



POLICY DOCUMENT

Contents

Definitions.....	5
SECTION A: THE KIDS' COTTAGE.....	7
Mission Statement.....	8
Philosophy.....	9
Kids Cottage Goals.....	11
SECTION B: ADMINISTRATION AND MANAGEMENT.....	13
Hours of Operation	14
Service Access.....	15
Enrolment and Family Orientation	17
Fees.....	19
Child Care Subsidy	21
Arrival and Collection of Children.....	23
Absent and Missing Children.....	28
Maintenance of Records	30
Policy Development and Review	32
Participation	34
Dealing with Grievances and Complaints	36
Governance and Management of the Service.....	38
Rules governing the subcommittee appointed to manage the Out of School Hours Centre	40
Financial Management	43
SECTION C: FACILITIES AND EQUIPMENT	45
Security	46
Building, Repairs, and Maintenance.....	47
Storage.....	48
Heating and Ventilation	49
Pest Control.....	50
Indoor Environment.....	51
Outdoor Environment.....	53
Extreme Weather	54
SECTION D: STAFF POLICIES	57
Staff Recruitment	58
Conditions of Employment.....	60

Staff Orientation	63
Responsible Person.....	65
Staff Professionalism	66
Staff Performance Evaluation.....	70
Staff Grievance Procedures.....	72
Disciplinary Action	74
Casual & Junior Staff	77
Volunteers & Students	79
Staff Rostering / Child Ratios.....	81
Communication	82
SECTION E: HEALTH AND SAFETY	85
Hygiene	86
Beverages, Food, and Nutrition.....	87
Hazards	89
Water Safety.....	90
Transportation.....	91
Animals.....	93
Sun Protection	94
Cottage Hats.....	96
Emergency And Evacuation Policy.....	97
First Aid, Injury, and Trauma	99
Toileting	101
Nappy Change	103
Illness and Infectious Diseases	104
Sleep and Rest	106
Immunisation	109
Medical Conditions & Allergies	111
Medication	112
Visitors	113
Child Protection	114
Providing a Safe Child Environment	121
Information exchange.....	125
Interactions with Children.....	127
Effective Supervision.....	128

Child Management	131
Bullying.....	133
Staff Induction to Work Health and Safety	135
Stress Management in the Workplace.....	137
SECTION F: PROGRAMMING	138
Programming & Evaluation	139
Homework.....	141
Daily Routine for Programs	142
Gender Equity.....	143
Cultural Relevance / Anti-Bias	144
Excursions.....	145
Safe Use of Digital Technologies and Online Environments	148

Definitions

Definitions

For this policy, the following terms are defined as follows:

Staff/ Educator

An individual employed to supervise and engage children in the OSHC program, responsible for delivering safe, inclusive, and developmentally appropriate experiences.

Management

Refers to the individuals or team responsible for the day-to-day operations, administration, and decision-making of the organisation or service. This may include, but is not limited to, the Director, Assistant Director, or other appointed leadership roles.

Responsible Person

An individual who has been designated by the Approved Provider to always be physically present and in charge of the service it is operating. This person must meet the regulatory requirements, including appropriate qualifications and clearances, and may be the Nominated Supervisor or another suitably qualified staff member.

Nominated Supervisor

A person who has been nominated by the Approved Provider and accepted by the regulatory authority to be the individual in day-to-day charge of the service. The Nominated Supervisor holds specific responsibilities under the Education and Care Services National Law, including ensuring compliance with regulations, supporting staff, and promoting the safety, health, and well-being of children.

Approved Provider

The individual or organisation that holds the service approval and is legally responsible for operating the OSHC service in compliance with the National Law and Regulations.

P&C

An abbreviation for "Parents and Citizens Association," a body typically comprised of parents, caregivers, and community members that supports the school or service through fundraising, events, and advocacy. The P&C may also have governance or advisory responsibilities depending on the structure of the organisation.

Parent Management Committee

A governing body made up of parents or guardians of children enrolled in the service. This committee is responsible for overseeing strategic direction, compliance, financial oversight, and key policy decisions. It may also be referred to as the Approved Provider or Management Committee, depending on the regulatory context.

Treasurer

A member of the Parent Management Committee or P&C is responsible for overseeing the financial affairs of the service. The Treasurer ensures accurate record-keeping, prepares budgets and financial reports, and monitors financial compliance with relevant policies, procedures, and legislation.

Accounts Manager

A staff member is responsible for managing the financial transactions, payroll, invoicing, and account reconciliation of the service. The Accounts Manager works closely with the

Treasurer and Management to ensure timely and accurate financial administration in line with organisational policies and regulatory requirements.

Child Care Subsidy (CCS)

A government payment is provided to eligible families to assist with the cost of approved child care. The CCS is administered by Services Australia and is paid directly to the service to reduce the out-of-pocket fees for families. Eligibility and subsidy amounts are determined based on factors such as family income, activity levels, and the type of care used.

CRN (Customer Reference Number)

A unique identifier issued by Centrelink (Services Australia) to individuals accessing government payments and services. For Child Care Subsidy purposes, both the parent and the child require a CRN to receive subsidies.

Xplor Home

A mobile and web application used by families to manage their child's enrolment, bookings, and attendance in early childhood education and care services. Xplor Home allows parents to sign in/out, view learning updates, access billing information, and communicate with the service in real time.

NSW Department of Education (NSW DOE)

The New South Wales government department is responsible for regulating and supporting early childhood education and care services across the state. The NSW DOE oversees service approvals, compliance, and quality improvement under the National Quality Framework.

SECTION A: THE KIDS' COTTAGE



Mission Statement

To provide the highest quality standard of out-of-school hours care, responding to the community's needs and contributing to the continuing education and well-being of children in our care.



Philosophy

At The Kids Cottage, we believe in providing an inclusive, age-appropriate, creative, active, and fun program with a variety of choices, in a safe, caring, and sustainable environment.

We believe in respecting individuality whilst challenging the children's cognitive, social, emotional, and physical development and encouraging the development of essential life skills.

We maintain that children have the right to feel safe and supported in their environment and support this through developing secure and respectful relationships between the Educators and the children.



Child Safe Commitment Statement

Kids Cottage is committed to providing a safe, inclusive, and nurturing environment where all children are respected, valued, and heard. We believe that the safety and well-being of children is everyone's responsibility and should be embedded in every aspect of our service.

We are committed to:

- Upholding the rights of every child to feel safe, secure, and protected from harm, abuse, and neglect.
- Embedding the **Child Safe Standards** into our culture, policies, and everyday practice.
- Creating a child-centred environment where children are empowered to speak up and participate in decisions that affect them.
- Promoting equity and inclusion by respecting diversity and supporting the needs of all children, including those with additional needs, disabilities, and from culturally and linguistically diverse backgrounds.
- Ensuring that all staff, volunteers, and visitors understand and act by their responsibilities under child protection laws and our Code of Conduct.
- Providing ongoing training and support to build a culture of vigilance, transparency, and accountability.
- Continuously reviewing and improving our child safety practices through regular feedback, risk assessments, and engagement with children, families, and the community.

We are unwavering in our commitment to child safety and will take immediate and appropriate action to respond to any concerns or allegations of abuse or neglect.

Kids Cottage Goals

FAMILIES

- Treat all families equally, and concerning their cultures and beliefs.
- Be understanding of all families and their situations.
- Provide a safe and happy place to leave their children.
- Build trusting relationships.
- Listen to families' input.
- Establish good communication and information about the centre and their children.
- Encourage involvement and participation at the centre.

DIRECTOR AND MANAGEMENT TEAM

- Provide all staff with support and training.
- Establish regular channels of communication.
- Treat staff equally and with respect.
- Provide a professional workplace.
- Keep up to date with relevant legislation.
- Employ quality educators.
- Review staff performances.

STAFF

- Staff are to try and be good role models
- Bring a variety of skills and talents to the role of care.
- Provide a healthy, safe, and friendly environment.
- Encourage child development.
- Provide links between school, community, and families.
- Make continuing improvements through evaluation.

COMMUNITY

- Provide a quality service to the local community.
- Make the community aware of our service.
- Provide children and families with a link to the community through involvement at the centre.
- Continually evaluate the service and whether it meets the needs of the local community.

SOCIAL CONSIDERATIONS

- Provide equal employment opportunities.
- Treat all children equally and with respect.
- Be aware and adhere to child protection laws.
- Have a fair and just means of discipline.

- Provide an inclusive program and workplace.

CHILDREN

- Use the principles, practices & outcomes of the school age framework, *My Time, Our Place*, to guide the overall program.
- Provide a wide range of activities, both indoors and outdoors.
- Provide activities that promote development:
 - physically ~ sport, play equipment
 - cognitively ~ books, games, building blocks, technology, etc.
 - socially ~ small and large group interactions
 - emotionally ~ safe, secure environment, building self-esteem
- Provide age-appropriate programs.
- Establish systems to regularly evaluate programs.
- Provide special interest groups, e.g., Pottery, singing, dancing, drama, sports, cooking, knitting, coding.
- Design programs in consultation with children and families to establish areas of interest.
- Use observations of children to program activities specifically for their needs and interests.
- Introduce children to new life opportunities that encourage the development of self-help skills.
- Provide a comfortable environment.

SECTION B: ADMINISTRATION AND MANAGEMENT

Hours of Operation

Policy Statement

We aim to meet the needs of the parents in our local community who work, study, or have other commitments by operating for days and hours that allow them to reasonably get to and from their work or place of study.

Procedures

- The centre will operate during government school terms, Monday to Friday, between the hours of:
7.00 – 9.00am, before school, and
3.00 – 6.30pm, after school, or as agreed by the Management Committee.
- The centre will operate during government school holidays, Monday to Friday, between the hours of:
8:00am – 6.00pm, or as agreed by the Management Committee.
- The centre will also operate from 8.00am – 6.00pm on designated government school pupil-free staff development days.
- The centre will be closed on designated public holidays and for 2 weeks over Christmas.
- All parents will be notified of days of closure through notices
- All hours of operation will be documented in our family orientation packs on the child's initial enrolment, on centre noticeboards, and the school's P&C website.
- No children are to be left unattended at the centre outside these hours.
- Please refer to the Delivery and Collection of Children policy for further information regarding these procedures.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)

For further information

The Australian Children's Education & Care Quality Authority (ACECQA)
www.acecqa.gov.au
NSW Department of Education (NSW DoE) <https://education.nsw.gov.au/>

Service Access

Policy Statement

We aim to provide places for school-aged children needing care during their time out of school hours. We will not discriminate against any families needing care; however, priority of access will be determined by the government guidelines and placement on the waiting list.

Procedures

- Our centre will be available to children who currently attend primary school, with priority given to Middle Harbour Public School children. Children entering kindergarten will be granted access to vacation care as of 1st January in the year that they will be starting school.
- No one will be discriminated against based on his or her cultural background, religion, sex, disability, marital status, or income.
- The centre will ensure that children with additional needs are catered for wherever possible, within service resources and capabilities. Support, should it be needed, will be sought from the school or local authorities, e.g., the Inclusion Support Agency.
- Under agreement with the Commonwealth Government, the main priority for a new permanent place in the centre will be given to:
 - 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
 - Priority 3—any other child.

Within these main priority categories, priority should also be given to the following children:

- Aboriginal and Torres Strait Islander families
 - Families that include a child with special needs
 - Single-parent families
- After Commonwealth Government priorities, places will be given to siblings of children with current permanent bookings using the service.
 - Other places will be available if not filled by the above priorities.
 - If required, a waiting list will be developed and updated regularly, which identifies priority access eligibility, date placed on the list, and required days of care.

Considerations

Australian Government Services Australia
Australian Government Department of Education, Skills and Employment

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

Child Care Subsidy (Approval of Provider of Child Care Services) Minister's Rules
Family Assistance Legislation Amendment (Jobs for Families Child Care Package)
Act 2017

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National
Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

For further information

Services Australia <https://www.servicesaustralia.gov.au/>

Department of Education, Skills and Employment <https://www.education.gov.au>

Child Care Provider Handbook <https://www.education.gov.au/child-care-provider-handbook/managing-child-care-places>

Child Care Subsidy <https://www.legislation.gov.au/>

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Enrolment and Family Orientation

Policy Statement

We aim to provide a fair and efficient enrolment procedure that is clear and concise to all in the local community. We will ensure the confidentiality of our family's personal information through the provision of secure recording and storage procedures. All legislation relating to privacy will be adhered to.

Procedures

- New families will be given an orientation pack including all the relevant information needed when starting at The Kids Cottage.
- An enrolment form must be completed for each child, including the Child Care Subsidy preferences and immunisation records, before the child can attend the centre.
- For each child attending, the enrolment form must contain all relevant information relating to personal, medical, guardian access details and emergency contact details as well as any other special requirements or considerations.
- If the child has any medical conditions, including asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis, the service must be provided with a medical management plan and any medications and/or epi-pens necessary before the child can attend the centre (along with developing a risk minimisation plan with the centre).
- If the child is subject to an access order or agreement, the service must have a copy on record, plus any subsequent alteration registered by the court.
- Families with custody agreements in place will be advised to create separate accounts at the centre as per their custody agreements unless court orders in place specifically state that there must be one account at childcare centres, or the parents contact the centre directly together requesting a joint account. If at any point, one or both parents request the accounts to be separated, this request will be fulfilled unless the centre is provided with a legal document prohibiting the split of the accounts. The centre will not join separate accounts into one without the explicit consent of both parents.
- Parent/Guardian #1 on the enrolment form will be used as the primary contact unless otherwise indicated at the time of enrolment.
- Parents/Guardians/Carers must agree to adhere to the [Parent/Visitor Code of Conduct](#) as a condition of each child's enrolment, and if this code of conduct is consistently violated, the centre reserves the right to terminate the child's enrolment
- All enrolment forms are to be kept confidential from all except staff, management and Commonwealth and/or State Department Officers.
- The centre will request all families review their current enrolment details every 2 years. Parents/Guardians/Carers should notify the centre regarding any changes to contact details and children's special health care needs at the time of the change.

Considerations

Privacy Act 1988

Child Care Subsidy- Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017)

Family Law Act 1975

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

For more information

Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>

Centrelink www.centrelink.gov.au

Child Care Subsidy www.education.gov.au/child-care-subsidy-1

Family Law Act <https://www.legislation.gov.au/>

ACECQA www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Fees

Policy Statement

We aim to provide an affordable, quality service. Fee levels will be set by [in consultation with the P & C each year on completion of an annual budget and according to the required centre income.

Procedures

Setting Fees

- Fees are to be set on an annual basis by management, based on the annual budget and ensuring that the required income will be received to run the service efficiently.
- Fees will be reviewed based on attendance and the centre's ability to meet running costs. Parents will be given sufficient notice of any changes in the fees.

Fee Payment

- The method of payment is through Debitsuccess, a direct debit system.
- Before and After School Care & Vacation Care invoices will be issued to everyone with a balance owing on a Thursday, fortnightly. Charges will be for the following two weeks in advance.
- Charges will be debited from a nominated bank account or credit card fortnightly on a Friday. [
- Invoices will be emailed as the default method.
- Statements can now be viewed on the parents' Xplor Home app, and additional payments can also be made through the app. Any additional payments will be apparent on family statements.
- For families with permanent bookings, fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness or holidays.
- 14 days' prior notice, in writing, is to be given to the Centre for any changes or cancellations to permanent bookings or holidays. 14 days' prior notice in writing is to be given to the Centre for any changes or cancellations to vacation care bookings. If insufficient notice is given, fees will be paid in full.

Overdue Fees

- Parents are encouraged to discuss any financial difficulties managing fee payments they may have in paying fees with the Director. A payment plan can be discussed and agreed together.
- If no previous arrangements have been made regarding overdue fees, the centre will:
 1. Provide a reminder invoice for fees overdue by 2 weeks.
 2. If, after 4 weeks, no payment has been made or a payment plan arranged, then your bookings will be paused. A letter will be sent by the Director to inform that the enrolment has been paused. You will

receive a warning that debt collectors will be contacted within a week.

3. If no attempt to pay or discuss the payment of fees has been made after 5 weeks, your enrolment will be cancelled, and debt collection will commence. A letter will be sent by the Director to inform that the enrolment has been cancelled.

Any families on a payment plan, should any payments be missed, steps 2 and 3 will be adhered to.

Late Fees

- Any authorised person who collects a child after 6:30pm will be, in the first instance, given a warning, and in the second and subsequent instances, a late charge of a flat fee \$20 and \$15 every 15 minutes after.
- Wherever possible, an authorised person should advise the centre when they will be late to collect a child.

Search Fees

- Any authorised person who does not notify the service, in writing, of an after-school care absence by 3:00pm will be, in the first instance, given a warning, and in the second and subsequent instances, be charged a search fee of \$20.00 per family.

Cottage Hat Fees

- New Cottage hats are sold at cost price for \$9.00 from the Cottage office.
- Children who do not bring their Cottage hat will be provided with a spare hat, and a \$1.00 laundry fee will be charged each day used.

Considerations

Australian Government Department of Education, Skills and Employment
Australian Government Services Australia

For further information

Department of Education, Skills and Employment <https://www.education.gov.au/>
Department of Services Australia
<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>
Child Care Subsidy www.education.gov.au/child-care-subsidy-1

Child Care Subsidy

Policy Statement

We aim to maintain provider eligibility for Child Care Subsidy approval through the Australian Government Department of Education, Skills and Employment as per Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017.

Procedures

- If a family would like to claim the childcare subsidy (CCS) for their child(ren)'s attendance at The Kids Cottage, Middle Harbour, Customer Reference Numbers (CRN) and dates of birth must be provided to the centre in writing, either on the enrolment form or via email.
- Families must apply for a childcare subsidy claim through their online Centrelink account via myGov.com.au. Centrelink will then complete an assessment.
- CCS assessments are completed by Services Australia through the family's Centrelink account on myGov.
- The Kids Cottage, Middle Harbour, will submit enrolment details for your child(children) to Centrelink. Parents will need to confirm their child(ren)'s enrolment via myGov.com.au before the subsidy can be applied.
- The Kids Cottage, Middle Harbour, will confirm all families' enrolments before the start of each new school year.
- CCS payments will be credited to each family account, with the family receiving a reduced fee rate. These credits and reductions will be included in the family's fortnightly statement. It is important to note that the amount of CCS applied to your statement at the time of payment is an estimate, and adjustments may be made to your balance throughout the financial year as CCS credits are confirmed and applied as advised to Kids Cottage by Centrelink.
- CCS is paid for up to 42 days of allowable absences per session per financial year, including sick days (or in line with the Centrelink policy at the time). Once a child has exceeded these 42 absences, full fees will be charged for each session. If the centre is provided with a medical certificate for sick days, the centre may apply to Centrelink for additional allowable absences.
- All documentation about the CCS will be kept for the specified time and made available to Commonwealth Department Officers upon request.
- All records will be kept confidential and secured in the office. With a written request, parents may access particulars of their CCS payments at any time.
- If custody arrangements are in place and families have more than one account, each parent can apply for CCS individually for their days of care. These applications need to be done through Centrelink, and individual CRN information for each parent will need to be provided to the centre

Considerations

Privacy Act 1988

Child Care Subsidy- Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017)

Family Law Act 1975

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

Australian Government Department of Education, Skills and Employment

Australian Government Services Australia

For more information

Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>

Centrelink www.centrelink.gov.au

Child Care Subsidy www.education.gov.au/child-care-subsidy-1

Family Law Act <https://www.legislation.gov.au/>

ACECQA www.cecqa.gov.au

Department of Education, Skills and Employment <https://www.education.gov.au/>
Services Australia

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

NSW Department of Education (NSW DoE) <https://education.nsw.gov.au/>

Arrival and Collection of Children

Policy Statement

We aim to provide a procedure for the arrival and collection of each child, which is clear and ensures the safety and well-being of the children in our care. Parents, guardians and carers are required to follow specific procedures to sign their child(ren) in and out of the centre to ensure Kids Cottage receive the appropriate notifications that the child is in their care, including any emergency medical information and relevant authorisation for any excursions.

Procedures

Xplor Home- Sign in/out iPads

- All authorised persons for delivery and collection of children must have their own sign-in/out login to access our electronic rolls via the Xplor Home app. These login details are unique to the individual and must be used accordingly to ensure children are being signed in and out by authorised individuals.
- Children are not permitted to use login details for parents or guardians at any time.
- Authorised persons are not to provide their login details to others to collect their child(ren).
- If your login details are not working, please speak to a staff member for assistance.
- If the centre has been notified in writing that a person other than an authorised person named on the enrolment will be collecting a child(ren), centre staff will sign out the child(ren) once it has been verified that the person has been given permission to pick up the child(ren).

Arrival of Children

- Children are not to be left alone at the centre at any time prior to the opening hours of the centre.
- On arrival, the adult accompanying the child is responsible for signing the child in on the electronic roll, which will automatically log the time of arrival.
- Children over 10 years of age, who have written permission from a parent or guardian to arrive at the centre unaccompanied, will be signed in by a Staff member at the agreed time.
- It will be at the discretion of the Director as to whether children under 10 years of age will be allowed to arrive at the centre unaccompanied by an adult with written consent from a parent or guardian.
- Parents and Guardians are to communicate with the staff on duty if there are any specific considerations for the child(ren) that day. This information will be recorded in the appropriate communication books or written in the parent communication book next to the sign-in/out iPads.
- The adult dropping off the child is responsible for making sure that a staff member is aware of the child's arrival before they leave the centre.
- Should the child require any medication, parents must fill in and sign the

medication form. This form can be found by contacting the director or on our website.

- Kindergarten children will be collected from their classroom during the first term or until children show levels of independence indicating they are capable of walking over to Kids Cottage.
- All children are signed into Kids Cottage by Kids Cottage staff using the Xplor playground app. Children not signed in by 3:15pm will become a part of our missing children procedure.

Picking Up Children

- Children must be collected no later than 6:30pm.
- The authorised person who is collecting the child must sign out via the electronic roll, which will automatically log the time of departure.
- Children over 10 years of age, who have written permission from a parent or guardian to leave the centre unaccompanied, will be signed out by a Staff member at the agreed time.
- It will be at the discretion of the Director as to whether children under 10 years of age will be allowed to leave the centre unaccompanied by an adult with written consent from a parent or guardian.
- The authorised adult and child are to ensure that all their personal belongings are collected each day.
- The authorised adult must ensure that a staff member is aware they are taking the child from the centre.
- Authorised adults should not call the Centre to ask for the staff to sign and send a child(ren) out to a meeting point, unless under emergency circumstances.
- Staff are to be notified if the adult collecting the child will arrive later than usual in order that the child can be notified to avoid any anxiety.
- If the child is to be collected by anyone different than the names on the enrolment form, parents must have personally informed the centre prior to pick up. This request should be confirmed in writing. The person collecting the child is asked to bring identification.
- The names and contact numbers of all people authorised to collect the child must be included on the enrolment form. Any changes to these must be advised in writing to the centre as soon as possible.
- The centre will not release the child to anyone who is not authorised without prior written consent and in line with the centre policy.
- If the centre has not been notified and someone other than an authorised person comes to collect the child, the centre will phone the parent or guardian to obtain verbal consent and request that the parent or guardian confirms with written consent in the form of an email. The child will not be released until parental consent has been received.

Attendance and Non-Attendance

- The attendance roll is marked at approximately:
 - 3pm when children come to sign in after school ends.
 - 3:45pm at afternoon teatime
 - 4:45pm at 3rd session
 - 5:45pm at late snack
 - 6:30pm check that all children have been signed out

At any of the roll call checks, if a child is not in attendance and has not been signed out by the parent/guardian, the Centre Management will immediately call the parents to locate the child. From 4pm onwards, if a child is identified as missing and contacts cannot be reached, the police will be contacted at the discretion of the Director or the Responsible Person.

Children who are not present at a Before School Care session are presumed absent for that session, and no attempt to locate the child is made. For Vacation Care, if children are booked in for an excursion, staff will call parents/guardians by 10am to confirm if the child will attend.

From 3:15pm the staff communicate with each other and the children during the afternoon session to locate child/ren that have not signed in. If the child/ren cannot be located, the following steps will be taken:

- Centre roll call is called, all children will have their names called out again
- Director/ Assistant Director will get in contact with schoolteachers/ administrators to check if the child/ren attended school or if there is any note about them
- Director/ Assistant Director will get in contact with child/ren emergency contact
- The school playground and classroom will be searched
- An email and text message will be sent to parents/guardians
- When a parent/guardian and or emergency contacts cannot be reached by 4pm, the police will be contacted. The decision to contact the police will be documented and is at the discretion of the Director or Responsible Person.

Late Pick up

- If a parent is running late, the staff must be informed before 6.20pm and a late pick up time arranged.
- In the absence of late pick up arrangements, the child will be held at the centre during which time the parents, guardians or emergency contacts will be called.
- If by 7.00 pm arrangements have not been made for the child/ren, the NSW Department of Communities and Justice' Children's Emergency Service will be called, and the child passed into their care.

Leaving the centre

Children will only leave the centre where:

- An authorised person collects
- Authorisation for the child to leave unaccompanied is given in writing by a parent or guardian
- An authorised person gives written permission for someone else to collect
- An authorised person given written permission for a child to attend an excursion
- The child requires medical, hospital or ambulance treatment, or there is another emergency.

Refusals of Authorisations

- If the child is subject to a parenting order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.
- When someone who does not have authorisation attempts to collect a child from the centre, the staff will:
 - Be polite, firm and clear and remember the primary duty is to the children in our care.
 - Clarify the legal position with the non-custodial parent. For example, staff may say “I’m sorry but I’m not legally able to allow the child to leave with you without authorisation as per the parenting orders”.
 - Ask the person politely to leave.
 - If they refuse to leave, call the police.
 - In all cases the staff should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible.
 - Also see “lock down procedure in regard to a security threat by a threatening or abusive person”.
- A person authorised to collect should be a responsible adult aged over 18 years. However, there may be situations where an older sibling delivers or collects a younger sibling. A written authority must be provided by the parent or guardian. The service reserves the right to deny this collection if they believe that this is inappropriate.
- If an educator suspects that a parent is in an ‘unfit condition’ (affected by alcohol or other drugs, mentally or physically ill, threatening or in fear of violence) the educator must first consult with the Director or the current Responsible Person in charge at the time of incident. These educators will make a judgement about the safety of the child and the ability of the carer to provide appropriate care.
- Educators must acknowledge that a primary carer has the right to leave the childcare centre with the child.

Considerations

Education and Care Services National Law and Regulations 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

NSW Department of Communities and Justice (NSW DCJ)

NSW Children's Guardian Act 2019

NSW Children and Young Person's (Care and Protection) Act 1998

NSW Government *Keep Them Safe – A shared approach to child wellbeing*

Family Law Act 1975

For further information

Education and Care Services National Law; Education and Care Services National Regulation; NQF & NQS www.acecqa.gov.au

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

NSW DoE <https://education.nsw.gov.au/>

NSW DCJ <https://www.dcj.nsw.gov.au/>

Children's Guardian Act 2019

<https://legislation.nsw.gov.au/#/view/act/2019/25/part8/div5/sec134>

Keep Them Safe <https://www.theirfuturesmatter.nsw.gov.au/about-us/other-reforms/keep-them-safe>

Family Law Act <https://www.legislation.gov.au/>

Absent and Missing Children

Policy Statement

We aim to ensure the safety and welfare of the children in our attendance by ensuring clear communication and cooperation between the centre, parents and the school.

Procedures

Absent Children

- Parents are to advise the centre if their child will be absent on a day they are booked into care. Parents are not to assume the school informs the centre of daily absences.
- Parents must inform a staff member either in person or in writing no later than 3pm on the day of an absence. This information is recorded by the centre.
- Should a child not sign in at After School Care when they have a booking, the staff will:
 - Check all Kids Cottage areas of play.
 - Ask the other children in attendance about their knowledge of where that child might be.
 - Approach the school office or class teacher and ask for information regarding the child's attendance or whereabouts.
 - Ensure all other children are well supervised during this time.
 - If the child was absent, the parents will be contacted, reminded of policy requirements and charged a search fee.

Search Fees

Any authorised person who does not notify the service, in writing, of an after-school care absence by 3:00pm will be, in the first instance, given a warning, and in the second and subsequent instances be charged a search fee of \$10.00 per family.

Missing Children

- From 3:15pm if the child attended school and is expected to attend the centre staff communicate with each other and the children during the afternoon session to locate child/ren that have not signed in. If the child/ren cannot be located the follow steps will be taken:
 - Centre roll call is called, all children will have their names called out again
 - Director/ Assistant Director will get in contact with school teachers/ administrators to check if the child/ren attended school or if there is any note about them. Ensure all other children are well supervised at this time.
 - Director/ Assistant Director will get in contact with child/ren parents and emergency contact
 - The school playground and classroom will be searched
 - Parents or authorised persons are to be kept informed.
 - An email and text message will be sent to parents/guardians

- When a parent/guardian and or emergency contacts cannot be reached by 4pm, the police will be contacted. The decision to contact the police will be documented and is at the discretion of the Director or Responsible Person
- Ask the teacher if they are aware of the parent or anyone else collecting the child and assist in the search of the school.
- Try to contact the parent or authorised person to inform them and find out any further information.
- Ensure all other children are well supervised at this time.
- In accordance with appropriate staffing levels and send a staff member to assist in looking around the school area.
- Parents or authorised persons are to be kept informed.
- If the child cannot be located by 4pm the police will be contacted at the discretion of the Director or the Responsible Person.

Considerations

NSW Children and Young Person's (Care and Protection) Act 1998

NSW Children's Guardian Act 2019

NSW Government *Keep Them Safe – A shared approach to child wellbeing*

Education and Care Services National Law and Regulations 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

NSW Department of Communities and Justice (NSW DCJ)

For further information

[NSW Children and Young Person's \(Care and Protection\) Act 1998](#)

Children's Guardian Act 2019

<https://legislation.nsw.gov.au/#/view/act/2019/25/part8/div5/sec134>

Keep Them Safe <https://www.theirfuturesmatter.nsw.gov.au/about-us/other-reforms/keep-them-safe>

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

NSW DCJ <https://www.dcj.nsw.gov.au/>

Maintenance of Records

Policy Statement

We aim to ensure that all appropriate and required records are kept as per regulations. We will protect the privacy and confidentiality of all families, staff and management of the centre, by ensuring that all records and information are kept in a secure place and only disclosed to Management.

Procedure

- Staff and management will ensure that all required records including child, staff, attendance, and financial are recorded, properly maintained, updated and kept in the nominated secure place.
- All records are kept confidential and only made available to authorised persons.
- No member of staff may give information on matters relating to a child that is enrolled at the centre to anyone, other than the parents or guardian enrolling the child.
- Exceptions are made:
 - For normal information exchange among staff and management for the daily operation of the Centre and wellbeing of the staff and children.
 - When required to do so in a court of law when subpoenaed.
 - Where a child is suspected of being at risk, neglected or abused, notification to the NSW Government Department of Communities and Justice is mandatory and staff will comply with this legislation. Such notification will be handled with sensitivity and professionalism. Where the Director has made the notification to the Department of Communities and Justice, information regarding the notification will only be revealed to other staff at the Director's discretion.
 - Where it is important for continuity of care that information regarding a child's care be shared between an Educator, Assistant Director, Director and the child's class teacher or school Principal.
 - Where a child has suffered a serious injury, notification of the incident will be made to the school Principal.

Considerations

Education and Care Services National Law and Regulations 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
Network of Community Activities –Record keeping factsheet #28
Privacy Act 1988
NSW Department of Communities and Justice (NSW DCJ)
NSW Department of Education (NSW DoE)

For further information

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

Network of Community Activities www.Network of Community Activities.org.au

Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>

NSW DCJ <https://www.dcj.nsw.gov.au/>

NSW DoE <https://education.nsw.gov.au/>

Policy Development and Review

Policy Statement

We aim to provide effective management and a quality service through the ongoing development and review of policies, which are required to run the service efficiently. Management will ensure that all individuals are aware of relevant policies and have free access to the policy document.

Procedure

- Management will ensure the development of all required policies under the Education and Care Services National Law and Regulation 2011, and the National Quality Framework and Standards.
- Other policies will be developed as necessary, based on the following criteria:
 - An issue or problem arises that is not addressed in the current policy.
 - The current policy is not meeting the current need.
 - Daily operations of the centre are unclear to staff, parents and/or management.
 - Staff, parents and management are unsure what to do in a certain situation.
 - There have been changes due to outside influences.
- All policies must reflect the current philosophy of the centre.
- We will ensure that any new management members, staff and families entering the centre are made aware of the policy document.
- The policy document will be kept in a specified place and made available to those who wish to see it.
- Staff and parents, and any other relevant persons will be encouraged to have input into the development of these policies.
- Policies will be reviewed on a bi-annual basis or more frequently if the need arises.
- Any changes to existing policies will be circulated to all involved in the service through the appropriate communication channels, e.g through emails, Xplor App and Newsletters and displayed at the sign-in and out areas.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

Participation

Policy Statement

We believe that participation by parents and carers in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents will be actively sought, and open communication will be constantly maintained.

Procedures

- Staff will greet and farewell parents/carers on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued.
- Staff will exchange information, communicating to parents/carers about their child or what they did on that day that may be of interest to them.
- Staff will respect individual differences in the way parents/carers bring up their children.
- Parents/carers will be notified of relevant information through direct contact, emails, Xplor notifications, notice boards and school newsletters.
- Parents/carers are welcome at the centre at any time, and staff will happily explain the activities or answer any questions about the service to them.
- Parents/carers need to be aware however of the staff's requirements to supervise the children during the sessions. If parents/carers wish to discuss or exchange detailed information about their child or our practices, an appointed time suitable to both will be organised.
- Parents/carers are encouraged to become involved in the centre's activities. We will seek this involvement by:
 - Keeping them informed and updated on current issues in the centre.
 - Asking for their assistance and participation in events.
 - Informing them of the Participation policy.
 - Informing them of the management structure and how they can be involved.
 - Informing them of relevant management decisions.
 - Encouraging feedback and input from parents/carers relating to the program, policies or other issues relating to the centre.
 - Encouraging parents/carers to share skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the centre.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

School age framework *My Time, Our Place*

For further information

Education and Care Services National Law and Regulation; NQF & NQS; My Time, Our Place www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Dealing with Grievances and Complaints

Policy Statement

Our priority is to do everything possible to improve the quality of our centre. We believe parents/carers, children and staff have an important role at the centre and value their comments. Parents/carers, children and staff are encouraged to communicate any concerns they have in relation to the service. We will support parents'/carers, children and staff's right to make a formal or informal grievance about anything that they think is unfair or which makes them unhappy with the service.

Procedure

Complaint/ Grievance from a parent/carer

- A complaint/grievance can be made informally or formally.
- Every family will be provided with or have access to clear written guidelines detailing the complaint/grievance procedure via the policy document. All confidential conversations with families will take place in a quiet place away from children, other parents and staff.
- If a parent/carer has a grievance or comment, they should discuss this with the Director either verbally or in writing by emailing director@kidscottagemiddleharbour.com.
- If a family has a complaint or comment about the service, they will be encouraged to talk calmly to the Director or the Assistant Director/supervisor of their group, who will listen and, if possible, resolve the matter or arrange a time to discuss their concerns and come to a resolution to address the issue.
- At no point will any behaviour that Kids Cottage deems to be disrespectful towards the person managing the complaint be tolerated by a parent or staff member.
- If the complaint is not handled to the family's satisfaction at this level, they should discuss the issue with the chairperson of the Management Committee either in writing or verbally.
- The Management Committee will discuss the issue with the Director and develop a strategy for resolving the problem. This would be discussed further with the family, or if necessary, a meeting will be organised with the Director and a family member to resolve the problem.
- The complaint/ grievance will be recorded and dated, indicating the issue of concern and how it was resolved.
- Any complaint/grievance or comments made will remain confidential. Grievances/complaints will be included in the Director's reports to the Management Committee with all identifying information, learnings and review post resolution.
- The Director or the Management Committee will inform the family of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally, or if the issue has been dealt with on a more formal basis, then the

Management Committee or Director will write personally to the family member.

- If the issue cannot be resolved in this manner, the parent/carer may contact an outside party such as the NSW regulatory authority NSW Department of Education (NSW DoE) or Network of Community Activities for further advice or options.

Compliant/ Grievance from a child

- Where a child has a compliant, they may choose to discuss it directly with staff or inform their parent. The parent can then address the matter by following the previous procedure.
- In the instance the child speaks directly to staff, the staff will listen to the child's complaint in a quiet private area and discuss the matter offering explanation and resolution if possible.
- Where the complaint is of a significant nature or cannot be resolved by staff the child's parents will be informed.

Considerations

Privacy Act 1988

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

Network of Community Activities

For further information

Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Network of Community Activities www.Network of Community Activities.org.au

Governance and Management of the Service

Policy Statement

We aim to provide a quality service and will ensure that we operate according to the legal requirements of the Parent and Citizens Associations. The committee will ensure that decisions are made in a suitable way, in the best interest of the service and by the centre's constitution.

Procedures

- Kids Cottage Middle Harbour is a registered business name of the Middle Harbour Public School P & C Association.
- The P & C Association has agreed with the Commonwealth of Australia as the operator of The Kids Cottage Out of School Hours (OOSH) under which the Commonwealth has approved funding for the provision of Child Care Subsidy (CCS) for school-aged children.
- The Kids Cottage is operated by a subcommittee of the P&C Association appointed by the P&C Association.
- Members of the committee will consist of parent/carer users and interested community members. Parents/carers will be actively encouraged to participate.
- Office bearers will be elected each year at the P&C Annual General Meeting.
- The role of the committee is:
 - Formulation and application of policy
 - Monitor and maintain compliance with the National Quality Framework
 - Employment and direction of staff
 - Financial management
 - Manage Complaints and Feedback
 - Direction of administrative procedures
- The Committee operates under a set of rules approved by the P & C (over page).
- Decisions about the overall operation of the centre will be made at the Management Committee level. Parents/carers and staff will be kept informed about the Committee membership, meetings and decisions and have opportunities to have input into the management of the service.
- The Director/Assistant Director will attend meetings and present a written report regarding the running of the centre and will provide information to the committee to assist in making decisions.
- The Director/Assistant Director may also raise issues on behalf of the staff and provide feedback to other staff on the Committee's decisions.
- Nominated management members may gain access to the services records, etc, but only in accordance with confidentiality guidelines and when necessary to fulfil their management responsibilities. Confidentiality will always be maintained at all levels.

Considerations

Education and Care Services National Law and Regulations 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
Network of Community Activities –Record keeping factsheet #28
Privacy Act 1988
NSW Department of Education (NSW DoE)

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
Network of Community Activities www.Network of Community Activities.org.au
Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>
P&C Federation www.pandc.org.au
NSW DoE <https://education.nsw.gov.au/>

Rules governing the sub-committee appointed to manage the Out of School Hours Centre

1. Name

The OOSH Centre shall operate as the Middle Harbour Public School P&C Association trading as The Kids Cottage Middle Harbour ("the Centre").

2. Objectives of the Centre

- To provide outside school hours care for children aged 5 – 12 years in a safe, creative, stimulating and caring environment.
- Recruiting professional, appropriately trained staff.
- To raise, obtain and receive funds or other aid to operate the Centre.
- To apply the capital, income and property of the Centre towards the objectives of OOSH care.
- To affiliate with other bodies that have similar objectives, e.g. Network of Community Activities and other industry bodies.
- To do such lawful things as are incidental or conducive to the achievement of these objectives.
- To be a non-profit-making organisation.

3. Management

- The Centre shall be managed by a subcommittee ("the Committee") of the Middle Harbour Public School P&C Association Inc. ("MHPS P&C").
- The Committee shall consist of the office bearers and not more than five other members.
- The office bearers shall be a Chairperson, Staff Liaison, Secretary, and Treasurer and such officers as decided by the members of the Middle Harbour Public School P&C Association.
- The office bearers and other members of the Committee shall be elected annually at the first meeting of the year.
- Any casual vacancy occurring among the office bearers may be filled by the Committee and the person so appointed to fill such a vacancy shall hold office for the unexpired term of the member so replaced.
- The day to day running and the financial management shall be the responsibility of the Director.
- The Director, Assistant Director and the Administration Manager shall be granted ex-officio membership of the sub-Committee, but these ex-officio positions shall have no voting rights.
- No member of the Committee shall be appointed to any salaried office of the Centre. Payment shall only be received by a Committee member for out-of-pocket expenses.

4. Membership

Membership is open to all interested people.

5. Liabilities of a sub-Committee member

The liabilities of a member of the Committee to contribute towards the payment of the debts and liabilities of the Centre, or the costs, charges and expenses of winding up of the Centre is limited to the amount paid by the member in respect of membership of the MHPS P&C.

6. Responsibilities of the Committee

- The general operation of, and fiscal responsibility for, the Centre and the appointing of the Centre manager, childcare co-coordinator and childcare assistants.
- Ensuring that suitable policies regarding employment, financial management, childcare and any other policy that the Committee determines is both followed and updated at regular intervals.
- Ongoing evaluation of all agreed-upon programs.

7. Proceedings

- The Committee may meet together to dispatch business, adjourn and otherwise appoint and regulate its meetings as it thinks fit provided that it meets at least seven times annually.
- Any Committee person may be elected by those present to chair the meeting.
- Questions arising at any meeting shall be decided by a majority of votes of those present. A secret ballot may be requested by any member. In case of an equality of votes, the Chairperson of the meeting shall have a second or casting vote.
- At Committee meetings a quorum shall consist of not less than three members. Should a quorum not be present within half an hour of the time set down for a meeting to commence, the meeting shall be adjourned to a date to be decided by those present. At this adjourned meeting the quorum shall be not less than three.
- If Committee numbers fall below the quorum, the continuing Committee members may vote in new Committee members from the general members of the MHPS P&C.
- No member of the Committee shall vote on any matter in which a pecuniary interest is held.
- The Committee shall report to each general meeting of the MHPS P&C and at such meetings shall present a report on the activities of the Centre and financial statements.

8. Funds

- The funds of the Centre shall be derived from annual subscription fees, fees for service, course fees, donations and grants and, subject to any resolution passed by the Centre in a general meeting, such other sources as the Committee so determines.
- All monies received by the Centre shall be deposited intact as soon as possible, to the credit of the Centre's bank account. Receipts for monies received shall also be issued promptly.
- The bank account shall be kept in the name of Middle Harbour Public School P&C Association Inc., trading as The Kids Cottage Middle Harbour.

- The account shall be operated by two signatories from the Committee with a minimum of two to sign.
- All accounts shall be presented to and passed for payment, or ratified, at a Committee meeting.

9. Notice of meetings

The Secretary shall give at least seven days' notice in writing, or in person, of all meetings. Notices should specify the date, time, place and the general nature of the business to be dealt with at the meeting.

10. Minutes

- All casual appointments of office bearers and members of the Committee.
- The names of members present at all meetings.
- All proceedings at all meetings of the Centre and of the Committee.
- Such minutes shall be signed by the Chairperson and the minute taker of the meeting at which the proceedings were held, or by the chairperson and minute taker at the next scheduled meeting.

11. Books

- The books should be kept on the premises of The Kids Cottage.
- The records, books and other documents of the Centre shall be open for inspection, free of charge, by any member of the Committee at any reasonable hour.

12. Alterations of these rules

These rules may be altered, amended, rescinded or added to only by a special resolution of the Middle Harbour Public School P&C Association in accordance with the rules of that organisation, or at its AGM upon prior notification.

Financial Management

Policy statement

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

The Director is responsible for day-to-day financial management of the centre, ensuring that all funding, government legislation and acts are followed, that clear records of financial transactions are stored for the required time in a secure place, and that other policies set by the committee are followed.

The committee is responsible for setting policy, overseeing the financial management of the centre.

The Treasurer shall act as a direct liaison with the Director on financial matters; ensure that audits take place, and report on findings to the committee.

As best practice and to reduce the risk of error or misconduct, accounting for income & expenses shall be performed by a different person than that of family payments & billing.

Wherever possible, approval of invoices should be authorised by a different person to the person making the actual payments to suppliers.

Procedures

- The Director and the P & C Accounts Manager will draw up an annual budget in consultation with the Treasurer, to be approved by the committee, including any necessary amendments.
- The Accounts Manager will provide financial reports to the Director and Treasurer monthly. At least quarterly, or as required, the Accounts Manager will provide the committee with reports for general use and discussion at committee meetings.
- The Director and Accounts Manager will be responsible for ensuring that financial transactions are recorded properly and records are kept securely.
- The Director and Accounts Manager will ensure the correct payment of staff wages, and that all PAYG & superannuation obligations are met by the due dates.
- The Director shall be responsible for keeping of records of planned and actual attendance of children and the invoicing of parents / carers. This activity may not be delegated to the Accounts Manager.

- Subject to limits noted below, the Director shall approve all invoices prior to payment. This may be delegated to the Assistant Director or Office Manager where necessary (for example, due to annual leave.) Reimbursement of out of pocket incurred by the Director must be approved by the Assistant Director . Invoices should only be approved after reasonable steps have been taken to ensure the invoiced expense is correct.
- The Accounts Manager will record all payments made and income received via Xero software. The Accounts Manager will prepare batch payments and upload to nominated bank account via Commbiz from the invoices approved by the Director or delegate.
- The Director, Office Manager or Assistant Director will authorise the upload batch payments. Reasonable steps should be taken to query any unusual payments to reduce the risk of mistakes or misconduct.
- The Director may incur, and approve:
 - All genuinely incurred wages, salaries and related expenses
 - All genuinely incurred rental expenses
 - Any other budgeted expenses up to \$5000 per purchase or invoice
 - Unbudgeted expenses essential to the continuous and safe operation of the centre and wellbeing of staff and children up to \$5000
 - Other expenses with the approval of the Committee.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>

SECTION C: FACILITIES AND EQUIPMENT

Security

Policy Statement

We aim to ensure the proper security of the building, children, families and staff by ensuring measures are in place regarding entry and access of the building.

Procedures

- Only approved staff and management and contractors will be given a key to access the building and its equipment.
- A safe and secure place will be provided to keep all monies and important documents. Access to this area will only be permitted by management, staff, the Director and accounts manager.
- Management will ensure all monies and documents are locked away when the building is vacated.
- Staff will ensure the building is in a secure manner before leaving.
- Staff must ensure that all windows and cupboards are locked. Heating and lighting are off, alarms activated, and doors properly secured.
- Staff will inform the Director, school, police and committee as soon as possible if there has been a break into the centre of any kind.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
Work Health and Safety Act and Regulation 2011
NSW Department of Education (NSW DoE)

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
WHS www.legislation.nsw.gov.au
NSW DoE <https://education.nsw.gov.au/>

Building, Repairs and Maintenance

Policy Statement

We aim to provide a safe and secure environment through proper and prompt attention to all aspects of building and equipment repairs and maintenance.

Procedures

- Equipment will be chosen to meet the children's developmental needs and interests.
- Buildings and appliances will be maintained in a safe, clean condition and in good repair.
- Plugs, sockets, power cords or extension cords will be maintained as child safe.
- The centre and equipment will be checked annually to ensure they are in a good and safe condition by the appropriate authorities as organised by MHPS/NSW DoE.
- Staff should ensure safe handling of any tools and equipment used as any part of an activity.
- Anything that requires maintenance should be brought to the WHS Officer and Director's attention immediately.
- A maintenance log will be kept, that records any maintenance requiring attention.
- Both urgent and non-urgent repairs will be directed to MHPS administration staff that will organise to have the problem rectified.
- Maintenance reports should be carried out every 6 months and if there are any issues with the report is delivered to the committee at the next appropriate meeting time.
- Should the centre be considered unsafe or a health risk, then the centre will be closed, after notice has been given to all parties, until the problem has been rectified.

Considerations

Work Health and Safety (WHS) Act and Regulation 2011

For further information

WHS www.legislation.nsw.gov.au

Storage

Policy Statement

The centre will provide safe and secure storage facilities for all indoor and outdoor equipment; ensuring relevant equipment is accessible to the children.

Dangerous objects are only made accessible to those persons permitted to access them (i.e.: staff, management committee and any authorised departments).

Procedures

- Storage areas will be cleaned and tidied when necessary.
- Play equipment and toys are stored where children can access them.
- Children will show respect for and pack equipment away that has been removed from shelves or storage areas.
- All equipment will be packed away neatly at the end of each session.
- Children must seek permission before accessing art and craft materials from cupboards.
- Drawing paper and fundamental materials will be provided to children within reason, including a paper recycling system where children can deposit paper.
- All craft equipment is to be properly washed at the end of each session and before storage.
- The daily sports equipment available to the children will be regularly maintained and rotated.
- The Kitchen will undergo external hygiene audits every six months.
- Kitchen and other rubbish areas will be kept clean and tidied and emptied daily.
- All items such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, potentially hazardous first aid equipment and medications should be stored in a secure area, inaccessible to children.

Considerations

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

Work Health and Safety (WHS) Act and Regulation 2011

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

Heating and Ventilation

Policy Statement

We aim to provide a safe and quality environment by ensuring adequate provision and maintenance of heating, ventilation and lighting in the centre with consideration of sustainable practices.

Procedures

- All heating and cooking systems will be of good quality and checked annually to ensure safety and reliability. Maintenance of the appliances will be conducted as per the maintenance policy.
- Staff will ensure that heating and ventilation levels are comfortable.
- Where activities involve toxic materials such as paints and glues, staff are to ensure adequate ventilation.
- Windows are to be unlocked and open during each session when possible.
- Adequate light will be maintained both indoors and outdoors.
- Energy consumption will be limited to when reasonably necessary e.g. use of air conditioning limited to when other sustainable methods have proven ineffective.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au

Pest Control

Policy Statement

We aim to provide a clean and safe environment free from infestation. Every effort will be made to ensure this is done with minimum use of chemicals.

Procedures

- Equipment and food items will be properly stored so as not to attract pests.
- Bins will be emptied and cleared daily.
- Kitchen and food preparation areas will be cleaned daily.
- The centre will undergo annual pest control as organised by MHPS.
- Should any pests or vermin be identified, then action will be taken to rid the centre of the problem by:
 - Initially using non-chemical methods.
 - Low-irritant, environmentally friendly products will be used minimally with adequate ventilation.
 - Contacting MHPS administration to organise a pest control visit.
- Use of chemical products will be conducted outside centre hours.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety Act and Regulation 2011

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au

Indoor Environment

Policy Statement

We aim to provide a comfortable and child safe indoor environment that allows flexibility and access to a variety of activities, that inspires and facilitates a range of indoor play and educational experiences.

Procedures

- Indoor areas will be smoke-free and vape-free.
- Kids Cottage is free from the use of tobacco, illicit drugs and alcohol and free from the use of vaping substances and vaping devices.
- Where children are indoors for long periods together due to extreme weather, every effort will be made to disperse the group to a variety of activities or other suitable areas, e.g., the school hall.
- Separate areas in the indoor environment will be provided for:
 - Parents to sign their children in/out of the centre.
 - An office for administration, to talk to parents confidentially, maintain records, and secure relevant documents.
 - Kitchen for the preparation and storage of food.
 - Unisex toilets.
 - A quiet place for children to rest/sleep when needed.
 - Children are to store their bags and belongings.
 - First aid.
 - Older children should be able to do developmentally appropriate activities.
- Indoor areas to be appropriately set up to allow children to participate in a variety of activities with the *My Time, Our Place* framework in mind.
- Staff will ensure children's bags are stored properly, so they do not block walkways or play areas.
- All items obstructing play and access areas are to be removed and stored appropriately.
- Access for families with disabilities will be maintained, ensuring all requirements are considered in the building environment where available.
- Access to outdoor areas should be clear and easily accessible by children and staff.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)
My Time, Our Place
Work Health and Safety Act and Regulation 2011
For further information

Education and Care Services National Law and Regulation; NQF & NQS; My Time,
Our Place www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au

Outdoor Environment

Policy Statement

We aim to provide a child-safe and secure outdoor environment where children have access to a variety of activities that inspire and facilitates a range of outdoor play and educational experiences.

Procedures

- Outdoor areas will be smoke-free and vape-free.
- Kids Cottage is free from the use of tobacco, illicit drugs and alcohol and free from the use of vaping substances and vaping devices.
- Children will only play in areas supervised by staff.
- Children will have the opportunity to participate in large or small group activities or individually.
- Outdoor areas to be appropriately set up to allow children to participate in a variety of activities with the *My Time, Our Place* framework in mind.
- Clear boundaries will be set and enforced by staff.
- As far as possible, all activities will be set up in shaded areas.
- Use of other outdoor areas or venues will be considered regarding safety, adequate supervision and child development.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
My Time, Our Place
NSW Department of Education (NSW DoE)
Work Health and Safety Act and Regulation 2011

For further information

Education and Care Services National Law and Regulation; NQF & NQS; My Time, Our Place www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au

Extreme Weather

Policy Statement

Performing activities in extreme weather conditions can cause risks to the health and safety of children and staff. Extreme weather is the existence of abnormal climatic conditions, including but not limited to the following or any combination thereof:

- Extremely high temperatures
- Exposure to [extreme?] UV
- Rain
- Hail
- High winds
- Severe dust or electrical storm
- High humidity
- Snow

At The Kids Cottage Middle Harbour, we aim to provide a safe and comfortable environment for our children, staff and visitors.

Procedures

- Heating and cooling equipment is provided to maintain a comfortable temperature for children attending before-school care and vacation care
- Children are frequently given drink breaks (water), and all children are encouraged to have their drink bottles
- Parents are encouraged to dress their children appropriately and to provide a change of clothing for adverse weather conditions
- Children are required to follow our Sun Protection and Cottage hats policy based on SunSmart Childcare – Cancer Council recommendations
- In the event of extremely hot or wet weather and windy weather, making it unpleasant or unsafe for children and staff to go outside, the following procedures will apply.
 - If the forecast on the Bureau of Meteorology website predicts a temperature of 36 degrees or above at 9am on the day, the Hot weather policy will apply
 - Outdoor activities will occur before 11am and will be modified, ensuring sun-smart strategies are implemented
 - The oval, equipment, basketball court and top sports court will not be available as a play space
 - During vacation care, at lunchtime, students will remain inside under the supervision of educators until 2pm. After 2pm children will be allowed in outdoor areas to play in the shade only if they choose to. Indoor areas will remain available for children to play in if they do not wish to go outside. Educators will supervise both indoor and outdoor areas.
 - If the air temperature drops below 10 degrees or high winds cause the all-weather shelter blinds at the

Kindy veranda and sandpit to no longer provide sufficient protection from the elements for the children, those in these areas will be moved into the Kindy classrooms as agreed upon by the school principal and classroom teachers.

- All outdoor areas will not be reopened for play until after 3pm or when the temperature and UV index are no longer extreme
- During windy days, the oval or parts of the oval will be sectioned off and closed due to the potential of tree branches falling.
- In times of wet weather, the wet weather plan will apply:
 - During After School Care at the 3pm bell, the school will announce that all children attending Kids Cottage that afternoon should sign in at the wet weather sign-in areas. If this is the first wet weather sign-in of the school year, the school will include where these areas are located for each year group.
 - Children will be restricted to the use of indoor areas only during wet weather – hall, science room, computer room, Kids Cottage, Kindy veranda and sandpit
 - If air temperature drops below 10 degrees or high winds cause the all-weather shelter blinds at the Kindy veranda and sandpit to no longer provide enough protection from the elements for the children, children in these areas will be moved into the Kindy classrooms as agreed upon by the school Principal and classroom teachers
 - In the event of rain before school, children will be restricted to the use of indoor areas only – computer room, Kids Cottage, Kindy veranda and sandpit
 - If wet weather begins during use of an outdoor area, educators will safely move all children to indoor areas
 - Should the rain stop during before and after school care, the responsible person in charge at the time of the change in weather will determine what outdoor areas are safe to re-open and communicate this to all educators

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011
Sunsmart Child Care - Cancer Council
Australian Government Bureau of Meteorology

For further information

Education and Care Services National Law and Regulation; NQF &
NQS www.acecqa.gov.au
NSW Department of Education (NSW DoE) <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au
Cancer Council www.cancercouncil.com.au
Bureau of Meteorology <http://www.bom.gov.au/nsw/index.shtml?ref=hdr>

SECTION D: STAFF POLICIES

Staff Recruitment

Policy Statement

We believe that staff are the most valuable asset of the centre and that high-quality staff are imperative to the smooth running of the centre. We aim to attract experienced and appropriately trained staff and encourage them to stay, using their skills and expertise to enrich the centre. We aim to select staff through fair advertising and selection processes.

Procedures

- When a position becomes available, the Management Committee or Director will appoint a selection panel to conduct the selection process.
- Advertisements will be placed in the local papers or online and in areas to attract childcare workers (e.g., TAFE, University campus).
- Either the Director or a nominated person on the panel will contact the applicants to determine a time and date for the interview, with each applicant being given a job description before the interview for review.
- The panel will follow the pre-determined interview questions, which relate to aspects of the position, the person, and their suitability for the role.
- Panel members will ensure Equal Employment Opportunity guidelines are followed.
- Each applicant will be asked the same questions, with responses documented and secured centrally.
- The panel will agree on the preferred applicant(s) and the applicant(s) referees that will be contacted after the interview.
- Once the panel has discussed the applicants, a consensus decision will be made, and the Director will contact the successful and unsuccessful applicants.
- A commencement date will be mutually agreed upon with the successful applicant, an offer issued, and an orientation scheduled.
- All staff are interviewed and employed on behalf of the P&C by the Kids Cottage Management Committee (**Management Committee**).
- All permanent staff will preferably be trained or training childcare workers, primary school teachers, or have completed at least twelve months' experience in childcare or related occupations.
- The Director may employ appropriately qualified staff for the Children's Courses.
- Casual Educators are sourced and employed on a casual basis by the Director. Where possible, they will also be qualified Childcare Educators. However, persons with prior childcare experience or a general empathy with children may be employed.
- Childcare staff are employed under the Children's Services Award 2010, as written and governed by the Australian Federal Government.
- All permanent staff have a twelve-week probationary clause in their contract. During this time, their performance will be assessed against their job description. In consultation with the Director, the Management Committee may choose to terminate the employment during this period.

Equal Employment Opportunities

- All staff vacancies will be advertised according to Equal Employment Opportunity Legislation.
- Selection is based only on suitability for the position based on the selection criteria, as determined by the panel. The interview assessment of the candidate will include, but not be limited to, assessment of qualifications and experience, appropriate knowledge to meet the children's needs, communication skills, and demonstration of being a fit and proper person for the job, including a successful Working with Children Check.
- Casual staff members who have been employed for 12 months or longer and have worked a regular pattern of hours for at least 6 months on an ongoing basis are given the opportunity to become permanent staff members, in line with the Fair Work changes effective 2021.

Considerations

Anti-Discrimination Act 1977

Equal Employment Opportunity (EEO) NSW

Equal Employment Act 1987

Children's Services Award 2010

NSW Industrial Relations

Fair Work Act 2009

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

For further information

Anti-Discrimination Act & EEO <https://www.business.gov.au/People/Hiring/Equal-opportunity-and-diversity>

Equal Employment Act & Fair Work Act www.legislation.nsw.gov.au

Fair Work <https://www.fairwork.gov.au/>

Children's Services Award

https://www.fwc.gov.au/documents/documents/modern_awards/pdf/ma000120.pdf

NSW Industrial Relations www.industrialrelations.nsw.gov.au

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Conditions of Employment

Policy Statement

We aim to provide a flexible, harmonious working environment that ensures the rights of employees are always met. All staff will be employed under the appropriate awards and conditions, taking into consideration the Equal Employment Act, Income Tax Assessment Act, Superannuation Act, Fair Work Act, and the Work Health and Safety Act and Regulations.

Procedures

Permanent Staff

- All permanent staff are employed under the relevant modern award.
- All permanent staff have a twelve-week probationary period included in their contract. During this time, their performance will be assessed against their job description.
- During the first twelve weeks of employment, the employment may be terminated by a day's notice given by either party. In this case, the procedures aligned to the Award would be followed.
- A mandatory two weeks' annual leave will be taken each year during the Christmas holiday period when the centre is closed. Any other leave will be arranged at a mutually convenient time.

Casual Staff

- All casual staff are employed under the Children's Services Award 2010 as determined by the Australian Federal Government.
- As a casual employee, shifts will be a separate contract of employment which ceases at the end of that engagement as per the casual educator contract.
- All regular casual employees as defined under the Children's Services Award 2010 have the right to request that their employment be converted to full-time or part-time employment after 12 months. These requests must be made in writing and will be considered by section 10.6, Right to request casual conversion of the Children Services Award 2010. Casual staff will be provided with a copy of this section of the Children Services Award upon hire.

Permanent and Casual Staff

- The Kids Cottage default superannuation plan is HESTA.
- Employees are eligible to elect an alternative superannuation fund by advising the Director in writing.
- All relevant conditions detailed by the Award will apply to all employees.
- Management will ensure they are aware of the appropriate conditions and keep up to date about any changes in the Awards.
- The Director and Assistant Director will conduct appraisals for all permanent and casual staff. A representative from the Kids Cottage Management Committee and the Director will conduct the Assistant Director's appraisal.

Representatives from the Kids Cottage Management Committee will conduct the Director's appraisal.

- All staff will be required to maintain professional behaviour and adhere to the Code of Ethics for childcare workers as set out by Early Childhood Australia.
- All permanent and casual staff are required to maintain a valid NSW Working with Children Check throughout their employment.
- All grievance issues are to follow the appropriate procedures as outlined in the grievance and discipline, and dismissal policies.
- Staff will be paid fortnightly via direct deposit into nominated bank accounts.
- Working conditions will be guided by the Work Health and Safety Act and Regulations.

Considerations

Anti-Discrimination Act 1977

Equal Employment Opportunity (EEO) NSW

Equal Employment Act 1987

Children's Guardian Act 2019

Children's Services Award 2010

NSW Industrial Relations

NSW Office of the Children's Guardian

Fair Work Act 2009

Income Tax Assessment Act 1997

Superannuation Act 1916

Superannuation Regulation 2011

Work Health and Safety (WHS) Act and Regulation 2011

HESTA Superannuation

NSW Department of Education (NSW DoE)

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

Early Childhood Australia (ECA) Code of Ethics

For further information

Anti-Discrimination Act & EEO <https://www.business.gov.au/People/Hiring/Equal-opportunity-and-diversity>

Equal Employment Act & Income Tax Assessment Act www.legislation.nsw.gov.au

Children's Guardian Act 2019 <https://legislation.nsw.gov.au/#/view/act/2019/25/full>

Children's Services Award

https://www.fwc.gov.au/documents/documents/modern_awards/pdf/ma000120.pdf

NSW Industrial Relations www.industrialrelations.nsw.gov.au

NSW Office of the Children's Guardian <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

Fair Work Act www.legislation.nsw.gov.au

Superannuation Act www.austlii.edu.au

Superannuation Regulation 2011 www.legislation.nsw.gov.au

WHS www.legislation.nsw.gov.au

HESTA www.hesta.com.au

NSW DoE <https://education.nsw.gov.au/>

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

ECA Code of Ethics <http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

Staff Orientation

Policy Statement

Staff orientation is an important process to ensure staff are fully briefed to carry out their duties in the best possible way. An orientation process will be followed for all employees in the centre. We aim to provide the new staff member with a clear understanding of the centre and its operations, and our expectations within the centre.

Procedures

- The Director or appointed person will conduct the orientation process as soon as possible (usually before the staff member is due to start).
- The orientation process will include:
 - Introductions to existing staff and management
 - Guided tour of the service
 - Fire safety and First Aid procedures
 - Being shown where all relevant records are kept
 - Discussion about working arrangements and expectations, including professional code of conduct/ethics and duty of care
 - Information about the appraisal system
- The new staff member will discuss and be provided with copies of the following information:
 - Location of the centre policy document
 - Staff handbook
 - ECA Code of Ethics
 - Job description
 - Emergency procedures
 - Taxation and superannuation forms
 - Letter of Employment
- The new staff member will be required to complete the following requirements:
 - Tax and superannuation forms
 - A staff personal information form
 - A work health and safety training form (See Induction to Work Health and Safety Policy)
 - Attain and provide a current Working With Children Check identification number.
 - OSHC Code of Professional Standards
 - Staff expectations forms
 - Staff Code of Conduct form
- Orientation Timeline:
 - Start Date and First Shadow Shift supervised by Group Leader
 - Group Leader completes the staff training form; the staff training form is to be completed by all staff, including new staff members
 - Second Shadow Shift
 - Third Shadow Shift

- Check-ins with senior staff and/or management at 1 and 3 months
 - Meetings to be minuted and included in the new staff file
- 6 months – complete a self-evaluation of 3 strengths to continue to improve and 3 development areas
- 12 months – Annual Review with Director and Group Leader

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Fair Work Act 2009
Work Health and Safety Act and Regulation 2011
Superannuation Act 1916
Superannuation Regulation 2011
HESTA Superannuation
Department of Communities and Justice(DCJ)
Early Childhood Australia (ECA) Code of Ethics
Network Code of Professional Conduct
Work Health and Safety (WHS) Act and Regulation 2011

For further information

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS) www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
Fair Work Act www.legislation.nsw.gov.au
Superannuation Act www.austlii.edu.au
Superannuation Regulation 2011 www.legislation.nsw.gov.au
HESTA www.hesta.com.au
DCJ <https://www.dcj.nsw.gov.au/>
Network www.Network of Community Activities.org.au
ECA Code of Ethics www.earlychildhoodaustralia.org.au
WHS www.legislation.nsw.gov.au

Responsible Person

Policy Statement

We follow the Education and Care Services National Law and Regulation and have a responsible person physically present and identified at the centre at all operating times. This may be an Approved Provider, Nominated Supervisor, or Certified Supervisor.

Procedure

- A responsible person in charge (**Responsible Person**) must always be present on the premises at all times.
- Approved providers are responsible for appointing Nominated Supervisors and or persons in day-to-day charge who are aged 18 years or older, fit and proper, and have suitable skills.
- The name and position of the responsible person in charge of the service at any given time will be displayed near the main entrance of the centre.
- A Responsible Persons Register will record the transfer of responsibility.
- All responsible persons will be aware of and understand their responsibilities.
- A responsible person is on duty during both early and late shifts
- Written consent of the nominated Supervisor role has been accepted.
- Written consent of each Responsible Person role has been accepted.
- The identity of the Responsible Person in charge of the service is available and on display for families and visitors at all times.
- The Nominated Supervisor will inform the Approved Provider in the even of absence from the Service due to leave or illness so they can replaced by another Responsible Person.
- The Nominated Supervisor will notify the Regulatory Authority within 7 days of any changes to their

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)

For further information

Education and Care Services National Law; Education and Care Services National Regulation; NQF & NQS www.acecqa.gov.au
 NSW Department of Education (NSW DoE) <https://education.nsw.gov.au/>

Staff Professionalism

Policy Statement

We aim to provide clear guidelines to the staff regarding the expectations for their professional behaviour in the centre. The professional attitude and behaviour of the staff are of utmost importance to the provision of a quality service with a positive reputation in the school and the community.

Procedure

- Staff professional practice and conduct, code of ethics, duty of care and expectations will be discussed in the initial orientation process of all new staff.
- Staff will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.
- Professional behaviour in all areas will be reviewed as part of the ongoing employment of all staff.
- Staff will be made aware of the centre's philosophy and policies and will be expected to follow these. Should staff have any concerns with the policies, they are to raise them with the Director to be further discussed with the committee.
- 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.
- Staff will be expected to start duties on time.
- Staff will be expected to dress appropriately for their duties – a Kids Cottage uniform, where possible and enclosed shoes. Staff must wear their Kids Cottage staff name badge at all times.
- Staff must not attend work under the influence of drugs or alcohol.
- Staff should not attend work when they are unfit to do so due to injury or sickness and must inform the centre as soon as possible.
- Staff will use suitable language that is not offensive to other staff, parents and children.
- Staff will be expected to follow up on all issues in a confidential manner.
- The centre is a smoke free zone. Staff may not smoke on the school grounds.
- Staff will be expected to know and follow the child protection policies and their mandatory reporting requirements. All long term staff and Responsible Persons will be expected to take accredited child protection training.
- Staff will be shown Network's "Code of Professional Practice for Staff in OOSH Centres" and the Early Childhood Australia Code of Ethics.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

NSW Department of Education (NSW DoE)
Fair Work Act 2009
Work Health and Safety (WHS) Act and Regulation 2011
Network Code of Professional Conduct
Early Childhood Australia (ECA) Code of Ethics

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
Fair Work Act & WHS www.legislation.nsw.gov.au
Network of Community Activities www.networkofcommunityactivities.org.au
ECA www.earlychildhoodaustralia.org.au

Training and Development

Policy Statement

We believe that the quality of the service is developed through continual training and development of the staff. We are committed to providing staff with encouragement and support to further their skills in the out-of-school-hours care field.

Procedures

- Management will ensure there are sufficient funds made available in the budget for required training and development.
- The Director will inform the committee of any specific training and development needs of the staff.
- All staff will be given the opportunity to upgrade their qualifications in line with the Education and Care Services National Law and Regulation and the National Quality Standards.
- The centre will cover the costs of all authorised training fees and hours spent on training authorised by the committee.
- The Nominated Supervisor and Approved Provider will ensure that all employees have reasonable and equitable access to training and development, including but not limited to:
 - External training, including courses and seminars provided by registered and relevant training organisations such as Lady Gowrie, ECA, Children's Services Central, Network, etc.
 - In-centre training, either by senior staff or organised external facilitators.
 - Informal on-the-job training, including observation and discussion/and mentoring
 - Traineeships/apprenticeships
 - Tertiary study
- Staff training and development will be provided to all staff in order to:
 - Enhance staff performance in achieving the centre's goals.
 - Increase efficiency and productivity.
 - Ensure staff:
 - (i) Have the required abilities to care for children, and
 - (ii) Understand their responsibilities under the child protection legislation, and
 - (iii) Are fit and proper persons to care for children
 - Enhance job satisfaction, personal accomplishment and individual potential.
 - Develop and maintain customer focus.
 - Improve teamwork and conflict resolution skills.
 - Ensure technical skills are in line with current industry standards.
 - Ensure that legislative requirements are met.
 - Ensure the staff have a range of behaviour management techniques.
 - Encourage demonstration of behaviours aligned with the centre's philosophy.

- Increase the flexibility and adaptability amongst the staff.
- Improve career prospects and opportunities for the staff.
- Improve confidence and morale amongst the staff.
- Ensure the staff have the ability to handle any special needs of the children.
- Ensure that staff have:
 - (i) an understanding that the environment of a children's service must be safe for children, and
 - (ii) a basic knowledge of the stages of physical, emotional, cognitive, social and cultural development of children, and
 - (iii) a basic knowledge of activities and learning experiences that are appropriate for the various ages and stages of development of children, and
 - (iv) a basic knowledge of the health, hygiene and nutrition needs of children.
- Each employee will have an individual training plan developed based on annual performance and development reviews, job specific skills and knowledge required for the individual to complete their job description and any issues that require improvement or enhancement. The Director will consider career aspirations of each staff member when developing the Centre staff planning.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Fair Work Act 2009
Early Childhood Australia position statement: Professional development, training and support of early childhood personnel.
My Time, Our Place

For further information

Education and Care Services National Law and Regulation; NQF & NQS, My Time, Our Place www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
Fair Work Act www.legislation.nsw.gov.au
Early Childhood Australia www.earlychildhoodaustralia.org.au

Staff Performance Evaluation

Policy Statement

We aim to provide the best quality care for the children by ensuring that high standards of work performance and job satisfaction are maintained. An annual staff performance evaluation will be conducted, and an individual development plan will be completed to document career progression preferences and development opportunities.

Procedures

- All new staff will be informed of the performance evaluation process during the orientation process.
- An initial review for permanent staff will be undertaken after their first twelve weeks within the role. Casual Staff will initially be reviewed at four weeks, twelve weeks and six months.
- All staff performance evaluations will then be conducted on an annual basis in August with the Director/Assistant Director.
- Staff and management will agree with the format of the performance evaluation, which may be updated after review, discussion, and endorsement by the management and staff.
- All staff will be given at least one week's notice of an upcoming evaluation and a convenient time arranged for both parties.
- The performance evaluation shall clearly state the expectations of each position and identify clear measures.
- The performance evaluation can be used to identify future training needs of the staff.
- After the evaluation, a development plan will be completed, identifying areas of training for staff training plans, action to be taken and goals set. This will be agreed to and signed by both parties.
- Where it is identified that the staff member is not meeting the required performance measures, the following will be undertaken:
 - An action plan was developed to identify areas for improvement, including a time frame for further review.
 - Training areas identified and implemented as soon as possible.
 - Support and guidance are provided to the staff to assist them in achieving the required standards.
 - A record made of the above, dated and signed by both parties.
 - Should no improvement be made by the next review, then further action, as agreed with the Committee, will be taken.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Fair Work Act 2009
The Kids Cottage, Middle Harbour

Industrial Relations
Early Childhood Australia (ECA) Code of Ethics
Network Code of Professional Conduct

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Fair Work Act www.legislation.nsw.gov.au

NSW Industrial Relations www.industrialrelations.nsw.gov.au

[Network](http://www.networkofcommunityactivities.org.au) of Community Activities www.networkofcommunityactivities.org.au

ECA www.earlychildhoodaustralia.org.au

Staff Grievance Procedures

Policy Statement

We aim to provide a positive working environment for the staff and the parent management committee. Problems, grievances and concerns will be addressed as quickly and effectively as possible. The highest standards of confidentiality will always be practised.

Procedure

- All staff and the management committee will be briefed on the grievance procedures upon their role commencement.
- All persons involved in the grievance should attempt to resolve the issue through informal discussion and the use of problem-solving techniques.
- Persons involved in a grievance process will be expected to continue to conduct themselves at and around the centre in a professional manner.
- Staff meetings and committee meetings provide the opportunity to deal with general issues or concerns about the centre. These meetings should be conducted regularly, and open communication between the staff and committee should be maintained for effective management.
- Where the resolution of a grievance has not been satisfactorily achieved through an informal process, then a more formal approach should be taken
- The investigation will involve:
 - Interviews with both parties and/or witnesses.
 - Assessment of relevant documentation, e.g., job descriptions, policies, etc.
 - Preparation of a clear description of the issue.
 - Arranging a formal meeting between parties (if agreed to).
- A meeting will be conducted by a neutral third party. This person will oversee the conduct of the meeting, be impartial and have no input into the content of the meeting. This person will prepare a written record of the outcomes of the meeting.
- The meeting will:
 - Identify the issue(s) of concern and the persons who are involved.
 - Arrange all parties to be involved and to put forward their views.
 - Identify alternative solutions.
 - Attempt to reach a mutually satisfactory resolution of the issue(s).
- A confidential written record of the outcome of the meeting will be given to all participants, who are to acknowledge their agreement by signing the record. A signed copy will be kept on file.
- If one party remains dissatisfied with the meeting's outcome(s), then this should be put in writing to the management committee, asking that the process be reviewed by the Chair or a delegate of the management committee.
- If one party remains dissatisfied after the review by the management committee, then this should be put in writing and include a statement of intent to pursue the grievance further through other suitable avenues.

- Other suitable avenues may include the NSW Department of Education (NSW DoE), Industrial Relations, Network of Community Services and the Australian Children's Education and Care Quality Authority (ACECQA) and Fair Work Ombudsman.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Privacy Act 1988
NSW Industrial Relations
Department of Social Services (DSS)
Network of Community Services
Fair Work Ombudsman, Australian Government

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>
NSW Industrial Relations www.industrialrelations.nsw.gov.au
Department of Social Services www.dss.gov.au
Network of Community Activities www.networkofcommunityactivities.org.au
Fair Work Ombudsman www.fairwork.gov.au

Disciplinary Action

Policy Statement

We aim to provide a quality service through the professional behaviour and high standards of conduct of our staff. We will encourage staff to maintain good working relationships and have a commitment to maintain a quality standard of work. Should staff fall below clearly identified standards, then we will address this in a timely and considerate manner.

Procedures

- Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job descriptions. This notification is outlined below.
- Staff have the right to appeal against any allegation and the right to speak up on their own behalf.
- The following steps will be followed to deal with poor work performance or conduct. There may not be a need to go through all the steps if the issue is resolved; however, staff should be aware of the whole process.

First or verbal performance management notification

- The staff member must be informed by the Director of:
 - The concerns and the specific problems relating to the employee's behaviour.
 - Adjustments the employee is expected to make.
 - The proposed method of evaluation.
- The employee is given seven days to respond to the concerns expressed, and a probationary period of two weeks will be set with re-evaluation to take place at the end of this period.
- If this resolves the issue/s, then there is no need to progress the performance management.

Second or written performance management notification

- If no acceptable change has been observed at the end of the probationary period, the Committee or Director shall write to the employee setting out:
 - The Committee's concerns and the specific problems Relating to the employee's behaviour.
 - Adjustments the Committee or Director wishes the employee to make.
 - The proposed method of evaluation.
- The employee is given a further seven-day probationary period with re-evaluation to take place at the end of this period.
- If this resolves the issue/s, then there is no need to go any further.

Termination of Employment

- If the problem still continues after 2 performance management notifications:

- A management committee meeting will be called, and the staff member will be given notice to attend.
- If the management committee identify that the staff member's performance is unsatisfactory and unlikely to improve, then the staff member will be dismissed.
- A written notice will be given indicating the date of dismissal (2 weeks from notice) and the reasons for dismissal.
- The staff member may be paid out in lieu of such notice.
- It is the Management Committee's responsibility to minute all actions taken.
- Only the Management Committee can dismiss staff and must have a valid and justified reason to consider such action.

Procedures for dealing with serious unacceptable behaviour (Instant Dismissal)

- Where a staff member in the workplace:
 1. Endangers lives
 2. Is found stealing
 3. Reports to work under the influence of alcohol or drugs
 4. Inflicts or threatens physical or sexual abuse or harassment
- The Director or the Management Committee will suspend the employee without loss of pay pending an investigation.
- The investigation is to be commenced within 72 hours, and an interview date and time will be determined.
- The interview is to be attended by the Director, 2 members of the Management Committee and the employee.
- When immediate termination is required, a dismissal notice is prepared at the interview.
- All relevant records will be recorded in the employee's file unless the employee is vindicated of the accusation.

Probationary period dismissal

- If a staff member's employment is terminated during the twelve-week probationary period, and notwithstanding the provisions of Instant Dismissal, the procedures laid down in the Children's Services Award 2010 or another relevant award will be followed.

Considerations

Privacy Act 1988

Children's Services Award 2010

Educational Services (Teachers) Award 2010

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

Work Health and Safety (WHS) Act and Regulation 2011

NSW Industrial Relations

Department of Social Services (DSS)

For further information

Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>
Children's Services Award & Educational Services (Teachers) Award
<https://www.fairwork.gov.au/awards-and-agreements/awards/list-of-awards>
Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au
NSW Industrial Relations www.industrialrelations.nsw.gov.au
Department of Social Services www.dss.gov.au

Casual & Junior Staff

Policy Statement

We aim to continue the quality of care in the centre by the employment of fit and proper persons for casual and junior staff. A handbook, clearly outlining their duties and expectations, will be given to all casual and junior staff employed.

Definitions

- A Casual Staff refers to a staff member who is engaged for temporary and relief purposes and will be contracted, paid, and treated as a casual staff member under the Children Services Award 2010.
- A Junior Staff refers to a staff member who is a minimum of 16 years of age and is engaged on a temporary basis and training for a potential casual staff position upon turning 18 years of age and completion of high school.

Procedures

- The centre will employ staff on a casual basis to adhere to staff: child ratios, for short-term vacancies or staff absences.
- The centre will employ junior staff on a casual basis to encourage long-term, quality staff and assist with the program and staff duties. They will not be counted toward staff-to-child ratios.
- Junior staff will not be left alone or in charge of any children.
- The Director will keep a register of casual staff and agencies, which will be maintained and updated regularly.
- All staff 18 years of age and over must have applied for the NSW Working With Children Check prior to starting work at the service.
- The casual and junior staff will be provided with a staff handbook.
- The Director will provide a modified induction to the centre to ensure they are familiar with the centre, our expectations, and their duties.
- Casual and junior staff must maintain confidentiality at all times.
- All casual and junior staff will be required to comply with the regulations of the Working with Children Guidelines from the NSW Children's Guardian Act 2019.
- All casual and junior staff are to be paid the appropriate wage and minimum hours for casual and junior staff as outlined in the Children's Services Award or other relevant award.

Casual employment may be terminated at any time, with no entitlement to ongoing or regular work. Each instance of work performed by a casual employee constitutes a separate engagement under the terms of the casual employment contract, which concludes at the end of that specific engagement.

Considerations

Privacy Act 1988

Children's Guardian Act 2019

The Kids Cottage, Middle Harbour

Children's Services Award 2010
Educational Services (Teachers) Award 2010
Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011
NSW Industrial Relations
NSW Office of the Children's Guardian
Department of Social Services (DSS)
Fair Work Ombudsman

For further information

Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>
Children's Guardian Act 2019 <https://legislation.nsw.gov.au/#/view/act/2019/25/full>
Children's Services Award & Educational Services (Teachers) Award
<https://www.fairwork.gov.au/awards-and-agreements/awards/list-of-awards>
Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
Work Health and Safety (WHS) Act and Regulation 2011
WHS www.legislation.nsw.gov.au
NSW Industrial Relations www.industrialrelations.nsw.gov.au
NSW Office of the Children's Guardian <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>
Department of Social Services www.dss.gov.au
Fair Work Ombudsman <https://www.fairwork.gov.au/>

Volunteers & Students

Policy Statement

We aim to ensure the safe and proper care of the children in the centre by having clear guidelines for any person who enters the centre or is involved with the children in any way. All volunteers and students will be required to comply with WWCC guidelines.

Procedures

- All volunteers and students will be required to comply with the regulations of the working with children guidelines from the NSW Children's Guardian Act 2019.
- The Director will provide a modified induction to the centre, which will include a tour of the service, introductions to educators and code of conduct, and making sure they are fully aware of their duties and the centre's expectations.
- All volunteers and students are to maintain confidentiality at all times.
- No volunteers or students should ever be left alone or in charge of any children.
- All volunteers and students will be required to sign in and out on the visitors log.
- Placements are offered to students who wish to gain work experience as part of a school program with the school providing written authorisation and a copy of their insurance to be kept on file.
- Placements may be offered to students attending other registered training organisations and studying in a relevant field, such as childcare, teaching, recreation, or community services. The training organisation must initiate the placement, identify the student's suitability, and work with the Director in relation to times and expectations. The training organisation must provide written authorisation for the student and a copy of their insurance. This will be kept on file.
- All placements will be made at the discretion of the Director based on issues such as staff availability to supervise the person
- Volunteers may be invited to take part in social activities of the service.

Considerations

Children's Guardian Act 2019

Department of Social Services (DSS)

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

NSW Office of the Children's Guardian

Work Health and Safety (WHS) Act and Regulation 2011

For further information

Children's Guardian Act 2019 <https://legislation.nsw.gov.au/#/view/act/2019/25/full>

Department Of Social Services www.dss.gov.au

The Kids Cottage, Middle Harbour

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

NSW Office of the Children's Guardian <https://www.kidsguardian.nsw.gov.au>

WHS www.legislation.nsw.gov.au

Staff Rostering / Child Ratios

Policy Statement

We believe that the child/staff ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive staff, child, and parent interactions and quality and safe care through ensuring that we meet the minimum standards outlined in the National Standards.

Procedures

- The staff-to-child ratios outlined in the National Standards will always be met as listed below:
- There will be a maximum of 15 children to 1 staff member in-centre.
- There will be a maximum of 8 children to 1 staff member on excursions.
- There will be a maximum of 5 children to 1 staff member for swimming.
- There will be a minimum of 2 staff members always present.
- When staff are sick or unable to attend work, appropriate relief staff will be employed to meet the standards.
- For an emergency or if a staff member becomes sick, a replacement should be obtained where possible before the staff member leaves the centre.
- Volunteers may be counted in the child/staff ratios when on excursions, and a higher staffing ratio is required.
- Students and junior staff will not be counted as part of the child/staff ratios at any time.

Rostering

- The staff roster will be completed fortnightly for the following two weeks to ensure staff have the appropriate notice for upcoming shifts.
- It is the staff's responsibility to update their availability via email and the online availability spreadsheet prior to the fortnightly roster being sent out.
- If a staff member has failed to update their availability prior to the roster being completed and sent out, they will need to contact the centre as soon as possible to ensure appropriate cover can be found.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Communication

Policy Statement

We aim to maintain positive and open communication between all parties involved in the centre. Staff, children, parents/carers, and committee members will be made aware of appropriate communication avenues and procedures.

Procedures

Staff / Management

- Staff and members of management are to treat each other with respect, courtesy, and understanding.
- Staff may communicate with Group Leaders, Assistant Directors, and the Director at any time
- Staff can raise issues with the Management Committee through the Director or with the Management Committee directly if necessary. If communicating with the Management Committee through the Director, the Director will ensure any issues are drawn to their attention through the monthly report or whenever necessary
- Where necessary, staff will be invited to attend management meetings to discuss any issues/concerns.
- Where a matter is seen as urgent, the Director may raise the issues with management before the monthly meetings.
- Where there is a distinct conflict between a staff member and management, staff or management can act on this as per the Grievance Procedure.

Staff / Parents / Carers

- Staff will create a comfortable and supportive environment for parents/carers and strive for open communication and good relations with them.
- Staff and parents/carers will treat each other with respect, courtesy, and understanding.
- Staff will not be judgmental towards the parents/carers and respect their need to use childcare.
- Staff will ensure that all parents/carers are greeted and farewelled at all sessions.
- Staff will maintain regular, open communication with parents/carers. Staff should inform them personally about anything relating to their child as an ongoing process. This could be praise about the child's day, or activities, any problems the child might have had in the day, issues, or behaviour that may have been a concern, and so on.
- Staff will regularly talk to parents/carers about the child's interests or activities and respond to suggestions from the parents.
- Parents/carers and staff are required to always maintain confidentiality.

Staff / Children

- Staff and children are to treat each other with respect, courtesy, and understanding.
- Staff will respect children's opinions and encourage their participation in the planning of the program and establishing a code of behaviour at the centre.
- Appropriate language is to be maintained at all times.
- Staff will use appropriate voice tone and level when talking to children; shouting should be avoided.
- Staff will be supportive and encouraging and communicate with children in a friendly, positive, and courteous manner.
- Staff will initiate conversations with all children and develop an understanding of the children and their interests.
- Staff will give praise and positive feedback to the children as often as possible.
- Staff will form warm and friendly relationships with the children in their care.
- Children will never be singled out or made to feel inadequate at any time.
- Staff will not threaten or abuse the children in any way.

Staff / Staff

- Staff members are to treat each other with respect, courtesy, and empathy.
- Staff are expected to work as part of a team and to support each other in the workplace.
- Staff meetings are appropriate times to raise matters of interest or concern to other staff members to be documented in the weekly minutes.
- Staff are expected to read minutes of staff meetings and to take notice of relevant changes and issues.
- Staff will familiarize themselves with the content of all notices displayed around the centre.
- A staff member with concerns about the work practices of another staff member should contact either that staff member or the Director to discuss. If the matter remains unresolved, the Grievance Procedure should be followed.

General Lines of Communication

Communication within the centre can include the following:

- Daily discussion with staff, children, and parents/carers
- Messages and information on the noticeboard
- Community notice board
- Notes home to children and parents
- School newsletters
- Centre Termly newsletters
- Email and Xplor
- Staff meetings
- Deputy
- Staff Daily Evaluation Diary
- Committee meetings
- Parent/carers meetings
- Program and curriculum board
- Parent/Carer communication book

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
School age framework: *My Time, Our Place*
Fair Work Act 2009

For further information

Education and Care Services National Law and Regulation; NQF & NQS; My Time, Our Place www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
Fair Work Act www.legislation.nsw.gov.au

SECTION E: HEALTH AND SAFETY

Hygiene

Policy Statement

We aim to provide a healthy and hygienic environment that will promote the health of the children, staff, and parents/carers. All people in the centre will follow the preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practices.

Procedures

- Toilet facilities will be cleaned and disinfected daily with adequate soap and towels for hand drying.
- Any nappies changed at the centre are to be placed in the garbage collection bin in the teachers' car park.
- Hand washing will be practiced by staff and children before preparing or eating food, after completing dirty tasks, or dealing with first aid incidents.
- All surfaces and areas will be cleaned after each activity and at the end of the day.
- All staff will wear gloves when in contact with blood, open sores, and other bodily substances.
- Staff must dispose of blood-soiled material and gloves in the bodily fluids bin.
- Separate bins will be available for various forms of waste, including paper, general, and hazardous waste.
- The centre and equipment will be kept clean and hygienic.
- A schedule will be kept for the disinfection of necessary equipment.

Considerations

Work Health and Safety (WHS) Act and Regulation 2011
 Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)

For further information

WHS www.legislation.nsw.gov.au
 Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
 NSW DoE <https://education.nsw.gov.au/>

Beverages, Food, and Nutrition

Policy Statement

We aim to provide nutritious and varied food of good quality in the centre. Children will be encouraged to develop good eating habits through good examples and education. High standards of hygiene will be maintained throughout all food preparation. Kids Cottage is a nut-aware centre.

Procedures

- The centre will follow the Food Regulation 2015.
- Food and drink will be available at afternoon tea and before-school care.
- When programming the menu, the staff aim to provide healthy, balanced options in compliance with the *Dietary Guidelines for Children and Adolescents in Australia*. A copy of the guidelines will be displayed on the Health and Community noticeboard.
- All food will be prepared and stored hygienically.
- Fresh drinking water will be available for children and staff at all times.
- The children are asked to bring a pop-top drink bottle, which they can refill at any time.
- Where children are involved in food preparation, there will be full supervision and hygienic conditions maintained.
- Children's individual needs, such as allergies, will be addressed in the menus, and all staff will be made aware of these needs.
- During vacation, care staff will ensure that each child has brought adequate food and water for the day.
- Local government representatives will conduct regular external food safety audits.

Considerations

NSW Food Authority & the Food Regulation 2015
Dietary Guidelines for Children and Adolescents in Australia
Work Health and Safety (WHS) Act and Regulation 2011
Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)

For further information

NSW Food Authority www.foodauthority.nsw.gov.au
Food Regulation 2015 & WHS www.legislation.nsw.gov.au
Dietary Guidelines for Children and Adolescents in Australia
https://www.eatforhealth.gov.au/sites/default/files/content/The%20Guidelines/n55f_children_brochure.pdf
Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Hazards

Policy Statement

We aim to provide an environment that is safe with no risk to the health and well-being of the children, staff, or parents/carers. We will ensure that all activities undertaken while the service is in operation will not be potentially hazardous and that all hazardous materials will be stored appropriately. Under the Work Health and Safety Act 2011, employees have the responsibility to draw their employer's attention to health and safety hazards in the workplace.

Procedures

- Hazardous machinery, chemicals, and activities which are likely to cause potential danger to children, staff, or others in the centre will not be used or undertaken while the service is in operation.
- Low-irritant, environmentally friendly products will be used minimally and only with adequate ventilation, and preferably not in the presence of children.
- All staff will be made aware of any potentially dangerous products and chemicals and where they are stored.
- All potentially dangerous products, such as cleaning materials, disinfectants, flammable, poisonous, and other dangerous substances, tools, toiletries, dangerous first aid equipment, and medications will be stored in the designated secure area, which is inaccessible to the children.
- All potentially hazardous materials will have [Material Safety Data Sheets ([M]SDS).
- Staff should always read the label before use of any cleaning materials or chemicals and not use any substance that does not carry a manufacturer's label.
- Staff should be made aware of the appropriate first aid measures for accidents with hazardous materials and substances.
- Staff must report any hazard to the Director and complete a Hazard Report Form. The Director assesses the nature of the hazard and makes recommendations for action for the elimination or significant reduction of the dangers of the hazard.

Considerations

Work Health and Safety (WHS) Act and Regulation 2011
 Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)

For further information

WHS www.legislation.nsw.gov.au
 Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
 NSW DoE <https://education.nsw.gov.au/>

Water Safety

Policy Statement

The safety and supervision of children is paramount when in or around water. This relates to water play, excursions near water, hot water, and drinking water in the centre environment.

Procedures

- Water use within the centre will be supervised at all times to ensure the health and safety of children, staff, and families.
- Drinking water will be accessible at all times.
- Staff will ensure that water troughs or containers are drained after use.
- Children will be supervised at all times during water play experiences.
- Staff will use their breaks to consume hot drinks away from the children. If staff wish to consume hot drinks in the rooms, they must have the drink in a thermal mug with a lid that securely screws onto the mug and can be closed to stop spillage.
- Where excursions involve water, the staff: child ratio is 1:5 as best practice, and staff will follow the guidelines set out in the *Excursions* policy.

Considerations

Work Health and Safety (WHS) Act and Regulation 2011
Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)

For further information

WHS www.legislation.nsw.gov.au
Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>

Transportation

Policy Statement

Children travelling to and from school and excursions have the right to be safe. We will ensure that all modes of transportation undertaken whilst at the Cottage will be safe and comply with all the required regulations.

Procedures

- Where possible, a mobile phone should be carried by the staff in case of accident or emergency.
- A 1:8 Staff: Child ratio will be maintained when children are leaving the centre on an excursion. And a 1:5 staff-to-child ratio for water.
- When children are leaving the centre on an excursion, staff must ensure that a list of the children's names and contact phone numbers and a first aid kit, and any medication accompany them.
- When travelling on foot, staff will ensure that the safest possible route is taken, crossing at lights and crossings where available. Children must be kept together as a group with no child running ahead or lagging. Staff will space themselves around the children.
- On excursions where private transportation is arranged through a bus company, staff will ensure a bus with enough seats for all children is hired. When travelling on a highway/freeway where speeds may reach 110 km per hour, staff will ensure a coach bus with seatbelts for all children is utilised. Staff will travel on the bus with the children to supervise and perform head counts and roll calls while boarding and exiting the bus.
- The Centre will keep on file a copy of the insurance policy for private bus companies hired.
- Staff will not drive children in their private vehicles unless prior verbal permission from parents has been provided and confirmed in writing, and the child(ren) no longer require a car seat or booster seat as per National Child Restraint Laws. Only management who are fully licensed with no restrictions will be allowed to drive children in their private vehicles, and two staff members must be present in the vehicle while transporting a child. Management transporting children in their private vehicles is only to occur if a parent, guardian, or authorised person for the child(ren) is unable to collect the child(ren) from an excursion or the centre when collection has been advised by management due to injury or illness that requires medical attention. Management is not to drive the child(ren) in the case of an emergency.
- Management must keep a copy of their private vehicle's registration and insurance on file, as well as a copy of their valid driver's license.
- The group leaders will ensure that each child is signed into the transport vehicle upon embarking and log this on the Xplor playground app using the transport tab in the app. Each child is signed out of the transport vehicle and logged this on the Xplor playground app. The log is recorded and is downloaded from the Xplor playground app to keep on file.
- Staff must complete a head count of the children while they are exiting the bus and when re-entering the bus. A staff member must check the bus once all

children are off to ensure that no child is left on the bus once arrived at an excursion and on return to the centre.

- The nominated supervisor and or certified supervisor will ensure that all headcount rolls are set before the day of the excursion and completed by the group leaders on the playground app.
- The nominated supervisor will ensure that a record is taken of the children signed into the transport vehicle on embarking and disembarking, and is downloaded from the Xplor playground app to keep on file.

Considerations

Work Health and Safety (WHS) Act and Regulation 2011

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

NSW Department of Communities and Justice (DCJ)

Transport for NSW – Child Car Seats

For further information

WHS www.legislation.nsw.gov.au

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

DCJ <https://www.dcj.nsw.gov.au/>

Transport for NSW

<https://roadsafety.transport.nsw.gov.au/stayingsafe/children/childcarseats/index.html>

Animals

Policy Statement

We believe that animals can be a valued source of learning and enjoyment for children. Any animal that enters or resides at the centre must be safe and present no danger to the children.

Procedures

- All animals, which are kept in the centre, shall be maintained in a clean and healthy condition and kept away from food preparation areas.
- Alternative arrangements to care for animals must be made during holidays and periods when the Cottage is unattended.
- The animal's right to be safe and cared for will be of utmost importance.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011
School age framework: *My Time, Our Place*

For further information

Education and Care Services National Law and Regulation; NQF & NQS; My Time, Our Place www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au

Sun Protection

Policy Statement

We are a sun-smart centre and we aim to ensure that all children attending the centre will be protected from the effects of UV radiation. All staff are to enforce the safety and sun protection policy “no hat, play inside or use a spare Cottage hat”.

Procedures

Outdoor Activities

- From October to March, the service will minimise unshaded outdoor activity between 11 am and 3 pm.
- Sun protection, which includes wearing a hat and applying sunscreen, is required at all times when outside.
- From April to September, outdoor activity can take place at any time during the day. Sun protection is required between 10am and 2pm, except in June and July when the UV index is mostly below 3.

Shade

- Outdoor activities will be planned to occur in shaded areas whenever possible.
- The service will provide and maintain adequate shade for outdoor play.

Hats

- All children will wear a hat that protects the face and crown of the head whenever they are outside or on an excursion.
- Except during school holidays, all children must wear a Cottage hat, either their own or one of our spare hats. School hats are not allowed to be worn at Cottage during before or after school care.
- Family accounts will be charged \$1 per afternoon for the use of a spare hat. New hats are available for purchase from the Cottage office at cost price.
- Children without hats will remain inside until at least 4.30pm.

Clothing

- When outdoors, all children will wear SunSmart clothing that protects as much of the skin as possible, especially the shoulders, back and stomach.
- Children who attend January, April, October and December vacation care without clothing that protects their shoulders will remain inside until at least 4.30pm.

Sunscreen

- All children and staff will apply SPF30+ broad-spectrum water-resistant sunscreen before going outdoors and reapply every 2 hours.
- All children will apply zinc to their faces for any outdoor beach excursions.

Role modelling

- Staff, students, families and visitors will act as positive role models and demonstrate SunSmart behaviour when attending the service.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011
SunSmart Child Care - Cancer Council

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au
Cancer Council www.cancercouncil.com.au

Cottage Hats

Policy Statement

To assist with the safety and supervision of the children, we believe that the use of Cottage hats helps to distinguish the children in our care.

Procedures

- Cottage hats are available to purchase at the Cottage at cost price. Spare hats are available to borrow for one-off situations and casual attendees.
- Cottage hats are to be worn during before-school care and after-school care when playing outside. School hats are not allowed to be worn during before and after-school care.
- Use of a spare hat will incur a \$1.00 laundry fee each day used. Spare hats should not go home with a child.

Considerations

Work Health and Safety (WHS) Act and Regulation 2011
Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
SunSmart Child Care - Cancer Council

For further information

WHS www.legislation.nsw.gov.au
Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
Cancer Council www.cancerCouncil.com.au

Emergency And Evacuation Policy

Policy Statement

We aim to provide an environment that ensures the safety and well-being of the children at all times. All children and staff will be aware of and practice in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be undertaken immediately. In implementing drills of emergency procedures with children, educators will encourage children to discuss possible scenarios where emergency procedures may be required and support children to come up with solutions and ideas for improving the procedures or discussing ways to advert emergency situations.

Procedures

- A risk assessment will be conducted by educators and management annually to review and refine emergency procedures and to assess potential emergencies relevant to the service in accordance with National Regulations.
- All educators, including relief staff, will be informed of the procedures and their specific duties identified in their orientation to the service.
- Emergency procedures will be clearly displayed near the entrances and exits used by the centre.
- All staff and children will be aware of the procedure in case of an emergency.
- Emergency procedures will be practised for a full week every three months, and staff will be made aware of their specific duties.
- All emergency drills will be recorded with date, time and length of time it took to leave the building. Additional comments and recommendations for improvements can be included on this record.
- Fire extinguishers and blankets will be installed and maintained by MHPS in accordance with Australian standards, and staff trained in their correct use.
- The service will have smoke detectors and will have them maintained by MHPS in accordance with Australian standards.
- Staff members will be nominated to make the announcement to evacuate, collect the roll and children's contact phone numbers, phone 000, collect first aid kit/s and assemble the children calmly in the evacuation area, mark the roll and note any missing persons.
- In the case of threats of violence or harassment, the Director must be informed immediately, and the children moved calmly away from the threat.
- In the event of a danger posed outside of the service where the children are required to be secured inside of the centre, a lockdown will be practised. A lockdown consists of the children being gathered to the most secure location in the centre, all doors and windows locked, and staff placing themselves around the perimeter of the children.
- No child or educator is to go to their bag to collect personal items during an emergency evacuation.
- Any serious incidents will be reported to the Regulatory Authority within 24 hours or as soon as possible.
- Emergency evacuation bags are used, and checked regularly to ensure all equipment is in date and ready for use.

Considerations

NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011
Education and Care Services National Law and Regulation 2011
NSW Fire and Rescue Guidelines

For further information

NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au
Education and Care Services National Law and Regulation www.acecqa.gov.au
NSW Fire and Rescue Guidelines <https://www.fire.nsw.gov.au/>

First Aid, Injury, and Trauma

Policy Statement

First aid equipment and facilities will be available to all staff, children, and visitors in the centre and while on excursions. All staff will be encouraged to undertake first aid training as part of their conditions of employment, and the centre will make every attempt to ensure sound management of an injury to prevent any worsening of the situation. Parents/carers or emergency contacts will be informed immediately where the accident is serious or involves an injury to the head.

Procedures

- A fully stocked and updated first aid kit will be kept in a designated place, accessible to all staff.
- The first aid kit will be checked regularly by the staff and restocked as required.
- All accidents and incidents must be reported immediately to the Director and a record of the treatment documented on the appropriate form, indicating name, date, time, nature of injury, how it occurred, treatment given, and by whom.
- Staff will ensure disposable gloves are worn when in contact with blood and other bodily fluids and disposed of in the bodily fluids bin.
- A current list of children's medical conditions will be displayed in the office for staff to familiarise themselves with.
- At least one staff member holding valid qualifications for providing an emergency first aid response in an education and care setting, First Aid, HLTAID004, will always be present at the centre and on excursions
- Management, group leaders, and permanent full-time staff are required to hold valid HLTAID004 certificates as a condition of their employment

In the case of a minor accident, the first aid attendant will:

- Assess the injury.
- Attend to the injured person and apply first aid as required.
- Ensure that disposable gloves are worn if in contact with blood or other bodily fluids and disposed of safely.
- Record the incident and treatment in the minor accident book.
- Notify the Director and parents upon arrival for the collection of the child.

In the case of a major accident resulting in injury or trauma, the supervising staff member will:

- Assess the injury and apply first aid as required.
- Remain with the child and send a person to get the Director or Responsible Person signed in on the 'Responsible Person Registrar', who will seek immediate medical attention by either contacting a doctor or ambulance, and notify the parents/carers.
- Stay with the child at all times, try to make the child comfortable, and reassure them until further medical assistance arrives.
- If the child requires an ambulance, the child will be accompanied by a staff member and the child's medical records.

- Complete an *Incident, injury, and trauma record* to be co-signed by the Director and parents/carers of the child.
- Notify the Australian Children's Education and Care Quality Authority (ACECQA) when a *Serious Incident* within 24 hours.
- Staff to follow the centre's Transportation Policy if transportation of the child is required

Considerations

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

Work Health and Safety (WHS) Act and Regulation 2011

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

Toileting

Policy

To ensure that child protection and hygiene regulations are followed, educators will follow strict toileting procedures.

Toilet needs will be approached in a supportive way.

Procedures

- Educators should ensure the privacy of each child's toileting.
- Approach toileting in a relaxed manner.
- Help children with toileting issues or special needs to use the toilet and positively support their efforts.
- Remind and assist children to use the toilet as needed.
- Respond respectfully and calmly to toileting “accidents”.
- Children will be given spare clothes and a plastic bag to put soiled clothing in.
- Children will clean and change themselves.
- Educators will double-bag soiled clothing and place it out of reach of other children for the parent to take upon collection.
- Encourage self-help skills with the toileting process.
- Encourage children to wash their hands after toileting.
- Educators may need to show/remind the child how to wash hands.
- Educators may need to remind the children to flush.
- Children are to be encouraged to use the bathroom for the purpose it is intended (no splashing or play).
- Educators are to be aware of and to teach children associated WH&S issues.
- Educators and children to be “water wise” in bathroom areas.
- Educators to always ensure there is another staff member nearby / or in viewing the proximity of the staff at or in the children’s bathroom (child protection precaution).
- Children to use the buddy system when using the toilet until year 5.
- Children to always ask an educator for permission to use the toilet.
- Children to use the inside toilets from 6.15pm during winter.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)
 Work Health and Safety (WHS) Act and Regulation 2011
 United Nations Convention on the Rights of the Child
 Australian Government National Health and Medical Research Council (NHMRC)
Staying Healthy

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

Unicef www.unicef.org.au

NHMRC Staying Healthy: Preventing Infectious Diseases in Early Childhood

Education and Care Services <https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>

Nappy Change

Policy

We aim to provide a safe and hygienic environment for all children at the service, including times when nappy changes occur. Staff will reflect on the child's needs for privacy, modesty, and sensitive handling.

Procedure

- Educators will be sensitive to the emotional and physical needs associated with nappy changing.
- Nappy change times will be flexible in response to children's individual needs.
- Educators will follow strict hygiene procedures during nappy change times. The services' hygiene procedure will be followed.
- There must be two educators present during nappy change times.
- Educators will assist the child to use the steps up to the nappy change table.
- Educators must wear disposable gloves when changing a nappy.
- Educators must never leave the child unattended on a table used for changing. Ensure that clean nappies, wipes, gloves, and a receptacle for used nappies, etc., are in easy reach.
- Educators will dispose of soiled nappies, wipes, and gloves in a double plastic bag and then put them into the garbage bin in the car park.
- Educators will assist the child to wash their hands.
- The nappy change table/mat must be disinfected with warm soapy water and disinfectant spray and wipe the change table surface dry.
- Educators will wash their hands thoroughly afterwards.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)
 Work Health and Safety (WHS) Act and Regulation 2011
 United Nations Convention on the Rights of the Child
 Australian Government National Health and Medical Research Council (NHMRC)
Staying Healthy

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
 NSW DoE <https://education.nsw.gov.au/>
 WHS www.legislation.nsw.gov.au
 Unicef www.unicef.org.au
 NHMRC Staying Healthy: Preventing Infectious Diseases in Early Childhood
 Education and Care Services <https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>

Illness and Infectious Diseases

Policy Statement

We aim to provide a safe and hygienic environment that will promote the health of children.

Procedures

- The needs of a sick child cannot be met without reducing general levels of supervision; therefore, parents are asked to keep sick children at home or collect unwell children. Children with infectious diseases will be excluded from the centre for the period recommended by the NSW Department of Health.
- Children and staff will be excluded from the centre if they are ill with any contagious disease. This includes but is not limited to Chicken pox, German Measles, Conjunctivitis, Glandular fever, Hepatitis A, Gastroenteritis, Influenza, Mumps and Measles, and Covid-19, and Whooping Cough and Hand, Foot, and Mouth.
- The most current copy of *Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services* will be kept at the service. This publication provides detailed information on infectious diseases, notifications, and exclusions.
- Staff will endeavour to make sure that any sick child is separated from the other children in a quiet area and made comfortable. Supervision will be maintained until a parent arrives.
- Where a child comes down with a serious illness while at the centre, an Illness Record will be completed and co-signed by the Director and parents/carers of the child.
- The Director will ensure that the parent or emergency contact of each child enrolled at the service is notified of the occurrence of an infectious disease as soon as possible.
- The service will notify the local public health department of the infectious disease as required.

Considerations

Work Health and Safety (WHS) Act and Regulation 2011
Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (DET)
NSW Department of Health
Australian Government National Health and Medical Research Council (NHMRC)
Staying Healthy

For further information

NHMRC Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services <https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>
WHS www.legislation.nsw.gov.au
Education and Care Services National Law and Regulation; NQF & NQS www.acecqa.gov.au
NSW Department of Education (DET) <https://education.nsw.gov.au/>
NSW Department of Health www.health.nsw.gov.au

Sleep and Rest

Policy Statement

We believe that effective rest and, where necessary, sleep strategies are important factors in ensuring a child feels safe, secure, and comfortable in our centre's environment. The centre defines 'rest' as a period of inactivity, solitude, calmness or tranquillity and is considered different from a child being in a state of sleep in regards to the school-age care of children. Whilst most children who access our centre may never need to sleep or rest during their time at the centre, it is important that educators can accommodate the rest needs of all children, regardless of their age, if it is needed. Examples of when this may be necessary are when children are feeling unwell, if they are tired from an excursion, or if they have additional needs and their rest requirements are greater than their peers.

Procedures

- By the Education and Care Services National Law and Regulations, the service will ensure that the needs for sleep and rest of children in the service are met, having regard to the ages, developmental stages, and individual needs of the children.
- Sleep and Rest policy is based on recommendations from the recognised national authority Red Nose.
- The service consults with families about their child's individual needs and to be aware of the different values and parenting beliefs, cultural or otherwise, that are associated with rest.
- If a family's beliefs and practices conflict with Red Nose recommendations, then the service will not endorse an alternative practice, unless the service is provided with written advice from a medical practitioner.
- The service has a duty of care to ensure that all children are provided with a high level of safety when resting or sleeping in our care.
- Management and educators implement and adhere to the service's Sleep and Rest policy.
- All children will be placed on their back to rest when first being settled to rest. If a child turns onto their side or stomach during sleep, then allow them to find their own sleeping position.
- All children will rest with their face uncovered.
- Children's rest environment is free from cigarette or tobacco smoke.
- The rest environments, equipment and material will be safe and free from hazards.
- Educators will monitor resting children at regular intervals and supervise the rest environment.
- A risk assessment will be conducted and reviewed termly.
- If there are any changes or updates made to the risk assessment, the sleep and rest policy will be updated and shared with stakeholders.

Rest for School Aged Children

- If a school-age child requests a rest then there is a designated area for the child to be inactive and calm, away from the main group of children.
- The centre will ensure a designated rest or sleep space is available or can always be made available to children.
- A quiet, solitary play experience is available for those school-aged children who request the need for a rest or time away from their peers.
- Safe resting practices are relevant to school aged children because, if they are resting or sleeping, they should be monitored at regular intervals and a school aged child's face should be uncovered when they are sleeping as described above.
- Light bedding is the preferred option if requested by the child.
- Educators will show awareness of children's comfort and avoid overcrowding when children need rest or sleep.
- Our service will provide a range of both active and restful experiences throughout the program and support children's preferences for participation.

Safe Resting Practices for a Child who is Unwell

- Please refer to the service's First Aid, Injury and Trauma policy document for additional information.
- Child will be encouraged to rest in a quiet, comfortable, and safe space.
- The child will be placed on their back to rest when displaying signs of being unwell. If a child turns onto their side or stomach during sleep, then allow them to find their own sleeping position.
- All children will rest with their face uncovered.
- Children who are unwell will be given the highest priority for supervision and monitored constantly especially if the child has received a blow to the head while playing sport.
- Parents will be contacted immediately to make arrangements to collect the child as soon as possible.

The Rest/Sleep Environment and Equipment.

- The service will ensure a rest or sleep space is available or can be always made available to children. This could include a quiet area with cushions, a book corner with beanbags, a lounge or armchair.
- The area and equipment will be checked regularly as part of services safety check and hazard identification procedures.
- Hygiene standards will be maintained when children use the rest/sleep area and equipment, such as regularly washing pillowcases and blankets,

particularly when a child is unwell.

- There may be occasions where children with additional needs will need to sleep or rest in their wheelchairs or other equipment, such as a modified stroller. It is important that children are not left alone whilst sleeping in these and that the restraints are sufficiently fastened.
- The service will ensure the room temperature, airflow, noise, and lighting are conducive to sleep and rest when necessary.
- Children's clothing items should be checked before they sleep to ensure it doesn't present any hazards.

Considerations

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Department of Education (NSW DoE)

Work Health and Safety (WHS) Act and Regulation 2011

NSW Department of Health

Network of Community Activities – Sleep and Rest Policy Draft

For further information

Education and Care Services

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

NSW Department of Health www.health.nsw.gov.au

Network of Community Activities networkofcommunityactivities.org.au

Red Nose Australia <https://rednose.org.au/>

Immunisation

Policy Statement

We respect the right of individual parents to decide whether to immunise or not to immunise their children. However, children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. The service will abide by all government regulations in relation to immunisation.

Procedures

- Before enrolling, proof of a child's vaccination status must be provided. Childcare centres must have documented evidence that children are up to date with their vaccinations, or that they are on a recognised catch-up schedule, or that they have a medical contraindication to vaccination before enrolling a child. Children without evidence of immunisations on file at the centre will be considered unimmunised and may be excluded from the centre if there is an outbreak of a vaccine-preventable disease at the centre or if they come into contact with a person with a vaccine-preventable disease, even if there is no outbreak at the centre.

Upon enrolment of their child, parents/guardians must provide:

- An Australian Childhood Immunisation Register (ACIR) Immunisation History Statement which shows that their child is up to date with their scheduled immunisations, or;
 - An ACIR** Immunisation Exemption - Medical Contraindication Form (IMMU11) which has been certified by an immunisation provider, or;
 - An ACIR** Immunisation History form on which the immunisation provider has certified that the child is on a recognised catch-up schedule.
- In the event of an outbreak of a vaccine-preventable disease at the centre, children not immunised will be required to stay at home for the duration of the outbreak, for their protection.
 - The Director will consult with MHPS and notify the Public Health Unit if a child contracts a vaccine-preventable disease.
 - Staff will be encouraged to maintain, through immunisation, their immunity to common childhood diseases.
 - Exclusion periods will be advised by the NSW Department of Health and the Staying Healthy publication.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)
 Work Health and Safety (WHS) Act and Regulation 2011
 NSW Department of Health

Australian Government National Health and Medical Research Council (NHMRC)
Staying Healthy

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

NSW Department of Health www.health.nsw.gov.au

NHMRC Staying Healthy: Preventing Infectious Diseases in Early Childhood

Education and Care Services <https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>

Medical Conditions & Allergies

Policy Statement

We aim to provide safe and effective care for children by ensuring that staff are fully aware of reactions to, and management of, any children's medical conditions, including asthma, diabetes, or a diagnosis that a child is at risk of anaphylaxis.

Procedures

- Parents will be asked to inform the centre of any medical conditions the child may have at the time of enrolment, which will be recorded on the child's enrolment form.
- In the case of a serious medical condition, the parents will be asked to supply an Individual Health Plan from their doctor explaining the effects of the medical condition and ways the staff can assist if the need should arise (eg, Anaphylaxis, asthma, allergies). If any medications and/or epi-pens are required as part of the medical management plan, the service must provide those medications and/or epi-pens necessary before the child can attend the centre.
- In the case of food allergies, parents will be asked to provide a list of foods not to be eaten and some alternative foods.
- Individual Health Plans will be displayed in the staff room and filed in the office, and will be visible to volunteers, permanent and casual staff. Volunteers and staff will be informed of the Individual Health Plans during orientation.
- The centre will develop a risk minimisation plan in consultation with the child's parents.
- The centre will develop a communication plan for staff and parents.
- A child with a specific health care need will be provided with a copy of this policy.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011
NSW Department of Health

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

NSW Department of Health www.health.nsw.gov.au

Medication

Policy Statement

To ensure the interests of staff, children, and parents are not compromised, medication will only be administered with the explicit permission of the parents or, in the case of an emergency, with the permission of the child's medical practitioner.

Procedures

- Parents who wish medication to be administered to their child at the centre will complete the medication form provided, and medication, in its original packaging, given directly to the staff member to store in the medication cupboard or the refrigerator if required.
- Staff will not accept a verbal instruction for the use of medication, either in person or by telephone.
- If the medication to be provided requires a prescription, the centre must have a copy of the prescription on file.
- There must be two staff members present when administering medication to witness the procedure and record details on the appropriate medication form.
- Following the administration of medication, staff must be alert to any possible side effects as directed by the parent/guardian and note on the medication form. If the child's condition deteriorates, parents will be contacted, or further medical treatment will be sought.
- Permission to administer Paracetamol in the case of a temperature exceeding 38 °C is sought on the enrolment forms. Wherever possible, the parents are to be phoned before administration for verbal consent, followed by written approval on a medication form at collection.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)
 NSW Department of Health
 Safely administering medications in childcare – CareforKids

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
 NSW Department of Education (NSW DoE) <https://education.nsw.gov.au/>
 NSW Department of Health www.health.nsw.gov.au
 Safely administering medications in childcare
<https://www.careforkids.com.au/childcarenews/2010/august/medication.html>

Visitors

Policy Statement

We aim to ensure the safe and proper care of the children in the centre by having clear procedures for any person who enters the centre or is involved with the children in any way.

Procedures

- Visitors may be invited to the centre to enhance the children's program. This may include local community members, parents or carers with relevant skills or knowledge, as well as representatives from community services such as the police or fire brigade
- Visitors include relevant Authorities conducting compliance visits. These may include, but are not limited to, the NSW Department of Communities and Justice, the NSW Department of Education (NSW DoE), Local Council. Authorities who are conducting a "Spot Check" or an unexpected visit will be asked to provide identification.
- Visitors include property managers and maintenance providers.
- Visitors include families taking a tour of the centre for potential enrolment.
- Visitors will be required to sign the Visitors register upon entering and exiting the service.
- Visitors will not be left unattended with the children under any circumstances.
- Any unwelcome visitor will be calmly asked to leave the centre. If they refuse, the staff will call the police on 000 for removal.
- No staff member is to try to physically remove the unwelcome person, but try to remain calm and keep the person as calm as possible.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Child Protection

Policy Statement

We believe that the welfare of children is of paramount importance and that the centre must defend the child's right to care and protection from all forms of abuse, violence, and exploitation. Staff and management have a legal and moral responsibility to take action to protect children they suspect may be abused or neglected. All staff, including casual staff, volunteers, and students, have a duty of care to ensure the safety and protection of all children who access the service's facilities and/ or programs.

Our centre will carry out the responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedure as outlined by the NSW Department of Communities and Justice and the NSW Commission for Children and Young People.

Procedures

Mandatory Reporting

- A mandatory reporter is someone required by law to make a report to the NSW Department of Communities and Justice if they have current concerns about the safety, welfare, or well-being of a child. A child is a person under 16 years old. There are penalties for failing to make a report.
- In children's services, mandatory reporters are:
 - Staff who deliver services to children
 - Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.
- Staff are mandated to report to the NSW Department of Communities and Justice if they have current concerns about the safety or welfare of a child relating to section 23 of the NSW Children and Young Persons (Care and Protection) Act 1998
 - **Section 23 (1)**
 - a-b)** Child is at significant risk of harm – Neglect
 - a) basic physical or psychological needs are not being met or are at risk of not being met
 - b) parents/ carers unwilling or unable to provide necessary medical care
 - b1) parents/ carers unwilling or unable to arrange for the child or young person to receive an education
 - c)** Child is at significant risk of harm – Physical / Sexual abuse
 - d)** Child is at significant risk of harm – Domestic violence
 - e)** Child is at significant risk of harm – Serious Psychological harm
 - f)** Child is at significant risk of harm – Prenatal report
- Staff will undergo training about child protection and reporting as part of the training budget.

- Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Procedures.
- Any staff who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with the Director or their authorised supervisor, as he or she may have information the staff member is not aware of. The Director will then assist staff in running the online Mandatory Reporters Guidelines (MRG) tool (see point below for more information) to determine whether the report meets the threshold for **significant** risk of harm.
- If directed by MRG to report to the NSW Department of Communities and Justice (NSW DCJ), staff should report their concerns to the Child Protection Helpline:
 - By calling the Child Protection Helpline 132 111
 - By eReport through the ChildStory Reporter website
<https://reporter.childstory.nsw.gov.au/>
- When reporting to the Helpline, it is important to have as much information as possible available to give to the Helpline. This might include the child's information, family information, reporter details and outcomes of the MRG.
- If the Director / authorised supervisor has been advised to but has not reported to NSW DCJ you are legally responsible to do so.
- Once a report is made to the NSW DCJ no further report needs to be made unless new information comes to hand.
- Contact and consult with Chair of Parent Committee

Mandatory Reporting Guidance tool

- A Mandatory Reporting Guidance tool has been developed to help frontline mandatory reporters, including childcare workers to determine whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG will guide the reporter on what action should be taken. The MRG is an interactive tool and is available online at
<https://reporter.childstory.nsw.gov.au/s/mrg>
- If still in doubt the NSW Department of Communities and Justice Helpline will provide feedback about whether or not the report meets the new threshold for statutory intervention.
- If new information concerning the child or young person presents, run the MRG tool again.
- Where concerns do not meet the significant harm threshold, the MRG tool may guide you to 'Document and continue the relationship'. This requires the service to continue to support, provide services, and coordinate assistance and referral for the child and their family.
- The report page from the MRG should be printed and placed in the child/family file for future reference, regardless of whether or not further action is recommended.

Where a complaint is made about a staff member, or someone in the service

- Accusation of abuse or suspected abuse against educators, staff members, and volunteers, the Nominated Supervisor or Approved Provider is treated in the same way as allegations against other people. Reports will be made to

the Child Protection Hotline where a child is at risk of significant harm by a person at the centre. If the supervisor is involved in the abuse, then the Approved Provider or the most senior educator will assist in notifying the Child Protection Hotline.

- If the complaint is a reportable allegation of **'Reportable Conduct'**, then the office of the Children's Guardian will be notified within 24 hours.

'Reportable Conduct' is outlined as:

- A sexual offence committed against, with, or in the presence of a child
- Sexual misconduct with, towards, or in the presence of a child
- Ill-treatment of a child
- An assault against a child
- Behaviour that causes significant emotional or psychological harm to a child
- An offence under section 43B or 316A of the Crimes Act 1990.
- Any behaviour that causes significant concern about the employee's suitability to work with children

Responsibilities:

Approved Provider and Nominated Supervisor:

- Must ensure all staff understand and comply with this policy.
- Notify the relevant reportable conduct authority (Office of the Children's Guardian) of any reportable allegations
- Oversee internal investigations and report outcomes as required
- Maintain confidentiality and support affected parties

Educators and Staff:

- Immediately report any concerns, disclosures, or allegations of reportable conduct to the Nominated Supervisor or Approved Provider
- If the Director or the responsible person in charge is suspected, then the Approved Provider should be informed.
- Cooperate with any investigations
- Maintain strict confidentiality

Mandatory Reporters:

- As per mandatory reporting laws, staff must also report any suspected child abuse or neglect to the NSW Department of Communities and Justice and or any relevant child protection agency

Receiving a Report:

- Any allegation or concern must be reported immediately to the Nominated Supervisor or Approved Provider.
- The safety and well-being of the child is the priority, and take immediate steps to ensure the child is safe.

Initial Response:

- Do not investigate or interview the alleged person or child; only gather enough information to make the initial report.
- Where the allegation is made to a staff member or member of management, the facts as stated will be recorded in writing, using an Incident Report template that includes dates, times, names of person/s involved, name of person making allegation, and the person making

the report. This report should be kept on record and treated as strictly confidential.

Notification to Authorities:

- The Approved Provider or Nominated Supervisor must notify:
- **Reportable Conduct Scheme Authority** within 24 hours of becoming aware
- **Child Protection Agency** if the child is at risk of significant harm
- **Regulatory Authority** ACECQA/ Department of Education, if required

Internal Investigation:

- An internal investigation will be conducted following guidance from external authorities
- The accused may be removed from direct contact with children during the investigation.

Outcome and Follow-up:

- Appropriate action will be taken based on findings (disciplinary action, policy changes, and training)
- All findings and actions will be documented.
- Support will be offered to the child, family, and any affected parties.

Considerations

NSW Children and Young Persons (Care and Protection) Act 1998
 Advocate for Children and Young People Act 2014
 Ombudsman Act 1974 (with relevant Child Protection Amendments)
 Child Protection (Working with Children) Act 2012
 NSW Department of Communities and Justice Mandatory Reporting Guidelines
 NSW Child Protection Interagency Guidelines (2006)
 ChildStory – Casework IT management system
 Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)

For further information

Keep Them Safe <https://www.theirfuturesmatter.nsw.gov.au/Home>
 The ChildStory Reporter Community <https://reporter.childstory.nsw.gov.au/s/>
 Human Services Network www.hsnet.nsw.gov.au
 NSW Ombudsman www.ombo.nsw.gov.au
 Child Protection (Working with Children) Act <https://www.legislation.nsw.gov.au/>
 NSW Department of Communities and Justice www.dcj.nsw.gov.au
 NSW Advocate for Children and Young People <https://www.acyp.nsw.gov.au/>
 Child Protection Helpline 132 111
 Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
 NSW DoE <https://education.nsw.gov.au/>

Child Safe

Policy Statement

Here at The Kids Cottage, we want children who participate in our program to have a safe and happy experience. We support and respect our children, their families, and our staff. All children attending our service are provided with a safe environment.

Children's well-being is paramount, and children will be actively involved in decision-making to provide an environment that encourages them to reach their potential. Procedures to effectively manage incidents and emergencies are in place and regularly rehearsed.

At the Kids Cottage Middle Harbour, our policy guides staff (including paid employees and volunteers) on how to behave when interacting and engaging with children in the service. This policy concentrates on how we can build and maintain a child-safe environment that is inclusive, transparent, and promotes children's participation.

Procedures

Children's involvement:

- The Kids Cottage supports the active involvement of children in the programs, activities, and services we offer.
- We provide a range of ways to allow children to provide feedback or raise concerns.
- We listen to their views, respect what they have to say, and involve them when we make decisions about matters that will directly affect them.

Recruitment:

- The Kids Cottage will maintain thorough and consistent recruitment, screening, and selection procedures.
- This will be completed for all applicants who must have a valid Working with Children Check.
- During the interview, the applicant must pass child safety questions
- Referees will be contacted to obtain references for the successful candidate.
- All staff must complete a Child Safe Code of Conduct form annually.

Management and Staff involvement:

- Nominated supervisors, educators and staff members at the service who work with children are advised of the existence and application of the current child protection.
- Management, educators, and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

- At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
- Nominated supervisors, educators and staff members at the service follow and sign Child Safe code of conduct annually

Complaints Management and Reporting:

- When a child or staff member raises a concern or complaint the procedure to follow is:
 - Any staff member (or child that informs a staff member) that forms a belief, based on reasonable grounds, that a child is at risk of harm, should ensure they record the details in the report in a clear objective format.
 - Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Policy and Procedures.
 - Any staff who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with the Director or their authorised supervisor, as he or she may have information the staff member is not aware of. The Director will then assist staff in running the online Mandatory Reporters Guidelines (MRG) tool (see point below for more information) to determine whether the report meets the threshold for **significant** risk of harm.
 - If directed by MRG to report to NSW Department of Communities and Justice (NSW DCJ), staff should report their concerns: to the Child Protection Helpline:
 - By calling the Child Protection Helpline 132 111
 - By eReport through the ChildStory Reporter website
<https://reporter.childstory.nsw.gov.au/>
- When reporting to the Helpline it is important to have as much information as possible available to give to the Helpline. This might include child's information, family information, reporter details and outcomes of the MRG.
- If the Director / authorised supervisor has been advised to, but has not reported to NSW DCJ, you are legally responsible to do so.
- Once a report is made to the NSW DCJ no further report needs to be made unless new information comes to hand.

For assistance with referral information:

- The ChildStory Reporter Community <https://reporter.childstory.nsw.gov.au/s/>
- NSW Communities and Justice
<https://www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters/how-to>
- Child Protection Helpline 13 2111

Considerations

NSW Department of Education (NSW DoE)
 NSW Office of Children's Guardian
 NSW Children and Young Persons (Care and Protection) Act 1998

Advocate for Children and Young People Act 2014
Ombudsman Act 1974 (with relevant Child Protection Amendments)
Child Protection (Working with Children) Act 2012
NSW Department of Communities and Justice Mandatory Reporting Guidelines
NSW Communities and Justice
NSW Child Protection Interagency Guidelines (2006)
ChildStory – Casework IT management system
Education and Care Services National Law and Regulation 2011
Education and Care Services National Law Section 165, 166, 167
Education and Care Services National Regulation 82, 82, 83, 84, 103, 115, 122, 123, 123A, 124, 165, 166, 167, 168, 170, 171, 172, 175(d)(e)
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW Department of Education (NSW DoE) <https://education.nsw.gov.au/>

NSW Office of the Children's Guardian <https://www.ocg.nsw.gov.au/>

Keep Them Safe <https://www.theirfuturesmatter.nsw.gov.au/Home>

The ChildStory Reporter Community <https://reporter.childstory.nsw.gov.au/s/>

Human Services Network www.hsnet.nsw.gov.au

NSW Ombudsman www.ombo.nsw.gov.au

Child Protection (Working with Children) Act <https://www.legislation.nsw.gov.au/>

NSW Department of Communities and Justice www.dcj.nsw.gov.au

NSW Advocate for Children and Young People <https://www.acyp.nsw.gov.au/>

Child Protection Helpline [132 111](tel:132111)

Providing a Safe Child Environment

Policy Statement

The Kids Cottage provides an environment that ensures the safety, health, and well-being of children at all times. The welfare and protection of all children is of paramount importance and the centre has an obligation to defend the child's right to care and protection.

Educators will adhere to procedures regarding safe practices and operate in line with legislative requirements relating to child protection practices and the Education and Care Services National Regulations and Law.

Educators and management are aware of all legal responsibilities as Mandatory Reporters to take action to protect and support children that they suspect may be at significant risk of harm.

At The Kids Cottage Middle Harbour, we have set procedures in place for providing a child safe environment to minimise risk of harm and hazards to children attending the service.

Procedures

Child Protection Practices

- Mandatory Reporting
- See Child Protection Policy for more information

Supervision Practices

- Children must be supervised by Educators at all times.
- Educators must set boundaries ensuring the areas within these are safe and allow for clear visibility of all children at all times.
- Educators should explain boundaries clearly before activities or free play begins.
- Rules should be reinforced each morning during roll call at Vacation Care and regularly at Before and After School Care.
- Where Educators identify risks either as a result of the environment for example children using equipment inappropriately or disputes between children etc. action must be taken to manage these risks.
- Educators will monitor transitions effectively.

End of Day procedures

- Prior to leaving the venue, Educators must ensure that all children have left the premises. This process should include a range of different indicators that children remain for example
 - Check the electronic rolls to ensure all children are signed out

- Check all areas of the centre, eg, bathrooms, storage areas, kitchen, etc.
- Look for indicators that children may remain eg bags left in the lockers or on the floor etc.
- See the Effective Supervision policy for more information

Managing the Facility

Security

- Only approved staff and management will be given a key to access the building and its equipment.
- Staff will ensure the building is secure before leaving.
- Staff must ensure that all windows and cupboards are locked, heating and lighting are off, alarms are activated, and doors are properly secured.
- Staff will inform the Director, the school, police, and committee as soon as possible if there has been a break into the centre of any kind.
- See the Security policy for more information

Building Equipment, Repairs, and Maintenance

- Equipment will be chosen to meet the children's developmental needs and interests.
- Buildings and equipment will be maintained in a safe, clean condition and good repair.
- Plugs, sockets, power cords, or extension cords will be maintained as child-safe.
- The centre and equipment will be checked annually to ensure they are in a good and safe condition by the appropriate authorities, as organised by MHPS/NSW DoE.
- Staff should ensure safe handling of any tools and equipment used as part of an activity.
- Anything that requires maintenance should be brought to the WHS Officer and Director's attention immediately.
- A maintenance log will be kept that records any maintenance requiring attention.
- Both urgent and non-urgent repairs will be directed to MHPS administration staff, who will organise to have the problem rectified.

Indoor and Outdoor Environments

- Indoor and outdoor areas will be smoke-free and vape-free.
- Children will only play in areas supervised by staff.
- Children will have the opportunity to participate in large or small group activities or individually.
- Where children are indoors for long periods together due to extreme weather, every effort will be made to disperse the group to a variety of activities or other suitable areas e.g. school hall.
- Separate areas in the indoor environment will be provided for:
 - Parents to sign their children in/out of the centre.

- An office for administration, to talk to parents confidentially, maintain records, and secure relevant documents.
- Kitchen for the preparation and storage of food.
- Unisex toilets.
- A quiet place for children to rest/sleep when needed.
- Children are to store their bags and belongings.
- First aid.
- Older children to be able to do developmentally appropriate activities.
- Indoor and outdoor areas to be appropriately set up to allow children to participate in a variety of activities with the *My Time, Our Place* framework in mind.
- See Indoor and Outdoor Environments Policy for more information

Emergency Procedures Practices

- Emergency procedures will be displayed near the entrances and exits used by the centre.
- Emergency procedures have a risk assessment which are reviewed every 3 months
- All staff and children will be aware of the procedure in case of an emergency
- Emergency procedures will be practiced for a full week every three months, and staff made aware of their specific duties.
- See Emergency Procedure Policy for more information

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)
 Work Health and Safety (WHS) Act and Regulation 2011
 NSW Children and Young Persons (Care and Protection) Act 1998
 Advocate for Children and Young People Act 2014
 Ombudsman Act 1974 (with relevant Child Protection Amendments)
 Child Protection (Working with Children) Act 2012
 NSW Department of Communities and Justice Mandatory Reporting Guidelines
 NSW Child Protection Interagency Guidelines (2006)
 ChildStory – Casework IT management system

For further information

Keep Them Safe <https://www.theirfuturesmatter.nsw.gov.au/Home>
 The ChildStory Reporter Community <https://reporter.childstory.nsw.gov.au/s/>
 Human Services Network www.hsnet.nsw.gov.au
 NSW Ombudsman www.ombo.nsw.gov.au
 Child Protection (Working with Children) Act <https://www.legislation.nsw.gov.au/>
 NSW Department of Communities and Justice www.dcj.nsw.gov.au
 NSW Advocate for Children and Young People <https://www.acyp.nsw.gov.au/>
 Child Protection Helpline [132 111](tel:132111)

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW Department of Education (NSW DoE) <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

NSW Fire and Rescue Guidelines <https://www.fire.nsw.gov.au/>

Information exchange

Policy

In order to provide effective support and referral, it may be necessary to exchange information with other prescribed bodies including government agencies or non-government organisations and services.

Procedures

- The NSW Children and Young Persons (Care and Protection) Act 1998 has been amended (2009) to include chapter 16A Information Exchange
- Chapter 16A requires prescribed bodies to take reasonable steps to coordinate decision making and the delivery of services regarding children and young people.
- Under Chapter 16A NSW Children and Young Persons (Care and Protection) Act 1998, staff will exchange information that relates to a child or young persons safety, welfare or wellbeing, whether or not the child or young person is known to NSW Department of Communities and Justice and whether or not the child or young person consents to the information exchange.
- The information requested or provided **must** relate to the safety, welfare, or wellbeing of the child. Information includes:
 - A child or young person's history or circumstances.
 - A parent or other family member, significant or relevant relationship.
 - The agency's work now and in the past.
- Where information is provided in good faith and according to legal provisions, under section 29 & section 245G NSW Children and Young Persons (Care and Protection) Act 1998; reporters cannot be seen to breach professional etiquette or ethics or breaching professional standards. There can be no liability for court action.

Considerations

NSW Children and Young Persons (Care and Protection) Act 1998
 Advocate for Children and Young People Act 2014
 Ombudsman Act 1974 (with relevant Child Protection Amendments)
 NSW Department of Communities and Justice Mandatory Reporting Guidelines
 NSW Child Protection Interagency Guidelines (2006)
 ChildStory – Casework IT management system
 Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 NSW Department of Education (NSW DoE)

For further information

NSW Children and Young Persons (Care and Protection & Advocate for Children and Young People Act <https://www.legislation.nsw.gov.au/>
 Keep Them Safe <https://www.theirfuturesmatter.nsw.gov.au/Home>
 Human Services Network www.hsnet.nsw.gov.au

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

NSW Ombudsman www.ombo.nsw.gov.au
NSW Department of Communities and Justice www.dcj.nsw.gov.au
NSW Advocate for Children and Young People <https://www.acyp.nsw.gov.au/>
Child Protection Helpline 132 111
Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
The ChildStory Reporter Community <https://reporter.childstory.nsw.gov.au/s/>

Interactions with Children

Policy Statement

We aim to provide a service where respectful and equitable relationships are developed and maintained with each child. Each child will be supported to build and maintain sensitive and responsive relationships with other children and adults. When grouping children, consideration will be given to their sense of agency, development of secure relationships, progress towards the outcomes of *My Time*, *Our Place*, and children's health, safety and wellbeing.

Procedures

- Educators will encourage children to express themselves and their opinions.
- The program and educators will allow children to undertake experiences that develop a sense of agency and confident self-identities.
- Educators will maintain the dignity and rights of each child.
- Educators will give positive guidance and encouragement to each child.
- Educators will consider the family and cultural values, age, physical and intellectual development, and abilities of each child.
- The program minimises the times throughout the session where children are required to be part of a very large group – this is achieved by providing a Junior K-Yr 2 and Kids Club Yr 3 –Yr 6 program with different activities and areas. Compulsory group times are limited to roll calls and mealtimes.
- During vacation care, there are five groups offering age-appropriate programs.
- Several different activities are offered each session to support smaller groups, ensuring children's sense of agency and identity, while also minimising risk to children's health and safety.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Children and Young Persons (Care and Protection) Act 1998

For further information

Education and Care Services National Law; Education and Care Services National Regulations; NQF & NQS www.acecqa.gov.au
NSW Department of Communities and Justice www.dcj.nsw.gov.au

Effective Supervision

Policy Statement

To develop consistent practices that ensure all children are supervised appropriately and to maximise the opportunity for children and adults to share experiences while minimising the possibility of injuries or accidents.

Maintaining the safety of children is an essential part of providing childcare services and ensuring an adequate level of supervision is a major part of maintaining a safe environment. Educators have a duty of care to the children under their care. Any negligent act may breach that duty.

Active supervision assures that the learning opportunities for children are promoted and that their play is enjoyable. By watching children closely, Educators will be able to see opportunities for supporting and building on children's play experiences but will also identify when children wish to play independently.

Procedures

General

- Children must be supervised by Educators at all times.
- As per regulation for ratios during Before and After School Care and Vacation Care, we follow the child ratio 1:15 in centre, 1:8 on excursion and 1:5 on an excursion with water.
- Educators complete roll calls in the morning at 8:30am for the Year 4 to Year 6 group, then send them to school. Educators complete roll call in the morning at 8:45am for Kindy to Year 3, then send them to school.
- Educators complete roll call in the afternoon at 3:45pm, 4:45pm, and 5:40pm and then at 6:30pm the closing educators will check the roll to confirm all children are signed out. They will contact any families of children who are still signed in to confirm they have been collected.
- All entrances of school grounds are closed and locked from 3:15pm except Hale Road big gate entrance as agreed with MHPS Principal to limit access points and children's safety at the service.
- During afternoon tea an educator is positioned at the Hale Road gate from 4pm-4:45pm to monitor parent/carer arrival and radio for children pick up and then also at the Kids Cottage building to meet parents/carers and observe sign out procedures and child/ren pick up.
- Once a term educators program and run an educational session for all Kids Cottage enrolled students on safe spaces and out of bounds areas, pick up/drop off procedures for children so they know when they can leave school, who to go to for help especially for new children and Kindy children, what to do if you/someone gets hurt, going to the toilet procedure, taking care of water bottles, hats, jumpers and bags.
- Before the educational session Kids Cottage Management team will communicate with all parents via email and the Xplor Home app in reference to the educational session with the children to ensure parents are informed and can re-enforce the same message with children at home.

- Educators must set boundaries, ensuring the areas within these are safe and always allow for clear visibility of all children.
- Educators should explain boundaries clearly before activities or free play begins.
- Rules should be reinforced each morning during roll call at Vacation Care and regularly at Before and After School Care.
- Where Educators identify risks, either because of the environment, for example, children using equipment inappropriately, or disputes between children, etc., action must be taken to manage these risks. Significant risks must be notified to the centre Director, Assistant Director, or the most senior staff member onsite during the session and recorded the risk made in the risk register.
- The risk register is to be reviewed during regular term meetings to review and identify any required action to be taken.
- The risk register is to be reviewed by the Kids Cottage Management Committee in the first meeting of each year, then passed to the chair of the P&C review.
- During the Before School Care session, we have three educators rostered on, one supervises in the kitchen, one supervises in the front room, greeting parents, and one educator supervises in the outdoor group.
- Educators are only allowed to use iPads for roll calls and headcounts, not for personal use.
- Educators should place themselves so allow them to join with other children in play while being able to scan a broad area.
- Educators will endeavour to maximise the time spent engaging with children while still ensuring that they maintain appropriate supervision to ensure the safety of the children.
- Educators will monitor transitions effectively.
- Educators must create a headcount for each transition, moving between activities.
- An extracurricular tag will be rostered on when we have an extracurricular activity which is not included in the ratio.
- SA tag is now to stand at the gate to greet parents and call for children between 4pm-4:45pm, Monday to Thursday.
- Educators must complete termly supervision training.
- Staff communication procedures are using radios, responding to emails, communicating with each other face to face, staff group leader run down meetings, deputy our communication app and professional group chat.
- Staff radio communication procedures is to communicate when children are getting collected, dropped off, going to and from extracurricular activities, transitioning from area to area, using the bathrooms, when educators are completing a roll call and call out for missing children, when educators need covering or an extra educator in their area.
- Educators to communicate when Kindy children are going to and from the bathroom.
- Educators must ensure that carpark gate is closed.
- Juniors must stay at the activity they are chosen for, no switching activities.
- New educators must review blind spots in orientation.
- Educators are to ensure children who are still signed in but no longer at the centre have been collected and communicate with SA to call parents if needed.

Effective Supervision Methods

- Educators will be provided with the “Be S.H.A.R.P. Effective Supervision in OSHC” information produced by Network of Community Activities when they are first employed. It is expected that Educators will use these guidelines in the centre and when on excursions. In brief this method involves scanning the environment for risks or hazards, listening to (or hearing) the sounds of voices of Educators and children, being constantly aware of what is happening in the environment, being ready to respond to any issues that arise or may arise if action is not taken and considering the position – of the centre, of children or other Educators and of where it is best to place yourself to see what is happening.
- Ongoing reinforcement of these methods of supervision will be conducted at Educators meetings, in training sessions and during Educators reviews or performance management sessions.

End of Day procedures

- Prior to leaving the venue, Educators must ensure that all children have left the premises. This process should include a range of different indicators that children still remain for example
 - Check the electronic rolls to ensure all children are signed out
 - Check all areas of the centre eg bathrooms, storage areas, kitchen, etc.
 - Look for indicators that children may still remain eg bags left in the lockers or on floor etc.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011
My Time, Our Place

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
NSW DoE <https://education.nsw.gov.au/>
WHS www.legislation.nsw.gov.au

Child Management

Policy Statement

We aim to provide an environment where all parents/carers, staff, and children feel safe, cared for and relaxed and which encourages co-operation and positive interactions between all persons.

Positive behaviour guidelines will be clearly established by the staff in consultation with the children each year based on safety, respect for others, order and cleanliness.

Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

Procedures

- Educators manage and deal with situations as they occur by listening to the child then following the behaviour management steps.
- An incident folder is kept of all notable incidents occurring at the centre e.g.: aggressive or violent behaviour.
- No child is to have food or other basic needs withdrawn as consequences.
- Educators will use positive strategies when children display behaviour outside of our expectations.
- There will be specific consequences for children who continually break individual rules and the consequences shall be relevant to the situation and not demeaning to the child.

Behaviour Guidance Steps – Kindy to Year 2

1. Two warnings: At this point staff need to remind the child of the appropriate behaviour, the consequences and the Kids Cottage rules – after giving the child the warning staff will redirect to a more positive behaviour.
2. Centre service: At this step the child is given a centre service duty that gives back to the centre e.g.: a house keeping duty such as packing away equipment relevant to the behaviour and age of the child.
3. Discussion: At this step the centre service is complete, and the incident summarised with the child.
4. If the situation is not resolved there will be further discussion with the Director or Group Leader. If the undesired behaviour is repeated, aggressive or unsafe, the Director will notify parents upon collection.

Behaviour Guidance Steps – Kids Club (Year 3 to 6)

1. Educators and children will develop a Kids Club Behaviour Agreement together at the start of each school year. This will clearly state the behaviour expectations for both children and educators. Children will be expected to sign the Behaviour Agreement along with their parents in order to participate in Kids Club for the year. If a child or their parent does not want to sign the Behaviour Agreement, the child may continue at Kids Cottage, but will need to be a part of the Junior group.

2. Two warnings: At this point, staff need to remind the child of the appropriate behaviour, the consequences, and the group agreement. After giving the child the warning staff will redirect to a more positive behaviour.
3. Centre service: At this step, the child is given a centre service, which is: a duty that gives back to the centre e.g., a housekeeping duty such as packing away equipment relevant to the behaviour and age of the child.
4. Discussion: At this step, the centre service is complete, and the incident is summarised with the child.
5. Strikes: Kids Club children may be given a strike for swearing, physical violence, consistent disrespect towards another child or staff, stealing, vandalism, bullying, or any other repeated behaviour outside of Kids Cottage expectations. If a child receives three strikes within one school year, he/she may be excluded from Kids Cottage for two weeks and upon return to the Centre will spend the remainder of the term with the Junior age group. Strikes restart each school year.

Unacceptable behaviour

The Kids Cottage does not allow continued attendance of children who are:

- a) Physically or verbally abusive to children or staff
- b) Persistently disruptive or destructive

If there is a continued problem with the child's behaviour, an individual behaviour guidance plan will be implemented.

If the problem continues, the Director may refer the matter to the management committee, which will decide if a place can continue to be offered to that child.

Considerations

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

NSW Children and Young Person's (Care and Protection) Act 1998

For further information

Education and Care Services National Law; Education and Care Services National Regulations; NQF & NQS www.acecqa.gov.au

NSW Department of Communities and Justice www.dcj.nsw.gov.au

Bullying

Policy Statement

We aim to provide a safe, inclusive, and respectful environment that promotes the well-being of all children, staff, parents, and carers. We do not tolerate bullying of any form, including online (or cyber) bullying. We view any ongoing intimidating behaviour from one child to another, staff to a child, child to a staff, staff to a parent, or parent to a staff or child as an act of bullying. It is the aim of the Centre to encourage the child, staff, or parents (victim) to deal with bullying situations whilst making it clear that staff and the management committee are available for support.

Procedures

- Educators create a safe, respectful, inclusive, and supportive environment at the Centre
- Educators, children, parents, carers, and other stakeholders work together to develop and maintain a positive whole-centred culture that values diversity and consistently reinforces that bullying is not acceptable
- Educators practise effective supervision. They role model appropriate behaviour towards other staff and children. Educators use appropriate language when dealing with behaviour management issues and assist the children to use the same.
- Children are encouraged to verbalise their emotions and to develop empathy and compassion.
- Educators and children discuss bullying regularly, and children are encouraged to report bullying in all its forms, e.g. verbal, physical, online, etc., to staff
- Educators listen empathetically to a child when the child discloses alleged bullying
- If a parent or child discloses alleged bullying to an educator, the educator will pass the information along to a group leader and management. The disclosure will be documented, and an investigation undertaken by a group leader and management. All children involved will be observed and spoken with as part of this investigation. Group leaders and management will maintain confidentiality throughout the investigation.
- The parent or child disclosing the alleged bullying will be kept informed about any observations or behaviour management plans made as a result of the investigation.
- Management may choose to disclose the alleged bullying to the MHPS Principal or Deputy Principal if necessary, to assist with observations and ensure that alleged bullying is not occurring during school hours.
- If alleged bullying is found to be occurring by a group leader and management, a meeting will be organised with parents and the child(ren) observed committing alleged bullying to create a behaviour management plan.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Children and Young Person's (Care and Protection) Act 1998
NSW Department of Education (NSW DoE)
NSW Anti-bullying Strategy
Middle Harbour Public School

For further information

Education and Care Services National Law; Education and Care Services National Regulations; NQF & NQS www.acecqa.gov.au
NSW Department of Communities and Justice www.dcj.nsw.gov.au
NSW DoE <https://education.nsw.gov.au>
NSW Anti-bullying Strategy www.antibullying.nsw.gov.au
Middle Harbour Public School www.middleharb-p.schools.nsw.edu.au/

Staff Induction to Work Health and Safety

Policy Statement

Health and safety is the responsibility of the employer, who has an obligation to provide a healthy and safe working environment under the Work Health and Safety Act 2011. The employer must do all that is reasonably practicable to set up a safe working environment free from risks to the health of staff, parents, and children, in or near the workplace.

The Work Health and Safety Act 2011 places broad obligations on employers and employees. The Act is supported by the Work Health and Safety Regulation 2011. The Industry Code of Practice (i.e.: Education and Care Services National Law and Regulation 2011), provides practical guidance for complying with the provisions of the Act and Regulation, and is recommended for use where applicable.

Procedures

- New staff and volunteers need to be introduced to the arrangements for Work Health and Safety.
- Training needs to be carried out during the first shift for new staff and volunteers.
- The training form should be completed once the training has been carried out and a copy kept by the Kids Cottage.

The Kids Cottage management:

- Is committed to securing the highest level of safety, health, and welfare in accordance with the relevant legislation.
- Supports the development and maintenance of appropriate health and safety.
- Shall ensure that appropriate information, funding, facilities, resources, and training are available.
- Shall ensure that adequate job training and all necessary WHS information are provided to enable staff to perform their tasks in a safe and healthy manner.
- Shall ensure that all accidents, near misses, and work-related illnesses are reported, examined for trends and patterns of frequency and type.

The Kids Cottage employees:

- Are expected to willingly cooperate to maintain a safe and healthy working environment throughout the centre and encourage other employees to follow safe work practices.
- Will immediately notify the Director and WHS Representative of any accident or incident or any other matter which may affect the health and safety of any person at the centre.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

Work Health and Safety (WHS) Act and Regulation 2011
NSW Department of Health

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

NSW Department of Health www.health.nsw.gov.au

Stress Management in the Workplace

Policy Statement

Stress management is recommended to try to reduce job stress and the effect that stressed workers may have on other staff, children, and parents/carers.

Procedures

Factors that can help reduce the effects of stressful working conditions include:

- Maintaining a balance between work and family or personal life.
- Having a support network of friends and co-workers.
- Having a relaxed and positive outlook
- Utilising time management skills to prioritise workload.

The Kids Cottage management and staff will:

- Maintain adequate staffing numbers for all before and after school care and vacation care sessions
- Hold regular formal and informal meetings with all or individual staff to discuss any problems/issues that may be of concern
- Ensure staff are taking scheduled breaks and time off the floor as appropriate each shift
- Organise and facilitate training and resources for all required tasks for staff
- Establish, action, and evaluate an intervention program when staff become stressed.
 - Staff may be encouraged to take time off or reduce their hours as part of this intervention program
 - Delegation of tasks or alterations to role responsibilities may be considered as part of this intervention program

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Education (NSW DoE)
Work Health and Safety (WHS) Act and Regulation 2011
Early Childhood Resource Hub (ECRH) – Work Health and Safety in Education and Care Services

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

WHS www.legislation.nsw.gov.au

ECRH <https://www.ecrh.edu.au/docs/default-source/resources/ipsp/work-health-and-safety-in-education-and-care-services.pdf?sfvrsn=8>

SECTION F: PROGRAMMING

Programming & Evaluation

Policy Statement

We aim to develop and implement a balanced program that is stimulating, interesting, educational, and exciting, and reflects the cultural diversity of our community and our philosophy. The program will provide opportunities for play, exploration, and the development of new skills. The curriculum will be informed by the school-age framework, *My Time, Our Place*. Families and children will be actively encouraged to participate in the planning and evaluation of these programs.

Procedure

- Educators will be responsible for the development of a child-centred program, reflecting the philosophy of the centre.
- Written programs will be displayed for families and children, and major events published in either newsletters or distributed by email, for greater publicity.
- Time will be allocated each week for programming and training in programming, provided where necessary, to increase educators' awareness of children's developmental needs.
- Families and children will be encouraged to contribute to the program by providing input and feedback through the written programs, comments on Playground observations, annual family survey, and conversations with educators.
- Written programs for vacation care will be published at least 2 weeks before vacation care starts.
- Educators will interact with children and, where appropriate, participate in activities and encourage children to try new activities.
- The program will be evaluated regularly to ensure it is meeting the needs of individual children and their families at the centre.
- The school-aged learning framework, *My Time, Our Place*, guides curriculum decision-making and enables each child's learning in the five outcomes:
 - Children and Young people have a strong sense of identity
 - Children and Young people are connected with and contribute to their world
 - Children and Young people have a strong sense of well-being
 - Children and Young people are confident and involved learners
 - Children and Young people are effective communicators
- Curriculum decision-making is informed by the context, setting, and cultural diversity of the families and the community.
- The program for each child considers their strengths, capabilities, culture, interests, and experiences:
 - Each child's current knowledge, ideas, culture, and interests provide the foundation for the program.
 - Every child is supported to participate in the program.
 - Each child's learning and development is assessed as part of an ongoing cycle of planning, documenting, and evaluating children's learning.

- Critical reflection and evaluation of children's learning and development, both as individuals and in groups, is used as a primary source of information for planning and to improve the effectiveness of the program and teaching strategies.

Considerations

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)

My Time, Our Place

NSW Department of Education (NSW DoE)

For further information

Education and Care Services National Law and Regulation; NQF & NQS; My Time, Our Place www.acecqa.gov.au

NSW DoE <https://education.nsw.gov.au/>

Homework

Policy Statement

We aim to provide the children with an opportunity to relax and have fun after a full day of school; however, we recognise that the children may have homework they need to complete for school and will allocate time and space for this activity in the afternoon.

Procedure

- Parents are invited to add their child(ren)'s name(s) to the homework list at the start of Term 1 each new school year.
 - Homework lists are divided into age groups – Juniors (K-2), and Kids Club (Yrs 3-6).
 - Homework lists can be found on clipboards next to the sign-in/out iPads.
- Educators read out the homework list at the 4:45pm roll call each afternoon. Children whose names are on the homework list are encouraged to complete their homework from 4:45-5:30pm.
- It is the children's responsibility to ensure their homework is in their bag. Educators will assist children in kindergarten to year 2 with finding their homework within their bags, but will not check children's bags in Year 2-6 for homework.
- Educators will encourage but not force children to do their homework.
- Educators will listen to children read, help them with sight words, supervise them completing spelling, and offer minor assistance as required with other assigned homework.
- Educators are not tutors. We will do our best to support each child with the completion of their assigned homework, but we may be limited in our ability to provide one-on-one guidance.

Kids Cottage does not have computers available for children to use to complete homework. Children are not allowed to bring their own technological devices to Kids Cottage for homework.

Considerations

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
My Time, Our Place
Network of Community Activities – Program Planning Factsheet
NSW Government – Education & Communities – Homework Policy Guidelines
Middle Harbour Public School – Policies

For further information

Education and Care Services National Law and Regulation; NQF & NQS

www.acecqa.gov.au

Network of Community Activities networkofcommunityactivities.org.au

NSW Government – Education & Communities www.education.nsw.gov.au/policy-library

Middle Harbour Public School www.middleharb-p.schools.nsw.edu.au

The Kids Cottage, Middle Harbour

Last Reviewed: 10th December 2024

Daily Routine for Programs

Policy Statement

We aim to create a flexible, daily routine for our before and after school and vacation care program that contributes to the children's safety, security, and confidence to play and learn.

Procedure

- Separate, detailed daily routines are created for before and after school and vacation care programs
- Daily routines consider all indoor and outdoor spaces, children in attendance, transitions, and children's need for quiet and relaxation
- Routines are designed to be flexible and provide children with choice
- Before and after school care routines are reviewed at the start of each new term, and vacation care routines are reviewed as part of the planning process for each school holiday period
- All stakeholders have an opportunity to contribute to the development of daily routines

Considerations

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
My Time, Our Place
Network of Community Activities – Program Planning Factsheet

For further information

Education and Care Services National Law and Regulation; NQF & NQS
www.acecqa.gov.au
Network of Community Activities networkofcommunityactivities.org.au

Gender Equity

Policy Statement

All children, families, and staff will be treated equally and provided with the same access to services, resources, and equipment. We aim to help children develop their full potential regardless of their gender.

Procedure

- Educators will accept and value every parent /carer and child regardless of sex or ability.
- Educators are aware of the way in which they treat individual children and parents/carers in regard to language, attitudes, assumptions and expectations.
- The before and after school care and vacation care programs will not be based on gender stereotypes but provide a positive experience where children are encouraged to participate in a variety of activities regardless of their sex.
- Educators will provide a range of equipment and materials, which is non-sexist and meets the needs of children.
- The service will provide equal employment opportunities to both sexes.

Considerations

Education and Care Services National Law and Regulation 2011
The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
My Time, Our Place
Anti-Discrimination Act 1977
Equal Employment Opportunity (EEO) NSW
Equal Employment Act 1987
NSW Industrial Relations
Fair Work Act 2009

For further information

Education and Care Services National Law and Regulation; NQF & NQS; My Time, Our Place www.acecqa.gov.au
Anti-Discrimination Act & EEO <https://www.business.gov.au/People/Hiring/Equal-opportunity-and-diversity>
Equal Employment Act & Fair Work Act www.legislation.nsw.gov.au
NSW Industrial Relations www.industrialrelations.nsw.gov.au

Cultural Relevance / Anti Bias

Policy Statement

We aim to recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures within each child, through the thoughtful integration of a variety of cultural activities in the program. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

Procedure

- Educators will make themselves aware of specific cultures represented at the centre and local community and shall accept and value every family and child regardless of race, culture, religion, sex, ability, or sexual preference of parents.
- No discrimination will be made against any family or child, and educators will not discriminate against the parents in relation to childcare practices (with the exception of child protection concerns).
- Educators will encourage feedback and input from families and children regarding their culture or race and use this knowledge to enhance the overall program.
- Where appropriate, staff will be trained in various cultures and multicultural programming.
- Contact should be made with the KU Children's Services Inclusion Support team for support, assistance, and ideas on inclusive practices at Kids Cottage.
- Where possible or necessary, parent information will be translated into other languages.

Considerations

Education and Care Services National Law and Regulation 2011
 The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
 My Time, Our Place
 Anti-Discrimination Act 1977
 Equal Employment Opportunity (EEO) NSW
 Equal Employment Act 1987
 NSW Industrial Relations
 Fair Work Act 2009

For further information

Education and Care Services National Law and Regulation; NQF & NQS; My Time, Our Place www.acecqa.gov.au
 Anti-Discrimination Act & EEO <https://www.business.gov.au/People/Hiring/Equal-opportunity-and-diversity>
 Equal Employment Act & Fair Work Act www.legislation.nsw.gov.au
 NSW Industrial Relations www.industrialrelations.nsw.gov.au

Excursions

Policy Statement

We believe that excursions are an essential part of the vacation care program as they provide an opportunity to expand the children's experience, explore local and different environments, and learn new activities. Child and staff safety is a priority, and risk assessments will be carried out to ensure safety.

Procedures

Planning

- All excursions will be planned, taking into consideration:
 - A risk assessment carried out by the Director or Group Leader before parents' permission is sought
 - Children's ages, developmental levels, and interests
 - Ways to maximise developmental experiences
 - Suitable venue and ease of access
 - Access to facilities such as bathrooms
 - Suitability for different weather conditions
 - Equipment needs of children and staff
 - Travel arrangements required
 - Costs associated with travel and or admission
- Alternative arrangements will be made for adverse weather conditions.

Authorisation and Notification

- No child will be taken outside the centre without the parents' permission. Parents can give permission for the excursion by completing the vacation care enrolment form. If the excursion is deemed one of higher risk or includes swimming, parents will be asked to complete the enrolment form and give permission for their child to participate in the excursion. All excursions will be publicised to all parents with full details including destination, date, approximate times of departure and return, costs associated, and what children are required to bring.

All risk assessments for excursions are provided with vacation care emails and must be read by parents before booking their child in.

Transportation

- Steps will be taken to ensure that all excursions comply with transport legislation and regulations.
- The transport policy will apply in relation to travelling to and from any venue.

- All staff and relief staff will be made aware of the transport policy and procedures for supervision and assisting children while travelling in public or private bus or coach transport or on excursions.
- Particular attention will be made to assist when boarding or alighting from public transport and when walking with children across roads or in crowded areas.

Staff Ratios and Supervision

- The staff/child ratios as outlined in the National Standards will be always met:
 - There will be a maximum of 8 children to 1 carer for excursions
 - There will be a maximum of 5 children to 1 carer for swimming
- Responsible adult volunteers over the age of 18 may be used to augment adult: child ratios on excursions.
- It is the responsibility of the Director or Group Leader in charge to maintain headcounts and take the roll at appropriate times.
- All staff and volunteers attending the excursion will have read and signed the risk assessment for the excursion prior to departing from the centre.

While on excursions

- No changes to the excursion itinerary will be made unless it is in the best interest of the children's safety and well-being and notification to parents has occurred.
- All children will be wearing identification or wristbands indicating the centres name and a contact phone number. Under no circumstances should the children have their names on the badge.
- Information and equipment to be taken on excursion should include:
 - A list of all children on the excursion, guardian contact details and details of any child medical/special needs.
 - A fully stocked first aid kit and any medications taken e.g. Epi-pens, Ventolin.
 - Spare drinking water
 - The Group Leader in charge of the excursion needs to be aware of any medical/special needs and medications brought.
- The centre's Emergency, Illness, Injury and Trauma Medication and Sun Protection policies will be implemented on excursions as required.
- All children will be instructed regarding behaviour on the excursion and what to do if they are separated from the group.

Considerations

NSW Children and Young Persons (Care and Protection) Act 1998
 NSW Advocate for Children and Young People Act 2014
 Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS)
NSW Department of Communities and Justice (NSW DCJ)

For further information

Human Services Network www.hsnet.nsw.gov.au

Ombudsman <https://www.ombo.nsw.gov.au/>

NSW DCJ www.dcj.nsw.gov.au

Education and Care Services National Law and Regulation; NQF & NQS; My Time, Our Place www.acecqa.gov.au

Safe Use of Digital Technologies and Online Environments

Policy Statement

Kids Cottage is committed to providing a safe and supportive environment for all children through the establishment and ongoing promotion of a child-safe culture. This commitment extends to the safe and responsible use of digital technologies and online environments. The safety, privacy, and well-being of children are of paramount importance. Children will be meaningfully engaged in decision-making processes regarding the use of digital technologies, including the capture, use, and distribution of their images or videos by both adults and other children within the service.

This policy applies to all educators, staff, volunteers, students, children, families, and visitors engaged with our service across all settings, including on-site, during excursions, and transport provided as part of the service.

Safe use of digital technologies and online environments e.g. computers, iPads, cameras, film, electronic games etc., can be used as part of the program of activities to supplement a variety of indoor and outdoor activities. Staff will ensure information technology is suitable for the children's ages, by using ratings given by the Australian Communication and Media Authority (ACMA) and other relevant agencies.

Procedures

- Consent must be given by families as listed on the enrolment form before capturing any images or videos of children.
- Digital devices are to be used by educators or under direct adult supervision.
- Devices are used to support programming, documentation, communication, and learning experiences.
- All devices must be monitored for data transfers to ensure no unauthorised access or content.
- All images and videos are stored Kids Cottage devices and hard drive and deleted when children leave the service.
- Children's use of digital technologies is always supervised.
- The physical environment where digital devices are used will be visible, open, and conducive to supervision.
- Personal devices, including those of staff and visitors, are only to be used in essential situations or emergencies, and only if the service device is not available.
- Staff must identify, report, and respond to any suspected or actual abuse, grooming, bullying, or exploitation that may occur via digital platforms.
- Mandatory reporting laws and regulatory notification obligations will be followed.
- Concerns must be escalated to the nominated supervisor and appropriate authorities without delay.
- Children are empowered to participate in decisions about how their digital images are captured, stored, or shared.
- No child will be photographed or filmed without consent from the child and their parent/guardian.

- All staff must undergo regular training in Safe Digital practices, Privacy & Confidentiality, and identifying online risks and grooming behaviour.
- Staff must demonstrate competence in managing digital environments responsibly.
- Visitors, including families, must not use digital devices to photograph or record children unless specifically authorised for a particular purpose.
- TV, film, video, iPads, and electronic games will only be viewed or played that have a G or PG rating.
- TV, videos, iPads, computers, and electronic games may be used, and when used, should be planned as part of a balanced program of activities. They could highlight a particular activity or interest within the program. They should not be a daily activity in the centre unless they are used for homework research. Educators are to always monitor internet usage.
- Staff should preview the film, video, or game where possible.
- Children should continue to be provided with other activities during the showing of a video and properly supervised.
- At Vacation Care during Cold Seasons, electronic games brought from home may be able to be used for short, specified times for years 5 & 6 only. Children are not allowed to access the internet on their personal devices at any point in time.
- Kids Cottage does not take any personal responsibility for any devices children choose to bring from home.

Roles and Responsibilities

Approved Providers and Nominated Supervisors

- Ensure all reasonable precautions are taken to protect children from harm when digital technologies are used.
- Oversee implementation and compliance with child protection laws, privacy legislation, and notification requirements.
- Ensure the service complies with the National Model Code, National Law, and Regulations.

Educators and Staff

- Use digital technologies only for approved, authorised purposes.
- Monitor all use of devices and online platforms by children.
- Report any concerning or inappropriate digital activity immediately.

Families and Visitors

- Are informed of the policy and must comply with service expectations regarding device use and privacy when on site.
- Must not use personal devices to take photos or videos at the service unless authorised.

Record Keeping and Notifications

- Records of digital content are securely stored and only accessible to authorised personnel.
- Breaches involving digital content (e.g. unauthorised sharing, harmful content) will be documented and reported as per the child protection policy.

- Notifications will be made to the relevant regulatory authority, and if required to police or child protection authorities.

Considerations

Education and Care Services National Law and Regulation 2011

The Australian Children's Education and Care Quality Authority (ACECQA) - National Quality Framework (NQF) and National Quality Standard (NQS) (Quality Areas 2, 4, 5, 6 and 7)

Australian Privacy Principles

National Principles for Child Safe Organisations

Child Safe Standards

National Model Code

Children's Guardian Act 2019

Reportable Conduct Scheme

Australian Communication and Media Authority (ACMA)

For further information

Department Of Education <https://www.education.gov.au/>

Office of the Children's Guardian <https://ocg.nsw.gov.au/>

Education and Care Services National Law and Regulation

<https://legislation.nsw.gov.au/view/html/inforce/current/act-2010-104a> &

<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653>

NQF & NQS; My Time, Our Place www.acecqa.gov.au

ChildStory Reporter <https://reporter.childstory.nsw.gov.au/s/>

ACMA www.acma.gov.au