



Policies and Procedures

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Table of Contents

Management Structure	Page 3
Philosophy	Page 4
Q1. Educational Care and Practices	Page 5
Q1. Cultural Relevance/Anti-Bias	Page 7
Q1. Gender Equity	Page 9
Q2. Acceptance and Refusal of Authorisation	Page 10
Q2. Parenting Orders	Page 11
Q2. Administration of Medication	Page 13
Q2. Medical Conditions	Page 15
Q2. Parking in School Grounds	Page 21
Q2. Arrival and Departure	Page 23
Q2. Arrival and Departure-Special Circumstances	Page 27
Q2. Emergency Care	Page 29
Q2. Child Protection	Page 31
Q2. Emergency and Evacuation	Page 37
Q2. First Aid	Page 43
Q2. Incident, Injury, Trauma, and Illness	Page 46
Q2. Infectious Disease	Page 49
Q2. Covid-19-Pandemic	Page 54
Q2. Health and Hygiene	Page 59
Q2. Excursions	Page 63
Q2. Nutrition/ Food/ Beverages/ Dietary Requirements	Page 65
Q2. Providing a Child Safe Environment	Page 68
Q2. Sun Protection	Page 71
Q2. Water Safety	Page 73
Q2. Transport	Page 75
Q3. Physical Environment	Page 77
Q4. Staffing Arrangements	Page 79
Q4. Staff Orientation	Page 83
Q4. Staff Code of Conduct	Page 85
Q4. Disciplinary Action	Page 87
Q5. Relationships with Children	Page 90
Q5. Behaviour Management	Page 92
Q6. Collaborative Partnerships with Families and Communities	Page 95
Q7. Enrolment and Orientation	Page 98
Q7. Bookings	Page 101
Q7. Complaints and Feedback	Page 103
Q7. Confidentiality	Page 105

Management Structure

Approved Provider: Bilgola Plateau Public School P&C Committee

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Philosophy

Bilgola Plateau Public School OOSH would like to acknowledge First Nations People as the Traditional Custodians of the land our OOSH care centre was founded on, we acknowledge and respect their commitment to the land, water and community in which we operate. We pay our respects to them, their cultures both past and present.

We are committed to creating an environment that is welcoming, relaxed, fun and homely. Our aim is to support children in their journey of independence, discovery learning and leisure. We are a cohesive centre with strong principles of care, respect, empathy and kindness.

We aim for children to have fun; how do we do that? We involve them. We base our program around their needs and interests. There are many opportunities available through our program that allow children to engage in varying experiences that allow children to pursue their own interests. All children attending Bilgola Plateau Public School OOSH will have equal opportunity to participate in a variety of experiences and activities. We are a bully free zone where children will feel respected and accepted for who they are regardless of gender, age, ability, economic status, family structure, ethnicity, lifestyle, religion, culture or race.

We focus on play and recreational activity and value the importance of free, unstructured play time. We believe in taking our shoes off, in playing with mud, in making fairy gardens, cubby houses and castles. In an afternoon a child can be a fairy, wizard, king or queen, an actor, pilot, magician or anything else they can imagine. At Bilgola Plateau Public School OOSH, we believe in dreams and magic.

Educators at Bilgola Plateau Public School OOSH ensure that their interactions with children are encouraging, supportive and constructive. Educators see the uniqueness and potential in all children and will enable self-confidence to develop through allowing children to develop their sense of agency. Educators will respond to challenging behaviour with patience and care, the emphasis will be on enabling children to regulate their own behaviour and make positive choices.

We see children and their families as the essential component of an engaging care environment. We value the importance of the family and encourage their involvement in all areas of our program. We see families as the foundation in children's growth and development. Educators will establish and maintain positive, reciprocal relationships with families based on trust and open communication. Decisions will be made in partnership with children and families, and we will work in collaboration to ensure the best possible outcomes for children. We will ensure families with additional needs feel accepted and included and will provide support and assistance when needed.

At Bilgola Plateau Public School OOSH, we value and care for the unique natural environment that surrounds us. We aim to foster an appreciation of the environment and encourage children to explore their understanding of the natural world through play and craft activities that are sustainable.

We have a strong commitment to continuous improvement and believe that critical reflection and self-evaluation is an integral and essential component of quality improvement. Through ongoing critical reflection and self-evaluation, we can continue our journey to provide the best possible care for the children and families at our centre.

Quality Area 1

Educational Program and Practice

Policy Review Date: May 2022

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 feel 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

Management and staff will review the effectiveness of this policy and amend whenever necessary.

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 2022

Introduction

Bilgola Plateau Public School OOSH recognises and values the diversity of cultures and identities 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 treated with compassion, respect regardless of their cultural background, religion, gender, ability or sexual preference.

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 prejudice and harassment.
- To establish an environment free from 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.
- To provide an environment where children feel safe, respected, and valued regardless of their cultural background, religion, gender, ability or sexual preference.

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.
- Ensure the Nominated Supervisor is providing an environment where children are treated equally and fairly regardless of their gender identity or sexual preferences.
- 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.
- Regardless of gender or sexual preference all children and situations will be treated with sensitivity, compassion and equal opportunity.
- 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, gender identity and sexual preferences 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.
- Parents will be routinely informed of any circumstances where children are spoken to about any issues regarding cultural identity, religious preferences, gender topics, abilities, or sexual preferences. Any such conversations will be documented.
- Our program will include a celebration of genders and sexual preferences by acknowledging important festivals and events and including inclusive and non-bias practices in our program and through our day to day interactions with children and their families.
- Inclusive practices 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This will occur annually or more often if required.

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

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

Management and staff will review the effectiveness of this policy and amend whenever necessary.

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 2022

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.

Goal

We will ensure that we use the Education and Care Services National Regulations Guidelines on authorisations to determine our actions.

Strategies

The Approved Provider & Nominated Supervisor will:

- Ensure documentation relating to authorisations including collection of children, administration of medications, excursions and providing access to records in 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

Introduction

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

Goal

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.
- 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 staff member 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.
- Parents will be asked to sign the medication administration form confirming their child was given the required medication at the correct time. Parents will be reminded to take the medication home.
- 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.
- Parents will be asked to sign the medication administration form confirming their child was given the required medication at the correct time. Parents will be reminded to take the medication home.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

Introduction

Bilgola Plateau Public School OOSH promotes the inclusion of all children, including those with a medical condition. Staff can effectively respond to and manage medical conditions including asthma, diabetes (if required) and anaphylaxis ensuring the safety of children, staff and visitors.

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:

- Ensure at least two educators are present at all times children are cared for at the service.
- 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, 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, 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.

We will explain to families why this is important for the safety of their child and obtain parental consent.

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.
- Ensure at breakfast and afternoon teatime that there is food available for children with a medical management plan that has been planned with the medical management plan and advice from parents in mind.

Anaphylaxis Management Plan

Allergic reactions and anaphylaxis are also commonly caused by a variety of other things 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 in the office with the first aid kit, a second copy is located on the inside of the cupboard door in the office and a third copy is kept with the auto-injection device kits.

Auto-injection device kits are stored in the office, on a high shelf accessible to all staff including casual staff who are made aware of their location. The kits are inaccessible to children and are away from any direct sources of heat.

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

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. With this in mind, our service recognises the need to educate its staff and families about asthma and to promote responsible asthma management strategies.

Goals

- Raise awareness of asthma amongst those involved with the service.
- Implement strategies to support the health and safety of children with asthma enrolled at the service.
- Provide an environment in which children with asthma 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 asthma.

Strategies

The Approved Provider will:

- Provide *Emergency Asthma Management Training to all staff.*

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 all enrolment forms contain the question: "Has your child ever had asthma?".
- Identify children with asthma during the enrolment process.
- Provide families thus identified with a copy of this policy and Asthma Action Plan upon enrolment or diagnosis; (*Asthma Action Plan* template can be downloaded from www.asthma.org.au).
- Store Asthma Action Plans in the child's enrolment record, with the child's medication and inside pantry cupboard.
- Formalise and document the internal procedures for emergency Asthma First Aid.
- 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.
- 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 maintain current accreditation in *Emergency Asthma Management*.
- 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:

- Provide staff with a copy of this policy and brief them on diabetes procedures upon their appointment.
- 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.
- Ensure all enrolment forms contain the question: “Has your child been diagnosed with diabetes?”.
- Identify children with diabetes during the enrolment process and inform staff.
- Provide families thus identified with a copy of this policy and Diabetes Action plan upon enrolment or diagnosis; (a *Diabetes Action Plan* template can be downloaded from www.chess.sa.edu.au/Pathways/diabcareplanjune2009.doc)
- Ensure that each *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 do in relation to any Diabetic Emergency the child might face.
- Ensure families provide the service with the child’s testing kit and hypo pack if required.
- Store *Diabetes Action Plans* in the child’s enrolment record.
- Formalise and document the internal procedures for emergency Diabetes treatment.
- 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.

Educators will:

- Ensure that they maintain current accreditation in first aid.
- Ensure that they are familiar with the symptoms of 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 regarding their child’s diabetes via a written *Diabetes Action Plan*, which should be provided to the centre within seven (7) days of enrolment.
- Keep the child’s testing kit and hypo pack updated as required.
- 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.

Educator Training and Qualifications

The Approved Provider will:

- Ensure that at least one educator attending the centre holds current first aid qualification.
- That all staff have undertaken current approved anaphylaxis management training and have undertaken current approved emergency asthma management training.

- Ensure all staff at the centre whether there is a child diagnosed at risk of anaphylaxis 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

Links

- Education and Care Services National Regulations: *90,91, 162, 168 2 (a&d)*
- Link to 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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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 because the child requires medical care. (This does not include a parent who is prohibited by a court order from having contact.)
- 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 procedures have been followed, Police will be called.
- Request families to update contact details on My Family Lounge as we will not allow anyone other than those listed on the enrolment form 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.
- A child will only be able to leave the centre with an authorised person who appears able to appropriately care for the child. Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service.
- It is at the Nominated Supervisors/Responsible Persons 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.
- 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 – Two staff members will meet OOSH kindergarten students on the delegated OOSH seat outside the KA & KL classroom. Kindergarten rolls will be marked, any absences will be followed up with the teacher. Rolls are to be initialled by educators. 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. Any absences that are not verified are followed up immediately. Kindergarten children join the group inside and are marked off on the main rolls.
- 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 Deputy Principal/Principal will be contacted.

- 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 30 minutes after closing the Responsible Person will notify the Director before initiating one of the following:
 - Notify local police station to collect the child. ·
 - Staff will post a notice on the OOSH door with details including contact phone numbers of where the child has been taken.
- An incident notification report will be completed within 24 hours.

Service Closure

- Two educators must close the centre each night. 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

Arrival and departure times can be used as a time for families to interact with the centre and to advise of any special needs the child may have for the day. Open communication networks will ensure the safety of children on arrival and departure.

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

Policy Review Date: May 2022

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.
- Parents are not permitted onsite without an appointment. If entering, parents must have an appointment and sign in using both QR codes. -
- 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.
- Follow advice from the relevant Department regarding confirmed cases, close and casual contacts.
- Review and monitor updated advice, changing policy where necessary.

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.

- Follow the advice from Department of Education and NSW Health.
- 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

Changes made June 2021

Changes made December 2021

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 2022

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 Nominated Supervisor 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 Deputy or 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 Deputy or Principal. Police will be called at the discretion of the Centre Director or Deputy 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

Arrival and departure times can be used as a time for families to interact with the centre and to advise of any special needs the child may have for the day. Open communication networks will ensure the safety of children on arrival and departure.

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 2022

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.

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>
- Make appropriate responses to all disclosures of abuse and any allegation of abuse against staff members of the service.

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 a copy of the *Mandatory Reporters Guide* to assist them in their reporting.
- 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.

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

The Approved Provider & Nominated Supervisor will:

- Develop and maintain a system of appropriate record keeping for all allegations to ensure detailed documentation is made and stored as required.
- Take all allegations of abuse seriously and clarify what is being alleged with the person who is making the allegation.
- Assess whether or not a child or young person is 'at risk of significant harm' and, if so, make a report to the **Child Protection Helpline**.
- Determine whether the allegation is a reportable allegation, a reportable conviction, or reportable conduct. For determination, reference will be made to: www.ombo.nsw.gov.au/publication/PDF/guidelines/Child
- Report reportable allegations and reportable convictions to the Ombudsman within 30 days of receipt.
- Consider whether the police need to be informed of the allegation and if so, make a report.
- If a report is made to the police, complete a SI01 Notification Of Serious Incident Form and submit to Department of Education and Communities within 24 hours of the incident.
- If a report has not been made to the police, complete a NL01 Notification of Complaints and Incidents (other than serious incidents) Form and submit to the Department of Education and Communities within **7 days of the incident**.
- Ensure confidentiality is always maintained and that systems are in place to deal with any breaches of confidentiality.
- Undertake a risk management approach following an allegation to ensure the protection and safety of children, staff and visitors to the service. Based on this risk assessment, decisions will be made in order to manage the risks that have been identified.

- Develop an investigation plan of the matter. Obtain relevant information from a range of sources. This may include a statement from the person who made the allegation; statements from witnesses and a statement from the person against whom the allegation has been made and any other relevant documentation.
- If the allegation is being investigated by Family and Community Services or the Police, the service will be guided by their advice as to whether they should independently investigate the allegation.
- If the investigation is carried out by the service, the information that has been gathered will be assessed and a finding made as to whether the allegation is false, vexatious, misconceived, not reportable conduct, not sustained or sustained. The reasons for the finding will be clearly recorded to ensure that the decision-making has been transparent.
 - The educator, volunteer or student will be advised of the outcome of the investigation in writing. Advice will be provided about the investigation finding and any follow up action that may be required. Advice will also be provided about any rights of appeal and the person will be advised that the NSW Ombudsman has been notified and the Commission of Children and Young Persons also notified of the relevant employment proceeding (if relevant).
 - **Part B** of the *Ombudsman Notification form* will be completed and sent to the Child Protection. Division, NSW Ombudsman with all supporting documentation gathered during the investigation.
 - Protection Division, NSW Ombudsman with all supporting documentation gathered during the investigation.
 - Family and Community Services will also be informed of the outcome of the investigation.

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.

Further information on the Ombudsman can be obtained by:

Phoning: 02 9286 1000 or toll-free (outside Sydney metro) 1800 451 524

Emailing: nswonbo@ombo.nsw.gov.au

Web: www.ombo.nsw.gov.au

Confidentiality

- The service will handle any allegation of child abuse in a **confidential manner**.

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 document and complete reports.
- Ensure that the Responsible Person on duty has current accredited Child Protection training.

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.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy contains vital information regarding the documentation, reporting and management of children in the centre who are being at risk of significant harm. Careful revision will be given every 3 months to ensure the correct steps are taken and information contained in this policy is current and up to date.

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, 2.2.3*

Sources

- Children and Young Persons (Care and Protection) Act 1998
- Commission for Children and Young Person Act 1998
- Ombudsman Act 1974
- Education and Care Services National Lax Act 2010
- 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>
- Child Wellbeing and Child Protection: NSW Interagency Guidelines accessed from: www.keepthemsafe.nsw.gov.au

Quality Area 2

Children's Health & Safety

Emergency and Evacuation

Policy Review Date: May 2022

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 a number of 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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.

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).

Educators and staff will:

- Regularly undertake risk assessments in the environment in order to plan safe experiences for children.

Administration of first aid to children, families, staff and visitors to the centre

The Approved Provider will:

- Ensure that there is always at least one first aid qualified educator on the premises at all times.

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 (NQAITS 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 turns 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 (NQAITS 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Management and staff will monitor and review the effectiveness of the first aid policy regularly. Updated information will be incorporated as required. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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 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 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 turn 25.

The Nominated Supervisor or Responsible Person will:

- Complete a notification to the regulatory authority through the National Quality Agenda IT System (NQAIT 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Staff respond in a timely manner to any incident, and documentation is completed, shared, and stored as appropriate. . This policy will be revised as necessary and reviewed every 12 months.

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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Infection control is effectively managed at the service to ensure children remain healthy and transmission of infectious diseases are minimised. This policy will be revised as necessary and reviewed every 12 months.

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

Coronavirus

Policy Review Date March 2022

Introduction

Coronavirus (COVID-19) can cause illnesses similar to the common cold, but it can also cause more serious respiratory diseases. Most people displaying symptoms such as fever, cough, sore throat, tiredness, or shortness of breath are likely suffering with a cold or other respiratory illness - not coronavirus. People at higher risk of catching the virus include older people, those with underlying medical conditions and Indigenous Australians. The threats posed by the virus mean serious steps must be taken to stop the spread of the disease.

Goals

- To ensure all employees and families implement appropriate risk management procedures to prevent the spread of coronavirus or reduce the potential for the illness to spread.
- To be able to remain operational by adhering to strict risk management procedures.

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.
- Ensure the Nominated Supervisor has access to effective cleaning solutions that have been proven to control COVID-19.

Implementation

As outlined in our Infectious Disease and Health, Hygiene and Safe Food Policies, the Approved Provider, Nominated Supervisor, educators and staff implement strict hygiene and infection control procedures at all times to prevent or minimise the spread of contagious illnesses. Hygiene measures and exclusion principles outlined in these policies continue to apply, and will be informed by current guidance on coronavirus issued by relevant Commonwealth and State/Territory Governments including:

- Federal Department of Health coronavirus health alerts which are updated daily
- State/Territory Education Departments which may issue coronavirus updates directly to service providers. Latest updates and resources can also be reviewed online
- Federal Department of Education, Skills and Employment Information including Frequently Asked Questions and email updates Federal Department of Education, Skills and Employment
- Federal Department of Health coronavirus Information Sheets which include:
 1. [Use of masks by the public in the community](#)
 2. [Environmental Cleaning and Disinfection Principles for COVID-19](#)
 3. [COVID-19-Frequently Asked Questions](#)
 4. ['Information for employers'](#) which covers when staff cannot go to work, what to tell staff, cleaning precautions and how to help prevent spread of Coronavirus.

If in doubt about current coronavirus guidance, the Approved Provider or Nominated Supervisor will contact the **National coronavirus Hotline on 1800 020 080** or their State/Territory health Department.

The Approved Provider and Nominated Supervisor will:

Implement a COVID Safe Plan to ensure the service can provide an environment that is as safe as possible for children, staff and visitors. Follow all information and regulations from the relevant Departments.

Employees and families will:**Goals**

- To ensure all employees and families implement appropriate risk management procedures to prevent the spread of coronavirus or reduce the potential for the illness to spread.
- To be able to remain operational by adhering to strict risk management procedures.

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.
- Ensure the Nominated Supervisor has access to effective cleaning solutions that have been proven to control COVID-19.

Implementation

As outlined in our Infectious Disease and Health, Hygiene and Safe Food Policies, the Approved Provider, Nominated Supervisor, educators, and staff implement strict hygiene and infection control procedures at all times to prevent or minimise the spread of contagious illnesses. Hygiene measures and exclusion principles outlined in these policies continue to apply, and will be informed by current guidance on coronavirus issued by relevant Commonwealth and State/Territory Governments including:

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 6. [Environmental Cleaning and Disinfection Principles for COVID-19](#)
 7. [COVID-19-Frequently Asked Questions](#)
 8. ['Information for employers'](#) which covers when staff cannot go to work, what to tell staff, cleaning precautions and how to help prevent spread of Coronavirus.

If in doubt about current coronavirus guidance, the Approved Provider or Nominated Supervisor will contact the **National coronavirus Hotline on 1800 020 080** or their State/Territory health Department.

The Approved Provider and Nominated Supervisor will:

Implement a COVID Safe Plan to ensure the service can provide an environment that is as safe as possible for children, staff, and visitors. Follow all information and regulations from the relevant Departments.

Employees and families will:

- **comply with guidance issued by Government agencies**, including in relation to attendance, quarantine, and self-isolation.
- **seek medical attention** if they develop symptoms of coronavirus including fever, cough, sore throat, or shortness of breath. Call ahead before visiting the doctor/hospital to advise them of your symptoms and wear a surgical mask when visiting the medical facility.
- **advise the Approved Provider or Nominated Supervisor immediately if they are being tested for coronavirus.** They must follow health advice, self-isolate immediately until they return a negative result and have been cleared by medical authorities.

- **follow all isolation requirements** for close contacts and provide a negative PCR or RAHT test result upon request.
- **provide evidence of a negative result** if requested, including when showing symptoms of COVID and after a period of isolation or quarantine.
- **advise the service immediately when a positive test result is returned** or when they have been identified as a close contact of someone who has tested positive to coronavirus, and they have also been asked to isolate. This is particularly important if they have been at the service before the positive test result was received.
- **complete a Health Declaration** if requested declaring they are healthy and do not have any symptoms of coronavirus before entering the service.
- **comply with all service policies including Infectious Diseases Policy** which requires ill children and adults to remain at home and comply with relevant Exclusion periods. The Approved Provider reserves the right to exceed government requirements in relation to coronavirus isolation/exclusion periods.
- **agree to have their temperature tested** before entry to the service if the Nominated Supervisor or staff reasonably believe a child or adult may have a fever. This is one of the control measures in our COVID Safe Plan.
- **follow all procedures regarding drop off and pick up**, specifically: not entering the grounds unless necessary.
- **parents/caregivers are strongly advised to wear masks** when arriving at and departing from the service and will maintain a 1.5-meter distance when waiting at the drop off and pick up gate.
- **following advice from the Department of Education** educators are advised to wear masks when indoors.
- **follow procedures as set out by the DoE** regarding procedures for vaccinated and unvaccinated parents/visitors.
- **follow procedures as set out by DoE** regarding proof of vaccination status.

Implement effective hygiene processes

The coronavirus is most likely to spread from person-to-person through droplets of saliva produced when a person coughs or sneezes. Droplets cannot go through skin and people can only be infected if they touch their mouth, nose, or eyes once their skin (i.e., hands) is contaminated. As new strains of the virus are detected in the community and the rate of transmission increases, the advice on how the virus is spread has changed. It is now believed that you do not necessarily have to have close contact with the virus to become infected. The virus is spread by:

- having contact with a person while they are infectious.
- having contact with a person with a confirmed infection who coughs or sneezes.
- touching objects or surfaces like door handles or tables contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

The Approved Provider will ensure all staff complete the online [COVID-19 Infection Control Training](#) made available by the Federal Department of Health. Certificates of completion will be displayed.

Employees and volunteers will ensure they continue to implement hygiene processes outlined in the Health and Hygiene Policy to ensure high standards of hygiene and infection control at all times. This includes ensuring they and where relevant children:

- wash hands frequently with soap and water including before and after eating or handling food, going to the toilet, handling play dough, using gloves, and after wiping or touching the nose and cleaning up spills of body fluids.
- wash hands in ways that meet the principles recommended by the World Health Organisation in the following videos wash hands with soap and water and wash hands with alcohol based sanitiser.
- cough and sneeze into their inner elbow or use a tissue to cover their mouth and nose and placing tissues in the bin immediately after use.

If using alcohol-based hand sanitiser in place of soap it will contain 60-80% alcohol and antibacterial soap/gel will never be used.

In addition, the Approved Provider and Nominated Supervisor will ensure cleaning requirements are documented and completed regularly. A professional strength sanitiser will be used on all hard surfaces including all frequently touched surfaces like doorknobs, bathrooms (e.g., taps, toilets), tables, chairs, phones, tablets, and keyboards.

The Approved Provider and Nominated Supervisor will ensure hand hygiene posters are displayed in areas which can easily be seen by families, including the front entrance, and require all employees and families to use hand sanitiser provided at service entrances. Signs and posters about physical distancing will be placed around the service.

Physical distancing

We are also implementing the following social distancing strategies where possible to limit the potential spread of the infection:

- complying with current public gathering limits and numbers of people allowed in indoor or outdoor spaces (see State Government websites e.g., Coronavirus and Health sites).
- maintaining physical distancing and current gathering limits during any excursions (excursions will only be attended when advisable regarding information from NSW Department of Health).
- ensuring families maintain at least 1.5 metres between each other as far as practical, during arrival and departure.
- restricting number of parents in service dropping off or picking up children. Parents are advised to wait at the gate and Educators will complete the sign in/out process.
- putting marks on the floor so families and visitors stand at least 1.5 metres away from each other.
- adjusting roll call procedures and other activities where children must assemble in large groups.
- staggering afternoon teatime.
- arranging for deliveries to be dropped away from main entrance.
- increasing the use of technology like Skype and Zoom to ensure children can continue to communicate with community members in a protected environment.
- monitoring activities which may have a higher risk of infection including play dough, cooking and dress up activities and removing them from the program where necessary.
- providing children with resources rather than letting children select from communal resources.
- serving food to children rather than providing sharing plates.
- opening windows and adjusting air-conditioning for more fresh air.
- conducting more learning and activities outside.
- advising staff to travel directly to and from work and avoid public transport where possible.
- mandatory mask wearing indoors for all staff.

Information and notification requirements

The Approved Provider or Nominated Supervisor will:

- Follow all reporting requirements regarding a positive case notification.
- Follow the flow chart from the DoE regarding handling confirmed cases.
- Comply with notification requirements for serious incidents which include:
 - any incident involving serious illness of a child at the service where the child attended, or should have attended, a hospital.
 - any emergency where emergency services attended i.e., there was an imminent or severe risk to the health, safety, or wellbeing of a person at the service.
- Provide families with current information about the coronavirus including current information.
- Comply with other notification requirements including:
 - notifying the Regulatory Authority within 24 hours if directed to close or closing voluntarily because of coronavirus. Note where possible the Approved Provider or Nominated Supervisor will contact the Authority before making decision to close because of low numbers. (If closing voluntarily, children cannot be reported as absent, and CCS will not be paid unless the closure is determined as a local emergency by State/Territory Education Departments notifying the Regulatory Authority).
 - notifying the Regulatory Authority within 7 days about any changes to service days or operating hours.
 - apply for waivers from ratio and qualification requirements where staff are required to self-isolate.

- provide families with current information including relevant information and fact sheets from Federal or State Health and Education Departments.

Interactions with Children

Where appropriate, educators will speak with children about the coronavirus in ways that do not alarm them or cause unnecessary fear or distress. Educators may, for example, discuss with children their feelings in relation to the virus, remind children that the risk of catching the illness is very low, review hygiene measures they can take to reduce the risk of infection, discuss some of the good things happening in the world, or implement other strategies outlined in our Relationships with Children Policy. Educators will be careful not to speak to others in an alarmist way about the coronavirus if children are present or within hearing.

What else should families do?

Asthma Australia has advised doctors to ensure all patients with asthma have a current Asthma Action plan and to update it if needed via a phone consultation, with any new plan delivered electronically. If their child has an Asthma Plan, families must consult their doctor and provide the Nominated Supervisor with an updated Plan or written confirmation from the doctor that the current Plan can continue. The Nominated Supervisor will distribute any updated Plans to relevant educators.

Excursions-Camp Bilgola

We are following the advice NSW Department of Education regarding excursions.

Incursions-Camp Bilgola

We are following the advice NSW Department of Education regarding incursions.

Staff Entitlements- Employees are ill or need to care for family member

Permanent employees are entitled to paid sick leave if they are ill with coronavirus. Employees must provide a medical certificate confirming they have the virus. Permanent employees who need to look after a family member or someone in their household who is sick with the virus are also entitled to paid carer's leave, or unpaid carer's leave if they have no paid sick or carer's leave left. Casual employees are entitled to 2 days unpaid carer's leave per occasion. Employees must provide evidence supporting an application to take carer's leave if requested. Permanent employees who want to stay at home as a precaution against exposure to coronavirus must apply for paid or unpaid leave.

Staff Entitlements - Employees required to self-isolate or wish to stay home as precaution

The Approved Provider or Nominated Supervisor will discuss available employment options with permanent employees who cannot return from overseas or are required to enter quarantine or isolation but aren't sick. Options include taking annual leave or other leave e.g. long service leave or sick leave.

Staff Entitlements - Employees directed not to work

Permanent employees will be paid if they are directed not to work to prevent the spread of the illness, cannot work because numbers of children have declined, or the centre is voluntarily closed by the Approved Provider. In cases where service viability is threatened, for example because enrolments have significantly reduced, the Approved Provider will consider paying permanent staff to ensure adequate staffing is maintained for when the service re-opens.

Staff Entitlements - Stand downs

Under the Fair Work Act, an employee can only be stood down without pay if:

- there is a stoppage of work.
- the employees cannot be usefully employed (not limited to an employee's usual work)
- the cause of the stoppage is one the employer cannot reasonably be held responsible for (e.g., service is directed to close by Government).

Note employees may use paid leave entitlements if the Approved Provider agrees. During stand down periods there is no interruption to continuity of service and leave accruals continue. The Approved Provider may seek legal

advice to confirm payment of salaries is not required under the 'stand down' provision of the Fair Work Act if directed to close by the Government.

The Approved Provider will ensure that all future subsidies are accessed to ensure staff remain employed wherever possible.

Under new measures the services will continue to receive Child Care Subsidy (CCS) payments for enrolled children if directed to close, and this is intended to help services pay wages and remain viable so they can re-open. During this time employees may engage in activities which don't involve children, for example, training, deep cleaning, or administration.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary.

Links

- Education and Care Services National Quality Standard, 2.1.2
- Education and Care Services National Law, 167
- Education and Care Services National regulations,77

Sources

- Education and Care Services National Law and Regulations
- Fair Work Act 2009
- Fair Work Ombudsman 'Coronavirus and Australian Workplace laws'
- Federal Department of Health coronavirus information sheets
- Education and Care Services National Quality Standard
- Work, Health and Safety Laws and Regulations
- Education and Care services National Law

Implement effective hygiene processes

The coronavirus is most likely to spread from person-to-person through droplets of saliva produced when a person coughs or sneezes. Droplets cannot go through skin and people can only be infected if they touch their mouth, nose or eyes once their skin (i.e., hands) is contaminated. As new strains of the virus are detected in the community and the rate of transmission increases, the advice on how the virus is spread has changed. It is now believed that you do not necessarily have to have close contact with the virus to become infected. The virus is spread by:

- having contact with a person while they are infectious.
- having contact with a person with a confirmed infection who coughs or sneezes.
- touching objects or surfaces like door handles or tables contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

The Approved Provider will ensure all staff complete the online [COVID-19 Infection Control Training](#) made available by the Federal Department of Health. Certificates of completion will be displayed.

Employees and volunteers will ensure they continue to implement hygiene processes outlined in the Health and Hygiene Policy to ensure high standards of hygiene and infection control at all times. This includes ensuring they and where relevant children:

- wash hands frequently with soap and water including before and after eating or handling food, going to the toilet, handling play dough, using gloves, and after wiping or touching the nose and cleaning up spills of body fluids.
- wash hands in ways that meet the principles recommended by the World Health Organisation in the following videos wash hands with soap and water and wash hands with alcohol based sanitiser.
- cough and sneeze into their inner elbow or use a tissue to cover their mouth and nose and placing tissues in the bin immediately after use.

If using alcohol-based hand sanitiser in place of soap it will contain 60-80% alcohol and antibacterial soap/gel will never be used.

In addition, the Approved Provider and Nominated Supervisor will ensure cleaning requirements are documented and completed regularly. A professional strength sanitiser will be used on all hard surfaces including all frequently touched surfaces like doorknobs, bathrooms (e.g., taps, toilets), tables, chairs, phones, tablets, and keyboards.

The Approved Provider and Nominated Supervisor will ensure hand hygiene posters are displayed in areas which can easily be seen by families, including the front entrance, and require all employees and families to use hand sanitiser provided at service entrances. Signs and posters about physical distancing will be placed around the service.

Physical distancing

We are also implementing the following social distancing strategies where possible to limit the potential spread of the infection:

- complying with current public gathering limits and numbers of people allowed in indoor or outdoor spaces (see State Government websites e.g., Coronavirus and Health sites).
- maintaining physical distancing and current gathering limits during any excursions (excursions will only be attended when advisable regarding information from NSW Department of Health).
- ensuring families maintain at least 1.5 metres between each other as far as practical, during arrival and departure.
- restricting number of parents in service dropping off or picking up children. Parents are advised to wait at the gate and Educators will complete the sign in/out process.
- putting marks on the floor so families and visitors stand at least 1.5 metres away from each other.
- adjusting roll call procedures and other activities where children must assemble in large groups.
- staggering afternoon teatime.
- arranging for deliveries to be dropped away from main entrance.

- increasing the use of technology like Skype and Zoom to ensure children can continue to communicate with community members in a protected environment.
- monitoring activities which may have a higher risk of infection including play dough, cooking and dress up activities and removing them from the program where necessary.
- providing children with resources rather than letting children select from communal resources.
- serving food to children rather than providing sharing plates.
- opening windows and adjusting air-conditioning for more fresh air.
- conducting more learning and activities outside.
- advising staff to travel directly to and from work and avoid public transport where possible.
- mandatory mask wearing indoors for all staff.

Information and notification requirements

The Approved Provider or Nominated Supervisor will:

- Report instances of (suspected) coronavirus to the NSW Department of Health.
- Follow the flow chart from the DoE regarding handling confirmed cases.
- Comply with notification requirements for serious incidents which include:
 - any incident involving serious illness of a child at the service where the child attended, or should have attended, a hospital.
 - any emergency where emergency services attended i.e. there was an imminent or severe risk to the health, safety or wellbeing of a person at the service.
- Provide families with current information about the coronavirus including current Information.
- Comply with other notification requirements including:
 - notifying the Regulatory Authority within 24 hours if directed to close or closing voluntarily because of coronavirus. Note where possible the Approved Provider or Nominated Supervisor will contact the Authority before making decision to close because of low numbers. (If closing voluntarily, children cannot be reported as absent, and CCS will not be paid unless the closure is determined as a local emergency by State/Territory Education Departments notifying the Regulatory Authority).
 - notifying the Regulatory Authority within 7 days about any changes to service days or operating hours.
 - apply for waivers from ratio and qualification requirements where staff are required to self-isolate.
 - provide families with current information including relevant information and fact sheets from Federal or State Health and Education Departments.

Interactions with Children

Where appropriate, educators will speak with children about the coronavirus in ways that do not alarm them or cause unnecessary fear or distress. Educators may, for example, discuss with children their feelings in relation to the virus, remind children that the risk of catching the illness is very low, review hygiene measures they can take to reduce the risk of infection, discuss some of the good things happening in the world, or implement other strategies outlined in our Relationships with Children Policy. Educators will be careful not to speak to others in an alarmist way about the coronavirus if children are present or within hearing.

What else should families do?

Asthma Australia has advised doctors to ensure all patients with asthma have a current Asthma Action plan and to update it if needed via a phone consultation, with any new plan delivered electronically. If their child has an Asthma Plan, families must consult their doctor and provide the Nominated Supervisor with an updated Plan or written confirmation from the doctor that the current Plan can continue. The Nominated Supervisor will distribute any updated Plans to relevant educators.

Excursions

We are following the NSW Department of Education regarding excursions.

Staff Entitlements- Employees are ill or need to care for family member

Permanent employees are entitled to paid sick leave if they are ill with coronavirus. Employees must provide a medical certificate confirming they have the virus. Permanent employees who need to look after a family member or someone in their household who is sick with the virus are also entitled to paid carer's leave, or unpaid carer's

leave if they have no paid sick or carer's leave left. Casual employees are entitled to 2 days unpaid carer's leave per occasion. Employees must provide evidence supporting an application to take carer's leave if requested. Permanent employees who want to stay at home as a precaution against exposure to coronavirus must apply for paid or unpaid leave.

Staff Entitlements - Employees required to self-isolate or wish to stay home as precaution

The Approved Provider or Nominated Supervisor will discuss available employment options with permanent employees who cannot return from overseas or are required to enter quarantine or isolation but aren't sick. Options include taking annual leave or other leave e.g. long service leave or sick leave.

Staff Entitlements - Employees directed not to work

Permanent employees will be paid if they are directed not to work to prevent the spread of the illness, cannot work because numbers of children have declined, or the centre is voluntarily closed by the Approved Provider. In cases where service viability is threatened, for example because enrolments have significantly reduced, the Approved Provider will consider paying permanent staff to ensure adequate staffing is maintained for when the service re-opens.

Staff Entitlements - Stand downs

Under the Fair Work Act, an employee can only be stood down without pay if:

- there is a stoppage of work.
- the employees cannot be usefully employed (not limited to an employee's usual work)
- the cause of the stoppage is one the employer cannot reasonably be held responsible for (e.g., service is directed to close by Government).

Note employees may use paid leave entitlements if the Approved Provider agrees. During stand down periods there is no interruption to continuity of service and leave accruals continue. The Approved Provider may seek legal advice to confirm payment of salaries is not required under the 'stand down' provision of the Fair Work Act if directed to close by the Government.

The Approved Provider will ensure that all future subsidies are accessed to ensure staff remain employed wherever possible.

Under new measures the services will continue to receive Child Care Subsidy (CCS) payments for enrolled children if directed to close, and this is intended to help services pay wages and remain viable so they can re-open. During this time employees may engage in activities which don't involve children, for example, training, deep cleaning or administration.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary.

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- Education and Care Services National Quality Standard
- Work, Health and Safety Laws and Regulations
- Education and Care services National Law

Quality Area 2

Children's Health and Safety

Health and Hygiene

Policy Review Date: May 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. The centre follows guidelines to ensure health and hygiene are maintained. Any incidents relating to health and hygiene are documented and assessed. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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 permission form, the family member 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.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months

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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. The service offers appropriate and healthy food and beverages to all children and mealtimes will be relaxed and model healthy eating to children. This policy will be revised as necessary and reviewed every 12 months.

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 2022

Introduction

Bilgola Plateau Public School OOSH recognises the importance of providing a safe environment for all children at our service. All children have the right to experience quality education and care in an environment that safeguards and promotes their health and safety.

Goals

- Ensure children are adequately supervised.
- Organise rooms and environments to minimise risks to children.
- Monitor and minimise hazards and safety risks in the environment.
- Implement our Child Protection and our Incidents, Injury, Trauma, Illness Policies.
- Take every reasonable precaution to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.

The Approved Provider will:

- Make sufficient allowance within budgets to allow for the replacement of worn and damaged equipment and resources that may provide safety risk for children.
- Make sufficient allowance within budgets to allow the adequate maintenance of all indoor and outdoor environments.
- Ensure through consultation with the Nominated Supervisor that children are adequately supervised regarding rostering, child:educator ratios.
- Ensure the Nominated Supervisor has support regarding the provisions of providing a child safe environment.
- Ensure there are adequate funds to provide and maintain a child safe environment.
- Act on hazard reports submitted by the Nominated Supervisor.
- In consultation with the Nominated Supervisor, review policies and procedures regarding a child safe environment.
- Work with the Nominated Supervisor to identify risks and associated hazards.

The Nominated Supervisor will:

- 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.
- Draw up rosters to ensure that adequate numbers of educators are on duty to meet ratio and qualification requirements and to ensure adequate supervision of children at all times.
- Engage casual staff as appropriate.
- Ensure staff are aware of the need for adequate supervision of children at all times. This includes the development of supervision 'watch area' charts for outdoor and indoor areas.
- Review and update the Supervision policy ensuring it details effective measures aimed at maintaining active supervision.
- Ensure risk assessments, safety reviews and hazard reports are completed.
- Liaise with the Approved Provider regarding identified risks associated with supervision, ensuring risks are managed in a timely manner.
- Ensure all aspects of service management are directed toward and facilitate children's health and safety through the provision of a child safe environment.

Head Counts/Leaving OOSH Grounds

The Nominated Supervisor will:

- Ensure that all educators and staff are aware of the procedures relating to head counts and leaving OOSH grounds.

Educators and Staff will:

- Ensure rolls are maintained, and that where parents have not signed their child in/out that the responsible Person on duty does this and ensures rolls are correct.
- Ensure that the digital roll is checked before conducting a head count to check the correct number of children are on the grounds/are leaving the grounds/are returning to the grounds.
- Complete a head count and roll check at 4.15pm and again at 5.15pm. This is in addition to half hourly checks on children identified as 'high risk'.
- Ensure the iPad is taken if leaving OOSH grounds and that a sign has been placed where visible to parents advising of our location.
- Ensure a first aid kit, working telephone and emergency and evacuation horn and procedures are taken when leaving OOSH premises.
- Ensure that before returning to the OOSH premises that the digital roll is checked as numbers may have changed due to children being signed out, then conduct a head count ensuring that all children are accounted for before returning to OOSH premises.
- Conduct a head count once you have returned to the OOSH premises.
- When transporting children ensure that the group is supervised by having educators at the front of the group, middle and back of the group. No child should walk ahead or behind educators.

Purchase, storage and use of chemicals, substances, medicines and equipment

- All chemicals, substances and medicines will be stored in their original containers provided by the manufacturer.
- Containers will be disposed of correctly by following local council guidelines.
- All chemicals, substances and dangerous equipment will be stored in high cupboards in a closed room that is secure and inaccessible to children.
- Any substance that needs to be stored in the refrigerator must be stored in a labelled, child resistant container in a separate part of the fridge that is inaccessible to children wherever possible.

Risk Assessment

The Nominated Supervisor will:

- Analyse and evaluate the risks associated with identified hazards and conduct risk assessments where necessary.
- Determine appropriate ways to eliminate or control identified hazards.
- Review risk assessments after any serious incident.

Educators and staff will:

- Report any risks or hazards within the service to the Nominated Supervisor as soon as possible.

Child Protection

- The Approved Provider, Nominated Supervisor and Educators and Staff will comply with the requirements of the service's child protection policy to ensure the minimisation of children's risk to harm.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary.

This policy will be revised as necessary and reviewed every 12 months.

Links

- Education and Care Services National Regulations: *82,83,168*
- Link to National Quality Standard: *2.1,2.2.1*

Sources

- Education and Care National Quality Regulations
- Education and Care National Quality Standards
- The Work Health and Safety Act 2011

Quality Area 2

Children's Health & Safety

Supervision

Policy Review Date: May 2022

Introduction

Supervision of children is the responsibility of all staff, including permanent and casual Educators. The safe supervision of all children will be maintained whilst using OOSH grounds, other areas of the school and on excursions. Supervision will comply with the Law and Regulations and child to educator ratios will be adapted appropriately to meet the needs of all age groups taking into consideration the environment, age of children in attendance and any special considerations. Supervision refers to ensuring children are protected from harm and hazard and engaging in meaningful interactions.

Goals

- To provide a child safe environment through the provision of 'active supervision'.
- Educators will have a thorough understanding of the term 'active supervision'.
- To have systems in place that minimise the risk of children experiencing harm or hazard.

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 smoke, alcohol, and drug free area and that all employees do not work under the influence of alcohol or drugs.

The Nominated Supervisor will:

- Draw up 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.
- 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.
- Not attend shifts if they are experiencing any affects 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.
- Educators will be positioned to supervise thoroughfares for wet weather transitions.
- Kindy children will have monitored transitions in wet weather.
- School Hall will be used for group games. Hall COLA will be set up for wet weather activities such as sand art, beading, needle work, fimo.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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

- Our care and education service will follow best practice guidelines to protect children, family member's educators and staff from the damaging effects of sun exposure.
- Our service is a Sun Smart service.

Strategies

The Approved Provider will:

- 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 required. Extra care is needed for services in the far west and north of NSW and for all children who have very fair skin.
- All sun protection measures (including recommended outdoor times, shade, hat, clothing) will be considered when planning excursions and activities.

Outdoor Activities

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

This will include:

- Sun protection times are a forecast for the time of day UV levels reach 3 or above. At these levels sun protection is recommended for all skin types.
- 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

- All outdoor activities will be planned to occur in shaded areas. Play activities will be set up in the shade and moved throughout the day to take advantage of shade patterns.
- 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.
- Families ensure sunscreen is applied before attending during vacation care.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. The service demonstrates SunSmart behaviours with the wearing of suitable clothing and application of sunscreen. This policy will be revised as necessary and reviewed every 12 months

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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Supervision and access to water within the service is managed effectively by staff to ensure children remain safe and healthy. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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.

When walking the children, Educators:

- 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.
- Will 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- updated annually.
- Engage the children whilst walking to provide a learning opportunity.

When travelling by bus Educators will:

- 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.
- Make sure children are always seated.
- Ensure children are not left alone with the bus driver.
- 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
- 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.

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.

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 will:

- Arrange alternative transport.
- Complete an accident report.
- Notify the DEC, Approved Provider and parents.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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/Nominated Supervisor

- Bilgola Plateau Public School OOSH will have a Responsible Person physically present at all times that children are being cared for. The Responsible Person in charge may change throughout the day, this will be documented. Bilgola Plateau Public School OOSH will meet this requirement by using a whiteboard on the sign in/out desk, staff rosters and a record of RP sign in sheet.
- Bilgola Plateau Public School OOSH will not operate the service unless there is a Nominated Supervisor. The Nominated Supervisor will accept this position in writing, and this will be stored with staff records.
- The Approved Provider must notify the regulatory authority if there is a change to the listed Nominated Supervisor.
- The Nominated Supervisor does not need to attend the centre at all times. When the Nominated Supervisor is absent another staff member deemed a Responsible Person will be in charge of the premises.
- A person listed as the Responsible Person will accept the position in writing and acknowledges that the position does not mean they take on the responsibilities of the Nominated Supervisor.

A Responsible Person can be:

- The Approved Provider – if this is an individual. If it is an organisation or company, then someone with Management and Control of the service.
- The Nominated Supervisor – this is a person designated by the service as the Nominated Supervisor.
- A Responsible Person – is a person who has been placed in day-to-day charge of the service in the absence of the Nominated Supervisor.

The Approved Provider will:

- Ensure Nominated Supervisors and Responsible Person have a clear understanding of the role of the Responsible Person.
- Ensure the Responsible Person and Nominated Supervisor are appropriately skilled and qualified.
- Ensure a Responsible Person is physically present at the centre.
- Review the Children's Services Act 2010 and ensure employees are receiving the correct entitlements. This is managed through consultation with the Nominated Supervisor.

The Nominated Supervisor or delegated authority will:

- Arrange for the keeping of a “Responsible Person Record”. This record will document the current responsible person.
- The name of the Responsible Person will be displayed at all times.
- Develop rosters in accordance with the availability of responsible persons, centre operation and attendance patterns of children.

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.

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.
- All students, volunteers and visitors are required to sign in and out of the centre.

OOSH Staffing Requirements for School Age Children

- At least one educator must hold or be working towards an approved 2-year Diploma level qualification or higher in a relevant area of study and be at the service:
 - at least 7 hours and 15 minutes of the time education and care is provided for more than 7 hours and 15 minutes on that day; or,
 - at all times that education and care is provided at the centre
- For services with more than 30 children the above requirements must be met.
- At least 1 educator for every 30 children holds or is working towards an approved Certificate 111 or a 1-year qualification or higher in a relevant area of study.
- Any other educator required to meet ratio requirements do not need to hold a qualification as long as they are 18 or older.
- There will always be a minimum of 2 staff members on any given shift. The exception to this is when during a lock down event where only children of essential workers are in attendance and ratios allow. without any negative effect on the quality of care provided.
- As the main purpose of our service is to provide out of school hours to school age children, we do not require an early childhood teacher.

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 when on their lunch break, when an employee is required to remain on the employer's premises, the employee will be entitled to a paid meal break of not less than 20 minutes or more than 30 minutes. This paid meal break is to be counted as time worked.
- Rest pauses-An employee working 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.

Staffing Selection

- Prospective employees will apply for positions within our centre via a formal 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 & 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.
- Check referees on the successful applicant.
- 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.
- References will be checked to ensure validity.
- A valid WWCC is required.
- It is a condition of employment that prospective employees have a current HLTAD004 qualification.

Staffing Philosophy

- Staffing arrangements will enhance children's learning and development.
- Rosters will be developed in accordance with regulations.
- The organisation of educators will provide a safe, nurturing environment.
- Effort will be made to ensure the continuity of educators.
- 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Staffing arrangements will meet all associated guidelines and staff will act in a cohesive, respectful manner where the needs of the child are the basis of their actions. This policy will be revised as necessary and reviewed every 12 months

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 2022

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.

Goal

To provide all new staff with a clear, structured induction in order to establish best practice.

Strategies

The Approved Provider will:

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

The Nominated Supervisor will:

- 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.
- Informed of the management committee and given the opportunity to meet them where possible.
- Tour of the service.
- Being shown where relevant records are kept.
- Discussions regarding expectations including code of conduct and duty of care.
- 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.
- Three paid training shifts.

New staff will be provided with the following information:

- Opening hours
- Service philosophy, selected policies and direction to the centre's full policy and procedure manual
- Watch Area Procedures
- Behaviour Management Procedures
- Active Supervision Guidelines
- Fair Work Information Statement & Casual Employment Information Statement
- OOSH Code of Conduct
- Child Protection Code of Conduct
- Job Description
- Emergency Procedures
- Superannuation forms
- Taxation forms
- Banking details form

- Payroll details
- Prohibition clearance forms
- A staff uniform adequate for the proposed hours of work

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months

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 2022

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 staff maintain a high level of professionalism.
- To establish a staff body who are dedicated to providing a high-quality service.

The Approved Provider will:

- Ensure the Nominated Supervisor fulfills responsibilities regarding employee adherence to the service's 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.
- Staff will be made 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.
- Staff will be expected to know, understand and perform their duties as per their job description.
- Staff will 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.
- Staff will be expected to start duties on time.
- Staff will use Time Sheets digital sign in system to record shift time in/out.
- A compulsory uniform consisting of a polo and jacket will be provided to all staff, staff are to wear this uniform at all times. In addition to the uniform provided staff may wear:
 - Black sport style leggings that come to at least the knee.
 - 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
- Staff will be expected to dress appropriately for their duties as described in the job description. This includes participating in craft and sports activities.

- Safe and appropriate footwear should always be worn.
- 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 are to be kept permitted on the premises.
- Staff should not attend work when they are unfit to do so due to injury or sickness and must inform the Director as soon as possible.
- 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. Continued absences will result in reduced shifts or cessation of employment.
- Staff will use appropriate language at all times and ensure that their communication does not offend children, parents or other staff.
- Staff are expected to maintain confidentiality at all times.
- Staff agree to 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.
- Staff will 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.
- Bilgola Plateau Public School OOSH is a smoke free zone. Staff are not permitted to smoke at any time during their shift, including breaks.
- Staff will be expected to know and follow child protection policies.
- Any conflicts that arise must be addressed as outlined in the grievance and complaints procedure.
- Personal mobile phones should be left in the office/staff possessions area.
- Staff will agree with and sign 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Interactions between educators and children are genuine, positive and responsive and based on respect, fairness, acceptance, co-operation and empathy. This is evident in conversations, communication, pedagogy, and planning for children and families. This policy will be revised as necessary and reviewed every 12 months

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 2022

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.
- 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 time out period of 5 minutes will be given. 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.
- If required a behaviour management 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 will 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. The safety of children and staff is of highest priority and the effectiveness of this policy can be measured by how our procedures for managing behavioural issues is working. This policy will be revised as necessary and reviewed every 12 months

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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. The centre will collaborate with families to ensure best practice and support will be given to families. This policy will be revised as necessary and reviewed every 12 months.

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 2022

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.

Enrolment

Enrolment **must** be completed before the child attends OOSH. To enrol please visit www.bilgolapandc.com.au, click on Parent Portal 'OOSH Enrol and Book' and either register or sign in on the 'My Family Lounge' widget (sign in if your child has been registered with QikKids at another service). If your child has any allergies or medical conditions, please let us know via email. Please make sure you enter these conditions on your QikKids registration. All information must be complete and include the following:

- At least two contacts other than parents and all authorisations accepted.
- Personal, medical, and custodial details
- Immunisation status and self-administering of asthma medication authorisations.

- Details of any allergies or medical conditions. These should be advised to the centre via email and entered via QikKids registration. Please send us an action plan signed by your doctor. You will also be required to complete the service's Medical Management Plan.
- Media release authorisations.
- Direct debit request must be completed for your enrolment to be successful.
- Bilgola Plateau Public School P&C OOSH & Camp Bilgola reserves the right to refuse enrolment if we believe such enrolment may impact the service, employees and other children in attendance.

Strategies:

Enrolment Procedure

Families will be advised of the following:

- How to register with My Family Lounge
- Current fee structure and payments
- Waitlist procedures
- How to access our digital Parent Handbook detailing information about our service
- 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 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. The centre will collaborate with families to ensure best practice and support will be given to families. This policy will be revised as necessary and reviewed every 12 months

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, 6.2.2, 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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement. Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement. Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

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 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary.

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 2022

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.
- 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 no more than the usual fee for fees being paid by the Government.
- Issue statements for all children in respect of whom fee reductions are provided to provide families with a complete record of the CCS or/ other fee reductions that have been provided by the service at least every three months.
- 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:

- Ensure all families are made aware of service fees and available subsidies on enrolment.
- Ensure statements of fees are given to all families no less than every three months.

- Submit attendance records to DEEWR on a regular basis and ensure subsequent fee reductions are passed on to families as soon as possible.
- Join in advocacy actions designed to reduce the cost of early education and care fees for families wherever possible.

Families will:

- Obtain a Customer Reference Number from the Family Assistance Office as soon as practical before commencing at the service. (Approved Services only).
- 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 maintain 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.
- 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 4769 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 will issue account statements each week in accordance with the accountability requirements of the Department of Education, Employment and Workplace Relations.
- All residents of Australia are entitled to claim Child Care Subsidy either as reduced fees, or a lump sum payment. Families must contact the Family Assistance Office to register for either of these two options.
- The centre will review its fee structure periodically, families will be informed prior to the increase of any fee.

2021 Fee Policy

FEES	PERMANENT RATE	CASUAL RATE	
Before School Care	\$14	\$18	
After School Care	\$21	\$25	
	EARLY BIRD RATE	CASUAL RATE	LATE/NO BOOKING RATE*
Vacation Care	\$75	\$80	\$95
	ANNUALLY	PER OCCURANCE	
Administration	\$20		
Bond	\$100 (rolls over each calendar year)		
Manual payment fee		\$5	
Dishonoured payment (change)		\$14.95 (charged by Debit Success and subject to change)	
Account overdue		\$20	
Absent without notification		\$5	

No confirmed booking fee (walk in/manual booking fee)	\$15
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.
- 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 to Debit Success.

When Fees are Due

- Fees must be paid weekly.
- If your account falls into arrears, you will be charged an administration fee.
- If your fees remain in arrears 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 marking your child absent via the “My Family Lounge App” 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 the My Family Lounge website / app) 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

Management and staff will review the effectiveness of this policy and amend whenever necessary. Families pay fees on time and collect children on time. Fees are kept as low as possible whilst ensuring the service's financial health. This policy will be revised as necessary and reviewed every 12 months.

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 2022

Introduction

In order to maintain financial viability, Bilgola Plateau Public School OOSH follows a process to ensure fees are paid. When fees are not paid, the outlined process is followed.

Goals

- For families to have a clear understanding of our fee payment structure.
- To have systems in place to recover unpaid fees.

Fee Payment Structure

FRIDAY – Statement is emailed to the nominated account holder. The statement includes usage for the week including an estimate of Child Care Subsidy is applicable.

MONDAY (0) – Auto charge, Debit Success charge the nominated card/account.

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

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

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

FRIDAY (18) – Formal email advising of collection, formal email is sent advising of progression to debt collection agency and potential loss of booking.

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

Management and staff will review the effectiveness of this policy and amend whenever necessary Families pay fees on time to ensure financial viability. here is a clear process to recover unpaid debt. This policy will be revised as necessary and reviewed every 12 months.

Quality Area 7

Leadership and Service Management

Government and Management of the Service

Policy Review Date: May 2022

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

Management and staff will review the effectiveness of this policy and amend whenever necessary the organisation is recognised for effective governance management practices. The organisation's philosophy is adhered to, its goals are reached, and it continues its quality improvement journey. Organisational risks and legal obligations are identified and managed through policies and relevant processes. This policy will be revised as necessary and reviewed every 12 months.

Links

- Education and Care Services National Regulations: *12, 92, 99, 102168, 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