms if they are not satisfied with the investigation process or the outcome of the investigation.
- The Licensee, Authorised Supervisor, or other nominated person who conducts the investigation, will ensure that they act without bias, without delay and without conflict of interest.
- All parties can complain to the Ombudsman if they are not satisfied with the conduct of the investigation.

Confidentiality

- The service will handle any allegation of child abuse in a **confidential manner in accordance with all relevant legislations.**

Documentation of current concerns

The Approved Provider/Nominated Supervisor will:

- Ensure the Nominated Supervisor is supporting staff through the process of documenting and reporting current concerns of children at risk of significant harm.
- Ensure the Nominated Supervisor has advised staff on how to complete documentation and reports.
- Ensure that the Responsible Person on duty has current accredited Child Protection training and that a refresher course is completed each year.

Educators will:

- Make a record of the indicators observed that have led to the belief that there is a current risk of harm to a child or young person. Information on indicators of risk of harm are outlined in the *NSW Mandatory Reporters Guide* which is accessible at <https://reporter.childstory.nsw.gov.au>
- Discuss any concerns with the Nominated Supervisor of the service.
- Advise the Nominated Supervisor of their intention to file a report.
- Advise the Nominated Supervisor when a report has been made to the Child Protection Helpline.
- In the event the report involves the Nominated Supervisor, educators will advise a listed Responsible Person or the Approved Provider.

Mandatory Reporting

The Approved Provider/Nominated Supervisor will:

- Ensure they are a current, active member of the Report Community and train staff on how to use the reporting tool.
- Keep log in details to the Report Community in a confidential manner that is still accessible to staff.
- Provide all staff and educators working directly with children with a copy of this *Child Protection Policy* and ensure they are aware of the steps to follow if they suspect abuse and or neglect.
- Provide all staff and educators working directly with children with access to the *Child Wellbeing and Child Protection NSW Interagency Guidelines*.
- Display the **Child Protection Helpline number (132 111)** in an area that is easily accessible to all staff.

Educators will:

- In an emergency, where there are urgent concerns for a child's health or life, it is important to contact the police, using the emergency number '000'.

- Using the *Mandatory Reporter Guide*, answer the questions relating to concerns about a child or young person. At the end of the process, a decision report will guide as to what action to take. The Nominated Supervisor is available if staff require assistance to use this online tool.
- If the Mandatory Reporter Guide determines that there are grounds to suspect a risk of significant harm to a child or young person, the staff will, if the suspected risk of significant harm is high or imminent:
 - call the Child Protection Helpline 132 111 or (TTY 1800 212 936) to report the suspected abuse; or
 - send an eReport via the Childstory reporting website <https://reporter.childstory.nsw.gov.au> if the risk of significant harm is not high or imminent.
- Mandatory reporters should note that the legislation requires that they continue to respond to the needs of the child or young person (within the terms of their work role) even when Mandatory Reporting Guide determines that a staff members concerns do not meet the risk of significant harm threshold.
- If the *Mandatory Reporter Guide* determines that an educator or staff member's concerns do not meet the risk of significant harm threshold, they do not need to make a report; however, they should discuss the matter with the Nominated Supervisor to determine whether the child or family would benefit from the assistance of another agency.
- The staff member or educator should monitor the situation and if they believe there is additional information that could be taken into account, please repeat steps **1 to 5** as required.

Disclosures of Abuse

Educators will:

- React calmly to child making the disclosure.
- Listen attentively and later write down the child's **exact words**.
- Provide comfort and care to the child.
- Follow the steps for reporting as per the Mandatory Reporters Guide.
- Reassure the child or young person that:
 - It is not their fault.
 - It was right to tell.
 - It is not OK for adults to harm children - no matter what.
- Explain what will happen now - that it is part of your job to tell people who can help the child or young person.

Educators will not:

- Prompt the child for further details or ask leading questions which would make the child feel uncomfortable or have the potential to jeopardise any future legal proceedings that may arise as a result of any investigation.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Law: 162A,166
- Education and Care Services National Regulations: 84, 168
- National Quality Standards: 2.2, 2.2.2,2.2.2,2.2.2, 2.2.3

Sources

- Children and Young Persons (Care and Protection) Act 1998

- Commission for Children and Young Person Act 1998
- Council of Social Service of New South Wales 2010, Keep Them Safe
- NSW Government Mandatory Reporting Guidelines accessed from: [**http://reporter.childstory.nsw.gov.au**](http://reporter.childstory.nsw.gov.au)
- Child Wellbeing and Child Protection: NSW Interagency Guidelines accessed from: [**www.keepthemsafe.nsw.gov.au**](http://www.keepthemsafe.nsw.gov.au)
- Office of the Children's guardian [**https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme**](https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme)
- NSW Department of Education Child Safe standards
- National Quality Framework

Quality Area 2

Child Safe Environment

Smoking and Vaping

Policy Review Date: May 2026

Introduction

This policy outlines our commitment to creating and maintaining a safe, supportive, and healthy environment for all children, staff, families, and visitors. Bilgola Plateau Public school OOSH is committed to ensuring a smoke and vape free environment. Smoking and vaping including the use of vaping devices is strictly prohibited. This policy covers all staff, volunteers, students, families, contractors and visitors.

Goals

- To protect children from harm by ensuring they are not exposed to the health risks of smoking, vaping, or related apparatus.
- To promote a child-safe environment that is free from harmful substances and unsafe adult behaviours.
- To model positive health practices so children see and learn healthy lifestyle choices from adults.
- To support staff wellbeing by reinforcing a safe, healthy, and smoke-free/vape-free workplace.
- To comply with legislation and Child Safe Standards to ensure the service meets its legal and ethical obligations.
- To foster community responsibility by encouraging families, visitors, and contractors to uphold a safe and healthy environment for all children.
- To embed a culture of safety and respect where child safety is prioritised in everyday practices and decisions.

We are committed to:

- Upholding the Child Safe Standards and all associated legislation by placing the safety, health, and wellbeing of children at the centre of our practice.
- Creating an environment where children are protected from harm, including exposure to harmful substances and behaviours.
- Modelling safe and healthy practices for children at all times.

Strategies

The Approved Provider will:

- Ensure this policy is communicated, implemented, and enforced
- Ensure systems are in place to monitor compliance with the policy by staff, families, and visitors.
- Ensure that breaches are managed promptly and consistently, in line with the service's Code of Conduct and disciplinary procedures.
- Work with the Nominated Supervisor to ensure all aspects of this policy are upheld.

The Nominated Supervisor will:

- Develop, implement and review this policy yearly or more often if necessary.
- Ensure this policy is part of induction training and that all persons who enter the service are aware of and abide by this policy.
- Document breaches and inform the Approved Provider of such breaches and any associated disciplinary action.
- Ensure this policy is communicated, implemented, and enforced

Educators and staff will:

- Adhere to the Smoke- and Vape-Free Policy at all times, both during work hours and breaks.
- Not bring cigarettes, vapes, or smoking/vaping paraphernalia onto the premises.
- Model healthy, safe, and respectful behaviours for children.
- Avoid discussions or references to smoking or vaping in a way that normalises or promotes these behaviours.
- Ensure children are not exposed to smoking or vaping by any adult onsite.
- Immediately report breaches of this policy by families, visitors, contractors, or other staff to the Nominated Supervisor or Approved Provider.
- Embed the Child Safe Standards into everyday practice, prioritising the health and wellbeing of children.
- Support children's understanding of healthy lifestyle choices in age-appropriate ways.
- Uphold the staff Code of Conduct in relation to child safety and professional behaviour.
- Follow all directions from the Approved Provider or Nominated Supervisor regarding smoke-free and vape-free practices.
- Engage in training and professional development related to child safety, health, and wellbeing.
- Reflect on personal practices to ensure consistency with the policy and Child Safe Standards.

Families, carers, visitors and contractors will:

- Not smoke or vape anywhere on the premises, including outdoor areas, car parks, and within sight of children at the service.
- Not bringing cigarettes, vapes, or related apparatus onto the premises.
- Support the service's commitment to children's health and wellbeing by modelling safe and healthy behaviours.
- Avoid discussions or behaviours that normalise or promote smoking or vaping in front of children.
- Comply with smoke-free and vape-free signage at all times.
- Ensure contractors, tradespeople, or other visitors accompanying them are also aware of and comply with the policy.
- Recognise that smoking and vaping are inconsistent with creating a safe and healthy environment for children.
- Encourage and support the service's approach to prioritising children's wellbeing.
- Follow directions from educators or staff if a breach of the policy occurs.
- Provide feedback to the service to support continuous improvement in maintaining a child-safe environment.

Smoking and Vaping

To ensure a child-safe and healthy environment:

1. Smoking and vaping are strictly prohibited on the premises, including indoor and outdoor areas, car parks, and within sight of the service.
2. Staff, volunteers, and contractors are not permitted to smoke or vape during their work shifts, including during meal breaks or while wearing service uniforms.
3. Families, visitors and contractors are not permitted to smoke or vape on the premises at any time.
4. Staff must not carry, or use vapes, vaping apparatus, or smoking paraphernalia on site or during excursions.
5. Any breach of this policy will be managed in line with staff code of conduct and disciplinary procedures.

Child Safe Standards Alignment

This policy aligns with the Child Safe Standards by:

- Standard 1: Embedding child safety and wellbeing into organisational leadership, governance and culture.
- Standard 2: Ensuring children are safe from exposure to harmful substances and unsafe adult behaviours.
- Standard 3: Creating an environment that promotes physical, emotional, and cultural safety.

- Standard 4: Modelling safe, respectful, and healthy adult behaviour.
- Standard 10: Continuous improvement by regularly reviewing practices to ensure they remain consistent with health and child safe requirements.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

Education and Care Services National Regulations: 82,83

National Quality Standards: 2.1, 2.2, 3.1, 3.2, 7.1

Sources

- ACECQA's Guide to the National Quality Framework – www.acecqa.gov.au/nqf/about/guide
- Australian Children's Education and Care Quality Authority (ACECQA) – www.acecqa.gov.au
- Policy and procedure guidelines – GUIDELINES FOR THE NATIONAL MODEL CODE - www.acecqa.gov.au/sites/default/files/2024-07/Guidelines%20for%20the%20National%20Model%20Code%20Taking%20Images%20and%20Videos.pdf
- National Model Code - www.acecqa.gov.au/sites/default/files/2024-07/National%20Model%20Code%20FAQS%20-%20Final.pdf
- ECA Code of Ethics (2016) Early Childhood Australia – www.earlychildhoodaustralia.org.au
- eSafety Commissioner - www.esafety.gov.au/educators/community-education
- ECA - eSafety early years program - learninghub.earlychildhoodaustralia.org.au/esafety-early-years-program
- NSW Office of the Children's Guardian - <https://ocg.nsw.gov.au/>
- NSW Dept of Education: Guide on the Child Safe Standards for early childhood education and outside school hours care services - education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/Guide_Child_Safe_Standards.pdf
- (NSW specific) Child Safe Standards: Key messages for early childhood education sector - Fact Sheet - education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/Child_Safe_Standards_ECE.pdf
- United Nations Convention on the Rights of the Child - www.unicef.org.au
- Australian Human Rights Commission – www.humanrights.gov.au
- Australian Centre for Child Exploitation - www.accce.gov.au/help-and-support/what-is-online-child-exploitation
- National Model Code - <https://www.acecqa.gov.au/sites/default/files/2024-07/National%20Model%20Code%20Taking%20Images%20and%20Videos.pdf>

- NQF Child Safety Changes- https://www.acecqa.gov.au/sites/default/files/2025-06/InformationSheet_CS.pdf

Quality Area 2

Child Safe Environment

Safe Use of Digital Technologies and Online Environments

Policy Review Date: May 2026

Introduction

In today's digitally connected world, the safe and responsible use of digital technologies in early childhood education and care is paramount. This policy outlines the service's commitment to ensuring the safety and well-being of children. This policy aligns with the Child Safe Standards and all associated laws, regulations and standards and supports the protection of children's privacy, safety, and wellbeing while recognising the educational benefits of technology. This policy applies to all children, educators, staff, families, volunteers, contractors, and visitors at the service.

Goals

Children have the fundamental right to be safe and protected from digital exploitation. All staff have a responsibility to ensure that children's interactions with digital technologies are secure and their personal information and any images or videos used in the service are safeguarded.

Our service is committed to exercising its duty of care, to do everything that is reasonably practicable to avoid potential digital threats and maintain children's right to digital safety and privacy. Our team members will exercise their duty of care by:

- Creating a safe, supportive, and informed environment where digital technologies can enhance learning whilst prioritising the safety and security of every child in care.
- Establishing a nurturing and secure environment prioritising every child's well-being, safety, and development.
- Committing to fostering a culture of vigilance and care in which all children feel protected, supported, and valued.
- Providing children with the opportunity to maintain their rights and dignity, express their autonomy, and have the right to say no if they do not want their photo or video taken.
- Using devices with purpose to enhance learning and support development.
- Recognising that digital technology is a valuable tool when used intentionally with children to extend and support active, practical, creative, and authentic engagement with their surroundings, the community and the world.
- Supporting children to use digital technology, when applicable, with intentionality to inform and educate children on how to safely use digital devices and support children's positive relationships with different forms of technology.

Strategies

The service adopts the National Model Code and the accompanying Guidelines developed by ACECQA (Australian Children's Education and Care Quality Authority). These resources will be used in the service to implement child-safe practices and enhance awareness of the associated risks and considerations when educators, students, and volunteers use personal and service devices.

To create a digitally safe environment for the children in care, the service will:

- Provide and enforce the use of centre-owned devices for all digital activities involving children. There may at times be exceptions to this regarding the use of personal devices for essential purposes as defined in the National Model Code. During excursions and when using other grounds within the school, educators may use their personal device for the following reasons-
 - Answer calls from within the centre
 - To access health information regarding a child or to complete sign in and or out to ensure correct head counts.
 - To be informed of an emergency situation.
- Regularly update and maintain service these devices with the latest security software and firmware.
- Not permit personal devices for work-related tasks to minimise the risk of data breaches, unless the use of a personal device has been permitted as detailed above.
- Not permit personal devices in areas where children are educated and cared for, unless it is used for essential purposes, as defined by the National Model Code.
- Develop and enforce strict privacy policies that govern the collection, storage, and sharing of children's digital information.
- Ensure that all digital content, such as photos and videos, is stored securely and access is limited to authorised personnel only.
- Obtain consent from parents and guardians before capturing or sharing any digital media involving their children.
- Obtain consent from children, whenever possible, before capturing or sharing any digital media involving themselves.
- Avoid sharing children's images and digital media on online platforms.
- Conduct regular training sessions for staff on digital safety best practices, including recognising and mitigating online risks.
- Provide specific training on the centre's privacy policies and the proper use of centre-owned devices.
- Keep staff updated on the latest trends and threats in digital safety to ensure they remain vigilant and informed.
- Implement continuous audits of digital device usage to ensure compliance with established policies and procedures.

- Use monitoring software to track and review online activities on centre-owned devices.
- Conduct regular digital content and storage audits to identify and address potential security vulnerabilities.

When children are supported to use digital technology, the service will:

- Ensure age-appropriate, active, and engaging use of technology accompanied by an educator.
- Service the interests of the children and their provocations identified through play.
- Encourage exploratory play and enhance children's learning using technology.
- Allow children to engage in multimodal use of technology such as images, text, video and audio.
- Offer insight into the role, use, and presence of technology in today's world.
- Educate children on how to use digital platforms safely. For example, tell children to always communicate with team members and educators if they feel unsafe using digital devices.
- Support a positive relationship with digital technologies and devices, avoiding glorifying and condemning its use in the program.

The approved provider will:

- Apply the National Model Code and Guidelines for taking images or videos of children while enrolled and providing education and care in the service.
- Develop a 'Safe and Responsible Use of Service Technology' statement.
- Ensure all educators, students and volunteers sign and adhere to this statement.
- Establish and maintain processes for the ongoing monitoring and review of any authorised use of service and personal electronic devices.
- Ensure that all related policies, including but not limited to privacy and confidentiality, child-safe environments, child protection, relationships with families and record keeping, are in line with this policy.
- Continuously review and update digital safety policies and procedures to keep up with technological advancements and emerging risks.
- Establish procedures for the ongoing monitoring and review of personal and centre-owned electronic devices to ensure their use aligns with authorised guidelines and remains appropriate.
- Prohibit the use of personal digital devices in spaces where children are being educated and cared for. Digital devices include personal smartphones, personal tablets, personal computers and any type of wearable technology with access to recordings, such as smartwatches and AI glasses, unless for essential purposes.
- Provide educators, students, and volunteers, with regular training and professional development on digital safety practices, including recognising and mitigating risks associated with digital technologies.
- Communicate with families about digital safety practices, involving them in discussions about how digital devices are used within the service and any associated risks.
- Establish secure access controls used to manage who can use digital devices and access digital content, ensuring that only authorised individuals can access sensitive information and technology.
- Establish protocols for safe online interactions, including supervision of children's online activities and the use of appropriate filters and monitoring software.

- Update software and security measures on all digital devices regularly to protect against viruses, malware, and other cybersecurity threats.
- Encourage responsible and respectful use of technology to promote a culture of digital responsibility among educators, students, and volunteers.
- Maintain clear documentation of any digital safety incidents and establish a protocol for reporting and addressing these incidents promptly, as part of the governance duty of care.
- Establish processes for safe digital record keeping, in line with the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse; Section 175 of the National Law: Offence relating to requirement to keep enrolment and other documents; and Regulation 177 of the National Regulations: Prescribed enrolment and other documents to be kept by approved provider.

The Nominated Supervisor will:

- Support the approved provider in applying the National Model Code and Guidelines for taking images or videos of children while enrolled and providing education and care in our service.
- Support the 'Safe and Responsible Use of Service Technology' statement by educators, students and volunteers.
- Ensure all educators, students and volunteers sign and adhere to this statement.
- Support the approved provider to develop and maintain service policies and procedures.
- Monitor the prohibition of the use of personal digital devices in spaces where children are being educated and cared for. Digital devices include personal smartphones, personal tablets, personal computers and any type of wearable technology with access to recordings, such as smartwatches and AI glasses, unless for essential purposes.
- Ensure that all digital safety policies and procedures are effectively implemented and adhered to within the service.
- Coordinate and provide ongoing training and education for educators, students, and volunteers on digital safety practices, including responsible use of electronic devices and recognising potential risks.
- Develop effective onboarding programs to ensure educators, students, and volunteers are informed about the safety and responsibility of using service digital devices safely in the centre.
- Keep families informed about digital safety measures, policies, and any updates or changes.
- Facilitate regular reviews and audits of digital device usage, ensuring that authorisations are current, and devices are used appropriately and safely.
- As part of the service's child-safe practices, encourage a culture of digital responsibility and safety among educators, students, volunteers, children, and families, fostering an environment where all stakeholders understand the importance of digital safety.
- Stay current with the latest developments in digital safety and cybersecurity and ensure this knowledge is shared with educators, students, and volunteers and incorporated into practice.
- Ensure that appropriate access controls, such as passwords and user permissions, are in place to protect sensitive information and limit access to authorised personnel only.
- Promptly address digital safety incidents, documenting them accurately and taking necessary actions to mitigate risks and prevent future occurrences.
- Provide feedback to educators, students, and volunteers who are found using personal devices during work hours and implement appropriate action for non-compliance of policies and procedures.
- Work closely with the approved provider to regularly review and update digital safety policies and procedures, ensuring they remain practical and relevant.
- Implement and monitor the processes for safe digital record keeping, in line with the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse, Section 175 of the National Law: Offence relating to requirement to keep enrolment and other documents and Regulation 177 of the National Regulations: Prescribed enrolment and other documents to be kept by approved provider.

Educators will:

- Adopt the services implementation of the National Model Code and Guidelines for taking images or videos of children while enrolled and providing education and care in the service.
- Complete a Child-safe code of conduct that emphasises the importance of child safety in the service, including using digital technologies safely.
- Read and acknowledge the 'Safe and Responsible Use of Service Technology' statement.
- Ensure digital safety when taking photos and video materials and documenting children's development while avoiding accessing centre information using personal devices during and outside work hours.
- Implement locking systems and passcodes on their personal devices for centre applications.
- Use centre-provided cameras or devices to take photos and document children's development, not personal devices.
- Keep their personal digital devices away from areas where children are educated and cared for, unless it is used for essential purposes. Digital devices include personal smartphones, personal tablets, personal computers and any type of wearable technology with access to recordings, such as smartwatches and AI glasses, unless for essential purposes.
- Ensure that written consent is obtained from parents or guardians and children, when applicable, before taking any photos or videos of children using the centre devices.
- Adhere to the centre's privacy policies when documenting children's development, ensuring that images and videos are stored securely and shared only with authorised individuals.
- When taking photos, ensure that only the intended child is in the frame or blur other children's faces to protect their privacy.
- Store all photos, videos, and documentation on secure, password-protected devices or cloud services provided by the centre. Regularly back up data and ensure it is accessible only to authorised personnel.
- Be required to log out of the centre's online platform and applications once their shift is complete. Be prohibited from using personal applications (Apps) and programs in their personal devices to obtain, store or access centre information.
- Utilise only secure, centre-approved platforms and applications for accessing and sharing information. Ensure that these platforms are used exclusively on centre-owned devices.
- Comply with regular reminders from your nominated supervisor about the importance of not using personal devices for work-related tasks and the potential risks involved.
- Follow clear rules and guidelines that personal devices should not be present in areas where children are being cared for.
- Have designated areas where educators, students, and volunteers can use their devices during breaks.
- Be provided with secure storage for personal devices during work hours to minimise distractions and prevent unauthorised use.
- Lead by example by not using personal devices in the presence of children and encourage a culture of full engagement and attention while interacting with children.
- Provide feedback to staff who are found using personal devices during work hours and will face disciplinary action for repeated non-compliance.
- Inform nominated supervisor of non-compliance with this policy.
- Not be permitted to document or record conversations and information that is private and confidential using personal devices.
- Not be permitted to obtain, access and store images and videos relating to educators, students, volunteers, children and families from personal devices.
- Educate children in acceptable and unacceptable behaviours (from adults and children) when children use digital devices and engage in digital platforms.
- Support children using digital devices to enhance their skills and development while cultivating a positive relationship with digital devices and platforms.

Families will:

- Provide consent (or decline) for the use of their child's image, recordings, or information in digital platforms.
- Support safe digital practices at home to reinforce the service's approach.
- Communicate any concerns about their child's safety or wellbeing in online environments.

- Not use personal devices to photograph, record or communicate with children.
- Comply with this policy.
- Adhere to the service's privacy and confidentiality requirements.
- Report any unsafe or inappropriate online behaviour witnessed at the service.

Volunteers and Contractors will

- Use digital technologies responsibly and only as directed by service staff.
- Not use personal devices to photograph, record or communicate with children.
- Adhere to the service's privacy and confidentiality requirements.
- Report any unsafe or inappropriate online behaviour witnessed at the service.

Breaches of Policy

- Any breach of this policy will be taken seriously and may result in disciplinary action, reporting to authorities, or termination of engagement with the service.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Related Legislation

- Education and Care Services National Law Act 2010: 161, 161A, 162, 162A, 165, 167
- Education and Care Services National Regulation 2011: 84, 117A, 117B, 117C, 161, 168, 170, 171, 172, 181, 183
- Australian Child Protection Legislation
aifs.gov.au/resources/resource-sheets/australian-child-protection-legislation
- Australian Privacy Principles – www.oaic.gov.au
- Privacy Act 1988 (Privacy Act) – www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act

Related Guidelines, Standards, Frameworks

National Quality Standard, Quality Area 2: Children's health and safety: Standard 2.2, Element 2.2.3

National Quality Standard, Quality Standard 4: Staffing arrangements

National Quality Standard, Quality Area 5: Relationships with children: Standard 5.1, Element 5.1.2

National Quality Standard, Quality Area 7: Governance and leadership: Standard 7.1, Elements 7.1.2, 7.1.3

National Principles for Child Safe Organisations:

<https://childsafe.humanrights.gov.au/national-principles>

Sources

- ACECQA's Guide to the National Quality Framework – www.acecqa.gov.au/nqf/about/guide
- Australian Children's Education and Care Quality Authority (ACECQA) – www.acecqa.gov.au
- Policy and procedure guidelines – GUIDELINES FOR THE NATIONAL MODEL CODE - www.acecqa.gov.au/sites/default/files/2024-07/Guidelines%20for%20the%20National%20Model%20Code%20Taking%20Images%20and%20Videos.pdf
- National Model Code - www.acecqa.gov.au/sites/default/files/2024-07/National%20Model%20Code%20FAQS%20-%20Final.pdf
- ECA Code of Ethics (2016) Early Childhood Australia – www.earlychildhoodaustralia.org.au
- eSafety Commissioner - www.esafety.gov.au/educators/community-education
- ECA - eSafety early years program - learninghub.earlychildhoodaustralia.org.au/esafety-early-years-program
- NSW Office of the Children's Guardian - <https://ocg.nsw.gov.au/>
- NSW Dept of Education: Guide on the Child Safe Standards for early childhood education and outside school hours care services - education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/Guide_Child_Safe_Standards.pdf
- (NSW specific) Child Safe Standards: Key messages for early childhood education sector - Fact Sheet - education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/Child_Safe_Standards_ECE.pdf
- United Nations Convention on the Rights of the Child - www.unicef.org.au
- Australian Human Rights Commission – www.humanrights.gov.au
- Australian Centre for Child Exploitation - www.accce.gov.au/help-and-support/what-is-online-child-exploitation
- National Model Code - <https://www.acecqa.gov.au/sites/default/files/2024-07/National%20Model%20Code%20Taking%20Images%20and%20Videos.pdf>
- NQF Child Safety Changes- https://www.acecqa.gov.au/sites/default/files/2025-06/InformationSheet_CS.pdf

Quality Area 2

Child Safe Environment

Taking, storage and sharing of images of children

Policy Review Date: May 2026

Goal Introduction

We that pro At Bilgola Plateau Public School OOSH, we recognise the value of photographs as an important tool for documenting children's learning, development, and participation in our program. Photographs provide a meaningful way to celebrate children's achievements, share learning with families, and reflect on the effectiveness of our program in line with the My Time, Our Place Framework, the National Quality Framework (NQF), and the Child Safe Standards.

- Ensure child safety and privacy by protecting children's images from misuse or unauthorised access.
- Comply with legislation and standards, including the Child Safe Standards, the National Quality Framework (NQF), and relevant privacy laws.
- Promote respectful documentation that values children's rights, dignity, and cultural backgrounds.
- Support authentic learning documentation that enhances reflection, program planning, and family engagement.
- Establish clear consent processes so families understand how and why photographs are taken, stored, and shared.
- Provide secure systems for storing and managing images, with access limited to authorised personnel.
- Foster trust and transparency with families by clearly communicating how photographs are used and protected.

Strategies

The Approved Provider will:

- Regularly review and update the policy in consultation with families, staff, and children.
- Ensure the policy complies with all relevant legislation, privacy requirements, and the Child Safe Standards.
- Provide secure systems for the storage and management of photographs.
- Support staff training on safe and respectful practices relating to the use of images.

Nominated Supervisor will:

- Implement the policy within the service and ensure procedures are followed consistently.
- Monitor consent records to ensure no photographs are taken or used without family authorisation.
- Ensure staff, volunteers, and contractors understand and comply with the policy.
- Respond to any concerns or breaches regarding the use or storage of photographs.
- Ensure that this policy forms part of induction training and that all new staff are aware of and follow this policy.
- Ensure that all devices used for taking photographs children are password protected and only used by authorised educators.

- Monitor the Messenger app used for work related communication, ensuring that images of children are not stored in the message thread. If images are shared for authorised purposes, once shared and received they are deleted.
- Routinely review and reflect on the types of images being taken to determine suitability.
- Train educators on the appropriate way to take photographs of children, including to ask consent prior to taking the photo and ensure other children's faces are not included without consent.
- Ensure that only authorised educators have access to Playground and Xplor and that stored images are password protected.
- Permanently delete all emails containing children's photographs, sent for the purpose of documenting learning once the required photographs been printed.
- Ensure educators are only take photographs of children in open, visible areas where other staff and children can see them.

Educators will:

- Seek and respect family consent before photographing children.
- Ensure photographs are taken using service-approved devices (not personal phones or cameras).
- Ensure photographs are respectful, culturally appropriate, and represent children positively.
- Ensure all images are linked to the child's learning and development, not used for any unrelated or personal purpose.
- Not take photographs in private spaces such as bathrooms, change areas, or any location that compromises children's safety or dignity.
- Only take photographs of children in open, visible areas where other staff and children can see them.
- Take photographs only for educational documentation and program purposes.
- Ask permission prior to taking any photographs.
- Ensure images are respectful, culturally appropriate, and uphold children's dignity.
- Store and use photographs securely in line with service procedures.
- Model safe and responsible digital practices for children.

Families will:

- Provide informed consent for the photographing and use of their child's images.
- Communicate any cultural, safety, or personal preferences regarding the use of photographs.
- Collaborate with educators to support safe and respectful documentation of their child's learning.
- Not under any circumstances take any photographs or recordings of children whilst on-site.

Volunteers and Contractors

- Must not take, store, or use photographs of children under any circumstances unless under strict supervision.
- Follow the service's policy and procedures at all times.
- Use personal devices only in line with service requirements and never to capture children's images.

Breaches of Policy

- Any breach of this policy will be taken seriously and may result in disciplinary action, reporting to authorities, or termination of engagement with the service.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Related Legislation

- Education and Care Services National Law Act 2010: 161, 161A, 162, 162A, 165, 167
- Education and Care Services National Regulation 2011: 84, 117A, 117B, 117C, 161, 168, 170, 171, 172, 181, 183
- Australian Child Protection Legislation
aifs.gov.au/resources/resource-sheets/australian-child-protection-legislation
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National Quality Standard, Quality Standard 4: Staffing arrangements

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National Quality Standard, Quality Area 7: Governance and leadership: Standard 7.1, Elements 7.1.2, 7.1.3

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- ACECQA's Guide to the National Quality Framework – www.acecqa.gov.au/nqf/about/guide
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- Policy and procedure guidelines – GUIDELINES FOR THE NATIONAL MODEL CODE - www.acecqa.gov.au/sites/default/files/2024-07/Guidelines%20for%20the%20National%20Model%20Code%20Taking%20Images%20and%20Videos.pdf
- National Model Code - www.acecqa.gov.au/sites/default/files/2024-07/National%20Model%20Code%20FAQS%20-%20Final.pdf
- ECA Code of Ethics (2016) Early Childhood Australia – www.earlychildhoodaustralia.org.au
- eSafety Commissioner - www.esafety.gov.au/educators/community-education
- ECA - eSafety early years program - learninghub.earlychildhoodaustralia.org.au/esafety-early-years-program
- NSW Office of the Children's Guardian - <https://ocg.nsw.gov.au/>
- NSW Dept of Education: Guide on the Child Safe Standards for early childhood education and outside school hours care services - education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/Guide_Child_Safe_Standards.pdf
- (NSW specific) Child Safe Standards: Key messages for early childhood education sector - Fact Sheet - education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/Child_Safe_Standards_ECE.pdf
- United Nations Convention on the Rights of the Child - www.unicef.org.au
- Australian Human Rights Commission – www.humanrights.gov.au
- Australian Centre for Child Exploitation - www.accce.gov.au/help-and-support/what-is-online-child-exploitation
- National Model Code - <https://www.acecqa.gov.au/sites/default/files/2024-07/National%20Model%20Code%20Taking%20Images%20and%20Videos.pdf>
- NQF Child Safety Changes- https://www.acecqa.gov.au/sites/default/files/2025-06/InformationSheet_CS.pdf

Quality Area 2

Children's Health & Safety

Emergency and Evacuation

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH develops, implements and reviews its emergency and evacuation procedures to ensure currency. Emergency and evacuation situations in an education and care service can arise in several circumstances and for a variety of reasons.

In the event of an emergency or evacuation situation, the safety and wellbeing of all children, staff, families and visitors to the centre are paramount and as such, this centre is committed to identifying risks and hazards regarding emergency and evacuation situations and planning for their reduction or minimisation. Practice drills will be carried out every 3 months in accordance with the Education and Care Services National Regulations.

Goals

- To ensure the safety of all children, staff and families using the centre through assessments and reviews of all potential emergency and evacuation situations, including medical emergency situations (see Medical Conditions Policy)
- To implement and maintain specific procedures around each potential emergency and ensure full awareness by all staff through the provision of professional development; and
- To ensure through regular rehearsal and evaluation of emergency and evacuation procedures that all educators and staff are confident in and aware of their role in the case of an emergency.

Strategies

Risk management approach to emergency and evacuation situations

The Approved Provider and Nominated Supervisor will:

- Work together with staff to identify potential emergency and evacuation situations that may arise at this specific centre to identify all risks associated with such situations. This risk assessment will be attached to this policy and reviewed at least on an annual basis.
- Work together with staff to develop procedures to manage all risks associated with emergency and evacuation situations. These procedures will be attached to this policy.
- Ensure the development of an emergency evacuation floor plan. This floor plan will be attached to this policy.
- Ensure educators and staff have ready access to an operating telephone or similar means of communication and that emergency telephone numbers are displayed near telephones.
- Ensure educators and staff have ready access to emergency equipment such as fire extinguishers and fire blankets, and that staff are adequately trained in their use.
- Ensure that emergency equipment is tested as recommended by recognised authorities.
- Ensure that up to date portable emergency contact lists are held in each room within the centre and that evacuation procedures include the carrying of this list by the room leader at the point of evacuation.

Educators will:

- Assist the Nominated Supervisor in identifying risks and potential emergency situations.
- Assist the Nominated Supervisor in developing procedures to lessen the risks associated with emergency evacuations.
- Ensure they are aware of the placement of operating communications equipment and emergency equipment and are confident in their ability to operate them.

Maintenance of Fire Equipment

- All fire equipment at the centre will be maintained as per the legal standards.
- Fire equipment will be checked as per the Department of Education's guidelines and will be routinely completed as per the schools scheduled maintenance.

Communication and display of emergency and evacuation procedures

The Approved Provider and Nominated Supervisor will:

- Ensure the emergency evacuation procedures and floor plan are displayed in a prominent position near each exit and that all staff and educators are aware of these.
- Ensure that all staff are trained in the emergency evacuation procedures.
- Ensure that all staff are aware of emergency evacuation points.
- Ensure that families are regularly reminded of the emergency procedures in place at the service.

Educators and staff will:

- Contribute to the development of emergency and evacuation procedures.
- Ensure they are aware of the emergency evacuation procedures.
- Ensure the emergency evacuation procedures and floor plans are displayed.

Scheduled and spontaneous rehearsals of responses to emergency situations

The Approved Provider and Nominated Supervisor will:

- Provide staff and educators with specific procedures around all potential emergency situations.
- Ensure that the evacuation procedures are in accordance with the evacuation floor plan.
- Ensure that rehearsals of evacuation procedures are regularly scheduled, every three months as a minimum, and that the schedule maximises the number of children and staff participating in the procedures.
- Ensure that staff are aware of when scheduled emergency evacuation drills are to take place.
- Ensure that spontaneous rehearsals also take place to ensure staff participate in the simulation of an unplanned, emergency evacuation events.
- Provide staff with evaluation/feedback forms after each scheduled and spontaneous rehearsal to assist in refining their risk management procedures around the safe evacuation of staff and children.

Educators and staff will:

- Be aware of upcoming scheduled emergency evacuations and be ready in the event of a spontaneous simulated evacuation.
- Will provide children with learning opportunities about emergency evacuation procedures.
- Be alert to the immediate needs of all children throughout the scheduled and spontaneous evacuation drills.

Documentation and record keeping

The Approved Provider and Nominated Supervisor will:

- Ensure all scheduled, spontaneous and actual evacuations are documented and reviewed.
- Ensure all staff are provided with feedback forms after each evacuation.
- Ensure all emergency contact lists are updated as required.

Preparing Emergency Procedures

Emergency procedures must include:

- An effective response to an emergency.
- Evacuation procedures.
- Notification of emergency services at the earliest opportunity.
- Medical treatment and assistance.
- Effective communication between the Nominated Supervisor or Responsible Person on duty and all persons at the service.

The emergency procedures in the emergency plan must clearly explain how to respond in various types of emergencies, including how to evacuate children, staff, and families from the service in a controlled manner. The procedures should be written clearly and simple to understand. Where relevant, the emergency procedures should address:

- Allocation of roles and responsibilities for specific actions in an emergency to persons with appropriate skills.
- Clear lines of communication between the people authorised to co-ordinate the emergency response and all persons at the service.
- The activation of alarms and alerting staff, children and families; the safety of all the people who may be at the centre in an emergency, including visitors and tradespeople and children who will require special assistance to evacuate.
- Equipment, emergency exits and assembly points, the distribution of emergency phone numbers, including out-of-hours contact numbers.
- Access for emergency services (such as ambulances) and their ability to get close to the service.
- Regular evacuation practice drills.
- The use and maintenance of equipment required to deal with specific types of emergencies (for example, spill kits, fire extinguishers, early warning systems such as fixed gas monitors or smoke detectors and automatic response systems such as sprinklers).
- Regular review of procedures and training.
- Emergency procedures must be tested in accordance with the emergency plan in which they are contained.
- All educators and staff must be instructed and trained in the procedures.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 97, 98, 168
- Link to National Quality Standard: 2.1, 2.2, 2.2.1, 2.2.2

Sources

- Education and Care Services National Regulations
- Work Health and Safety Regulation 2011/regulation 43
- National Safety Council of Australia
- NSW Fire Brigade

Quality Area 2

Children's Health & Safety

First Aid

Policy Review Date: May 2026

Introduction:

Bilgola Plateau Public School OOSH is committed to providing a safe and healthy environment. We recognise our responsibility to provide first aid facilities that are adequate for the immediate treatment of injuries and illnesses. The educators and staff of our service are aware of their duty of care to children, families, staff and visitors in providing appropriate first aid treatment.

Goals

- For all children, staff, families and visitors who are involved in accidents and incidents whilst at the centre who require first aid to have it administered according to guidelines and recommended practices of a first aid qualification.
- All incidents will be documented and stored according to regulatory requirements.
- A risk management approach to health and safety will be adopted.

Strategies

Professional development of staff and educators

The Approved Provider will ensure:

- At least one educator on duty holds a current recognised First Aid qualification.
- At least one educator on duty has completed a recognised anaphylaxis training course.
- At least one educator on duty as completed a recognised asthma management training course.
- Employee induction includes an induction to the first aid policy.

The Nominated Supervisor will:

- Ensure the skills and competencies of trained first aiders are maintained, and skills are kept up to date. When required refresher first aid and CPR training will be scheduled and maintained in a staff register.
- Collaborate and consult with staff and educators to develop and implement a risk assessment and management plan.
- Ensure first aid guides and publications are always accessible to staff to assist them in their understanding and administration of first aid.

Hazard identification and risk assessment

The Approved Provider will:

- Provide a child-safe environment.
- Follow advice from the Nominated Supervisor relating to identified hazards

The Nominated Supervisor will:

- Guide staff in regularly conducting risk assessments of the environment to determine likely injuries and illnesses that might occur and rectify their potential causes.
- Introduce preventive measures to eliminate the risk, or control measures to minimise the risk.
- Review and analyse accident, injury, incident and 'near miss' data.
- Collaborate with staff and educators to develop a first aid plan for the service (i.e. identification of first aid qualified staff, contact details of emergency services and other emergency contacts and details of the nearest hospital or medical centre.
- Ensure a daily safety checklist is completed and that if required a hazard identification report is completed.

Educators and staff will:

- Regularly undertake risk assessments in the environment to plan safe experiences for children.
- Follow all associated policies and procedures to ensure a safe environment is maintained.
- Attend staff meetings as required to discuss WHS and safety within the workplace is discussed.

Administration of first aid to children, families, staff and visitors to the centre**The Approved Provider will:**

- Ensure that there is at least one first aid qualified educator on the premises at all times.
- Ensure the Nominated Supervisor has access to adequate funds to purchase and maintain First Aid equipment.

The Nominated Supervisor will:

- Ensure that enrolment records for each child include a consent for the administration of first aid and the approved products.
- Review and sign off on all documentation when first aid has been administered.
- Dial 000 and call for an ambulance when emergency medical treatment is required or delegate this responsibility.

In general:

- Administration of first aid will be done in accordance with first aid training and undertaken by a qualified first aid.
- As per the first aid plan, and in the interests of avoiding delay of treatment, in the first instance, first aid will be administered by the person who has witnessed the incident/injury/illness.
- The nominated supervisor and families will be informed of any first aid given.
- The person administering first aid will be the person who completes the incident/illness/injury/trauma record and passes to the responsible person for verification and signing by parent or guardian.

First aid supplies**The Approved Provider/Nominated Supervisor will ensure that:**

- The centre is supplied with an appropriate number of first aid kits for the number of children being educated and cared for by the service.
- The first aid kits are suitably equipped, easily accessible and recognisable.
- First aid kits are carried when leaving the OOSH building to use in other parts of the school.

Educators and staff will:

- Ensure a first aid box checklist is kept in every first aid kit.
- Staff will regularly monitor supplies and update stock as required.
- Discard and replace out of date stock.
- Ensure a first aid kit is taken when leaving the OOSH building to use in other parts of the school.

Documentation and Record Keeping**Educators and staff will:**

- Complete an incident, injury, trauma and illness record for all incidents/injuries/trauma/illnesses occurring at the centre.
- Ensure that a copy of the accident/incident report will be made available for parents/guardians on request.

The Approved Provider/Nominated Supervisor will:

- Ensure records are confidentially stored until the child detailed in the report turns 25.

Managing serious incidents**The Approved Provider will ensure:**

- Any serious incident occurring at the centre is notified to the regulatory authority through the National Quality Agenda IT System (NQAIT System). This does not have to be completed by the Approved provider however they must ascertain the notification this has been completed.

- A copy of the incident report will be provided to the family/caregiver.
- Records are kept until the child detailed in the report turn 25.

The Nominated Supervisor or Responsible Person will:

- Notify parents of any serious incident.
- Arrange for medical intervention if required.
- Notify the regulatory authority through the National Quality Agenda IT System (NQAIT System).

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: *89,168*
- Link to National Quality Standard: *2.1.2,2.2*

Sources

- Education and Care National Quality Regulations
- Education and Care National Quality Standards
- NSW Occupational Work Health and Safety Act 2011
- Occupational Health and Safety Regulations 2018

Quality Area 2

Children's Health & Safety

Incident, Injury, Trauma, and Illness

Policy Review Date: May 2026

Introduction

The health and safety of children in education and care services is the responsibility of all approved providers, educators and staff. Policies and procedures (including documented records) must be in place to effectively manage the event of any incident, injury, trauma and illness that occurs in the program. Children need to be able to test their growing capabilities and sense of agency while being cared for in a safe environment. Incidents, injuries, trauma and illnesses need to be carefully managed and documented according to the Education and Care National Guidelines.

Goals

- Establish procedures and practice that minimises the risk of harm to children.
- Maintain communication with families/caregivers to ensure that they are informed of any incidents, injury, trauma or illness to their child/ward.
- Ensure that records of any incident, injury, trauma and illness are reported to the Department of Education and Communities as required and kept in storage according to regulatory requirements.

Strategies

- Ensure that educators are rostered so that at least one educator who holds a current approved first aid qualification is always present that the children are being educated and cared for by the service.
- Ensure the service holds the correct number of first aid kits required, suitably equipped, and maintained.
- Ensure that all staff are aware of the completion of appropriate records in the event of any incident, injury, trauma or illness to children whilst in the care of the service, and that this information is completed no later than 24 hours after the incident occurred.
- Ensure staff are aware of the appropriate accessibility for approved officers and families to these records and the appropriate storage of these records according to regulatory requirements.
- Ensure correct procedures are followed when reporting a serious incident-see heading *Managing Serious Incidents*.
- Ensure that any incident, injury, illness and trauma record is kept until the child reaches the age of 25.
- Complete an audit of the Injury, incident, trauma and illness reports to reflect on the effectiveness of the procedures in place at the service.
- Give staff access to appropriate up to date information, or professional development on the management of incidents.
- Make certain that all staff have access to the Education and Care Services National Law and Regulations and are aware of their responsibilities under these, ensuring that this occurs as part of staff induction or orientation to the centre.

The Approved Provider will:

- Any serious incident occurring at the centre is notified to the regulatory authority through the National Quality Agenda IT System (NQAITS System). This does not have to be completed by the Approved provider however they must ensure the notification has been completed.
- Ensure a copy of the incident report has been provided to the family/caregiver.
- Ensure records are kept until the child detailed in the report turns 25.

The Nominated Supervisor or Responsible Person will:

- Complete a notification to the regulatory authority through the National Quality Agenda IT System (NQAITS System) when a serious incident occurs at the centre.
- Inform the Approved Provider of any such incident/notification.
- Notify parents of any serious incident.

- Arrange for medical intervention if required.

Educators will:

- Manage serious incidents as per this policy.
- Notify the Nominated Supervisor immediately after the serious incident has occurred.
- Ensure that all children have opportunities to engage in experiences that enhance their sense of wellbeing and allow children to develop a sense of assessing risks for themselves as appropriate.
- Consider the planning of the physical environment and experiences, ensuring that the spaces are safe.
- Thoughtfully group children to effectively manage supervision and any potential risks to children's health and wellbeing.
- Respond to children in a timely manner. Provide reassurance and ensure children's emotional and physical wellbeing is always paramount.
- Seek further medical attention for a child if required.
- Be aware of the signs and symptoms of illness/trauma and update their understanding as part of their ongoing professional development.
- Be aware of individual children's allergies and immunisation status and use this knowledge when attending/responding to any incident, injury or illness.
- Respond to children showing signs of illness and begin monitoring the symptoms of the child and recording as appropriate. Educators will contact the child's authorised person to inform them of the illness signs, or to request the collection of the child.
- In response to a child registering a high temperature, follow procedures for temperatures, and complete the incident, injury, trauma and illness record as required.
- Maintain appropriate work health and safety standards when attending to children's injuries and applying first aid.
- Develop partnerships with families and use this understanding to guide the development of practice in relation to individual children's emerging capabilities.
- Check that equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired.
- Ensure that hazardous items are inaccessible to children.
- Be involved in regularly reviewing and discuss policy and procedure and consider any improvements that need to be made to this policy.

Families will:

- Be informed of policies and procedures upon enrolment with regards to first aid, illness, incident, injury and trauma whilst at the service, and exclusion practices, including immunisation status and illnesses at the service.
- Inform the service of their child's particular requirements, and provide any relevant paperwork to the service, such as immunisation status, letters from a medical professional.
- Be notified of any incident, injury, trauma, or illness as soon as is practicable, but no later than 24 hours after the noted incident and will be provided with a copy of the report.
- Receive access to this policy and notification of its existence.
- Have the opportunity to provide input into the review and effectiveness of policies and procedures of the service via various methods.
- Be provided access to information on children's development and safety and how this is factored into risk minimisation planning.

Managing serious incidents

Examples of Serious incidents

- Death of a child while that child is being cared for at the centre or following an incident while that child was being cared for at the centre.
- A serious injury or trauma while the child is being cared for at the service which:
 - Required urgent medical attention from a registered practitioner: or
 - The child attended or should have attended a hospital.

- Any incident involving serious illness at the service, where the child attended or should have attended a hospital.
- Any circumstance where a child appears to be missing or accounted for.
- Any circumstance where a child appears to have been taken or removed from the centre premises by someone not authorised to do this.
- Any circumstance where a child is mistakenly locked in or locked out of the centre premises.
- Any emergency for which the emergency services attended Note: It does not mean an incident where emergency services attended as a precaution.

A serious injury includes:

- Amputation
- Anaphylactic reaction requiring hospitalisation
- Asthma requiring hospitalisation
- Broken bone/fracture
- Bronchiolitis
- Burns
- Diarrhoea requiring hospitalisation
- Epileptic seizures
- Head injuries
- Measles
- Meningococcal infection
- Sexual assault
- Witnessing violence or a frightening event

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: *85,86,87,183*
- Link to National Quality Standard: *2.2.2, 2.1.2,2.2, 2.2.2*

Sources

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

Quality Area 2

Children's Health & Safety

Infectious Disease

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH is committed to ensuring the health and safety of children, families and staff. This policy details our procedures relating to the steps we take to prevent the spread of infectious diseases, including the notification of parents /caregivers regarding the occurrence of an infectious disease as soon as is practicable.

Goals

- To ensure the health and safety of children, families and staff at the centre.
- To minimise the occurrence of an infectious disease outbreak at the centre.
- To ensure that all staff are aware of procedures that will minimise the occurrence of an infectious disease occurrence at the centre.
- To reduce children's exposure to infectious diseases by following all recommended guidelines from relevant authorities regarding the prevention of infectious diseases.
- To promote practices that reduce the transmission of infection.
- Ensuring the recommended exclusion of sick children and staff.
- Providing service support for child immunisation.
- To promote effective hand washing procedures.

Strategies

The Approved Provider will:

- Ensure that all information regarding the prevention of infectious diseases is sourced from a recognised health authority, such as: Staying Healthy in Child Care-Preventing Infectious Diseases in Child Care (4th edition), National Health and Medical Research Council (2006), and the NSW Ministry of Health.
- Implement the recommendations from Staying Healthy in Child Care – Preventing Infectious Diseases in Child Care to prevent the spread of infectious diseases at the service.
- Ensure that children are reasonably protected from harm by working with the Nominated Supervisor and Educators on developing, implementing, and reviewing policy that will guide health and safety procedures within the service.
- Ensure that the required enrolment documents and enrolment information of children in the centre are maintained and stored appropriately.

The Nominated Supervisor will:

- Maintain a hygienic environment.
- Provide families with relevant infectious diseases, health and hygiene information.
- Guide children's understanding of health and hygiene throughout the daily program.
- Ensure staff are aware of relevant immunisation guidelines for children and themselves.
- Maintain relevant records regarding the current status of the immunisation of staff and children at the service, as well as any relevant medical conditions of children at the service.
- Develop an enrolment procedure that captures all required information regarding the children's immunisation status, and any medical conditions.
- Ensure that an "Incident, Injury, Trauma and Illness" record is completed as soon as practicable or no later than 24 hours of the illness occurring.
- Maintain confidentiality with regards to children's individual medical circumstances, by putting procedures in place to safeguard children and family's personal information.
- Advising staff of the recommended immunisations for people working with children as per the Immunisation Handbook – 10th Edition

- Provide opportunities for educators to source relevant up to date information on the prevention of infectious diseases and maintaining health and hygiene from trusted sources.
- Ensure opportunities for educators and families to be involved in the review of the policies and procedures regarding children's health and safety.
- Inform and implement the advice of the health department, or local health unit regarding Infectious diseases as required. Ensuring opportunities for educators and families to be involved in the review of the policies and procedures regarding children's health and safety.
- Inform and implement the advice of the health department, or local health unit regarding Infectious Diseases as required.
- Keep all required records for the prescribed amount of time.

Provide relevant sourced materials to families about:

- The current NSW Immunisation Schedule for children.
- Exclusion guidelines for children that are not immunised or have not yet received all of their immunisations in the event of an infectious illness at the service, upon induction at the service.
- Advice and information regarding any infectious diseases in general, and information regarding any specific infectious illnesses that are suspected/present in the service.
- Providing information on illnesses (as soon as practicable after the occurrence of an infectious disease).

Provide information to families as soon as practicable of the occurrence of an infectious disease that describe the:

- Nature of illness
- Incubation period
- Infectious and exclusion period

This information will be sourced from a reliable source such as, Staying Healthy in Child Care – Preventing Infectious Diseases in Child Care (4th Edition)

Educators will:

- Ensure that any children that are suspected of having an infectious illness are always responded to and their health and emotional needs supported.
- Implement appropriate health and safety procedures, when tending to ill children.
- Ensure that families are aware of the need to collect their children as soon as practicable to ensure the child's comfort.
- Advise families that they will need to alert the service if their child is diagnosed with an Infectious Illness.
- Maintain their own immunisation status and advise the Approved Provider/Nominated Supervisor of any updates to their immunisation status.
- Provide varied opportunities for children to engage in hygiene practices, including routine opportunities, and intentional practice.
- Take into consideration the grouping of children to reduce the risk of acquiring an infectious illness when planning the routines/program of the day.
- Implement the services health and hygiene policy including:
 - Hand washing (washing with soap and drying with paper towel).
 - Routine and daily cleaning of the service.
 - Wearing gloves (particularly when in direct contact with bodily fluids)
 - Proper handling and preparation of food.
- Provide opportunities for staff, children and families to have access to health professionals by organising visits/guest speakers to attend the service to ensure that practices in place at the service are correct.
- Maintain currency regarding Health and Safety by attending appropriate professional development opportunities.

Families will:

- Advise the service of their child's immunisation status and provide written documentation of this for the service to copy and keep with the child's enrolment records.

- Advise the service when their child's immunisation/medical condition is updated and provide this information to the service to ensure that enrolment records are up to date; and
- Have the opportunity to provide input into the review and effectiveness of policies and procedures of the service via various methods.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 88, 168
- Link to National Quality Standard: 2.1,2.1.2, 2.2.2

Sources

- Education and Care Services National Law
- Education and Care Services National Regulations
- Staying Healthy in Child Care –Preventing Infectious Diseases in Child Care 4th Edition
- Department of Health Immunisation Handbook 10th Edition

Quality Area 2

Children's Health and Safety

Health and Hygiene

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH aims to promote and protect the health, safety and wellbeing of all children, families and staff, using policies and procedures to maintain high standards of hygiene and to ensure the safe preparation of food.

Goals

- To maintain high standards of hygiene ensuring the health, safety and wellbeing of children, families and staff.
- To adopt a holistic and consistent approach to health and hygiene.
- To ensure the premises is clean, hygienic and promotes the health and safety of children, families and staff.

Strategies

The Approved Provider will:

- Ensure there are enough funds available to enable the Nominated Supervisor to co-ordinate and implement adequate health and hygiene practices.
- Ensure that the Nominated Supervisor is supported in and fulfils their role in the management of health and hygiene practices.

The Nominated Supervisor will:

- Ensure all staff are aware of correct hygiene practices.
- Ensure all staff are aware of the procedures relating to the safe, hygienic, handling, preparation and storage of food and drinks, including food and drink supplied by the parent/caregiver.
- Ensure all staff are aware of cleaning procedures.
- Work with staff and children to support the promotion of hygiene practices.
- Ensure adequate communication regarding health and hygiene is provided to children, staff and families.
- Ensure that regular discussions between staff and children regarding health and hygiene is integrated as part of the program.

Educators will:

- Ensure they are familiar with the policies and procedures regarding health and hygiene.
- Promote healthy habits through role modelling correct hygiene practices.
- Work with each child to promote health, hygiene and safety issues, encouraging them to take part in discussions regarding these practices.
- Ensure all cleaning products are stored away from children in a locked cupboard.
- Ensure cleaning procedures are followed daily.
- Follow correct procedures when handling, preparing and servicing food.

Health and Hygiene Procedures

Equipment and Environment

All educators and staff are responsible to maintain a clean and hygienic environment. There are specific procedures to follow when ensuring a clean and hygienic environment. The centre uses only natural cleaning products and is aware of any specific sensitivities to cleaning products.

Washing of morning and afternoon tea utensils

- Utensils including chopping boards, saucepans, rice cookers, plates, cups bowls, cutlery and any other item is to be washed in the school canteen dish washer after being thoroughly rinsed with warm soapy water.

Benches/Hard Surfaces/Tables/Sink/TV Unit

- All surfaces are to be cleaned with multipurpose cleaner using a blue cloth.
- Eating services are to be cleaned before and after food service.
- Sign in table to be cleaned before 7am and after 6.15pm.
- All other surfaces are to be cleaned as required but no less than at the end each day.

Couch

- The couch will be professionally cleaned every 6 months and spot cleaned as required.

Floors

- During school term floors will be cleaned by the school cleaner in the morning before 7am. During vacation care floors must be vacuumed and mopped using floor cleaner.

Windows

- Will be cleaned as required but no less than monthly.

Walls and Doors

- Walls and doors (particularly handles) will be wiped down regularly as required but no less than daily.

Outdoor Foyer

- Will be swept every morning; display cabinets will be cleaned using multipurpose cleaner

Toilets

- Toilets will be cleaned by the school cleaner before 7am each morning however: at the end of each day toilets are to be spot cleaned using toilet cleaner and paper towel. Toilet area is to be sprayed with Glen 20 after being spot cleaned. Special attention needs to be given to light switches and door handles. Gloves are to be worn when cleaning toilets.

Rubbish Bins

- All rubbish bins are to be emptied at the end of each day including bins located in office, toilets, main room.
- Gloves are to be worn when handling rubbish.

Cleaning and Disposal of Bodily Fluids

- Any area contaminated with bodily fluid must be disinfected after washing. Disposable gloves must be worn when cleaning up bodily fluids.
- The bulk of the bodily fluid should be cleaned up with paper towel, the towels will be disposed of in sealed bags. The surface will then be cleaned with hot water and a red cloth which will then be disposed of in a sealed bag. The area will then be disinfected with a neutral disinfectant.
- When dealing with bodily fluids the rights and dignity of the child will be maintained.

Hand Washing

- Sink levels will be suitable for children.
- A mild, hypo-allergenic liquid hand soap will be used to wash hand, any allergies to soap will be identified on the enrolment form and catered for appropriately.
- Paper towel will be used to dry hands.
- Hand washing will be done:

- Before handling food
- After handling food
- After doing any dirty task
- After wiping a child's nose or their own nose
- After coughing or sneezing
- After touching or cleaning up bodily fluids
- After removing gloves
- After going to the toilet
- Before and after giving first aid
- Before and after administering medication
- After handling animals

How to wash hands

- Instructions on how to wash hands are displayed throughout the centre with detailed steps on how to wash hands properly.

Gloves

When used correctly gloves aid in minimising the risk of cross-contamination, disposable gloves must be worn by educators and staff whenever they:

- Come into contact with blood.
- Come into bodily waste products.
- Apply First Aid
- Wipe noses
- Prepare, handle or serve food.

Hygienic Toileting Procedure

At times it may be necessary for assistance to be given to a child regarding toileting, such as an accident or when the child has special needs. The following procedures must be followed:

- The rights and the dignity of the child will guide procedures
- Wear gloves
- The Nominated Supervisor or another trained educator will assist the child, making sure that another educator is nearby in viewing proximity.
- Where possible have the child take responsibility to change their soiled clothes.
- Place soiled clothing in a zip lock bag to send home for washing
- Encourage independence and a sense of autonomy.
- Ensure you and the child wash your hands at the end of the procedure.

Staff Hygiene

It is required that all staff take care of themselves and act as role models for children and parents. Educators and other staff are not to come to the centre when they are unwell. All educators and staff are expected to maintain healthy and clean habits in relation to their personal hygiene.

Dental Accidents

If a dental accident occurs at the centre the following will occur:

- The accident will be managed as an emergency. Incident, Injury, Trauma and illness record will be completed.
- The tooth should be gently rinsed in clean water for a few seconds, if the child is young and may swallow the tooth if it is reinserted into the socket wrap the tooth in cling wrap to give to the child's parent/caregiver.
- If the child is old enough and can be relied on not to swallow the tooth, it should be reinserted into the socket, getting the child to bite down gently to hold the tooth in place, if this is not possible the tooth can be placed inside the mouth next to the cheek or if this is not possible wrap in cling wrap
- Seek dental advice as soon as possible and ensure the child is taken to the dentist with the tooth/fragment within 30 minutes.

- The tooth should be handled by its crown (the white enamel top part of the tooth) not its roots.
- If the tooth came into contact with dirt advise the family to discuss with the dentist regarding whether a tetanus prophylaxis is required.

Food Preparation and Food Hygiene Procedure

Our centre uses the guidelines set out in the Food Safety Standards Australia and New Zealand to ensure that food is always prepared in a healthy and hygienic manner including:

- Washing hands before food preparation
- Displaying correct hand washing procedures
- Have a specific sink for hand washing.
- Cleaning the food preparation area before and after use
- Wearing gloves when handling, preparing and serving food
- Using tongs to serve food.
- Cleaning eating areas before and after use
- Having colour coded cleaning cloths for specific areas
- Providing families with current and relevant information regarding food preparation

Cooking with Children

Cooking experiences are included in programming. When these experiences are carried out, educators and staff will be vigilant to ensure food preparation remains a hygienic and safe experience. The relevant points from the above food preparation will be followed during the cooking experiences.

Food Storage

- Any food used by the centre to prepare breakfast and afternoon tea will be stored in a hygienic manner including being wrapped, covered, and dated.
- Food that is ordered through a supplier will be checked before being accepted by the centre.
- Meat products will be grouped together and stored separately.
- Any unused food will be stored in clear containers with dates and contents clearly marked.
- Any out of date or left-over food will be disposed of
- During vacation care food brought from home will be stored in the fridge in main room, and only taken from the fridge at specified mealtimes.
- Dry goods will be stored on shelves in marked containers.
- The FIFO rule (first in first out) rule will be applied.
- Clean fridge and freezers weekly

Composting

As part of our programming and the practice of embedding sustainable practices in the centre we use a Bokashi composting system to dispose of any left-over foods (suitable for composting) we aim to involve the children in the composting process and adhere to the following procedures when composting:

- Gloves are worn when carrying and emptying the compost.
- An educator or staff member always accompanies the child when emptying the compost.
- Hands are washed after removing gloves at the completion of the composting process.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 77,78,79
- Link to National Quality Standard: 2.1,2.1.2,2.1.3,2.2, 2.2.1, 2.2.2,

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards
- Work Health and Safety Regulations
- Food Standards Australia and New Zealand

Quality Area 2

Children's Health and Safety

Excursions

Policy Review Date: May 2026

Introduction

Excursions are a valuable experience for children, families and staff within the OOSH settings. Excursions provide the opportunity to expand and enhance children's experiences, explore different environments and engage in meaningful ways with their communities. Excursions require appropriate planning and risk management to ensure the best experience and enjoyment for all. Bilgola Plateau Public school OOSH service is committed to providing excursions that are well considered and planned, provide meaningful experiences and ensures the health, safety and wellbeing of children.

Goals

- To make excursions part of our vacation care program to ensure we are meeting the needs of the children in our care and providing a rich and stimulating program.
- To plan for excursions with careful consideration of the safety of children and adults.
- To ensure we have full documentation and permission has been obtained.
- To undertake full risk assessments, consider the value of excursions and plan for emergency and evacuation responses.
- To maintain our right to change or cancel excursions when necessary, we will always attempt to inform parents of any changes 24 hours prior to the planned excursion.
- To ensure all children attending excursions wear a Bilgola Plateau Public School OOSH branded t-shirt whilst on the excursion.

Strategies

The Approved Provider will:

- Ensure risk assessments are carried out.
- Ensure educator to child ratios take into account the needs of the group including ages and special considerations.

The Nominated Supervisor will ensure that all excursions are planned to:

- Maximise enjoyment, learning and safety.
- Reflect the interests, ages and capacity of the group.
- Ensure they are properly supervised and conducted in a safe, responsible and professional manner.
- Ensure full written consent and authorisation is obtained prior to the excursion.

The Nominated Supervisor will thoroughly research all excursions to ensure:

- Suitability and safety.
- Adequate supervision.
- Access to hazardous equipment and environments are minimised.
- There is adequate access to food, drink and other facilities (toilets, hand washing etc.).
- Consideration is given to the mobility and supervision requirements of children with additional needs.
- That there are sun safety measures in place including adequate sun and shade protection.
- Appropriate travel arrangements are made.

Risk Assessment

The Nominated Supervisor Will:

- Complete risk assessments prior to every excursion that include:
 - Any water hazards.

- The transport to and from the proposed destination
 - The number of children and adults involved including ratio
 - The number of educators or other responsible adults required to ensure appropriate supervision. This number will be determined by taking into consideration the risks posed by the excursion and whether any adults with specialised skills are required.
 - The proposed activities.
 - The likely length of time of the excursion including departure and arrival times.
 - The items that should be taken on the excursion, for example, first aid kit, mobile phone and a list of emergency contact numbers.
- A sample Excursion Risk Management Plan can be downloaded from the ACECQA website: <http://acecqa.gov.au/storage/Excursion%20risk%20management%20plan.pdf>

Permission

- Families' permission must be obtained before any child is taken outside of the service and specific permission is required for swimming.
- By signing the booking/excursion form or booking sessions via the Xplor Home App the account holder is authorising their child to attend the activities stated.
- Excursions to locations visited on a regular basis such as local parks may be undertaken without prior notice if families of children in the group have given excursion permission. If an excursion is a regular outing, the authorisation is only required to be obtained once in a 12-month period. Once an initial risk assessment has been carried out for regular outings, risk assessments are not required for subsequent outings to the same place, unless there is a change to the place or venue.

Supervision

- Children will be orientated to the risk elements and procedures prior to attending any excursion. This would include elements such as what to do if they become separated from the group, toilet procedures, talking to strangers etc.
- Adequate numbers of educators to effectively supervise the children must be rostered on for excursions. Numbers of educators must take into consideration the ages and developmental stage of the children attending the excursion and be based on a risk assessment of the excursion.
- Typically for an excursion not involving water the ratio of educators to children will be 1:10.
- Head counts must be conducted regularly throughout the duration of the excursion.
- Children will wear Bilgola Plateau Public School OOSH t-shirt that clearly shows the name of the centre and contact details.
- An educator must inspect all public toilets before children use them.
- An educator and at least one other child must accompany any child when using a public toilet.
- When walking the children, one educator must lead the group, another to follow at the back, and the remaining educators spaced along the group.
- When crossing a road, a pedestrian crossing must be used if possible. If there is no pedestrian crossing, the safest way to cross the road must be determined. One educator must step out onto the road, and if necessary, stop traffic from both directions. The remaining educators then lead children across the road.

Lost Child

- In the event that a child is lost during an excursion the well-being and safety of the other children in the group will be considered and at least one educator will remain with the group.
- Inform other educators in your group.
- Ask the children if they have seen the missing child recently.
- Reassure any child who may be upset.
- Search the premises.
- Check the meeting points.
- Ask the venue staff to begin a search and make an announcement over a loudspeaker if possible.
- Once initial checks have been undertaken and if the lost child has not been found, the Nominated Supervisor or another Responsible Person will contact the Police and family.
- The incident will be reported to the Regulatory Authority in accordance with reporting requirements.

Information and Equipment

Information and equipment to be taken on excursions will include:

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

Water Safety

The service recognises the risks posed by bodies of water. The service will ensure that every precaution is taken so that children are able to enjoy water-based activities safely.

- Risk assessments will be carried out for programmed water-based activities.
- The Regulations do not specify a specific educator to child ratio for activities where water is a feature. The number of educator's present is to be determined by a risk assessment of the proposed activity.
- It must also be noted that in sections 165, 167 and 169 of the National Law there are clear statements about adequate supervision.
- A range of factors shall determine the adequacy of supervision, including:
 - Numbers, ages and abilities of the children.
 - Number and positioning of educators.
 - Each child's current activity.
 - Areas where children are playing, in particular the visibility and accessibility of these areas.
 - Risks in the environment and experiences provided to children.
 - Educators' knowledge of each child and each group of children, the experience, knowledge and skill of each educator.
- Typically, Bilgola Plateau Public School OOSH maintains a 1:5 ratio where the children are actively engaging with a body of water.

Definition of a body of water:

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

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: *99-100, 168*
- National Quality Standard: *1.1, 2.2.1, 4.1, 7.1.2.*

Sources

- Education and Care Services National Regulations
- Guide to the National Quality Standard
- My Time Our Place Framework for School Age Children

Quality Area 2

Children's Health and Safety

Nutrition/Food/Beverages/ Dietary Requirements

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH provides breakfast and afternoon tea to children using the centre. We provide all morning tea, lunch and afternoon tea during vacation Care. Breakfast is provided from 7am-8.15am, afternoon tea is provided from 3.20pm-3.50pm. Specific dietary requirements are catered for when this information is indicated on the enrolment form. We aim to provide nutritious food that promotes the health of each child. We believe that a healthy diet is the key to healthy eating habits as it provides children with the nutrients, they need to live an active, healthy lifestyle. Our menu is planned using the guidelines set out by the Australian Government Healthy Eating and Physical Activity for Early Childhood Settings and the Dietary Guidelines for Children and Adolescents

Goals

- To role model healthy eating and activity throughout the day to all children and families.
- To develop menus in accordance with the Australian Government Healthy Eating and Physical Activity for Early Childhood Settings, and the Dietary Guidelines for Children and Adolescents in Australia.
- Support families in educating their children about healthy food choices.
- To ensure all children feel cared for and that specific dietary requirements are catered for wherever possible

Strategies

- All educators and staff will have access to the *Healthy Eating and Physical Activity Guidelines for Early Childhood Settings*.
- Staff employed to prepare meals will be qualified in an approved training course on food handling, nutrition and hygiene, and be provided with ongoing professional development opportunities to refresh their knowledge of children's dietary needs, food handling and hygiene procedures.

Provision of food and drinks at the service

The Approved Provider will:

- Ensure the Nominated Supervisor is aware of their role regarding menu planning and that they are suitably qualified to do so.
- Ensure that there are enough funds available to plan, develop and purchase food items necessary to provide a healthy menu to children at the centre.
- Ensure that food and beverages provided are nutritious and adequate in quantity, and take each child's individual dietary requirements, growth and development needs and any specific cultural, religious or health requirements.
- Ensure that the service displays an accessible menu which accurately describes the food and beverages provided by the service each day.
- Ensure that educators and staff are aware of the need to implement adequate health and hygiene practices and use safe practices for handling, preparing and storing food to minimise risks to children being educated and cared for by the service.

The Nominated Supervisor will ensure that:

- Children will always have access to safe drinking water.
- All children are offered food and beverages appropriate to the needs of each child.
- Food and beverages provided are nutritious and adequate in quantity, in consideration of growth and development needs, any known food allergies and intolerances of specific children, and in line with

recommended dietary guidelines, and will take into consideration each child's individual dietary requirements, growth and development needs and any specific cultural, religious or health requirements.

- The service displays an accessible menu which accurately describes the food and beverages provided by the service each day.
- The menu is diverse and will reflect the cultural backgrounds of families and the local community.
- Educators and staff implement adequate health and hygiene practices and use safe practices for handling, preparing and storing food to minimise risks to children.
- Ensure that as per the Medical Conditions Policy the centre shall remain a nut free centre and that all dietary requirements relating to medical conditions are adhered to.

Staff and educators will ensure that:

- Healthy eating is promoted through role modelling and eating with the children.
- Children are encouraged to make healthy food choices.
- All mealtimes are positive, relaxed and social.
- Children are encouraged to try new foods, and their food likes, and dislikes are respected.
- Children are positively involved in mealtimes.
- They implement adequate health and hygiene practices and use safe practices for handling, preparing and storing food to minimise risks to children.
- Ensure that as per the Medical Conditions Policy the centre shall remain a nut free centre and that all dietary requirements relating to medical conditions are adhered to.

Supporting families

- Staff and educators will support families' choices regarding their children's diet
- The service will provide families with up-to-date information on dietary requirements of young children to ensure optimal growth and development and provide families with opportunities to discuss ways to maximise the health and well-being of their children.

Education and information

- Educators will engage children in learning experiences that are fun and enjoyable and incorporate key messages around healthy eating.
- Implemented learning experiences will be guided by the MTOP principles and incorporate the child's identity.
- Families will be provided with current information about recommended guidelines around dietary requirements, screen time and physical activity.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 77, 78, 79, 80
- Link to National Quality Standard: 2.1, 2.1.3

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards
- Eat For Health the Australian Dietary Guidelines
- Dietary Guidelines for Children and Adolescents in Australia

Quality Area 2

Children's Health and Safety

Providing a Child Safe Environment

Policy Review Date: May 2026

Bilgola Plateau Public School OOSH supports all children, with a strong commitment to ensuring their safety and creating a secure environment. The safety and wellbeing of children are of utmost importance. We implement the National Principles for Child Safe Organisations and foster a culture of safety and wellbeing. Our service promotes a sense of security and belonging, and acceptance of all children.

Goals

We are committed to providing a child safe environment and will provide training, resources, transparency, and guidance to support this to:

- ensure that the health, safety and wellbeing of children at the service is always prioritised;
- ensure that people educating and caring for children at the service act in the best interests of the child;
- protect and advocate the rights of all children to feel safe, and be safe, at all times;
- maintaining a culture in which children's rights are respected;
- encouraging active participation from families at the service, supporting a partnership approach and shared responsibility for children's health, safety, wellbeing and development;
- ensure the National Principles for Child Safe Organisations are implemented and regularly reviewed.
- ensure that the Child Safe Standards are implemented and monitored, where endorsed and mandated by states and territories.

All children have the right to experience quality education and care in an environment that promotes opportunities to thrive with adults who safeguard and advocate for their health, safety, security and wellbeing including the right to:

- be asked to express their views and wishes about matters affecting their lives and to have those views appropriately considered by adults;
- feel and be safe in their interactions with adults and other children and young people; and
- understand, as early as possible, what is meant by 'feeling and being safe'.

Strategies

The Physical Environment

In order to promote a safe physical environment we will:

- Ensure all equipment and materials used at the service meet relevant Australian safety standards.
- Conduct daily checks of the environment and equipment.

- Remove, repair or replace worn and damaged buildings, structures equipment and resources which may provide a safety risk for children in a timely manner.
- Maintain an equipment maintenance schedule.
- Ensure learning environments are established that provide appropriate child groupings, sufficient space, and include carefully chosen and well-maintained resources and equipment.
- Organise indoor and outdoor spaces to ensure risks to the health and safety are minimised.
- Conduct a risk assessment of the service environment on a quarterly basis to determine any risks to children's health and safety.
- Analyse and evaluate the risks associated with identified hazards.
- Determine appropriate ways to eliminate or control identified hazards.
- Review risk assessments after any serious incident report is made to the Regulatory Authority.
- Ensure smoking, vaping and e-cigarettes are banned within the grounds of, and within the legislated distance for our state/territory of any entrance of an enclosed public space.
- Ensure secure storage of hazardous products including chemicals and medications.

Digital Technologies and the Online Environment

- Refer to the *Safe and Responsible Use of Digital Devices* policy
- All stakeholders have a responsibility to ensure online safety, as their children grow up in digital contexts. Children will be provided information about online safety.
- Our service adheres to the National Model Code and Guidelines developed by ACECQA, to comply with the effective and safe use of digital and personal devices in daily practice.
- The National Model Code and the Guidelines advise that staff, students, volunteers and families regarding child safety risks and considerations when using personal and service devices in the centre.
- Our service adheres to the four parts of the National Model Code as follows:
 - **Part 1:** Only service-issued electronic devices should be used when taking images or videos of children while providing education and care. The appropriate use of service-issued electronic devices for taking, sending and storing images or videos of children should be clearly outlined in policies and procedures.
 - **Part 2:** Personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, smart watches) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) should not be in the possession of any person while providing education and care and working directly with children. Any exceptions to this should be for limited, essential purposes that are authorised in writing (or through another means if written authorisation is not reasonably practicable) by the approved provider at the service, and where that access does not impede the active supervision of children.
 - **Part 3:** Essential purposes for which use and / or possession of a personal electronic device may be authorised for purposes other than taking images or recording videos of children.
 - **Part 4:** Approved providers and their services should have strict controls in place for the appropriate storage and retention of images and videos of children.

Supervision

- Ensure that sufficient numbers of educators are employed to ensure adequate supervision of children at all times.
- Manage rosters to not only ensure that adequate numbers of educators are on duty to meet ratio and qualification requirements but that duty of care implications are considered to ensure adequate supervision at all times.

Staff

- Ensure screening and suitability of staff, volunteers as per the legislation and policy at the time of employment and as part of an ongoing process.
- Working with vulnerable people/children check details must be included on volunteer staff records.
- Ensure rigorous induction processes for staff, volunteers and students that embed Child Safe Standards and practices of a child safe culture.
- Complete child protection training, and annual refresher training.
- Respond proactively to emerging staff performance concerns.

Child Protection

- Ensure that all staff including educators, students and volunteers have current working with children checks or equivalent as required by state or territory specific legislation.
- Ensure that all staff are given information and/or training about child protection law and any obligations they have under that law.
- Ensure risk management strategies are in place to support and protect the safety and well-being of all children.
- Refer to the *Child Protection Policy*.
- All educators and volunteers of our service are required to familiarise themselves with child protection legislation in their state/territory and take appropriate measures according to state/territory specific protocols if they have reasonable grounds to suspect a child or young person is at risk of significant harm and have current concern about the safety, welfare or wellbeing of a child or young person
- *Complaint handling policies* include policies and procedures for managing complaints about children exhibiting harmful sexual behaviours.
- *Complaint handling policies* and procedures are child focussed, in accordance with the National Principles for Child Safe Organisations
- Staff will undertake training in order to effectively:
 - make appropriate responses to all disclosures of abuse and any allegation of abuse against staff members of the service;
 - understand the responsibilities and processes as a mandatory reporter (or equivalent);
 - be able to recognise the factors that increase a child's vulnerability to maltreatment;
 - be aware of the vulnerabilities which may indicate a need to assess, monitor or curtail the behaviour of individuals in relation to children and young people within organisations;
 - implement procedures for releasing children only into the care of authorised persons.

Preventing other harms and hazards

The service will ensure that:

- At a governance level, Approved Providers/Nominated Supervisors identify and manage risk that align with the Child Safe Standards.
- Risk assessments are conducted regularly for excursions and transportation provided or arranged by the service in conjunction with the service's *Excursions and/or Transportation of Children policies*.
- Risk minimisation practices are in place for the management of medical conditions in conjunction with the service's Medical Conditions policy.
- Risk assessments are conducted regularly for all identified risks inline with current laws, regulations and standards.
- Emergency evacuation plans specific to the service are implemented in conjunction with the service's Emergency and Evacuation policy.
- If staff consume hot drinks, they are made and consumed away from children.

Roles and Responsibilities

Role	Authority/Responsibility for
Approved Provider	• Understand their responsibility under the Reportable Conduct Scheme (NSW specific). • Ensure the service operates in line with the Education and Care Services National Law and National Regulations with regard to the delivery and collection of children at all times. • Ensure all staff have access to relevant professional development. • Ensure that the Nominated Supervisor and staff members at the service who work with children are advised of current child protection legislation, its application, and any obligations that they may have under that law (Regulation 84).
Nominated Supervisor	• Understand their responsibility under the Reportable Conduct Scheme (NSW specific). • Ensuring screening and suitability processes are maintained to meet policy and legislated requirements. • Identifying and providing appropriate resources and training to assist staff, contractors, visitors, volunteers and students to implement this policy (refer to Sources). • Keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy. • Cooperate with other services and/or professionals in the best interests of children and their families.

Role	Authority/Responsibility for
	• Ensure that families are made aware of support services available to them and of the assistance these services can provide. • Ensure that all staff who work with children are supported to implement this policy in the service. • Protect the rights of children and families and encourage their participation in decision-making at the service.
OOSH Educators	• Act in accordance with the obligations outlined in this policy. • Raise concerns when barriers or threats to the protection of children and young people's safety and wellbeing are identified, including through the conduct of other adults at the site/service. • Keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy. • Follow all record keeping requirements. • Undertaking appropriate training and education on child protection. • Identifying any potential for risk and harm to a child at the service and developing and implementing effective prevention strategies in consultation with the approved provider and the nominated supervisor. • Co-operating with other services and/or professionals in the best interests of children and their families. • Informing families of support services available to them, and of the assistance these services can provide. • Ensuring that no child is left alone (or is out of sight) with a contractor, visitor, volunteer, student or parent/guardian at the service. • Implementing the procedures for reporting suspected child abuse. • Notifying the nominated supervisor or the approved provider immediately on becoming aware of any concerns, complaints or allegations regarding the health, safety and welfare of a child at the service. • Offering support to the child and their family, and to other and staff in response to concerns or reports relating to the health, safety and wellbeing of a child at the service. • Maintaining confidentiality at all times. • Adhering to all service policies that adhere to the Child Safe Standards. • Understand and adhere to risk management strategies for the relevant children in their care. • Ensuring risk management strategies are understood and adhered to.

Role	Authority/Responsibility for
Families	• Reading and complying with this policy. • Reporting any concerns, including in relation to potential for child abuse, to the Nominated Supervisor.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Related Guidelines, Standards, Frameworks

National Quality Standard, Quality Area 2: Children's Health and Safety – Standard 2.2

National Quality Standard, Quality Area 3: Physical Environment – Standard 3.1, 3.2

National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1, 7.2

National Principles of Child Safe Organisations

National Model Code for Taking Images or Videos of Children in Early Childhood Education and Care

Related Legislation

Education and Care Services National Law: Sections 18, 162A, 165, 166, 167, 20

Education and Care Services National Regulations: Regulations 82, 83, 84, 99, 103, 115, 122, 123, 158-159, 165, 168(2)(h), 175, 176

Australian Child Protection Legislation

aifs.gov.au/cfca/publications/australian-child-protection-legislation

Australian Privacy Principles – www.oaic.gov.au

Privacy Act 1988 (Privacy Act) – www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act

Sources

- Office of the Australian Information Commissioner – www.oaic.gov.au
- NSW Office of the Children’s Guardian <https://ocg.nsw.gov.au/>
- (NSW Only) [Reporting Obligations Poster Resources | Office of the Children’s Guardian \(nsw.gov.au\)](https://www.nsw.gov.au/ocg/reporting-obligations-poster-resources)
- NSW Dept of Education: [Guide on the Child Safe Standards for early childhood education and outside school hours care services \(nsw.gov.au\)](https://www.nsw.gov.au/education/child-safe-standards)
- (NSW only) [Child Safe Standards Fact Sheet](https://www.nsw.gov.au/education/child-safe-standards)
- Australian Children’s Education and Care Quality Authority (ACECQA) – www.acecqa.gov.au
- ACECQA’s Guide to the National Quality Framework
- Australian Institute of Family Studies: Pre-employment screening: Working With Children Checks and Police Checks - aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks
- Childsafety Australia – www.childsafetyaustralia.com.au
- United Nations Convention on the Rights of the Child – www.unicef.org.au
- The Supporting young children’s rights: Statement of intent (2015-2018) – www.earlychildhoodaustralia.org.au
- Australian Human Rights Commission – www.humanrights.gov.au
- Australian Childhood Foundation – www.childhood.org.au
- UNICEF The Convention on the Rights of the Child: The children’s version - www.unicef.org/child-rights-convention/convention-text-childrens-version
- National Model Code - www.acecqa.gov.au/national-model-code-taking-images-early-childhood-education-and-care

Quality Area 2

Children's Health & Safety

Supervision

Policy Review Date: May 2026

Introduction

Supervision of children is a shared responsibility of all staff, including both permanent and casual educators. At all times, children will be actively and appropriately supervised while attending the OOSH service, whether they are within the service premises, in other areas of the school, or on excursions. Supervision practices will comply with the Education and Care Services National Law and Regulations, and educator-to-child ratios will be maintained or adjusted to ensure the safety and well-being of all children.

Supervision includes more than just monitoring; it involves being actively engaged with children, maintaining proximity, scanning and anticipating potential risks, and responding to children's needs. It also includes promoting safe behaviour, guiding positive interactions, and ensuring that all children are protected from harm and hazards.

Staff are expected to remain vigilant, communicate effectively with each other, and continuously evaluate the supervision arrangements to ensure they support both safety and meaningful engagement for every child.

Goals

- To provide a child safe environment through the implementation of active supervision practices at all times.
- To ensure all educators, including permanent and casual staff, have a clear and consistent understanding of what constitutes active supervision, including their roles and responsibilities.
- To maintain systems and procedures that minimise the risk of children being exposed to harm or hazards, both within the OOSH service and in external environments such as school grounds and excursions.

Strategies

The Approved Provider will:

- Liaise with the Nominated Supervisor to ensure there are enough staff employed to adhere to child/educator ratios.
- Liaise with the Nominated Supervisor to establish policy and procedures are implemented to protect children being educated and cared for by the service from harm and or hazard.
- Ensure a child safe environment is maintained.
- Ensure there are funds available to respond to any maintenance required to ensure a child safe environment.
- Ensure the centre is a tobacco, vape, alcohol, and drug free.

The Nominated Supervisor will:

- Develop rosters to ensure that adequate numbers of educators are on duty to meet ratio and qualification requirements.
- Assess the specific needs of the group of children in attendance and adjust the ration of 1:15 when necessary to provide quality care. Ratios will be adjusted based on the age of children in attendance and any specific need for a lower ratio will be addressed including but not limited to children attending with additional needs.
- Ensure all educators and staff are not affected by alcohol or drugs or smoke any substance including vapes whilst working, nor do they attend their shift smelling of cigarette, vape, alcohol or any other drug.
- Ensure the centre is a smoke, alcohol and drug free area.

- Engage casual staff as appropriate to meet ratio requirements.
- Ensure staff are aware of the need for adequate active supervision of children.
- Adopt policies designed to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury are implemented and that all staff are aware of these policies and procedures.
- Designate 'watch areas' to ensure all areas of the grounds are supervised. Ensure Educators are aware of the area they are supervising. Display signage of 'watch areas' so Educators are aware of their allocated area.
- All children and staff are informed of boundaries when starting at Bilgola OOSH. Children are regularly reminded of boundaries during roll call meetings.
- Review enrolments and update staff regarding any 'high risk' students. Through the enrolment process communicate with families to identify and discuss children's abilities to follow instructions.
- Develop a 'watch list' of children who need to be monitored every 30 min. Designate a staff member to this duty.
- Ensure routine head counts are completed.

Educators will:

- Engage in the 'active supervision' of children.
- Engage with children whilst supervising.
- Ensure they are not affected by alcohol or drugs, cigarettes or vapes.
- Not attend shifts if they are experiencing any effects of injury or illness that may affect their ability to provide supervision.
- Be responsible for their 'watch area' and if for any reason they need to leave their designated area, another Educator will be informed.
- Ensure that ratios are maintained.
- Seek guidance and direction if unsure of any matter relating to the supervision of children.
- Stay up to date with any changes to policy and procedures.
- Not engage in personal discussions between staff. If personal discussions do occur, they should be brief, appropriate and only at times where the environment is low risk, play is calm and staff to child ratios are well over regulatory requirements - such as 2 staff to 15 children.
- Ensure work related discussions with fellow staff members are kept brief and if needed followed up at a time when the staff member is not allocated to supervise.

Educators will:

- Be reminded regularly at start work meetings and staff meetings to follow centre supervision procedures.
- Be allocated to supervise groups based on experience, qualification, and knowledge of the children.
- Be instructed to watch for indicators that may lead to play being redirected or interrupted.
- Be made aware to notify when there is a high-risk activity and supervision may require increased staff to child ratios.
- Be made aware of the 'watch areas' requiring regular supervision as part of their orientation process.
- Be asked for feedback regarding employees that may need further training in supervision.

Inside Supervision

- Circulate around the area. Scan all the children so you are aware of who is playing where and what.
- Interact with the children in conversation and games.
- Create a safe environment free of hazards that is calm and controlled, staff will encourage children to respect and pack away equipment.
- Ensure experiences that are planned have adequate space.
- Ensure activities are not conducted in walkways or behind doors.
- Staff interactions will maintain a fun yet calm environment.
- Create a calm and controlled environment do not allow running around inside and encourage the use of 'inside voices'.

- Keep children engaged, staff should communicate, participate and assist with children's games and activities.
- Staff engaging in one-to-one interactions will still focus on the whole group.
- Be aware of what children have been collected and dropped off and ensure all parents are greeted on arrival and departure.
- Ensure high risk activities are planned in areas that allow for clear supervision.

Outdoor Supervision

- Circulate around the area. Scan all the children so you are aware of who is playing where and what.
- Interact with the children in conversation and games.
- Staff will focus on large group rather than small group activities.
- Designated supervision placements ensure effective supervision.
- Ensure adequate space is provided for large group/sports activities.
- Ensure high risk activities are planned in areas that allow for clear supervision.
- Communicate with other employees regarding supervision areas and inform them when leaving a supervised area.
- Be aware of what children have been collected and dropped off ensure all parents are greeted on arrival and departure.
- Risk assessments are conducted for all high-risk activities.

Wet Weather Supervision

- Movies are allowed to be watched during wet weather; these will be G or PG rated.
- Educators will be positioned to supervise thoroughfares for wet weather transitions.
- Outdoor play will go ahead in wet weather when possible, supervision must be maintained.
- Educators are to come to work prepared to supervise in wet weather.
- Other areas within school boundaries may be used in wet weather, supervision requirements will be maintained during these times.
- Head counts will be performed when leaving, on arrival, before departure and on arrival back at OOSH.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 115, 168(2)(h), 176
- Link to National Quality Standard: 2.2, 2.2.1
- National Law: 163, 167, 174

Sources

- Education and Care National Quality Regulations
- Education and Care National Quality Standards

Quality Area 2

Children's Health & Safety

Sun Protection

Policy Review Date: May 2026

Introduction

Australia has the highest rate of skin cancer in the world. Research has indicated that children have sensitive skin that places them at particular risk of sunburn and skin damage. Exposure during the first 15 years of life can greatly increase the risk of developing skin cancer in later life. Bilgola Plateau Public School OOSH takes every precaution to ensure children in care are not exposed to harmful UV

Goals

- We are committed to following best practice sun protection guidelines to safeguard children, families, educators, and staff from the harmful effects of UV radiation.
- Our service operates as a recognised SunSmart service, actively promoting sun safety through education, daily routines, and environmental planning.

Strategies

The Approved provider will:

- Ensure there Nominated Supervisor has developed and adopted a Sun safe policy in line with current regulations.
- Ensure there is sufficient funding to maintain a sun safe environment.
- Fund regular training regarding sun safe behaviours and actions.
- Provide funds for adequate supplies of sunscreen and other sun safe resources.
- Provide sun safe hats for all educators.

The Nominated Supervisor will:

- Develop a sun safe policy in line with advice from the Cancer Council's NSW SunSmart guidelines.
- Ensure a combination of sun protection measures whenever UV Index levels reach 3 and above are implemented by the Nominated Supervisor. This will include:
 - From October to March sun protection is required at all times. Extra sun protection is needed between 11am and 3pm and during this period outdoor activities should be minimised. Minimising outdoor activities includes reducing both the number of times (frequency) and the length of time (duration) children are outside.
 - In June and July when the UV index is mostly below 3, sun protection is not needed.
- All sun protection measures (including recommended outdoor times, shade, hat, clothing) will be considered when planning excursions and activities.
- Ensure adequate sun safe resources are purchased and available.
- Organise regular training for educators regarding sun safe practices.
- Embed practice into daily operations
- Ensure that daily routines and planning incorporate:
 - UV index monitoring (e.g., using the SunSmart app or website)
 - Limiting outdoor play when UV is 3 or higher, or modifying play areas/times
 - Supervision practices that include sun protection checks

Outdoor Activities

The service will use a combination of sun protection measures whenever **UV Index levels reach 3 and above**.

This will include:

- Using the SunSmart app to determine actions.
- All sun protection measures (including recommended outdoor times, shade, hat, clothing and sunscreen) will be considered when planning activities.
- Sun protection will be included in risk assessments, including excursions where sun protection practices are planned, organised, understood and available.

Shade

- The service will provide and maintain adequate shade for outdoor play. Shade options can include a combination of portable, natural and built shade. Regular shade assessments should be conducted to monitor existing shade structures and assist in planning for additional shade.

Sunscreen

- SPF 30+ (or higher) broad-spectrum water-resistant sunscreen is available at the service.
- All staff and children are encouraged to apply sunscreen 20 minutes before going outdoors and reapply every 2 hours.
- Permission to apply sunscreen is included in the service enrolment form. Where children have allergies or are sensitive to sunscreen, parents are asked to provide an alternative sunscreen.

Hats

Educators, staff and children are required to wear sun safe hats.

Role Modelling

Educators and staff will act as role models and demonstrate sun safe behaviour by:

- Applying SPF30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors.
- Wear a suitable hat whilst outdoors.
- Using and promoting shade.
- Wearing sunglasses that meet the Australian Standard 1067 (optional).
- Families and visitors are encouraged to role model positive sun safe behaviour.

Education and Information

Sun protection will be incorporated regularly into learning programs. Sun protection information will be promoted to all staff, families and visitors. Further information is available from the Cancer Council website

www.cancercouncil.com.au/sunsmart.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 168
- Link to National Quality Standard: 2.1, 2.1.1, 2.2, 3.1.1

Sources

- Education and Care Services National Regulations
- Education and Care Services National Standards

- Cancer Council NSW
- NSW department of Health
- National Health and Medical Research Council

Quality Area 2

Children's Health and Safety

Water Safety

Policy Review Date: May 2026

Introduction

The safety and supervision of children in and around water is of the highest priority. This relates to water play, hot water, and drinking water and hygiene practices with water in the service environment. Children will be supervised at all times during water play experiences.

Goals

To ensure the health and safety of children at the centre by:

- Protecting them around water through supervision and prevention
- Promoting the availability of clean, hygienic water for play and for drinking.

Strategies

The Approved Provider will:

- Ensure risk assessments have been carried out for any water-based activities or identified risk.

The Nominated Supervisor will:

- Provide guidance and education to educators, staff and families on the importance of children's safety in and around water.
- Ensure work, health and safety practices incorporate approaches to safe storage of water and play.

Educators and staff will:

- Ensure water troughs or containers for water play are filled to a safe level. These activities will be supervised at all times and containers or troughs will be emptied onto garden areas after use. Children will be discouraged from drinking from these water activities.
- Teach children about staying safe in and around water.
- Empty buckets used for cleaning immediately after use. No buckets are left in play areas or accessible to children.
- Provide clean drinking water at all times. This water will be supervised to ensure that it is safe and hygienic for consuming. Water containers will be securely sealed. At the end of each day, the water container will be emptied and cleaned thoroughly.

Operational Safety

- Grey water systems or water tanks will be labelled with "do not drink" signage and the children will be supervised in this area to make sure they are not accessing this water for drinking. Educators will discuss with the children that this water is for the purpose of play and not for consumption.
- Hot water accessible to children will be maintained at the temperature of 43.5°C. Thermostatic valves to be tested and serviced annually by a plumber.
- Hot drinks are only to be consumed in a thermal cup or mug and kept out of children's reach.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 168
- Link to National Quality Standard: 2.1,2.2,2.2.1

Sources

- Education and Care Services National Regulations
- Education and Care Services National Standards
- Water Safety www.kidsafe.com.au

Quality Area 2

Children's Health and Safety

Transport

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH aims to transport children safely. When planning transportation, we will ensure that all modes of transport used are safe and comply with the required regulations.

Goals

- To ensure children, staff, parents/caregivers and volunteers are transported safely.
- To establish a clear process to follow regarding transportation.

Strategies

The Approved Provider will:

- Ensure policies are in place for the safe transportation of children attending the service.
- Ensure risk assessments are carried out by the Nominated Supervisor when any transport is to occur, such as when on excursions.

The Nominated Supervisor will:

- Implement, review and update this policy as required.
- Complete risk assessments when any transport is to occur, such as when on excursions.
- Ensure the company has all required licences and insurance.
- Ensure parental permission has been obtained.
- Use a charter company suitable to the needs of the group.
- Every effort will be made to have seat belted coaches when travelling, this is not a regulation and we recognise that this may not be possible at times. If we are using a coach without seatbelts this will be clearly communicated to parents.
- Make sure children are provided with seat belts when travelling over 80 kilometres or for over ten kilometres on a freeway e.g. if travelling on a freeway for five kilometres a coach is not needed but the bus must only travel at a maximum of 80 kilometres per hour whilst on the freeway

When walking the children, Educators will:

- Carry a first aid kit and working telephone.
- Follow the designated route as per the risk assessment.
- Ensure the correct ratio of staff to child is maintained.
- Ensure that a staff leads the group, and another follows behind.
- Ensure that no child ever runs ahead of the group.
- Ensure the group use the footpath and do not walk on gutters or the road.
- Ensure the safety of the group by crossing the road as a group.
- In the absence of a pedestrian crossing will stand on the road and stop traffic until all children have crossed safely.
- Have authorisation for walking excursions to local areas of interest as part of enrolment.
- Engage the children whilst walking to provide a learning opportunity.

When travelling by bus Educators will:

- Make sure children remain seated.
- Ensure children are not left alone with the bus driver.
- Assure that children are assisted on and off the bus.
- Provide clear instructions to the group regarding safety and behaviour expectations.

- Ensure head counts are done when children board and disembark the bus. When arriving at or departing from venues and when returning to OOSH grounds.
- Ensure they are aware of collection and drop off zones.
- Routinely check any sleeping children.

In case of a breakdown staff will:

- Ensure the Nominated Supervisor is informed if required.
- Organise a suitable alternative.
- Ensure children are safe and calm.
- Complete all necessary communication procedures.

In case of an accident staff will:

- Check to see if there are any injuries, conduct first aid, call an ambulance if required.
- Ensure the children are safe and calm.
- Obtain details of all drivers involved including name, contact information, registration number, driver's licence, insurance and any damage made to either vehicle.
- Ensure that the Nominated Supervisor/ is informed.
- Phone the police is required.

The Nominated Supervisor or Responsible Person on duty will:

- Co-ordinate the appropriate response.
- Arrange alternative transport.
- Complete a serious incident report.
- Complete all necessary communication procedures.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: *100-102, 119-123, 166, 168, 176*
- Education and Care Services National Quality Standards: *2.2, 2.2.1, 2.2.2*

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards

Quality Area 3

Physical Environment

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH will ensure the environment is safe, clean and well maintained and that it emphasises enhances children's learning and development. The physical environment will support children's safety, learning, levels of engagement and access to positive experiences and inclusive relationships.

Goals

- To promote an environment that promotes safety and enhances children's learning and development.
- To provide children with challenges in relation to indoor and outdoor environments and play areas.
- To ensure the environment is inclusive to children with additional needs.
- To involve families in decisions regarding the purchasing of resources and materials.
- To support children to become environmentally responsible.
- To ensure that indoor and outdoor spaces reflect the specific needs of the centre.
- To provide indoor and outdoor spaces that promotes agency and competence.
- To ensure premises, furniture and equipment is safe, clean and well maintained.

Strategies

The Approved Provider:

- Is responsible for the purchasing of any large purchases of equipment.
- Ensure there are sufficient funds to purchase materials and resources and to maintain a safe, well maintained environment.
- Ensure the physical environment is suitable for the needs of the group.
- Ensure that the number of children being cared for have adequate space in line with current regulations.
- Ensure they act on any hazard reports in a timely manner.
- Ensure that the centre and its grounds comply with Local Government regulations

The Nominated Supervisor:

- Is responsible for the daily running purchases of the centre.
- Will compile (with the assistance of educators) of equipment that needs maintenance on a prioritised basis.
- Alert the Approved Provider of any equipment that needs immediate maintenance.
- Document required maintenance in a maintenance plan/logbook as required and ensure that repairs happen in a timely manner.
- Will ensure that the environment is continuously reflected on and reviewed to ensure that it reflects and promotes an environment that is safe, inclusive and stimulating.

Grouping of Children

Developmental stage and age will determine the grouping of children to provide an environment suited to that stage/age. The groups will be provided with appropriate learning areas and opportunities for play experiences.

Resources and Materials

- Will allow for multiple uses and be of sufficient number.
- Will allow for each child to be engaged in quality experiences in both built and natural environments.
- Be environmentally sustainable when possible.
- Will promote inclusion, competence and support explorative and dramatic play.
- Provide a range of indoor and outdoor learning opportunities.

Sustainable Practices

We support children in their discovery of the natural environment and through the use of sustainably sourced resources, reusing, recycling and composting and intentional teaching we aim to embed sustainable practices into their daily lives.

Safety

Safety Checks

Daily inspection of the premises will be undertaken before children arrive. The inspection will include:

- Service perimeters
- Fences/fence lines
- Gates
- Paths
- Buildings
- All rooms accessible to children
- Fixed equipment
- Trees checked for hanging/loose branches
- Indoor and outdoor safety checklists will be used to complete the safety checks and these records will be kept at the centre.
- Electrical equipment maintenance will be carried out by a qualified electrician as per the Department of Education guidelines.

Cleaning of Building, Premises, Furniture and Equipment

- Structured cleaning schedules will be adhered to, ensuring a safe and clean environment.
- Cleaning will be carried out according to the Review and Maintenance procedures.
- Educators will clean the premises as detailed in the *Health and Hygiene Policy*.
- Accidents and spills will be cleaned up as quickly as possible to ensure that the centre maintains a high level of cleanliness and hygiene.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 104,108, 113,
- Link to National Quality Standard: 2.2, 3.3, 3.1.1, 3.1.2, 3.2.1, 3.2.2,3.2.3

Sources

- Education and Care Services National Law
- Education and Care Services National Regulations
- Education and Care Services National Quality Standards
- Work Health and safety Act 2011

Quality Area 4

Staffing Arrangements, *including Responsible Person, Code of Conduct, staffing requirements, staffing selection and entitlements.*

Policy Review Date: May 2026

Introduction

Staffing arrangements are organised to ensure adherence to the National Law and the Education and Care Services National Regulations 2011. Every effort is made to ensure continuity of educators enabling secure attachments to be formed. Professional collaboration is encouraged and aimed at forming a cohesive unit dedicated to best interest of the children and families who use our centre.

Goals

- To ensure Education and Care Services National Law and National Regulations guidelines are adhered to regarding the Responsible Person, staff to child ratios and staff qualifications.
- To ensure that all educators and staff conduct themselves ethically.
- To ensure that staffing arrangements support children's learning and development.
- To ensure that staff work collaboratively and have a mutual respect for children, families, other staff and the wider community.
- To ensure that all interactions, relationships and decisions are based on professional standards.

Responsible Person

The National Law requires that a responsible person must be present at all times a centre-based service is educating and caring for children.

Our Education and Care Service will ensure a Responsible Person or Nominated Supervisor is physically present at the service at all times children are being educated and cared for.

Details of the Responsible Person on duty will be communicated and displayed for all users of the service.

In a family day care service, the responsible person must be available to provide support to family day care educators. This includes being available to be contacted by telephone to provide advice and assistance to a family day care educator.

Goals-Responsible Person

Legislation requires that a Responsible Person is always physically in attendance the service is educating and caring for children.

Management will ensure:

- A Responsible Person is appointed.
- The details of the Responsible person will be on display for and readily available to families and visitors.
- The Responsible Person can be (as per section 162):
 - The Approved Provider,
 - The Nominated Supervisor, or
 - A Person in Day-to-Day Charge (PIDTDC).
 - The Responsible Person is over the age of 18 years.
 - The Responsible Person meets the minimum requirements for qualification, experience, and management capabilities.
 - The Responsible Person has a clear understanding of the role.

- The Responsible Person is a fit and proper person.
- Written consent of the Nominated Supervisor role has been accepted.
- The staff record has the name of the Responsible Person at the service for each time that children are being educated and cared for by the Service
- The Nominated Supervisor/ Responsible Person signs their name and hours of responsibility on the Responsible Service Record.
- A Nominated Supervisor/ appointed Responsible Person will:
 - Sign their name and hours of responsibility on the Responsible Service Register.
 - Provide written consent to accept the role of Responsible Person.
 - Ensure that the identity of the Responsible Person on duty is displayed and available to families and visitors.

Approved Provider

An individual or organisation that has completed an application form and been approved by the Regulatory Authority as fit and proper (in accordance with Sections 12, 13 and 14 of the National Law) to operate one or more education and care services.

Nominated Supervisor

A person who has been nominated by the Approved Provider of the service under Part 6 of the Law to be the Nominated Supervisor of that service, and who has consented to that nomination. The Nominated Supervisor has day-to-day responsibility for the service in accordance with the National Regulations. All services must have at least one Nominated Supervisor.

Person in Day-to-Day Charge (PIDTDC)

A PIDTDC is a responsible person under section 162 of the Law and is the point of contact for parents and staff. A service does not need to have a PIDTDC if a nominated supervisor or approved provider is the responsible person at the service.

Strategies

Criteria to be Determined a Nominated Supervisor

Individuals at the service who are considered appropriate for the role of Nominated Supervisor must meet the following requirements:

- Their practical knowledge of the day-to-day responsibilities of being an educator at the service, including how to work through unexpected problems
- Must be over 18 years of age
- Must have completed accredited Child Protection training and First Aid in accordance with NSW legislation.
- A demonstrated understanding of:
 - *Education and Care Services National Law Act 2010, and the Education and Care Service Services National Regulations 2011*

- Equal Opportunity Employment Conditions
- Health and Safety, including Child Protection responsibilities
- Privacy, Confidentiality and Equal Opportunity/Anti-Discrimination policies and procedures; and
- The education and care service's policies and procedures.

Consideration will be also given regarding whether the individual has been subject to compliance action or disciplinary proceedings under a children's services law, education law, or a previous education and care services law, in any state or territory. Candidates will be asked to submit a Compliance History Statement.

Placing a Person in Day-to-Day Charge

The Approved Provider is responsible for ensuring the safety and wellbeing of children at the service and will consider a person's qualifications, experience and age when deciding whether they are suitable to be placed in day-to-day charge.

A person may be placed in day-to-day charge of the service, when:

- the Approved Provider or Nominated Supervisor identifies that they meet the criteria required under r117B and 117C; and
- they give their written consent to be placed in day-to-day charge of the service.

Roles and Responsibilities

Role	Authority/Responsibility For
Approved Provider	• Ensuring there is a Responsible Person on the premises at all times the service is delivering education and care programs for children. • Ensuring that the name and position of the Nominated Supervisor in charge of the service is displayed and easily visible from the main entrance of the service (National Law: Section 172). • Ensuring that the name of each Nominated Supervisor or Responsible Person is displayed prominently at the service. • Notifying the Regulatory Authority in writing if there is a change of person in the role of Nominated Supervisor (Section 56, Regulation 35). • Ensuring that, in the absence from the service premises of a Nominated Supervisor, a person is placed in day-to-day charge of the service as the Responsible Person. • Ensuring that the Nominated Supervisor and educators have a sound understanding of a person placed in day-to-day charge of the service. • Maintain records with information relating to each Nominated Supervisor (r146). • Maintain records relating to the Responsible Person (r150) including the name of the Responsible Person for each time that children are being educated and cared for by the service.

Role	Authority/Responsibility For
Nominated Supervisor	• Providing written consent to accept the role of Nominated Supervisor. • Ensuring that, in their absence from the service premises, a Responsible Person is placed in day-to-day charge of the service. • Ensuring they have a sound understanding of the role of being placed in day-to-day charge of the service. • Ensuring that the name and position of the Person in Day-to-Day 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.
Person in Day-to-Day Charge (PIDTDC)	• Providing written consent to accept the role of Responsible Person. • 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. • Ensuring they have a sound understanding of the role of Responsible Person. • Understand that a person in day-to-day charge of an approved service does not have the same responsibilities under the national law as the nominated supervisor.
Families	• Reading and understanding this policy. • Being aware of the Responsible Person at the service on a daily basis.

Staff Code of Conduct

- Educators and staff will be familiar with the legislation and statutory documents that apply to their role with children, families and other staff in the centre.
- Educators and staff will be familiar with the ECA Code of Ethics (2010), The United Nations Convention on The Rights of the Child (1989) and our service philosophy. This will guide conduct and decision making within the centre.
- Ethical conduct and decision making will occur with reference to legislation and statutory documents and through a process of critical reflection. Decision making processes will be clear and the service director/ Director will be accountable for decisions and able to demonstrate how those decisions are made.
- The Approved Provider and Nominated Supervisor of the service ensure all educators and staff are made aware of their obligations through personal discussions, staff meeting activities and opportunities to critically reflect upon ethical practice.

- All educators and staff will have throughout understanding of our Staff Code of Conduct and abide by the code. During induction training, the code will be explained and modelled.
- Signed copies of the Staff Code of Conduct will be kept on personal files.
- Educators and staff not abiding by the code, will be subject to disciplinary action.

Students/Volunteers/Visitors

- Regulatory and ethical guidelines relating to students, volunteers and visitors at the centre will be clear to all educators and staff and these will be used to provide an induction protocol to any student, volunteer or visitor attending the centre.
- Students and volunteers will be allowed at the centre only when approved by the Approved Provider and the Nominated Supervisor.
- A detailed record will be kept of all students and volunteers including their name, address, date of birth and their hours of attendance.
- Any student wishing to observe children will need inform the family of the child and gain written authorisation. At all times strict confidentiality guidelines will be adhered to.
- At no time will a student or volunteer be counted as staff to meet the required ratio of staff to children.
- Children are not left alone with a student or volunteer.
- Staff and volunteers are not to assist children with personal hygiene such as toileting assistance, changing or applying sunscreen.
- All students and volunteers must complete a Volunteer/Student Code of Conduct
- All students, volunteers and visitors are required to sign in and out of the centre.

OOSH Staffing Requirements for School Age Children

- Currently there are no minimum requirements for educators working in OOSH centres in NSW.
- The Director will hold a minimum qualification of Diploma of Early Childhood Education or equivalent.
- There will always be a minimum of 2 staff members on any given shift. There may, at times be an exception to this based on bookings. When there is only 1 educator the Nominated Supervisor is on call and only minutes away from the centre.
- The minimum age for an OOSH educator is 18.
- All educators must have a verified WWCC at the time of employment.

Entitlements

- Staff are covered by the Children's Services Award (2010), award information is available by calling the Fair Work Infoline (131394) or by downloading a copy of the award from www.fairwork.gov.au/Pages/default.aspx
- Staff are to be paid a minimum of 2 hours for each shift.
- If a staff member performs the duties of the Director, in their absence they will be paid accordingly only when necessary, under the award.
- Meal breaks – An employee will not be required to work more than five hours without an unpaid meal break of not less than 30 minutes and not more than one hour. Provided that employees who are engaged for not more than six hours continuously per shift may elect to forego a meal break.
- A meal break must be uninterrupted. Where there is an interruption to the meal break and this is occasioned by the employer, overtime will be paid until an uninterrupted break is taken. The minimum overtime payment will be as for 15 minutes with any time more than 15 minutes being paid in minimum blocks of 15 minutes.
- Employees are able to leave the premises only when on unpaid meal breaks, when an employee is required to remain on the employer's premises, the employee will be entitled to a paid meal break of 20 min. This paid meal break is to be counted as time worked.
- Rest pauses-An employee working more than four hours or more on any engagement will be entitled to a paid rest period of 10 minutes.
- Provided that an employee working for seven hours or more will be entitled to two such paid rest periods of 10 minutes each unless the employee agrees to forego one of these rest periods.

- During excursions in vacation care, there may at times be circumstances where it is not possible to have 30min unpaid breaks due to supervision requirements. In the event that an unpaid break is not possible, a paid 20min break will be provided and counted as hours worked.

Staffing Selection

- Prospective employees will apply for positions within our centre via a formal process. All candidates must complete the same process.
- The Centre Director and Management Committee representative will develop the job description and select criteria for the position.
- Establish the content of the position being advertised and the methods that will be engaged to advertise the position.
- Review applications and short-list suitable candidates.
- Arrange interview questions, date and time.
- Prospective employees will complete an interview with the Nominated Supervisor and either a Senior Educator or Management Committee representative. After the interview, consideration to the candidate will be given, considering professionalism, suitability, interview process, availability, and overall match to current staffing requirements.
- A thorough reference check will be completed.
- Offer the position to the successful applicant and contact the unsuccessful interviewed applicants after the position has been accepted.
- Set date for the commencement of employment and orientation of the new employee.
- Prepare and sign job description and contract.
- All prospective employees are to submit a current resume, including all relevant documentation.
- A valid WWCC is required, and the Nominated Supervisor will run a verification check.
- 2, 2 hour paid induction and training sessions must be completed.

Staffing Philosophy

- Staffing arrangements will enhance children's learning and development.
- Rosters will be developed in accordance with regulations and in the best interests of the children.
- Educators who display dedication to the role and a high degree of competency will be rostered accordingly.
- Rosters will be developed to include male and female educators wherever possible.
- The organisation of educators will provide a safe, nurturing environment.
- Effort will be made to ensure the continuity of educators, continuity of educators is highly important and we are committed to providing continuity and this is reflected in roster.
- Professional standards guide all aspects of our staffing arrangements.

Professional Development

- During the course of employment, employees may be required by the employer to undertake professional development training.
- The cost of such training will be paid for by the employer.
- Attendance at such training will be paid at the employee's usual rate of pay.
- In the event of termination of employment, the employee will be required to reimburse the employer the cost of professional development training as follows:
 - When termination occurs up to and including 6 months after employment date – 100%
 - When termination occurs after more than 6 months and up to and including 12 months after employment date – 75%
 - When termination occurs after 12 months and up to and including 18 months – 50%
 - When termination occurs after 18 months and up to and including 24 months – 25%

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Law: 161,162, 164,169
- Education and Care Services National Quality Regulations:117A, 117B,117C,122, 123,136, 137-143
- Education and Care Services National Quality Standards:2.2, 4.1, 4.1.1, 4.1.2, 4.2.2

Sources

- Education and Care Services National Law
- Education and Care Services National Regulations
- OOSH Resources Network of Community Activities www.networkofcommunityactivities.org.au
- Fair Work Ombudsman www.fairwork.gov.au

Quality Area 4

Staffing Arrangements

Staff Induction & Orientation

Policy Review Date: May 2026

Introduction

At Bilgola Plateau Public School OOSH we believe that staff orientation is an important process in ensuring employees are fully equipped to carry out their duties in the best possible way. An orientation process will be developed and carried out for all employees at Bilgola Plateau Public School OOSH. Staff will be provided with a clear understanding of the service, its operations and expectations of employment.

Goals

Promote Child Safety and Wellbeing

- Ensure all staff understand their obligations under the Child Safe Standards, child protection legislation, and the service's policies to create a safe environment for children.

Ensure Regulatory Compliance

- Provide new staff with the knowledge of the Education and Care Services National Law and Regulations, NQS, and any relevant NSW requirements to ensure the service remains compliant.

Foster Consistency of Practice

- Align all educators and staff with the service's philosophy, values, policies, and procedures so that care is delivered consistently and respectfully.

Clarify Roles and Responsibilities

- Ensure staff understand their position descriptions, duty of care, supervision responsibilities, and expectations for professional conduct.

Support Safe and Effective Operations

- Introduce staff to health and safety procedures, emergency management, safe use of facilities and resources, and workplace health and safety obligations.

Build Staff Confidence and Capability

- Provide new staff with the tools, resources, and mentoring they need to feel confident and capable in supporting children's learning, development, and wellbeing.

Encourage Professional Growth and Collaboration

- Foster a culture of reflection, teamwork, and professional learning by orienting staff to opportunities for training, feedback, and collaboration.

Support Positive Relationships

- Help staff to build respectful and trusting relationships with children, families, colleagues, and the wider community in line with the My Time, Our Place (MTOP) framework.

Strategies

The Approved Provider will:

- Ensure the Nominated Supervisor fulfills responsibilities regarding the induction of new employees.

The Nominated Supervisor will:

- Ensure all necessary checks are completed prior to employment.
- Ensure all new employees complete all documentation required and that all documents have been signed by the employee and Nominated Supervisor
- Conduct the induction process as soon as possible, after the applicant has accepted the offered position. Regardless of employment type the same process will take place.

The induction process will include:

- Introduction to current staff.
- An introduction to the management committee.
- Tour of the service and access codes.
- Record storage and access.
- Discussions regarding expectations including code of conduct and duty of care.
- Relationships with children and families
- Information regarding the review and appraisal process.
- Opportunity to ask any questions relating to employment.
- Medical records and medication location.
- Emergency and evacuation management procedures.
- Hazard safety equipment location.
- 2, 2 hour paid training shifts.
- Training on child protection and briefing on our centre taking a strong stance against any form of harm or danger to children.
- New employees will be advised that we are a centre who actively reports any incidence that we feel poses harm or danger to a child.
- An introduction to our RAP and how we celebrate and include Indigenous Perspectives.

New staff will be provided with the following information:

- Induction welcome letter
- Service philosophy
- Educator specific policies (induction & orientation, complaints and feedback, supervision, staffing arrangements, behaviour management, code of conduct.
- Watch area procedures
- Behaviour Management Procedures
- Active Supervision Guidelines
- Emergency Procedures
- A staff uniform adequate for the proposed hours of work Induction welcome letter
- Service philosophy
- Intentional teaching information sheet
- Child Protection/Mandatory Reporter information
- OOSH Code of Conduct
- Child Protection Code of Conduct
- UN Convention (OOSH version) rights of the child information sheet
- Contract including wage information

- Job description
- Prohibited notice declaration
- Tax form
- Superannuation form
- Financial information details
- Fair Work Ombudsman Fair Work Information sheet
- Xero Timesheet
- Xero new employee

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulation *168-172*
- Link to the National Quality Standard: *4.1, 7.1, 7.1.3, 7.2.3*

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards

Quality Area 4

Staffing Arrangements

Staff Code of Conduct

Policy Review Date: May 2026

Introduction

The professionalism, attitude and behaviour of staff is imperative to the provision of a quality service. A positive reputation, the way staff conduct themselves and the quality of care we provide will reflect our professionalism. Staff will be provided with clear guidelines on how to conduct themselves whilst working at Bilgola Plateau Public School OOSH.

Goals:

To ensure all educators uphold the highest standards of professional, ethical and safe practice within our OSHC service. It aims to safeguard the rights and wellbeing of children, support compliance with relevant laws and regulations, and promote respectful and inclusive relationships with families, colleagues, and the community. By setting clear expectations for conduct, accountability, and role modelling, the Code of Conduct fosters a safe, positive, and professional environment where children can thrive.

The Approved Provider will:

- Ensure the Nominated Supervisor fulfills responsibilities regarding employee adherence to the service's code of conduct.
- Conduct disciplinary action regarding breaches of the staff Code of Conduct.

Strategies

The Nominated supervisor will:

- Staff Professional Code of Conduct, Duty of Care and expectations will be discussed in the initial induction process.
- Staff will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.
- Professional and constructive feedback during appraisal input regarding other members of staff is expected.
- The Nominated Supervisor will immediately address any breach in the professional expectations outlined.
- The Nominated Supervisor will inform the management committee when necessary.
- If the concern involves the Nominated Supervisor, two representatives from the Management Committee will conduct the discussion.
- A record will be made of any discussion and standard of behaviour and expectations clearly explained. Any further problems will be addressed by the management committee.

Educators/staff will:

- Be aware of the centre philosophy and policies and will be expected to follow these. Should staff have any concerns with the philosophy or policies they are to raise this with the Director.
- Be expected to know, understand and perform their duties as per their job description.
- Be expected to maintain and improve their skills through participation in staff training and development opportunities. The Management Committee will ensure that monies are made available in the budget for staff training.
- Be on time for their shifts, this means staring at the rostered time, not entering the premises at the rostered time.
- All employees are required to use Xero to accurately record their shift start and finish times. Timesheets must be submitted no later than 9:00am on the Monday of each fortnightly pay cycle. It is the responsibility of each employee to ensure their timesheet is completed and submitted on time. Timesheets

that are not submitted by the deadline will result in payment being processed in the following fortnightly pay cycle.

- Always wear correct uniform, including maintain a clean professional appearance. A compulsory uniform consisting of a polo and jumper will be provided to all staff, staff are to always wear this uniform. In addition to the uniform provided staff may wear:
 - Black sport style leggings
 - Black sport style shorts-this does not include tight or revealing items. If the Director feels any item of clothing is inappropriate a warning will be given and if not followed further action may be necessary.
 - Black pants
 - Long sleeve top under polo (winter)
 - Jackets (winter)
 - Closed footwear is essential
- Be expected to dress appropriately for their duties as described in the job description. This includes participating in craft and sports activities.
- Abide by our smoke and vape free environment policy. No alcohol or drugs are to be consumed by a staff member on any rostered day until all work commitments for that day are complete. No alcohol or illicit drugs or smoking or vaping apparatuses are allowed on the premises.
- Not attend work when they are unfit to do so due to injury or sickness and must inform the Director as soon as possible.
- Ensure that once committed to a shift, unless illness occurs, staff are to attend their rostered shift. If a replacement is found, the Director must be notified to ensure regulations are adhered to. If a replacement cannot be found, staff are to cover their rostered shift unless ill. Continued absences will result in reduced shifts or cessation of employment.
- Use appropriate language at all times and ensure that their communication does not offend children, parents or other staff.
- Maintain confidentiality at all times.
- Not speak with or contact any branch of media, regarding any matter affecting the Employer or any of its associated entities without prior approval from the Approved Provider.
- Be mindful of information they post on private social media platforms, taking into consideration when posting private information on public platforms that they work in a child related industry.
- Know and follow child protection policies.
- Address any grievances and or complaints as outlined in the grievance and complaints procedure.
- Keep personal phones in the office and only use them when on an official meal break and only in the office.
- Acknowledge, accept and abide by the Bilgola Plateau Public School OOSH Code of Conduct.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors, and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 35, 73, 75, 76, 80, 86, 99, 102, 111, 118, 121, 123, 136, 145-152, 157, 158, 160-162, 168-173
- Education and Care Services National Quality Standard: 4.1, 4.2, 7.1, 7.1.2

Sources

- Education and Care Services National Regulations

- Education and Care Services National Quality Standard
- Education and Care Services National Law

Quality Area 4

Staffing Arrangements

Disciplinary Action

Policy Review Date: May 2026

Introduction

The professionalism, attitude and behaviour of staff is imperative to the provision of a quality service. A positive reputation, the way staff conduct themselves and the quality of care we provide will reflect our professionalism. We encourage all staff to foster a high standard of professionalism, including maintain good working relationships and to display a commitment to high quality standards. Bilgola Plateau Public School OOSH will act swiftly and with consideration when staff fail to meet these expectations.

Goal

To provide a quality service through maintaining a staff body of professional, ethical and dedicated employees.

The Approved Provider will:

- Ensure the Nominated Supervisor fulfills responsibilities regarding communicating with employees regarding their roles and responsibilities.
- Develop contracts for casual and permanent staff.

The Nominated Supervisor will:

- Ensure all employees are provided with clear job descriptions.
- Provide a thorough induction and orientation process, with the opportunity to clarify any initial issues/concerns.
- Provide employees with clear, notification should their standard of work and or conduct fall below expectations.
- Ensure documentation of all discussions & notifications.

Educators/staff will:

- Staff are responsible to address any concerns and clarify any issues in the job description or expectations that they are unsure of.
- Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
- Staff have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear on their behalf.

Strategies

The following steps will be followed to deal with poor work performance or inappropriate conduct.

STEP 1 INITIAL DISCUSSION

- The Director will hold a discussion with the staff member as soon as possible specifically and transparently communicating the specific problem regarding the performance of their work or conduct. Any issue raised must clearly relate to the job description or code of conduct and non-adherence to it. The discussion will be documented.
- The Director will work with the staff member, indicating what should happen to improve the situation and how the staff member can improve their performance.
- Any support and or training that may assist the staff member to make the changes and take steps to implement these will be provided.
- The staff member will have the opportunity to respond to the concerns.

- The Director will inform the staff member that if their performance does not improve the matter will be raised with the Management Committee.
- If this resolves the issue, then there is no need to go any further.

STEP 2 WRITTEN WARNING (ONLY 1 WRITTEN WARNING IS GIVEN BEFORE DISMISSAL)

- Where the problem continues the Director will inform the Management Committee and seek approval to issue a formal written warning.
- A meeting will be arranged with the Director and the staff member where a written warning detailing the conduct or competency issues against them will be provided. Along with any relevant policies and a copy of their job description.
- The issued warning will be minuted at a P&C Management Committee meeting.
- The aim of the meeting is to deliver the written warning and negotiate how the situation may be improved.
- The staff member will again be given specific indication of where their performance standards are not being met, indicate where changes are required and ways of achieving these.
- A date will be agreed between the Director and staff member to review development.
- At this stage, the staff member will be informed in writing that termination will be considered if no changes occur. If this resolves the issue, then there is no need to go any further.

STEP 3 TERMINATION OF EMPLOYMENT

- If a problem continues after a written warning the staff member will be informed by the Director that they are not performing at a level expected of them and their suitability for ongoing employment at Bilgola Plateau Public School OOSH is under review.
- The Director will discuss the conduct issue with the Management Committee and seek approval to proceed with termination.
- The staff member will be given the option of attending a special Management Committee meeting with the Director to discuss their employment. The employee will be given the opportunity to speak at the meeting and have union representation (if the staff member is part of a union) present or an agreed upon support person.
- A meeting of the Director/Management Committee will be called, and a decision made. If the Director/Management Committee believes that the staff member's performance is unlikely to improve then the staff member will be dismissed. A representative from the Management Committee will be in contact with the employee with the outcome.
- A written notice will be given indicating date of dismissal.

DEALING WITH SERIOUS UNACCEPTABLE BEHAVIOUR

- The Management Committee will suspend the employee without loss of pay (permanent part-time employees) pending an investigation where a staff member in the workplace:
 - intentionally endangers life;
 - is found stealing;
 - has arrived for work after the recent consumption of drugs or alcohol (ref policy 4.4);
 - defamation of Centre, Management or staff; or
 - inflicts or threatens physical or sexual abuse or harassment.
- The investigation is to be completed within 72 hours, and an interview date determined.
- The interview is to be attended by the Director, a nominated representative of the Management Committee, the person reporting the unacceptable behaviour and union representative or support person if desired.
- If the serious incident is unlawful the school principal is notified immediately and invited to be involved in the investigation process.
- The employee is to be advised in writing the findings of the investigation and the action being taken. If the employee is found to have behaved inappropriately and immediate termination is required, a dismissal notice will be issued immediately after the interview.
- When continued employment is recommended a warning letter will be issued and all relevant records will be recorded on the employee's file.
- If the employee is found to have endangered life or a person's wellbeing the Police will be notified.
- Notification will then be sent to the NSW Regulatory Authority.
- If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file and securely archived.

- Where resignation or termination of employment meets the National Employment Standards and service policies, all entitlements will be paid to the employee (permanent and part time employees).

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors, and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: *168-172*
- Education and Care Services National Quality Standard: 7.1, 7.1.2, 7.1.3, 7.2.3

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standard
- Education and Care Services National Law

Quality Area 5

Relationships with Children

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH provides a positive, inclusive model of childcare where the wellbeing of the child is the basis of our interactions. We understand that children who experience relationships that are based on trust, respect, fairness, cooperation, and empathy develop positive self-identities. Children are encouraged to develop agency and to master tools needed to regulate their emotions and reactions.

Goals

- To provide a safe, inclusive, nurturing environment.
- To be authentic and responsive in our interactions with children.
- To base our interactions on fairness, acceptance, and empathy with respect for culture, rights, community and the individual.
- To provide care in a centre where children and their families feel valued, included, and cared for.

Strategies

The Approved Provider will:

- Ensure there are systems in place that enable quality relationships to be developed and maintained between educators and children including:
 - Employing suitably qualified or experienced educators.
 - Ensuring the Nominated Supervisor is supported in their role of rostering and that there is flexibility regarding ratios.
 - Ensure the Nominated Supervisor fulfills responsibilities regarding employee adherence to the service's code of conduct.

The Nominated Supervisor will:

- Guide professional development and practice to promote interactions with children that are positive and respectful.
- Establish an environment amongst educators and staff that fosters children's learning and development.

Educators and staff will:

- Employ an intentional and holistic approach to caring for children.
- Respond sensitively to children's attempts to initiate interactions and conversations.
- Initiate one to one interaction with children.
- Support children's efforts, assisting and encouraging as appropriate.
- Support children's secure attachment through consistent and warm nurturing relationships.
- Support children's expression of their thoughts and feelings.
- Encourage children to express themselves and show an interest and participate in what the child is doing.
- Encourage children to make choices and decisions.
- Acknowledge children's complex relationships and sensitively intervene in ways that promote consideration and alternative perspectives and social inclusion. Guidance strategies should be reflective of this approach
- Acknowledge each child's uniqueness in positive ways.
- Respect cultural differences in communication and consider alternative approaches.
- Support children to develop self-regulation techniques.
- Guide children in their effort to resolve conflicts.

Children's Rights, Family and Cultural Values

Interactions within the setting are greatly enhanced when children's rights and family and cultural values are given due consideration and respect. Administrative procedures, initial conversations, documentation and ongoing communication with children and families are a reference point for interactions and a foundation for authentic and respectful communication.

Listening

Educators and staff must use listening as a foundation for interactions. Listening is based on observation and on conversations and communication, suspending judgement and in giving full attention to children as they communicate. Truly attending to children's communication promotes a strong culture of listening.

Children and Families

A culture of respectful interaction is promoted when children's attempts to communicate are valued. Turn taking and regulating children's conversations promotes active engagement. Respectful communication with families generates greater confidence in interacting.

Reflection and Consideration

Time is dedicated to reflecting upon interactions within children. Reflections should consider how to spend extended periods engaged in interactions with children that comprise communication and listening.

Role Modelling

Educators model positive interactions when they:

- Show care, empathy and respect for children, educators and staff and families.
- Learn and use effective communication strategies.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Law:166
- Education and Care Services National Regulations: 155,156,
- Link to National Quality Standard:5.1, 5.1.1,5.1.2,5.2, 5.2.1,5.2.2

Sources

- Education and Care Services National Law
- Education and Care Services National Regulations
- Education and Care Services National Quality Standards
- My Time, Our Place: Framework for School Aged Care in Australia

Quality Area 5

Relationships with Children

Behaviour Management

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH provides a positive, inclusive model of childcare where the wellbeing of the child is the basis of our interactions. We follow a specific behavioural guidance procedure aimed at enabling the child to take ownership of their actions to be able to regulate their responses to difficult situations and conflict.

Goals

- To help children develop methods to self-regulate their emotions.
- To use a positive approach to guidance and discipline.
- To promote positive behaviour.

The Approved Provider will:

- Review the services behaviour management guide ensuring that it reflects a positive approach to behaviour management.
- Act on any allegation of employees using inappropriate forms of discipline.
- Provide access to professional development relating to positive behaviour models.

The Nominated Supervisor will:

- Ensure all Educators are aware of the service's Behaviour Management Policy.
- Provide all new employees with the service's Behaviour Management Guide.
- Assess the effectiveness of the service's Behaviour Management Guide at regular staff meeting, adapting new strategies where necessary after critical reflection.
- Ensure parents are involved and included in the development of behaviour management plans.
- Work in collaboration with parents and other professionals to ensure the best outcome for the child.

Strategies

- Educators and staff will use a positive approach to guidance and discipline and will recognise why a child behaves in a certain way and will encourage more acceptable forms of behaviour.
- Educators and staff will follow our behaviour management guidelines at all times.

At Bilgola Plateau Public School OOSH we encourage positive, co-operative behaviour through:

- Establishing trust and confidence between educators, staff, and child.
- Considering the stage of development of each child.
- Considering the interests, concerns, and abilities of the individual child.
- Showing sensitivity to the child's background and current home situation.
- Examining the reason behind the behaviour.
- Getting down to the child's level to maintain eye contact.
- Using language that is positive, clear and developmentally appropriate for the child.
- Being consistent with behavioural expectations.
- Setting limits and reminding children of them regularly or whenever necessary.
- Involving children in the setting of limits and explaining as to why a certain type of behaviour is unacceptable.
- Encouraging empathy.
- Guidance to encourage individuality and confidence of children to enhance their self-esteem.

- Offering the child clear alternatives to help them develop their ability to make decisions and direct themselves.
- Positive modelling from educators and staff
- Discussing this behavioural management policy with parents and seeking their assistance and involvement in solution development if the need arises.

THE USE OF PHYSICAL FORCE, EMBARRASMENT, SARCASM OR PROLONGED PUNISHMENT, IS NEVER PRACTICED

When Prevention Does not Work:

- Try to distract/diffuse the situation by giving the child an out.
- Use “do” not “do not” if a child persists with the action use the word STOP and reinforce it with a hand gesture.
- Always talk about the behaviour being inappropriate, not the child personally.
- Do not use terms such as bad, silly, dumb.
- Use a firm, calm manner, and indicate what you expect from the child, trying to present this as a choice so as the child feels ownership of his decision.
- Allow time for the child to comply with the request.
- Always follow through with consequences.
- When necessary, educators can gently move the child from the group or activity until the child has calmed down and is more in control of their reactions.
- Keep a written record of continuing behaviour and any circumstances that lead to the behaviour.
- Discuss the behaviour with educators and staff.
- Discuss the concerns with parents/guardians to discuss appropriate strategies.
- Where necessary, involve early intervention professionals and implement the program directives.
- Involve other support groups and professionals if necessary.

Guidelines for Intervention

When a child’s behaviour is continually anti-social, aggressive, or disrespectful and is negatively affecting other children and staff:

- The child’s parents/guardian will be continually informed of the incidents.
- Children will be asked to stop the behaviour, if this is not effective, their name is recorded, and the behaviour listed. A calm, thinking space of 5 minutes will be given. An educator will stay with the child ensuring that they are not isolated and work with the child to address emotions and strategies.
- Parents will be informed each time an entry is recorded. When 3 entries have been recorded a reflection will be completed by the child with the assistance of an Educator. Parents will be given a copy of the reflection and asked to reinforce at home, the importance of following OOSH behaviour guidelines.
- We work in partnership with the school and other professionals to ensure we are providing continuity regarding behaviour guidance.
- We use a trauma-based approach and aim to support rather than displace.
- If required, a behaviour guidance program will be implemented and carried out by educators/staff and parent/guardian.
- This program will be continually evaluated and if the behaviour is not improving the parent/guardian may be referred to a support network.
- If necessary, the parent/guardian or authorised nominee may have to collect the child early if other children and or staff are at risk of harm.
- If after a reasonable period, the child’s behaviour is not improving, and other children and staff are at ongoing risk of harm or stress the parents/guardian will be supported to find a more appropriate service who can help the child with their specific behavioural needs.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 155
- Link to National Quality Standard:5.1.2, 5.2.2

Sources

- Education and Care Services National Law
- Education and Care Services National regulations
- Guide to the National Quality Standards
- Children's Care and protection Act 1998
- The United Nations Convention on the Rights of the Child

Quality Area 6

Collaborative Partnerships with Families and Communities

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH recognises that every child belongs with their family, their cultural group, neighbourhood and the wider community. We understand that a child's learning and development occurs through their relationships, particularly with their family, who are the child's most influential educators. We aim to work collaboratively and supportively partnership with families to provide an environment that fosters children's wellbeing, learning and development. We believe a community-based approach to care is needed to ensure best practice.

Goals

- To work collaboratively and in partnership with families.
- To support families in their parenting role.
- To develop partnerships within the local community.
- To foster an environment that supports inclusion, access and participation.
- To support families during the enrolment process.
- To engage families in decision making.
- To incorporate the expertise, culture, values, and beliefs of families into our program.

Strategies

The Approved Provider & Nominated Supervisor will:

- Ensure respectful relationships with families are developed and maintained and families are supported in their parenting role.
- Ensure effective communication processes are in place and review these regularly.
- Invite prospective families to visit and become familiar with the service before their child starts.
- Encourage families to share information about other child-related services accessed by the family.
- Have a comprehensive enrolment and orientation policy.
- Have an open-door policy where families are welcome to spend time with their children, families are encouraged to stay with their child for as long as they choose during the settling-in period and on an ongoing basis.
- Ensure families can contact the service, during the day if they wish to receive an update on their child.
- Provide opportunity for families to influence service delivery through survey's, feedback forms and open communication.
- Access inclusion support services.

To ensure the expertise, culture, values, and beliefs of families are respected and families share in decision making about their child's learning and wellbeing Bilgola Plateau Public School OOSH will:

- Provide an opportunity for information to be exchanged between families and educators at arrival and departure times.
- Discuss children's individual needs and sensitively, respectfully, and confidentially.
- Embrace a non-judgmental understanding of each child, and each child's family and community context.
- Through our Daily Diary and learning stories we will share information regarding children's time spent at OOSH.
- Inform families promptly and sensitively of any incidents affecting their child.
- Encourage families to talk about the values and expectations they hold in relation to their child's wellbeing and learning.

- Encourage families to share their knowledge, skills, and expertise as well as aspects of their family life and culture.
- Involve families and to encourage them to contribute to the documentation of their child's learning and goal setting, including the development of Behavioural Management Plans.
- Ensure families are aware of our Behaviour Management Plan and seek their advice and input regarding this, acknowledging that parents can be a major asset when dealing with behaviour management.

To ensure information is available to families about the service and relevant community services and resources to support parenting and family wellbeing Bilgola Plateau Public School OOSH will:

- Establish relationships where educators and families can share information about, the service's operations, parenting roles and relevant support services and resources, community services.
- Assisting families to identify, locate, contact and/or access local community services.
- Develop a community resource folder that is updated regularly.
- Use our notice board, sign in desk, school newsletter and email system to ensure communication is distributed via different means.

To ensure continuity of learning and transitions for each child are supported we will share information and clarify responsibilities, we will assess this by determining:

- Children demonstrating a sense of belonging and comfort in the service environment.
- Children demonstrating trust and confidence in educators and staff members.
- How educators have adapted aspects of the environment, routines, transitions and staffing arrangements to facilitate the inclusion of all children

Bilgola Plateau Public school OOSH builds relationships and engages with the local community by:

- Creating an environment that reflects the lives of the children and families using the service and the cultural diversity of the broader community, including Aboriginal and Torres Strait Islander communities
- Providing images, books and resources that provide a balanced view of contemporary Australians.
- Staff responding positively to the differences in families' home lives and lifestyle choices.
- Planning and implementing experiences in the program to support children's understanding of the community within which they live.
- Visiting local community areas and including these on our excursions
- Working in partnership with Billy Kids Long Day Care Centre and other long day care centres.

Family Involvement

We value family involvement and are committed to ensuring a collaborative bond between families and the centre is maintained. Family members are always welcome, we will aim to involve them in decisions regarding their child and service delivery. We welcome any feedback and view it as an integral part of service evaluation.

Collaboration with Families

- Through transparency, open and honest communication and a collaborative approach to programming we aim to include families in their child's experience at the centre.
- We aim to gain insight and feedback from and to build relationships with our local community.
- We recognise the family as a valued source of information and respect and value the expertise, culture, values and beliefs of the families who use our service.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 157
- Link to National Quality Standard: 6.1, 6.1.1, 6.1.2, 6.1.2, 6.2.2, 6.2.3

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards

Quality Area 7

Governance and Leadership

Enrolment and Orientation

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH will ensure that our enrolment and orientation process is completed as per our legal requirements and that the process for allocation of places at the service is open and transparent. Additionally, we aim to ensure that each child and family receive an enrolment and orientation process that meets their needs, allowing the family and child to feel valued, included, and secure in the level of care our service provides.

Goals

Our enrolment and orientation policy aims to:

- Provide a clear, fair, transparent enrolment and orientation policy that aims to ensure families feel informed and welcomed.
- Enable educators to meet and greet new families and develop warm, reciprocal relationships.
- Provide essential operational information.
- Form the foundation for a successful and caring partnership between home and service.
- Help children develop a strong sense of belonging, feel accepted, develop attachments, and trust those who care for them (My time Our Place, Outcome 1).

The Approved Provider will:

- Ensure that the enrolment and orientation process is supportive, informative, and fair.
- Ensure the Nominated Supervisor follows 'Priority of Access' guidelines when accepting enrolments.
- Review the Parent Handbook each year before it is released to the parent community.
- Ensure all relevant documents are uploaded to eth website.

The Nominated Supervisor will:

- Be available to conduct an informative information session at annual orientation days.
- Review and update the Parent Handbook.

Eligible Children

This policy states that children must be enrolled in primary school to be eligible to attend the service.

- Enrolment is restricted to Bilgola Plateau Public School children from kindergarten to year six classes for Before and After School Care.
- Children attending other local schools may attend vacation care, however there is an order of priority for opening of vacation care registrations. To be eligible to attend, enrolment **must** be complete.

Strategies:

Enrolment Procedure

- Enrolment **must** be completed before the child attends OOSH. To enrol please visit www.bilgolapandc.com.au, click on Services 'OOSH Enrol and Book' to complete enrolment. If your child has any allergies or medical conditions, ensure these details are entered during enrolment and that any associated Medical Management Plans are uploaded.
- Enrolments that are missing information will not be processed. Valid payment details must be provided during enrolment.

Strategies:

Enrolment Procedure

Families will be advised of the following:

- How to register with Xplor Home
- Current fee structure and payments
- Waitlist procedures
- Parent Handbook
- Policies including but not limited to those required under regulation 168 of the Education and Care Services National Regulations
- Information relating to the National Regulations, National Quality Standards and MTOP
- Information on the Child Care Subsidy and how to claim it
- Families are invited to meet with the Centre Director during office hours to discuss the enrolment process and for assistance with submitting an enrolment

Strategies

Orientation Procedure:

- The Centre Director or representative from the Management Committee conducts a presentation at the Kindy orientation days for all the new families enrolled at Bilgola Plateau Public School.
- Parents are invited to visit the service at any time, where this has been arranged with the Centre Director.
- Parents are directed to the Centre's website to view the parent handbook and invited to arrange a time for a personal orientation at the Centre to answer any questions.
- Parents that enquire at the Centre are given registration details and any questions answered personally by staff.
- Families are encouraged to share information that will assist educators to provide a welcoming and warm environment, where individual needs are nurtured.
- Documentation will be kept regarding enrolment commencement and new children will be paired with an educator who will ensure the child feels secure, safe, and aware of centre expectations.
- Information will be shared with families regarding the child(ren) time at the centre.

Strategies

Placement Procedure:

Priority is based on the 'Priority of Access Guidelines' set by The Department of Education Employment and Workplace Relations (DEEWR). A copy of these guidelines is available from <https://docs.education.gov.au/documents/instruction-sheet-10-priority-access-guidelines-child-care-services>.

Combined with the DEEWR priority of access, placement is then allocated on a 'first in, first served' basis. Placement is given as follows:

- Current users and siblings of OOSH
- Other Bilgola Plateau Public School students
- Children not attending Bilgola Plateau Public School (Vacation care only).

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 73, 75, 76, 80, 86, 99, 102, 111, 157, 168-173
- Link to National Quality Standard: 6.1, 6.1.1, 6.1.2, 6.1.2, 6.2.2, 6.2.3

Sources

- Education and Care Services National Regulations
- Education and care Services National Quality Standards
- A New Tax system (Family Assistance) Act 1999

Quality Area 7

Governance and Leadership

Bookings/Cancellations

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH has developed a process to ensure our booking system is completed as per our legal responsibilities. Additionally, we aim to ensure our booking system is fair, understandable, and easy to use. Subject to available places, we aim to offer a booking system that meets the varying needs of the families in our community. We respect the changing circumstances of families and provide opportunity for cancellation and change.

The booking procedure is separate to the enrolment procedure.

Goals

Bilgola Plateau Public School OOSH booking system:

- Provides an easy-to-use booking system.
- Embraces digital trends in software, allowing parents to manage the booking process.
- Allows bookings to be managed effectively.

After and Before School Care bookings

Permanent Booking - is a booking that is made for a regular session all year.

Casual Booking - is a booking made for occasional sessions.

The Centre may refuse to accept a booking on the following grounds:

- Your account is in arrears as per our Overdue fees Policy.
- A parent or guardian breaches the Parent/Visitor code of conduct.
- If a child's behaviour is significantly disruptive or poses a risk to themselves or to others.

Permanent bookings for each New Year will continue as per current booking unless you have informed the Centre you will be cancelling or changing days. The Centre will automatically cancel all bookings held by year six children at the end of the year.

New Kindy families are allocated places from November 30th for the next year. Families can complete the enrolment process after the Kindy orientation process has ended.

Once enrolled, parents can manage their bookings via the My Family Lounge app.

To book a casual booking, parents can use the booking calendar on My Family Lounge to view and book available sessions. Casual bookings are subject to availability. Note, children must be enrolled prior to attempting to make a casual booking.

To create a permanent booking, parents must create a waitlist booking. Once received the centre Director will review the booking and either accept or decline based on session availability. If a booking cannot be offered due to the session being full, the request will remain on the waitlist.

Digital waitlists will be managed by the centre Director. The waiting list and centre numbers are checked weekly, and parents contacted via email or phone to offer placement. Offered places remain open for 24 hours then the next eligible family will be contacted. It is the parent's responsibility to regularly check emails.

Declining an offered day will place you at the bottom of the waiting list.

Current families adding days to the waitlist will be in order of receiving the request.

Centre Numbers

Bilgola Plateau Public School OOSH has approved places for 80 children per day for after school care and vacation care and approved places for 45 children for before school care. Under no circumstances will these numbers be exceeded.

Vacation Care Bookings

Vacation care bookings can be made through My Family Lounge **however** a paper-based booking/authorisation form must also be completed. Booking forms will be emailed to parents and are available on our website or from the OOSH office.

Completed vacation care booking/authorisation forms must be emailed or handed into the OOSH office. No vacation care booking will be accepted without the booking/authorisation form. A separate form must be completed for each child attending.

Children must be enrolled in primary school to attend vacation care. Children can only attend vacation care within the same year that they start primary school.

Bookings on are on first in basis, once bookings open it is the responsibility of parents to ensure they submit a booking. Bookings will not be accepted without a completed and returned booking/authorisation form.

Vacation Care booking/authorisation forms cannot be handed into the school office, they must be returned to the OOSH office.

Cancelling and Changing Booked Sessions

Booked sessions can be changed or cancelled without charge, providing the correct procedure is followed. Verbally informing staff of cancellations is not accepted. Failing to put your request in writing will result in the unused session being charged to your account.

Casual bookings- Changes to casual bookings must be made via email or telephone.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 168, 172(2)
- Link to National Quality Standard: 7.1, 7.1.2

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards

Quality Area 7

Governance and Leadership

Complaints and Feedback

Policy Review Date: May 2022

Introduction

Bilgola Plateau Public School OOSH values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality

Goals

- Provide opportunities for consultation, evaluation and review of the service operation and delivery of the education and care program.
- Develop a process for making and managing complaints.
- Communicate the option and process of making a complaint.
- Handle complaints diligently and confidentially.

Strategies

Communications will always aim to be open, honest, and confidential.

Our centre offers a variety of ways to communicate and provide feedback including:

- Weekly diary-- will have a section dedicated to comments or feedback on the program and activities
- Daily Program
- Interactions
- Formal feedback, comments and complaints.

With permission, educators may write comments on behalf of families to help with evaluations of the program and encourage further family input.

Families are provided the service's email address and phone details at orientation. Families will be encouraged to converse with educators at pick up and drop off times and may email or call them during service hours. Feedback from families is encouraged and educators and staff will take this feedback into account in ongoing planning and quality improvements. Families will be informed as to how their feedback has contributed to improvements in the service through information notice board displays, emails, and/or newsletters.

Complaints

The Approved Provider & Nominated Supervisor will:

Develop a process for managing complaints. This process includes:

- Receiving complaints.
- Addressing and investigating complaints.
- Documenting complaints.
- Communicate information on the process to families.
- Provide contact details for putting forward a complaint.
- Ensure every complaint is managed and is an opportunity for quality improvement.
- Discuss the process for managing complaints with the educator and staff team.
- Provide or arrange training on complaints management.
- Inform the department of Education within 24 hours of a complaint being made.

Process

Families are able to make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint. Our OOSH service is obliged to deal with and respond to complaints.

Complaints should be directed to the Director by:

- Emailing the centre oosh@bilgolapandc.com.au
- In person during office hours.
- By post, please address to: OOSH Director, Bilgola Plateau Public School, 148 Plateau Rd, Bilgola Plateau, NSW 2107
- If a family believes their complaint has not been handled effectively by the Director the complaint can be taken to the Approved Provider, by emailing president@bilgolapandc.com.au
- Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- If the Director is not available your complaint will be documented by an educator and placed on the complaints register. The Director will contact you at the earliest possible time.
- Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
- If the service can't resolve the issue, the Department of Education should be contacted on 1800 619 113 or via email ececd@det.nsw.edu.au.
- The Department of Education will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

Staff Complaints

All staff have the right to feel protected, valued, safe and free from any form of harassment. If any member of staff feels that their rights have been violated, they have a right to have the issue investigated.

Staff Complaint Process

- Staff can lodge a complaint with the Director in person, via phone, post or email.
- If the member of staff with the complaint does not feel comfortable discussing their issue with the Director, they can take the issue to the Approved Provider by emailing president@bilgolapandc.com.au
- If staff do not feel comfortable discussing their issue with any of the above, the issue can be taken to the School Principal by emailing Cindy.Gardiner@det.nsw.edu.au
- If staff require further assistance, they can contact Fair Work Ombudsman on 13 13 94 or the Fair Work Commission on 1300 799 675.
- Strict confidentiality guidelines will be adhered to.
- Staff should feel comfortable to voice their concerns and trust that their concerns will be validated and investigated.
- Every effort will be made to ensure the best outcome is achieved.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: *168,173,176*
- Link to National Quality Standard: *7.1, 7.1.3, 7.2*

Sources

- Education and Care Services National Regulations
- NSW Ombudsman (2004) Effective Complaint Handling

Quality Area 7

Governance and Leadership

Confidentiality

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH recognises and respects the importance of privacy and confidentiality as an individual right and a base for building partnerships. This policy has been developed with regard to the 12 information protection principles from the PPIP Act NSW

Goals

The Approved Provider and Nominated Supervisor will:

- Maintain private and confidential files for educators and staff, children, and their families.
- Develop systems for the appropriate use, storage, and disposal of records.
- Ensure the information in these files is used only for the education and care of the child enrolled in the service, and only shared with relevant or authorised people as defined within authorisations of the Education and Care Services National Regulations 2011.

Strategies

Collection of Information

For the education and care service to be able to meet the needs of each child, family, educator and staff member information must be collected and maintained.

The Nominated Supervisor will provide families with details on the collection of personal information. This information will include:

- The types of information collected by the education and care service.
- The purpose of collecting information.
- What types of information will be disclosed to the public or other agencies; and when and why disclosure may occur.
- How information is stored at the service
- Approaches used to keep information secure.
- Who has access to the information.
- The right of the individual to view their personal information.
- The length of time information needs to be archived.
- How information is disposed of.

The Nominated Supervisor will ensure information provided by families and staff is only used for the purpose it was collected for.

Storage of Information

The Nominated Supervisor will ensure that all personal information is stored securely reducing the chance of unauthorised access, use or disclosure.

Access to Information

The Nominated Supervisor will ensure that information kept is not divulged or communicated, directly or indirectly, to anyone other than:

- Medical and developmental information that is required to adequately provide education and care for the child
- The Department of Education and Communities, or an authorised officer.
- As permitted or required by any Act or Law.

Individuals will be allowed access to their personal information when they request it. Authorised persons may request to view any information kept on their child. Information may be denied under the following conditions:

- Access to information could compromise the privacy of another individual.
- The request for information is frivolous or vexatious.
- The information relates to legal issues, or there are legal reasons not to divulge the information such as in cases of custody and legal guardianship.

Maintaining Information

- The Nominated Supervisor is responsible for keeping all service records required under the *Education and Care National Regulation 2011*. Information will be updated regularly.
- In keeping with the Early Childhood Australia (ECA) *Code of Ethics* (2008), the *Education and Care Services National Regulations 2011* and the *Privacy Legislation*, educators and staff employed by the education and care service bound to respect the privacy rights of children enrolled and their families; educators and staff and their families and any other persons associated with the service. Educators will sign a Confidentiality Statement as it relates to privacy and confidentiality of information.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Evaluation

All information related to the service, the staff and families will be maintained in a private and confidential manner.

Links

- Education and Care Services National Regulations: *181,183*
- Link to National Quality Standard: *6.1, 6.1.2,7.1, 7.1.2*

Sources

- Education and Care Services National Regulations
- PPIP Act/Information and Privacy Commission NSW

Quality Area 7

Governance and Leadership

Fees

Policy Review Date: May 2026

Introduction

To enable our service to provide high quality early education and care for children we need to ensure we are financially viable at all times. Prompt payment of fees allows us to plan with certainty. We have a commitment to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. Our service will advocate with governments for all children's right to access early education and care regardless of their family's financial situation.

Goals

Our service's financial health and access to our service will be maximised by:

- Ensuring families are aware of all fees and fee payment requirements upon enrolment.
- Keeping fee increases to a minimum.
- Following the appropriate priority of access requirements.
- Following all legal requirements required by our access to government funding.
- Managing fee collection to avoid bad debts.
- Families are notified as far ahead as possible and no less than 14 days of any changes to fees or the ways fees will be collected.

Strategies

The Approved Provider/Nominated Supervisor will:

- Ensure the service complies with Family Assistance Law (if CCS approved).
- Ensure vacant places are filled under the appropriate priority of access policy for the service type. (NB – For CCS approved places:
 - Priority 1 — a child at risk of serious abuse or neglect.
 - Priority 2 — a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (Family Assistance) Act 1999
 - Priority 3 — any other child.
- Within these main categories priority will also be given to children who fall into priority a,b,c,d,e and f children as set out in the Australian Governments Priority of Access Guidelines.
- Ensure adequate records of attendance are kept for each child as required.
- As required under family assistance law pass all fee reductions to families.
- Ensure the service submits weekly session reports (processed through Xplor)
- Comply with Australian Government or NSW Government funding agreements as required.
- Ensure the service remains financially viable and can meet its debts and other obligations as they fall due.
- Review fees twice annually in line with CPI and market forces.
- Charge fair fees.
- Only collect and disclose personal information about children and families to DEEWR/ the Family Assistance Office (FAO)/ the Department of Education and Communities where the disclosure is legally required.

The Nominated Supervisor will:

- Process fees weekly.
- Contact account holders with overdue fees, advising them of the amount owing and subsequent late fees.
- Join in advocacy actions designed to reduce the cost of early education and care fees for families wherever possible.
- Develop payment plans with account holders where necessary with the approval of the Approved Provider.

- Submit and manage CCS enrolments.

Families will:

- Obtain a Customer Reference Number from the Family Assistance Office as soon as practical before commencing at the service. (Approved Services only).
- Inform the centre when a CCS enrolment expires.
- Record the arrival and departure times of their child or children attending care.

Fee Payment Procedures

The Nominated Supervisor will:

- Ensure families are aware of fee payment procedures.
- Ensure families are aware that we use Debit Success to manage fee payments.
- Ensure families are aware that they are billed and charged weekly.
- Implement an overdue fee process that is clear and communicated effectively.

Families will:

- Adhere to the Fee Policy.
- Ensure payment details re correct and update them as required.
- Understand that it is their responsibility to ensure CRN numbers are entered correctly upon registration, if they are not then full fees will be charged and are payable.
- Accept, through their MyGov accounts offered enrolments from Bilgola Plateau Public School OOSH, families understand that without accepting the enrolments, CCS will not be applied, and full fees will be charged and are payable.
- Understand and acknowledge that we have the authority to terminate your child's place if you do not pay your account.
- If there is a problem with fee payment, parents/guardians should contact the office on 9918 4768 or 0432 000 817 to discuss a payment plan.
- If you believe there is incorrect information regarding fees payable on your statement, please contact the OOSH office on 9918 4768 or email oosh@bilgolapandc.com.au.
- The centre does not issue account statements each week, it is the account holder's responsibility to access their statements via their Xplor Home account. Please note only the registered Primary Carer can access statements.
- The centre will review its fee structure periodically, families will be informed prior to the increase of any Fees.

2025 Fee Policy

FEES	PERMANENT RATE	CASUAL RATE
Before School Care	\$16	\$20
After School Care	\$24	\$28
	STANDARD RATE	LATE/NO BOOKING RATE
Vacation Care	\$90	\$100
	ANNUALLY	PER OCCURANCE
Account Set-Up		\$50 (one off fee)
Administration fee	\$20	
Manual payment fee		\$5
Dishonored payment		\$19.95 <i>(charged by Debit Success and subject to change)</i>
Absent without notification search fee		\$5
Early fee (before 7:00am)		\$10 / 5 minutes
Late fee (after 6:15pm)		\$10 / 5 minutes

* Late / No Booking rate applies on all Vacation Care attendances made after 7am the day prior to attendance

Method of Payment

- Fees can only be paid via Debit Success.
- Account holders are charged a dishonour fee of \$19.95 for every dishonoured payment. This fee will not be reimbursed by Bilgola OOSH.
- It is the account holder's responsibility to ensure stored payment details are valid.
- You will be charged a "Manual Payment Fee" for each payment made to our bank account if your direct debit details become invalid or you fail to provide your details.

When Fees are Due

- Fees must be paid weekly.
- Statements are not emailed, it is the account holders' responsibility to access their statements via their Xplor Home account.
- If your account falls into arrears, you will be charged an administration fee after 2 weeks.
- If fees remain in arrears after 2 weeks a further \$20 administration fee applies.
- If your fees remain in arrears after a period of 4 weeks and no payment plan has been organised your account will be handed over to a debt collection agency. Please note that if this occurs you will be liable for the costs involved. At this point your child's position will be cancelled. Your addition to the waitlist, once all fees are paid in full, is at the discretion of the P&C Executive team.

Payment Plans

- If you are having difficulty paying your fees, please let us know. We can discuss alternative arrangements such as family assistance or a payment plan to assist you.

Centrelink and Family Assistance Office

- It is the responsibility of the account holder to ensure you provide Centrelink/Family Assistance Office with correct and current information so that you qualify for reduced fees (if applicable). The contact number is 13 61 50. Please also be aware that our system is automatically updated by Centrelink. Therefore, if you qualify for reduced fees, the fees owing are subject to change at any time in accordance with the relevant government departments.
- It is the parent's responsibility to ensure they enter correct CRN details on the enrolment form, failure to do so will result in full fees being charged.
- It is the parent's responsibility to accept the offer of enrolment through their MyGov account, failure to do so will result in full fees being charged.
- Full fees will be charged until Child Care Subsidy is granted by Centrelink/Family Assistance Office

Withdrawal from Care

- Parents must give the Centre a minimum of two weeks written notice to cancel a permanent booking
- During the two-week notice period if a child does not attend the centre, they will be charged full fees as Child Care Subsidy is not applied to absences during this period. This is a government requirement

Days Absent

- **Permanent Bookings** - Fees are payable when your child is absent from care including sick days, family holidays etc unless two weeks written notice is given
- **Casual Bookings** - Fees are payable unless 24 hours written notice is given
- You are responsible for informing the centre if your child will be absent from a permanent session of care. or in writing to the Centre. If we are required to call you to confirm an absence you will be charged a \$5 administration fee.

No Confirmed booking (Walk in/Manual booking fee)

- Should your child attend the Centre with no confirmed booking you will be charged a \$15 administration fee known as a "walk in fee"
- Should you request us to book your child in manually (i.e. you choose not to use your Xplor Home account you will be charged a \$15 "manual booking fee" per child/day to do so.

Early/Late fee

- The Centre opens at 7:00am. An early fee of \$10/5 minutes per child applies when children are dropped off before 7:00am.
- The Centre closes at 6:15pm. A late fee of \$10/5 minutes per child applies when children are picked up after 6:15pm.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: *168, 172(2)*
- Link to National Quality Standard: *7.1, 7.1.2*

Sources

- Education and Care Services National Regulations
- Education and Care Services National Quality Standards
- A New Tax System Family Assistance Administration Act 1999

Quality Area 7

Governance and Leadership

Overdue Fees

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH is committed to maintaining financial sustainability to ensure the continued delivery of high-quality care and education. To support this, a clear process has been established for the payment of fees. When fees are not paid as required, the service will follow the outlined procedures to address outstanding payments in a fair and consistent manner.

Goals

- To ensure families have a clear understanding of the service's fee payment structure and requirements.
- To establish fair and consistent systems for recovering unpaid fees.
- To support financial sustainability so the service can continue to provide high-quality care and education.

Fee Payment Structure

WEEKLY TUESDAY-Account holders should access their statements via their Xplor Home account and ensure payment details are valid and that there are sufficient funds to cover the amount owing. Account holders should contact the office on 9918 4768 or 0432 000 817 to discuss any queries.

WEDNESDAY (0)-Fees are processed via Debit Success.

TUESDAY (4)- Email for dishonoured payment, an email is sent to the nominated account advising of dishonoured payment and requesting an alternative payment.

TUESDAY (12)- Text message reminders from OOSH Director, text message sent to nominated account holder reminding of overdue account.

THURSDAY (14) - Phone call reminder from OOSH Director. At this stage, a \$20 administration fee is charged.

WEDNESDAY (18) – Formal email advising of collection, formal email is sent advising of progression to debt collection agency and potential loss of booking, a \$20 administration fee is charged.

MONDAY (28) – Notification of loss of booking, child's booking is withdrawn and may only be waitlisted once full payment including any administration charges have been made and it is at the discretion of the P&C executive if any booking will be accepted. Debt is handed to debt collection agency and all associated fees are the responsibility of the account holder.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

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Quality Area 7

Leadership and Service Management

Government and Management of the Service

Policy Review Date: May 2026

Introduction

Bilgola Plateau Public School OOSH recognises the importance of having a framework of rules, relationships, systems and processes within and by which authority is exercised and controlled in our organisation. We view effective governance and management as essential to our provision of quality education and care. A Management Committee of Bilgola Plateau Public School Parents & Citizens Association operates Bilgola Plateau Public School OOSH. It is run as a service for families in the local community as a registered not-for-profit organisation.

Goals

- To conduct our affairs legally, ethically and with integrity.
- To identify organisational risks and legal obligations and manage these through policies and relevant procedures.
- To ensure that mechanisms are in place for fair and transparent governance.

Bilgola Plateau Public School OOSH adheres to the following legislation:

- United Nations Convention on the Rights of the Child
- Child Education and Care Services National Law and Education and Care Services National Regulations 2011 (ECSNL and ECSNR)
- P&C Association Incorporation Act 2009
- Family Law Act 1975
- Children's Services Award 2010
- National Employment Standards
- Working with Children Check and Child Protection (Prohibited Employment) ACT 1998
- Children Young Persons (Care and Protection) Act 1998
- Food Act 2003 NSW
- Work Health and Safety Act 2011
- Privacy and Personal Information Act (NSW) 1998
- Fair Work Cover Act

Strategies

Management

The management of Bilgola Plateau Public School OOSH is overseen by the Management Committee, namely the Approved Provider.

Management Committee Role

The Management Committee has overall responsibility for the sustainability and of the service. The Management Committee will direct its activities towards achieving the organisation's goals and implementing the organisation's Quality Improvement Plan by guiding and monitoring the organisation's business and affairs.

In carrying out its responsibilities, the Management Committee undertakes to maximise the value and contribution of the organisation to the community, and to serve the interests of the organisation's, employees and the families and children who use the service. In serving these interests there is an implicit understanding that the rights of the child are paramount in all decision making.

The Management Committee is responsible for the management and control of the organisation as the Approved Provider of Education and Care under the Children (Education and Care Services National Law Application) Act 2010 and the Education and Care Services National Regulations.

Policies

The Approved Provider & Nominated Supervisor will:

- Ensure that a comprehensive set of policies are in place as required under *Education and Care Service Regulations* and any other Regulations and laws that the service must comply with.
- Ensure that these policies comply with relevant legislation.
- Update these policies on a regular basis.

Compliance Measures

The Approved Provider will:

- Ensure that mechanisms are in place such as compliance tools and a compliance calendar to assist them to assess that the organisation's policies are implemented.

Management Committee/Approved Provider Powers

The Management Committee sets the strategic direction and monitors performance of the organisation. The Management Committee will provide effective governance to ensure excellent overall management of the organisation's business and financial objectives.

In addition, the Management Committee members may delegate any of their powers (with the exception of the power of delegation and responsibilities as Approved Provider) to a committee of directors, a director, an employee or any other person.

The Management Committee delegates the responsibility of implementing the strategic plan and day-to-day management of the organisation to the service's Director.

The Management Committee/Approved Provider's authority includes:

- Overseeing the organisation including its control and accountability systems
- Appointing and removing the Director
- Ratifying the appointment of all staff members, adhering to staffing selection policy and procedures
- Developing organisational strategy and performance objectives
- Reviewing, ratifying and monitoring systems of risk management and internal control, codes of conduct, and legal compliance
- Monitoring the Directors performance and implementation of strategy
- Approving and monitoring financial and other reporting
- Authorising appropriate delegations within the organisation
- Ensuring appropriate resources are available to carry out the organisation's functions; and
- Approving and monitoring the progress of major capital expenditure.

Risk Management

The Management Committee/Approved Provider will:

- Ensure the organisation operates with and in accordance with effective governance and management practices.
- Ensure current risk management plans are reviewed and updated as necessary, but at least annually.

Code of Conduct

Board/Management Committee members will:

- Commit themselves to ethical, businesslike, and lawful conduct, including proper use of authority and professional decorum when acting as Board/Management Committee members.
- Demonstrate un-conflicted loyalty to the interests of the organisation when acting as a Board/Management Committee member.
- Avoid conflicts of interest with respect to their role.
- Respect the confidentiality appropriate to issues of a sensitive nature.

Continuous Improvement

The Director will lead the development of a service philosophy in consultation with children, families, and the community. This philosophy will guide all areas of service operation. The performance of educators and staff will be evaluated in a systematic way. This includes half yearly staff evaluations.

There will be an effective self-assessment and quality improvement process in place. Reflective practices will govern service decisions and be used to evaluate and change, where necessary current practices. A Quality Improvement Plan will be developed and maintained to ensure continuous evaluation and improvement. The ACEQUA self-assessment

Leadership

The Director will provide effective leadership and will act in a manner that promotes a positive organisational culture and professional learning community.

Program and Planning

The Director will work with educators to develop and implement the educational program and how the program will be evaluated and assessed. Our programming and planning cycle is fluid and will evolve alongside children and family's needs. Current practices will be reflected on and changed as required to ensure best practice. Program evaluation will be done half yearly or more often is required.

Policy Availability

This policy will be readily accessible to all staff, families, management, students, visitors and any other interested stakeholder. Ongoing feedback on the policy is invited.

Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families, staff and children are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Links

- Education and Care Services National Regulations: 12, 92, 99, 102, 168, 169, 170, 171, 172, 173, 174-176
- Link to National Quality Standard: 7.1, 7.1.1, 7.1.2, 7.1.3, 7.2, 7.2.1, 7.2.2, 7.2.3

Sources

- Education and Care Services National Regulations
- Education and Care National Quality Standards